

EA02-031

GM

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

**ATTACHMENT 4F
BOOK 19 OF 22
PART 2 OF 3**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|----------------------------------|-------------|-------------------|
| Case No: | 3753456 | VIN Number: | 1G1YY32G1Y5102275 |
| Date Opened: | 2/17/2000 | Model Year: | 2000 |
| Date Closed: | 2/21/2000 | Series: | Corvette |
| Dealer Code: | B02311 | Mileage: | 4533 |
| Address: | SULLIVAN CHEVROLET IROSELLE PARK | State: | NJ |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN WON'T UNLOCK

RESOLUTION ABSTRACT- STEERING COLUMN TELESCOPIC ACTUATOR - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

02/17/2000 14:54:09 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

02/17/2000 14:54:09 HISTORY - RADZIOCH

DEALER STATES CAR TOWED IN WITH COLUMN LOCKED AND WON'T UNLOCK, TECH STATES WITH TECH2 CAN'T SEE THE IGNITION LOCK DISPLAY CHANGES WITH KEY IN OR OUT.

ADVISED TECH TO CHECK THE WIRES RUNNING TO THE LOCK CLY IF GOOD REPLACE

THE IGNITION LOCK

02/21/2000 11:38:33 DAVIS

- BOB CLAIMS HE REPLACE THE

IGNITION LOCK CYLINDER AND STILL HAD THE CONCERN AND THEN REPLACED THE
IGNITION RELAY TO CORRECT THE CONDITION....ERIC...X40777

DIV: CHEVROLET CASE 990579580 TYPE: G-GENERAL
NAME: BROWN & BROWN CHEVROLET, INC.
YR/MDL: 2000/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: PHOENIX
VIN: 1G1YY32G1Y5104849
RESP DEALER: 00000
MILEAGE: 1007
YEAR/MODEL: 2000/CORVETTE

STATE: AZ ZIP: [REDACTED]
DELIVERY DATE: 10/04/1999
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 11/18/1999 ORIG OPEN DATE: 11/18/1999
REOPENED: N
LAST ACTIVITY DATE: 11/18/1999 BY: [REDACTED]
CLOSE DATE: 11/18/1999 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: I (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N
CONTACTED DATE: 11/18/1999
DEALER CLOSED : 11/18/1999

DEALER NUMBER: 39023
NAME: BROWN & BROWN CHEVROLET, INC.
CITY: MESA ST: AZ

REQUEST CODES AND COMMENTS

| CDE | # | CLOSE | DESC |
|-----|---|-------|----------------------|
| J03 | 0 | | ENGINE DOESN'T START |
| M40 | 0 | | STEERING WHEEL LOCKS |

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/18/1999 00:00:01
AVM ADVISED INVOLVEMENT OF FIELD ENGINEER FOR
REPAIR INPUT.
AVM ADVISED INVOLVEMENT OF FIELD ENGINEER FOR
REPAIR INPUT.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/18/1999 17:06:51
AVM, LEONARD DEPREZ CALLED TO CREATE FILE CONCERNING CUSTOMER. STATES
CUSTOMER'S CONCERNS INVOLVE A STEERING WHEEL THAT LOCKS AND THE ENGINE
DOES NOT START. STATES THE CUSTOMER IS SEEKING A REPURCHASE OF THE
VEHICLE BECAUSE CUSTOMER'S PRESENT VEHICLE IS SAME KIND AS HIS LAST
VEHICLE, AND CUSTOMER IS EXPERIENCING SIMILAR PROBLEMS WITH THE
PRESENT VEHICLE AS HE DID WITH THE LAST ONE. AVM STATES THAT HE TRIED
TO EXPLAIN TO CUSTOMER THAT NOT ALL CORVETTS ARE LIKE THIS, HOWEVER
THE CUSTOMER FEELS DIFFERENTLY, AND HAS CONTACTED THE BBB FOR SEEKING
REPURCHASE OF VEHICLE. AVM STATES THAT HE FEELS THERE IS NOT ENOUGH
YET TO CONSIDER A REPURCHASE. AVM STATES IS GETTING FIELD ENGINEER
INVOLVED IN ORDER TO WORK WITH CUSTOMER TO REPAIR VEHICLE. AVM STATES
THAT CUSTOMER TRADED IN THE PRIOR CORVETT, WITH 22,000 FOR PRESENT ONE

AVM IS SEEKING TO HAVE THIS CASE DOCUMENTED FOR FUTURE REFERENCE,
SINCE CUSTOMER IS CONTACTING BBB.
CON'T FROM PRIOR COMMENTS:
CRM ADVISED WOULD CREATE FILE FOR AVM, AND CALL BACK WITH FILE
NUMBER. KEN SIMPSON/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/20/1999 11:07:42
ADR CRM RECEIVED FILE FROM BBB STATING CUSTOMER SEEKS REPURCHASE DUE
TO STEERING WHEEL LOCKS UP. CRM IS WORKING ON CASE.
THANEMAI DANG ADR/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/03/2000 15:23:20
CRM IS CLOSING CASE. CRM WAS UNABLE TO CONTACT CUSTOMER. CUSTOMER WAS
ALREADY DENIED BY AVM, LEONARD DEPREZ. BBB HAS CLOSED. CRM WILL CLOSE
CASE DUE TO CUSTOMER HAS HAS ONLY ONE REPAIR ATTEMPT.

DECISION- NO REPURCHASE
JUSTIFICATION- ONLY ONE REPAIR ATTEMPT HAS BEEN MADE
DECISION MAKER- BBB AND CRM
FOLLOW UP- NO

THANEMAI DANG/ADR/TAMPA EXT...58466

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/07/2000 16:28:48
CORR DOC#00B390026 RE'CD 1 LETTER, 2 COPIES OF GM GOODWRENCH INV#C32072
FOR \$298.90 (\$180 FOR PART - 94.50 FOR LABOR) THIS REIM WAS DENIED BY
AVM 2-03-00. THERE IS NOTHING ELSE TO DO WITH THIS CASE.....

***** [REDACTED] *****

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: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: PHOENIX

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: AZ

HOME PHONE: [REDACTED]

EXTENTION:

DATE:

DATE:

ZIP: [REDACTED]

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.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|----------------------------------|-------------|-------------------|
| Case No: | 6707396 | VIN Number: | 1G1YY32G1Y5105029 |
| Date Opened: | 8/18/2003 | Model Year: | 2000 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B04565 | Mileage: | 13000 |
| Address: | SUBURBAN CHEVROLET CEDEN PRAIRIE | State: | MN |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- CAMPAIGN COLUMN LOCK STEERING WHEEL IS LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/18/2003 11:50:50 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - STEERING WHEEL IS LOCKED

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

TECH STATES, COLUMN LOCK HAS POWER, BCM WORKING, VISS SHOWS CAMPAIGN CLOSED.

TAC RECOMMENDATION - TAC ADVISED TECH STEERING WHEEL SHOULD NOT LOCK AFTER CAMPAIGN IF VEHICLE HAS A AUTOMATIC TRANS, WHICH IT DOES.

TAC ADVISED TECH TO HAVE SERVICE MANAGER CONTACT ASM AND ADVISE CAMPAIGN IS CLOSED, BUT COLUMN STILL LOCKS, MUST PERFORM CAMPAIGN 01044A ON VEHICLE.

08/18/2003 11:50:50 HISTORY - STRETLIEN

GM RESTRICTED

| | | | |
|--------------|------------|---------|-------------------|
| CASE NUMBER: | 1-32118312 | VIN: | 1G1YY32G1Y5108447 |
| DATE | 09/11/02 | MODEL | 2000 |
| DATE | 10/01/02 | SERIES | CORVETTE |
| SOURCE: | N/AYES | MILEAGE | 41300. |
| CUSTOMER: | | | |
| ADDRESS: | | | |
| HOME PHONE: | | STATE: | CA |
| BUS. PHONE: | | | |

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

| | | | |
|--------------|------------|-----------------|---|
| CASE NUMBER: | 1-32118312 | VIN: | 1G1YY32G1Y5108447 |
| DATE OPENED: | 2002-09-11 | MODEL YEAR: | 2000 |
| DATE CLOSED: | 2002-10-01 | SERIES: | Corvette |
| SOURCE: | Phone | MILEAGE: | 41300.0000000 |
| BRC TYPE: | N/AYes | DELIVERY DATE: | |
| BRC PARENT: | 1725, USA | DEALER NAME: | Mullahay Chevrolet, Inc. |
| | | DEALER ADDRESS: | 600 W Commonwealth Ave, Fullerton, CA, 92832- |

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

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

No Symptom Indicated

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

locked steering column; ; 2002-09-12
2002-09-11

spoke with Tina in service; ; 2002-09-12
2002-09-11

svc mgr called back; ; 2002-09-12
2002-09-11

advised of avm call will call cust back on friday; ; 2002-09-12
2002-09-12

called svc mgr to advise of additional info; ; 2002-09-12
2002-09-12

called svc mgr to advise of info; ; 2002-09-12

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

2002-09-12

left message for avm Andrew Fegan node: 80509 mailbox: 58725; ; 2002-09-12
2002-09-16

AVM Andrew Fegan returned call; ; 2002-09-16
2002-09-18

follow up; ; 2002-09-18
2002-09-18

spoke with Bret svc mgr; ; 2002-09-18
2002-09-18

called cust at home; ; 2002-09-18
2002-09-18

called cust at business phone; ; 2002-09-18
2002-10-01

follow up; ; 2002-10-01
2002-10-01

Service Request has been Closed Satisfied.; ; 2002-10-01

*****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:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

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

TREATED:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

GRAND BLANC

MI

HOME PHONE:

CASE NUMBER: 05078308

VIN: 1G1YY32G1Y5116127

MODEL YEAR: 2000

DATE OPENED: 2001-07-26

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-08-06

MILEAGE: 40000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: URKA AUTO CENTER INC

BRC PARENT:

DEALER ADDRESS: 3736 W US 10, LUDINGTON, MI, 49431, USA

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

M41 Steering Column/Lock/Attaching Parts

Broken

0 REPAIR ATTEMPT(S)

cust seeks repair steering column, campaign

#01044

S13 Reimbursement Requested

Customer Satisfaction

0 REPAIR ATTEMPT(S)

RENTAL

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\web\knowledge]]. 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 00 corvette, steering wheel column lock, 300 miles from home, local dlr took in on flatbed to uraka. svc mgr states to cust part coming today. cust call# 810-287-0206. cust seeks reimbursement of towing expenses, rental veh, cost of having to drive to dlr to pick up.

crm contacted svc advisor, rich, (svc mgr, tom erka on vacation untill next wk) don holmes parts mgr states no spac as is ci part (in stock). rich states part due in today or tomorrow up out of philly, pa. rick states dlrshp towed veh at dlrshp expense, crm advises rich must get verbal approval from svc mgr on rental reimbursement, leaves tm voicemailbox # for svc to call in w/ verbal.

crm advises cust unable to reach svc mgr, veh part to arrive within 2 days, and unable to get verbal approval fro renatl approval, however wrnty roadside assistance guidelines are \$30 per day up to 5 days. crm advises cust should keep all receipts and that crm will contact as soon as any updated info is available or friday at between..cont...; 0; 365023370
2001-07-26

cont...
10-12cat.
rick railey/atx/cars; 0; 365023390
2001-07-27

crm contacted dlrshp, spoke w/ rich, svc mgr still on vacation untill monday, crm advised will call back for svc mgr then (mon).
rick railey/atx/cars; 0; 365100104
2001-07-30

crm attempted to contact svc mgr, busy unable to get on phone, will try again later.
rick railey/atx/cars; 0; 365367075
2001-07-30

crm attempted to contact cust, no answer.
rick railey/atx/cars; 0; 365379525
2001-08-01

crm contacted svc mgr, stated no problem on rental veh, but that cust has picked up veh and did not present and receipts for same.
crm contacted cust voice mail, left msg that if cust has any rental receipts to present to dlr svc mgr for reimbursement. rick railey/atx/cars; 0; 365540612
2001-08-01

CUST STATED HE HAD HIS VEH TOWED TO URKA AUTO ON 7/22/01. THE STEERING WHEEL COLUMN LOCKED UP. CUST HAD THE CAMPAIGN WORK PERFORMED. CUST SEEKING REIMB. FOR RENTAL. HE STATED THE DLR HAD NO RENTALS AT TIME. HE HAD TO RENT A VEH WHILE VEH WAS IN DLR WAITING FOR PART FOR 7 DAYS. CUST STATED HE WENT THRU HIS BROTHER. HIS BROTHER RENTED HIM A VEH FOR 7 DAYS FOR \$40 A DAY. CUST STATED THERE IS NO RENTAL AGENCY AROUND THE DLR AND HE WAS NOT ABLE TO GET ONE, AND THAT IS THE REASON WHY HE RENTED FROM HIS BROTHER. HE SAID THERE IS NO RECEIPT, OR CONTRACTS TO PROVE A PAYMENT. CUST REQUESTED FOR CRM TO CALL HIM BACK ON CELL AFTER DOING RESEARCH. CRM WILL DO SO. SAMANTHA KNEPPER PDX CAC; 0; 365551981
2001-08-01

CRM CONSULTED W/ TM ON CASE. TM STATED WE WILL NOT BE ABLE TO REIMB THE CUST IF HE DID NOT RENT A VEH FROM A RENTAL AGENCY. SAMANTHA KNEPPER PDX CAC; 0; 365552032
2001-08-01

CRM CALLED URKA CHEV 231 845 6282. CRM SPOKE W/ SVC MGR TOM URKA. CRM INFORMED HIM THE UPDATED INFO FROM CUST. THE CUST DID NOT RENT A VEH FROM A RENTAL AGENCY. HE RENTED A VEH FROM HIS BROTHER. TOM STATED, THEREFOR WE ARE NOT GOING TO REIMB THE CUST ON RENTAL. THE CUST WAS TOLD WHEN HE DROPPED OFF VEH- THEY DON'T RENT VEHs FOR CUST- CUST WILL NEED TO RENT A VEH AND THEN SEEK REIMB. UP TO \$30 A DAY. HE STATED THEY ALWAYS REFER CUST TO 2 RENTAL AGENCIES- QWINS AND VANDERHAAGS. NO ASSISTANCE ON THIS ISSUE. SAMANTHA KNEPPER PDX CAC; 0; 365552314
2001-08-01

CRM CALLED CUST ON CELL 810 287 0206. CRM INFORMED THE ONLY WAY CHEV WOULD REIMB HIM FOR THE RENTAL IF HE WENT THRU ONE OF THE RENTAL AGENCIES. AND THERE ARE 2 AVAIL RENTAL AGENCIES IN THE DLRS AREA. CUST STATED HE DID ASK BOTH AGENCIES AT THAT TIME, BOTH HAD NONE AVAIL. HE STATED HE HAD TO DRIVE HOME. CRM INFORMED CUST HE COULD HAVE RENTED A VEH AT HIS HOME AREA FROM A RENTAL AGENCY. OR CALL BACK THENEXT DAY AT THE OTHER TWO AGENCIES FOR A RENTAL. CUST THANKED CRM AND STATED HE WILL TRY ANOTHER ROUTE TO GET REIMB. FOR THE RENTAL. ****CUST HAS NO PROOF HE RENTED A VEH FROM BROTHER** SAMANTHA KNEPPER PDX CAC; 0; 365554536
2001-08-06

CUST STATES HE WANTS TO GET REIMBURSED FOR RENTAL, CRM READ FILE NOTES & ADVISED CUST, A DECISION HAS BEEN MADE, THERE IS NO REIMBURSEMENT AVAILABLE. CUST DEMANDED TO HAVE CRM GIVE HIM PERSONAL OPINION, REPEADADLY ASKING CRM "WHAT WOULD YOU DO?" CRM ADVISED CUST, CAN NOT & WILL NOT VOICE PERSONAL OPINION, CUST USED PROFANITY, CRM ADVISED CUST NOT TO USE PROFANITY, CUST ASKED TO SPEAK TO SOMEONE HIGHER UP, CRM ADVISED DECISION HAS BEEN MADE *** AS PER FILE, LAST CRM NOTE; TM HAS ADVISED ON THIS ALREADY**** CUST DIDCONNECTED CALL. CRM/PATTI SIMON/PDX/CAC; 0; 365965429

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

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:
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:

Jacksonville
FL

HOME PHONE:

CASE NUMBER: 1-119175035 VIN: 1G1YY32G1Y5117276
MODEL YEAR: 2000
DATE OPENED: 2003-07-14 SERIES: Corvette
DATE CLOSED: 2003-07-16 MILEAGE: 39000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Arlington Chevrolet, Inc
BRC PARENT: DEALER ADDRESS: 8725 Arlington Expy, Jacksonville, FL, 32211-
8112, USA

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

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

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

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

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

Service Request has been Closed Dissatisfied.; ; 2003-07-14
2003-07-15

SR in Status of Closed has been Re-Opened by LOCKETTK; ; 2003-07-15
2003-07-15

requesting to speak w/ owning CRM; ; 2003-07-15
2003-07-15

please contact cust; ; 2003-07-15
2003-07-15

Lockin Concern; ; 2003-07-15
2003-07-15

See in bound notes; ; 2003-07-15
2003-07-15

Service Request Ownership has changed FROM: RODJESS TO: MANN; ; 2003-07-15
2003-07-15

Steering concern; ; 2003-07-15
2003-07-15

Policy; ; 2003-07-15
2003-07-15

81-119175035; ; 2003-07-15

2003-07-15

Service Request has been Closed Dissatisfied.; ; 2003-07-15
2003-07-15

Cust.; ; 2003-07-15
2003-07-16

1-119175035-between 8-10am PT; ; 2003-07-16
2003-07-16

SR in Status of Closed has been Re-Opened by RODJESS; ; 2003-07-16
2003-07-16

Service Request has been Closed Dissatisfied.; ; 2003-07-16

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WAS VEHICLE ROAD TESTED;
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
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:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-----------------------------|-------------|-------------------|
| Case No: | 4860912 | VIN Number: | 1G1YY32G1Y5119402 |
| Date Opened: | 7/5/2001 | Model Year: | 2000 |
| Date Closed: | 7/12/2001 | Series: | Corvette |
| Dealer Code: | B09491 | Mileage: | 10976 |
| Address: | LEWIS CHEVROLET OLDSBECKLEY | State: | WV |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT-- STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/05/2001 13:33:43 SBD TEMPLATE - GEMUS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

07/05/2001 13:39:43 HISTORY - GEMUS

DLR STATES THE STEERING COLUMN IS LOCKED AND HE CANNOT DRIVE IT INTO THE SHOP AND SENCE ITS RAINING HE CANNOT GET A TECH TO GO FIX THE UNIT OR LOOK FOR THE GROUNDS AS HE WOULD HAVE TO LAY ON THE GROUND...

SUGG WAIT TILL IT STOPS RAINING AND HAVE TECH FIGURE OUT A WAY TO GET IT INTO THE SHOP AND PERFORM A STEERING CLOUMN LOCK DIAGNOSTIC SYSTEM CHECK
...IF STILL HAVEING A CONCERN THEN CALL BACK..43584

07/20/2001 14:17:28 MEYERS

- DEALER SURVEY WAS PERFORMED

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

HONOLULU, HI

CASE NUMBER: 06542818 VIN: 1G1YY32G1Y5121005
MODEL YEAR: 2000
DATE OPENED: 2002-03-18 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-03-25 MILEAGE: 17000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JN CHEVROLET
BRC PARENT: DEALER ADDRESS: 2999 W NIMITZ HWY, HONOLULU, HI, 96819, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) FAILS TO UNLOCK

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) NONE

A15 Special Policy Special Policy
0 REPAIR ATTEMPT(S) NONE

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) DIAG & REPAIR

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THAT STEERING COLUMN FAILS TO UNLOCK.
CUST SEEKS TO HAVE VEH REPAIRED. CUST SEEKS TO KNOW IF VEH IS PART OF A CAMPAIGN.
CRM ADVISED CUST THAT THERE IS A RECALL FOR STEERING COLUMNS FAILING TO UNLOCK ON SOME
COVERETTES BUT THAT CUST' VEHIS NOT PART OF A CAMPAIGN OR SPECIAL POLICY. CRM ADVISED THAT

CUST' S VEH IS STILL UNDER NEW CAR WRNTY AND THAT WILL COVER REPAIR ON VEH.
CRM CONTACTED DLRSHIP AT 808-831-2561 AND WARM TRANSFERRED CUST TO RANDY O CAMPO, SVC
ADVISER, AT DLRSHIP TO MAKE APPT AFTER ARRANGING TO CALL CUST BACK 3/33 BETWEEN 4 TO 6 CST.
DIANE COLLINS/CAC/ATEX; 0; 385342360
2002-03-25

CRM LEFT VOICE MESSAGE ASKING CUST TO UPDATE FILE AS TO REPAIR OF VEH AND IF CUST NEEDS ANY
FURTHER ASSISTANCE FROM CUST. SECRETARY STATES THAT SHE BELIEVES THAT CUST HAD VEH
REPAIRED. CRM IS CLOSING FILE SATISFIED PENDING UPDATE BY CUST. DIANE COLLINS/CAC/ATEX; 0;
385949533

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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:

Harrisburg

PA

HOME PHONE:

CASE NUMBER: 1-120789503

VIN:

1G1YY32G1Y5121327

DATE OPENED: 2003-07-18

MODEL YEAR:

2000

DATE CLOSED: 2003-07-23

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

25000.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

DEALER NAME: Sutliff Chevrolet CO

BRC PARENT:

DEALER ADDRESS: PO Box 1307, Harrisburg, PA, 17105-1307, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Cust has steering column lock light on; ; 2003-07-18

2003-07-18

Srv. Mgr.; ; 2003-07-18

2003-07-18

Srv. Mgr.; ; 2003-07-18

2003-07-21

SR 1-120789503 7/21 12-2; ; 2003-07-21

2003-07-21

CRM following up on issue; ; 2003-07-23

2003-07-21

Srv. Mgr.; ; 2003-07-21

2003-07-21

CRM followed up with cust; ; 2003-07-21

2003-07-23

SR 1-120789503 7/23 2:30-4:30; ; 2003-07-23

2003-07-23

CRM following up with cust; ; 2003-07-23

2003-07-23

Service Request has been Closed Satisfied.; ; 2003-07-23

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

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:
ADDRESS:
HOME PHONE:

PLANO , TX

CASE NUMBER: 04404401 VIN: 1G1YY32G1Y5123093
MODEL YEAR: 2000
DATE OPENED: 2001-06-01 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-06-01 MILEAGE: 14712
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: VAN CHEVROLET
BRC PARENT: DEALER ADDRESS: 1700 SOUTH I-35E, CARROLLTON, TX, 75006, USA

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

M41 Steering Column/Lock/Attaching Parts Other
2 REPAIR ATTEMPT(S) STEERING COLUMN HAS LOCKED FOR THE THIRD
TIME

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES HE IS STRANDED AT A SHOPPING MALL WITH HIS STEERING COLUMN LOCKED AND FRUSTRATED
BECAUSE THIS IS THE THIRD TIME IT HAS HAPPENED. CRM ADVISED CUST THAT CRM WILL CALL DLR AND
SPEAK TO SVC MGR. CRM TALKED TO KEVIN SVC MGR HE STATES THAT HE WILL HAVE VEH TOWED TO THE
DLR. SVC MGR STATES TO HAVE CRM ASK CUST IF HE PREFERENCES TO BE TOWED TO THAT DLR OR THE ONE
CLOSEST TO HIM. CRM ASKED CUST WHERE HE PREFERENCES TO BE TOWED. CUST STATES IT DOES NOT MATTER
HE WANTS HIS VEH FIXED. CRM CALLED ROADSIDE ASST FOR CHEV AND CONF CUST TO THEM. NO FURTHER
ASST NEEDED HERE. ADRIENNE SIMS/CAC/PDX; 0; 360293394

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Lubbock , TX

CASE NUMBER: 1-127490120 VIN: 1G1YY32G1Y5125636
MODEL YEAR: 2000
DATE OPENED: 2003-08-06 SERIES: Corvette
DATE CLOSED: 2003-08-20 MILEAGE: 17500.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Scoggin-Dickey Chevrolet-Buick, Inc.
BRC PARENT: DEALER ADDRESS: 5901 Spur 327, Lubbock, TX, 79424-2705, USA

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

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

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

Steering column locked; ; 2003-08-06
2003-08-06

See when they could look at veh; ; 2003-08-06
2003-08-06

OTS for dismat closing; ; 2003-08-07

Chevrolet Corvette Owner Assistance; ; 2003-08-09
2003-08-07

see mgr review; ; 2003-08-08
2003-08-08

Steering concern; ; 2003-08-08
2003-08-08

Service Request Ownership has changed FROM: LAMPKINC TO: STANDIFL; ; 2003-08-08
2003-08-08

Left msg; ; 2003-08-08
2003-08-12

Steering Issue; ; 2003-08-12
2003-08-09

cust sent in email (see attached); ; 2003-08-11

RE: Chevrolet Corvette Owner Assistance; ; 2003-08-09
2003-08-11

Svc mgr, Hollis; ; 2003-08-11
2003-08-11

Left msg; ; 2003-08-11
2003-08-15

5 day follow-up; ; 2003-08-15
2003-08-15

Created: CAC_RS0006. SR#1-127490120; ; 2003-08-15
2003-08-15

Call CAC; ; 2003-08-20
2003-08-20

Service Request has been Closed satisfied.; ; 2003-08-20

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

RESTRAINT:

IF SO, WHERE:

LOCATION:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 21, 2003

[REDACTED]
Lubbock, TX [REDACTED]

Service Request: 1-127490120

Dear [REDACTED]

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

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

Sincerely,

Leslie Standifird
Customer Relationship Manager

RS0006-P/mjr

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|--------------------------|-------------|-------------------|
| Case No: | 5908337 | VIN Number: | 1G1YY32G1Y5126012 |
| Date Opened: | 9/23/2002 | Model Year: | 2000 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B06330 | Mileage: | 14561 |
| Address: | JN CHEVROLET HONOLULU HI | State: | HI |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- STEERING WHEEL LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/23/2002 14:53:03 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) KYLE UEJO TECH

CUSTOMER CONCERN -STEERING COLUMN LOCK

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

DLR WANTS TO KNOW IF 10144 CAN BE DODE TO THIS VET. DLR STS THE VIN DOES NOT FALL IN.

TAC RECOMMENDATION -DLR TO DO NORMAL DIAG PER SERVICE MANUAL AS NEEDED.DLR TO CALL HIS AVM FOR 01044 INFO .IF HE WANTS TO COVER THIS REPAIR IF THE CONCERN IS THE SAME. DLR TO ADV WW

09/23/2002 14:53:03 HISTORY - WILSON

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Tarpon Springs

FL

HOME PHONE:

CASE NUMBER: 1-100965907

VIN:

1G1YY32G1Y5126432

DATE OPENED: 2003-05-20

MODEL YEAR:

2000

DATE CLOSED: 2003-05-20

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

36150.00000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

STEERING COLUMN LOCKED UP; ; 2003-05-20

2003-05-20

Service Request has been Closed Dissatisfied.; ; 2003-05-20

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

EDWARDSVILLE

IL

HOME PHONE:

CASE NUMBER: 05366225

VIN:

1G1YY32G1Y5127631

DATE OPENED: 2001-08-20

MODEL YEAR:

2000

DATE CLOSED: 2001-08-20

SERIES:

CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE:

18000

BRC TYPE: No

DELIVERY DATE:

DEALER NAME: WHEEL GRANITE CITY CHEVROLET COMPANY

BRC PARENT:

DEALER ADDRESS: 3499 PROGRESS PKY., GRANITE CITY, IL, 62040, USA

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

M41 Steering Column/Lock/Attaching Parts

Broken

0 REPAIR ATTEMPT(S)

WONT MOVE

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus1\Micros-1\Iexplore.exe http:\\carsweb\\webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CDST STATES STEERING WONT WORK. HAVING TOWED TO DLR. SEEKS TO KNOW IF PART OF CAMPAIGN. CRM CHECK AND VEH DIDNT FALL UNDER VIN BREAKPOINTS FOR 01442. VEH STILL COVERED UNDER WRNTY ANYWAY. DALE STACHE/CAC/PDX; 0; 367216678

*****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

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

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:

SOUTHFIELD

MI

HOME PHONE:

CASE NUMBER: 04973404

VIN: 1G1YY32G1Y5129380

MODEL YEAR: 2000

DATE OPENED: 2001-07-18

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-07-18

MILEAGE: 7000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: LES STANFORD CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 21711 MICHIGAN AVE, DEARBORN, MI, 48124, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

STEERING COLUMN LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customer's expectation

* Validate feature is on vehicle

* Review owners manual with owner - {[Owners Manuals RUN

C:\Progra-1\Plus1\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_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 WAS GETTING READY TO BACK OUT OF A PARKING SPOT WHEN THE STEERING WHEEL LOCKED. CUST SEEKS TO KNOW WHAT TO DO. IT IS AFTER 5PM WHERE SHE IS AT. CRM CALLED ROADSIDE ASST TO RENDER AIDE & CONFRENKED CUST IN W/THEM. CUST SAID THANK YOU. MARY VARGA/CAC-PDX/7-18-01.; 0; 364351019

*****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
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
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 SAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MRP:

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

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER :

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TR AD. WHERE:

*****ADDITIONAL INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NUMBER:

BUSINESS: 4 BUSINESS: 0

ACCIDENT: _____ DATE OF ACCIDENT: _____

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

REBOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY: CONTACT TYPE:

CONTACT TYPE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

OKLAHOMA CITY
OK

HOME PHONE:

CASE NUMBER: 05282425 VIN: 1G1YY32G1Y5130853
MODEL YEAR: 2000
DATE OPENED: 2001-08-10 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-08-27 MILEAGE: 7500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BOYD CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 5000 W RENO, OKLAHOMA CITY, OK, 73127, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) steering column locked
T44 Maintenance Certificate (Oil Change) Customer Satisfaction
0 REPAIR ATTEMPT(S) LOF

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.
Technical Information

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

Cust states that the steering column lock light is on and this has happened 1x before. Cust seeks assist because he is in a parking garage, doesn't know if a tow can even get in there, and wants to go home after a long day at work. CRM contacted Roadside for a quick fix for the steering column. Roadside advised that there is no quick fix for the concern and the cust needs to call around and find a tower that will use a flatbed even though the veh is in a parking garage. CRM advised the cust of this. Cust seeks some kind of written apology. CRM advised that we should be able to provide some kind of written apology. Kelsey Tanabe/CAC/PDX; 0; 366356994
2001-08-10

CRM would like to provide a LOF for the cust for these reasons per TM Mike Longs approval: 1. Apologize for cust's repeat inconvenience of the steering column locking up, 2. Restore faith that GM does care about the cust, 3. Apologize for the potential problems that could occur when the veh is towed out of a parking garage. CRM would like this LOF to WOW the cust. Kelsey Tanabe/CAC/PDX; 0; 366357187
2001-08-14

CRM forwarding to GL. Kelsey Tanabe/CAC/PDX; 0; 366674155
2001-08-14

GL REVIEWED FILE AND IS RETURNING FOR FURTHER ATTENTION.
SUZANNE HEIN/GL/PDX; 0; 366687634
2001-08-15

Resubmitting to GL. Kelsey Tanabe/CAC/PDX; 0; 366779160
2001-08-15

GL REVIEWED FILE AND IS SUBMITTING FOR FIRST APPROVAL.
SUZANNE HEIN/GL/PDX; 0; 366784756
2001-08-16

Liaison Submitting for final approval

Jamison Willey GL/PDX; 0; 366832849
2001-08-27

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 8/17/01 TO 9700 MISTY HOLLOW LANE; OKLAHOMA CITY,
OK. 73151.
JADA MEAD/GL/TL/CAC/PDX.; 0; 367808777

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

EXTERNAL CASE NUMBER: 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:

August 15, 2001

[REDACTED]
Oklahoma City, OK [REDACTED]

Request: C05282425

Dear [REDACTED]

We are sorry you have experienced concerns with your 2000 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

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

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

Sincerely,

Kelsey Tanabe
Customer Relationship Manager

RS0015-P

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

- Submit the claim for the reasonable/customary quick lube price using labor operation number Z7410, failure code 98 and insert the amount in the net item column.
- Retain this original letter in the customer's file

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Lake Mary

FL

HOME PHONE:

CASE NUMBER: 1-111857548

VIN:

1G1YY32G1Y5131081

MODEL YEAR:

2000

DATE OPENED: 2003-06-21

SERIES:

Corvette

DATE CLOSED: 2003-06-30

MILEAGE:

15500.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Classic Chevrolet CO.

BRC PARENT:

DEALER ADDRESS: 940 State Road 434 South, Altamonte

Springs, FL, 32714,

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Ginio- Column lock and towing; ; 2003-06-21
2003-06-21Ginio- Column lock and towing; ; 2003-06-21
2003-06-21Ginio- Column lock and towing; ; 2003-06-21
2003-06-21Roadside-Dispatch #11531953; ; 2003-06-21
2003-06-21Roadside-Dispatch #11531953; ; 2003-06-21
2003-06-21Ginio- Roadside-Dispatch #11531953; ; 2003-06-21
2003-06-21Ginio- Roadside-Dispatch #11531953; ; 2003-06-21
2003-06-21Emily@2:39 p.m.; ; 2003-06-21
2003-06-24Ginio-; ; 2003-06-24
2003-06-25Ginio-; ; 2003-06-24
2003-06-24Ginio-; ; 2003-06-24
2003-06-24

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

Chevrolet Corvette Owner Assistance; ; 2003-06-30

RE: Chevrolet Corvette Owner Assistance; ; 2003-06-30
2003-06-30

SR in Status of Closed has been Re-Opened by WHITIFF; ; 2003-06-30
2003-06-30

Compliment CRM; ; 2003-06-30
2003-06-30

Service Request has been Closed Satisfied.; ; 2003-06-30

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

+ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

DESTERHAN

LA

HOME PHONE:

CASE NUMBER: 05644437 VIN: 1G1YY32G1Y5133283
MODEL YEAR: 2000
DATE OPENED: 2001-10-08 SERIES: UNKNOWN
DATE CLOSED: 2001-10-08 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SHEPARD CHEVROLET-PONTIAC-BUICK
BRC PARENT: DEALER ADDRESS: 181 NEW COUNTY RD RTE 1, ROCKLAND, ME, 04841, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CSI RECEIVED 10/8/01

J01 Engine Service Engine Soon
1 REPAIR ATTEMPT(S) WIRING HARNESS

M40 Steering Wheel Inoperative
1 REPAIR ATTEMPT(S) LOCKED UP

LOCATE DEALER

CRM INSTRUCTIONS:
LINK TO WEBKNOWLEDGE TO FIND:
SPECIFIC DEALER
DEALER WITHIN A SPECIFIC RADIUS
MARKET TEAM

[[Locate Dealer RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Utilities/UtilitiesMain.htm]]
LOCATE DEALER

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

CUST STATES THAT WIRING HARNESS IS CAUSING THE VEH COMPUTER TO SET OFF ALL THE WARNING LIGHTS & THE STEERING WHEEL IS LOCKING UP, THE CHK ENG LIGHT, LOW FUEL, SHOCKS INOPERATIVE ARE ALL LIGHTING UP ON THE DASH. CUST IS IN LA ON VAC & SEEKS TO KNOW WHEREHE CAN TAKE THE VEH, & SEEKS TO KNOW IF WORK WILL BE WARRANTIED, CRM ADVISED CUST THAT IF IT IS THE SAME PART AS PUT ON BY BANNER CHEV THEN IT WILL BE, BUT CAN NOT SAY FOR SURE UNTIL CUST TAKES VEH IN FOR DIAGNOSIS. CUST IS SATISFIED. CRM/PATTI SIMMON/PDX/CAC; 0; 371422321

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|----------------------|-------------------------------------|--------------------|--------------------------|
| Case No: | 6547471 | VIN Number: | 1G1YY32G215102209 |
| Date Opened: | 6/13/2003 | Model Year: | 2001 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B17378 | Mileage: | 30785 |
| Address: | SERRA CHEVROLET INC BARTLETT | State: | TN |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN STEERING ALLEGED STEERING COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/13/2003 17:39:01 SBD TEMPLATE - SAVOY

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) MIKE PERRALT- TECH

CUSTOMER CONCERN - CUSTOMER STATES THAT THE STEERING COLUMN IS LOCKED.

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

MIKE SAYS HAT THE VEHICLE CAME IN ON A FLAT BED AND SAYS THAT THE STEERING COLUMN IS LOCKED. MIKE SAYS THAT HE WAS CALLING PER PI # P101137 BUT SAYS THAT THE STEERING COLUMN DID NOT LOCK DURING OPERATION.

TAC RECOMMENDATION -

ADVISED DEALER THAT PI P101137 IS ONLY FOR VEHICLES THAT LOCK DURING OPERATION

06/13/2003 17:39:01 HISTORY - SAVOY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|------------------------------|-------------|-------------------|
| Case No: | 6622423 | VIN Number: | 1G1YY32G215102775 |
| Date Opened: | 7/15/2003 | Model Year: | 2001 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B11063 | Mileage: | 16368 |
| Address: | BOEHMER CHEVROLET SAWAUCONDA | State: | IL |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK STI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/15/2003 13:52:54 SBD TEMPLATE - THOMPSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM- TECH

CUSTOMER CONCERN -

TECH STS STEERING COLUMN WON'T UNLOCK;

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

TECH STS HAPPENS INTERMITTANTLY; STS CUST STS DIC STS "STEERING COLUMN LOCK";

TAC RECOMMENDATION -

TAC DISCUSSED TSB 01-02-35-008, A000285A WHICH STS IN PART

"CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR INTERMITTENTLY STAYS LOCKED.

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.**
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS)...**
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT**

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM..."

TECH TO COMPLY.

07/15/2003 13:52:54 HISTORY - THOMPSON

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

BOCA RATON

FL

HOME PHONE:

CASE NUMBER: 05455883 VIN: 1G1YY32G215104087
MODEL YEAR: 2001
DATE OPENED: 2001-09-05 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-09-05 MILEAGE: 9769
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ED MORSE CHEVROLET
BRC PARENT: DEALER ADDRESS: 1640 N STATE RD 7 (441), LAUDERHILL, FL, 33313, USA

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

S50 Roadside Assistance Complaint Customer Satisfaction
0 REPAIR ATTEMPT(S) FOR TOWING
M41 Steering Column/Lock/Attaching Parts Inoperative
0 REPAIR ATTEMPT(S) LOCKED UP

Roadside Assistance: Hold/Towing Time

CRM INSTRUCTIONS:

Advise customer that their comments are appreciated and are being documented. Advise customer that Roadside Assistance will be in a better position to address their concerns. Transfer customer to Roadside Assistance for further assistance.

[[Phone List RUN C:\Progra-1\Plus!\Microm-1\Iexplore.exe

http://carsweb/webknowledge/plists/]]

Roadside Assistance: Hold/Towing Time

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

CUST STATES ROADSIDE ASST FILE #01217237. CUST STATES HE HAS A COMPLAINT ON THE OPERATOR FROM ROADSIDE ASST. CUST STATES HE DOESN'T LIKE THE WAY HE WAS TREATED BY THE OPERATOR OR THE TOW TRUCK PERSON. CUST STATES HE HAD TO WAIT ALMOST 35 MINUTES FOR ASST FROM ROADSIDE. CUST STATES ROADSIDE ASST OPERATOR SOUND INCOMPETENT. CUST STATES A FLAT BED TOW TRUCK WAS SENT TO HIS HOUSE & THEY COULDN'T TOW THE VEH & LEFT THE CUST STRANDED. CUST STATES HE WAS STUCK AT THE HOUSE. CUST SEEKS TO HAVE COMPLAINT DOCUMENTED. CRM ADVISED APOLOGY. CRM ADVISED THAT COMPLAINT WOULD BE DOCUMENTED AT THE CAC. CRM ADVISED TRANSFER TO KAREN WALKER & SHASHI EXT 4070, ADVISOR ROADSIDE ASST TO HAVE COMPLAINT DOCUMENTED W/THERM. IRITA EDWARDS/TPA/TIER 1; 0; 368552381

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-------------------------------|-------------|-------------------|
| Case No: | 5768311 | VIN Number: | 1G1YY32G215108227 |
| Date Opened: | 7/26/2002 | Model Year: | 2001 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B26043 | Mileage: | 5000 |
| Address: | BENNETT CHEVROLET-BUKINGSLAND | State: | GA |
| Dealer Phone: | | | |

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/26/2002 13:22:27 SBD TEMPLATE - JOHNSON
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)

ED FRUEND TECH

CUSTOMER CONCERN -

THE STEERING COLUMN IS LOCKED

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

DOES 01-02-35-008 APPLY TO AN 01

TAC RECOMMENDATION -

PERFORM 01-02-35-008, AND ADVISE

07/26/2002 13:22:27 HISTORY - JOHNSON

SYMPTOM ABSTRACT-- COLUMN INOPERATIVE INTERMITTENT LOCK STEERING

RESOLUTION ABSTRACT-

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|---------------------------------|-------------|-------------------|
| Case No: | 5718747 | VIN Number: | 1G1YY32G215118880 |
| Date Opened: | 7/8/2002 | Model Year: | 2001 |
| Date Closed: | 11/25/2002 | Series: | Corvette |
| Dealer Code: | B44384 | Mileage: | 4247 |
| Address: | ED RINKE CHEVROLET CCENTER LINE | State: | MI |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN DIC DISPLAY LOCK A000265 COLUMN LOC

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/08/2002 14:03:47 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) ROB DETGEN, TECH.

CUSTOMER CONCERN - STEERING WHEEL LOCK GOES INTO LOCK MODE AND THE DIC SHOWS THE COLUMN IN LOCK MODE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATES THE VEHICLE WAS IN ABOUT A COUPLE OF WEEKS AGO FOR A DEAD BATTERY WHICH WAS REPLACED AND ALL THE SYSTEMS WERE RE-LEARNED/REPROGRAMMED. NO DTC'S. NO REPAIRS/PARTS. TECH DID PERFORM A RELEARN TO THE COLUMN LOCK.

TAC RECOMMENDATION - ADVISED TECH OF PI - A000265, A000265A 5-22-01

SUPERSEDES A000265 9-7-99

CONDITION/COMPLAINT: STEERING COLUMN LOCK WILL NOT UNLOCK OR INTERMITTENTLY STAYS LOCKED.

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.**
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT**
ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

IF THE

07/08/2002 14:03:47 HISTORY - GLEDHILL

11/25/2002 12:22:39 WARNER - CASE CLOSED BY VME

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MELBOURNE

FL

HOME PHONE:

CASE NUMBER: 06869164 VIN: 1G1YY32G2W5100127
MODEL YEAR: 1998
DATE OPENED: 2002-05-17 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-05-22 MILEAGE: 28000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: JIM RATHMANN CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 800 S HARBOR CTY BLVD, MELBOURNE, FL, 32901, USA

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

M41 Steering Column/Lock/Attaching Parts Other
1 REPAIR ATTEMPT(S) DOES NOT QUALIFY FOR CAMP

Parts quality concern

CRM ACTIONS:

CRM to advise customer, "Your parts department is in the best position to assist you with quality concerns of a part as they are able to visually inspect the part. If you would like, I can contact the Parts Manager on your behalf. However, you will need to personally speak with them about your concern."

Parts quality concern

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

CRM RESUMED THE FILE TO CONTACT THE CUST. THE CUST IS VERY HAPPY, THE DLR USED EMPOWERMENT TO COVER THE COST FOR THIS CUST. CLOSING FILE SAT, RICHARD SEELBACH TPA/CARS 56284; 0; 390934415
2002-05-17

CUST STATES THAT HE IS THE 2ND OWNER OF THIS VEH, PURCHASED W21000 MILES FROM THE ORIG OWNER.

CUST STATES THAT HE WENT TO START THE CAR, AND THE STEERING WHEEL WAS LOCKED UP, THE CAR IS A RATEMEN CHEVY. IT WAS TOWED TO THE DLR.

CUST SEEKS: HE BELIEVES THAT THIS PART SHOULD NOT HAVE GONE BAD

CRM CONTACTED THE DLR: SVC MGR STEVE SERRANO STATED THAT THE CAR WAS STILL IN EMPOWERMENT. HE FURTHER STATED THAT THEY HAVE PROBLEMS W/THIS LOCKING COLUMN ALL THE TIME. HE WOULD BE WILLING TO G/WILL THIS TO THE CUST UNDER EMPOWERMENT. HE WOULD LIKE FOR HIS SVC ADV TO BE THE HERO, I AGREED.

CRM ADVSD THE CUST TO STAY IN CONTACT WITH SVC ADV SAM. HE WILL HAVE A DIAG ON MONDAY AFTERNOON. CALL BACK ESTAB FOR 05/21/02 AT 1030 AM EST. RICHARD SEELBACH TPA/CARS; 0; 390516888

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|----------------------------|-------------|-------------------|
| Case No: | 3398266 | VIN Number: | 1G1YY32G2W5103092 |
| Date Opened: | 8/16/1999 | Model Year: | 1998 |
| Date Closed: | 8/18/1999 | Series: | Corvette |
| Dealer Code: | B15018 | Mileage: | 29036 |
| Address: | BARLOW CHEVROLET OLDDERMAN | State: | NJ |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STRG COLUMN WILL NOT UNL

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--

08/16/1999 16:05:50 SBD TEMPLATE - KLIMKOWSKI

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

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

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

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

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

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

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

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

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

08/16/1999 16:05:50 HISTORY - KLIMKOWSKI

DLR STS STRG COLUMN WILL NOT UNLOCK. DLR STS HE HAS GONE THROUGH T/T IN SERVICE MANUAL AND STILL NO REPAIR. DLR LOOKING FOR INFO

ADVISED DLR TO TRY TO UNLOCK STRG COLUMN AND FEEL AND LISTEN FOR RELAY OPERATION INSIDE BCM AND STRG COLUMN LOCK RELAY OPERATION IF O/K REPLACE

LOCK MOTOR PER TAC TIP

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

CHOCTAW , OK

CASE NUMBER: 06751986 VIN: 1G1YY32G2W5103707
MODEL YEAR: 1998
DATE OPENED: 2002-04-22 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-04-23 MILEAGE: 25245
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Inoperative
0 REPAIR ATTEMPT(S) STEERING GENERAL

T19 Campaign Correction Required Customer Satisfaction
0 REPAIR ATTEMPT(S) CAMPAIGN

S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) REIM

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" GMFP or other
- * Reference WKC[[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 Dawn 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/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

CUSTOMER SEEKING COST ASSISTANCE FOR FOR RECALL#01044A. CUSTOMER STATED, HIS VEHICLE LOCKED
UP WHICH EXHIBITED THE CORVETTE ELECTRONIC COLUMN LOCK CAMPAIGN/RECALL#01044A. CUSTOMER
STATED, WHEN HE ASKED, SVC ADV. STEVE SAUNDERS AT THE DEALERSHIP WHY HIS VIN# WAS NOT
INCLUDED - STEVE SAUNDERS/SVC ADV ADVISED THE CUSTOMER TO CONTACT CAC. CRM ADV CUSTOMER
THAT RECALL/CAMPAIGN ARE PERFORMED ON VEH WHOSE VIN#S THAT ARE DOCUMENTED WITHIN THE
RECALL/CAMPAIGN VIN#S FROM THROUGH COLUMNS. IF THE VIN# IS NOT IDENTIFIED TO BE A NUMBER
WHICH FALLS WITHIN THE IDENTIFIED VIN#S WITHIN THE RECALL/CAMPAIGN THE VEH/VIN# WILL NOT

QUALIFY FOR REPAIR UNDER THE CAMPAIGN. CUSTOMER ADV CRM THAT HE IS THE 2ND OWNER MILEAGE AT PURCHASE 11,000. CRM ADV CUSTOMER THAT CRM WILL CONTACT HIM ON 4-23-2002. CRM CONTACTED THE DEALER AND CONSULTED WITH RICK HARRIS/SVC ADV REGARDING CUSTOMER MAINTENANCE HISTORY AND THE CUSTOMER'S REQ AND CONCERNS. RICK HARRIS/SVC ADV. COMMITTED TO CONTACTING CRM BY VOICE MESSAGE ON 4-23-02 WITH RESOLUTION. CRM WILL THEN CONTACT THE CUSTOMER AFTER RECEIVING PHONE MESSAGE FROM RICK HARRIS. NOTE: CUSTOMER STATED, HE IS A LOYAL GM OWNER. CUSTOMER STATED, THAT HE WILL SEEK FURTHER ASSISTANCE IF GM IS UNABLE TO ASSIST IN THIS MATTER. CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 99999
2002-04-23

AVM MATT STAPLETON CALLED 04/023/02 STATED WILL REVIEW WITH SERVICE MANAGER RICK HARRIS AND WILL ADDRESS CUSTOMER'S CONCERNS AT DEALER LEVEL. CRM ADVISED OF DOCUMENTING THIS INFO. T BOWMAN//AVM TEAM//TPA; 0; 388416314
2002-04-23

RICK HARRIS PHONED STATING THAT THE DEALERSHIP HAS OFFERED A 50/50 GOODWILL. RICK HARRIS STATED, THAT THE CUSTOMER DID ACCEPT THE 50/50 GOODWILL SPLIT AND IS PLEASE WITH THE RESOLUTION. RICK HARRIS STATED, THAT I (CRM) MAY CLOSE THE CALL OUT WITH CUSTOMER BEING SATIS. W/DLR GOODWILL DECISION. CRM CONTACTED THE CUSTOMER. CUSTOMER STATED, THAT HE IS VERY SATIS. WITH THE DLR GOODWILL DECISION. CUSTOMER COMMITTED, THAT HE HOPE OTHER CUSTOMERS WHO'S VEH. VIN#S THAT EXHIBIT THE SAME STEERING CONCERNS WILL BE INCLUDED IN THE RECALL/CAMPAIGN. CRM CLOSING FILE SATIS. CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC
CR; 0; 388425480

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

San Diego

CA

HOME PHONE:

CASE NUMBER: 1-74962634

VIN: 1G1YY32G2W5104503

MODEL YEAR:

DATE OPENED: 2003-02-21

SERIES: Corvette

DATE CLOSED: 2003-03-14

MILEAGE: 65000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Courtesy Chevrolet Center

BRC PARENT:

DEALER ADDRESS: 750 Camino Del Rio N, San Diego, CA, 92108-3296, USA

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

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

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

Locked up steering column; ; 2003-02-21
2003-02-21

Svc Adv, Eric Link; ; 2003-02-25
2003-02-25

SR1-74962634; ; 2003-02-25
2003-02-21

AVM Steve Bradley; ; 2003-02-21
2003-02-25

Pete Misleh, Svc Mgr; ; 2003-02-26
2003-02-26

SR1-74962634 Pete Misleh, Svc Mgr; ; 2003-02-26
2003-02-25

CB as promised; ; 2003-02-25
2003-03-05

1-74962634 CB with decision on assistance and research on tire pressure sensors; ; 2003-03-05
2003-02-26

Followup on CUST costs; ; 2003-02-27
2003-02-27

CUST/DLR review; ; 2003-02-27
2003-02-28

SR1-74962634 Intent to offer Good Will Jim Morgan/CAC/PDX 866-932-4368 x 38877; ; 2003-02-28
2003-02-28

SR1-74962634 Tom Fowler; ; 2003-02-28
2003-03-04

CB to CUST; ; 2003-03-04
2003-03-05

Results of research; ; 2003-03-05
2003-03-05

FAVM, Steve Bradley; ; 2003-03-05
2003-03-05

Service Request has been Closed Satisfied.; ; 2003-03-05
2003-03-06

SR in Status of Closed has been Re-Opened by MORGANJR; ; 2003-03-06
2003-03-06

CUST wanted cb on closed file; ; 2003-03-06
2003-03-06

SR1-74962634; ; 2003-03-06
2003-03-07

Obtain CUST FAX # (619) 528-8181 SR 1-74962634; ; 2003-03-07
2003-03-07

Svc Mgr, Pete Misleah & Billie Warner; ; 2003-03-07
2003-03-11

SR1-74962634 Tom Fowler; ; 2003-03-14
2003-03-12

Followup on Monday activity; ; 2003-03-12
2003-03-14

Regarding CUST resolution; ; 2003-03-14
2003-03-14

Service Request has been Closed Satisfied.; ; 2003-03-14

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
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:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Panama City

FL

HOME PHONE:

CASH NUMBER: 1-50240385

VIN: 1G1YY32G2W5105117

MODEL YEAR: 1998

DATE OPENED: 2002-11-19

SERIES: Corvette

DATE CLOSED: 2002-11-20

MILEAGE: 49000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Tommy Thomas Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 2251 W 23rd St, Panama City, FL, 32405-2344, USA

*****GENERAL CASH INFORMATION*****

M01 General

0 REPAIR ATTEMPT(S)

Excessive Effort

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

steering wheel lock; ; 2002-11-19

2002-11-19

steering column lock; ; 2002-11-19

2002-11-19

abs and traction control; ; 2002-11-19

2002-11-20

advising the cust of the avm decision; ; 2002-11-20

2002-11-20

avm decision is 50/50; ; 2002-11-20

2002-11-20

Service Request has been Closed Satisfied.; ; 2002-11-20

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
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:
HOME PHONE:

WAYNE , MI

CASE NUMBER: 06733097 VIN: 1G1YY32G2W5105263
MODEL YEAR: 1998
DATE OPENED: 2002-04-17 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-04-17 MILEAGE: 42000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LES STANFORD CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 21711 MICHIGAN AVE, DEARBORN, MI, 48124, USA

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

T04 General Information
0 REPAIR ATTEMPT(S)Customer Satisfaction
CUST CALLEDM01 Steering General
0 REPAIR ATTEMPT(S)Other
STEERING LOCKED UPA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
REFERRED TO DEALERTD4 General Information
0 REPAIR ATTEMPT(S)Other
CALLED ROADSIDE FOR CUST

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*****

4-17 CUST CALLED AND SEEMS TO KNOW WHAT TO DO ABOUT HIS VEH STEERING COLUMN LOCKING UP. CRM ADVISED CUST OF NO CAMPGNS ON VEH AND THAT CRM WILL CONTACT ROADSIDE FOR CUST. CRM CONTACTED ROADSIDE AND WARM TRANSFERRED CUST TO THEM. CRM ALSO ADVISED CUST OF 800# AND REQUEST#. CLOSED SATISFIED. ANNE SEREVE/CAC/ATX.; 0; 387940414

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Clarksville

TN

HOME PHONE:

CASE NUMBER: 1-134762898

VIN:

1G1YY32G2W5107904

DATE OPENED: 2003-08-27

MODEL YEAR:

1998

DATE CLOSED: 2003-08-28

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

30000.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

DEALER NAME: James Corlew Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: Post Office Box 347, Clarksville, TN, 37041-0347, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

steering lock on corvette; ; 2003-08-27

2003-08-27

requested dlr contact avm for waiver to cover under recall; ; 2003-08-28

2003-08-28

assistance?; ; 2003-08-28

2003-08-29

deliver denial of waiver on corvett steering lock recall coverage; ; 2003-08-29

2003-08-27

returned crm call; ; 2003-08-27

2003-08-27

acknowledge voice mail; ; 2003-08-27

2003-08-28

deliver denial; ; 2003-08-28

2003-08-27

update; ; 2003-08-27

2003-08-27

update; ; 2003-08-27

2003-08-28

deliver denial; ; 2003-08-28

2003-08-28

Service Request has been Closed Dissatisfied.; ; 2003-08-28

*****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:
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:
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:

GM RESTRICTED

376756

CASE NUMBER: 05487643 VIN: 1G1YY32G2W5108602
 DATE OPENED: 09/10/01 MODEL YEAR: 98
 DATE CLOSED: 09/12/01 SERIES: CORVETTE CONV
 SOURCE: YES MILEAGE: 43000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] JOBSTOWN, NJ [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05487643 VIN: 1G1YY32G2W5108602
 MODEL YEAR: 1998
 DATE OPENED: 2001-09-10 SERIES: CORVETTE CONV
 DATE CLOSED: 2001-09-12 MILEAGE: 43000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: ELKINS CHEVROLET LLC
 BRC PARENT: DEALER ADDRESS: 401 RTE 73, MARLTON, NJ, 08053, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
 1 REPAIR ATTEMPT(S) locked up
 A01 Open Campaign Other
 0 REPAIR ATTEMPT(S) not involved in 01044a

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.html]]
- * 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/chronic repair.html]]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 1) Review warranty history on "VIN Profile" tab

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

376756

- 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\explore.exe
http://carsweb/wahknowledge/carscp/sha/html/sha_customer_requests_vehicle_repurchase.htm]]

Vehicle repair request - Repair not done

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

CRM called the dlr and spoke to the svc advisor who states that the veh has not been seen yet, but they expect to see it today and can make a decision on cost assist after they diagnose it. Angela Kimball/pdx/cac; 0; 369159275
 2001-09-10

Cust states that the veh had the steering column lock up and she had the veh towed to a corvette expert place who told her that this is a recalled part and that it should be covered on all 98 and 99 corvettes. Cust went to the dlr and was told that it does not fall into the campaign and that they have not been able to look into that concern. Cust seeks the work covered under the campaign. CRM advised cust that the veh is not included in the campaign and that there is no way that it could be covered. CRM called the dlr and was not able to reach a human in svc. CRM will call them back later. CRM advised cust that the dlr has not had the chance to diagnose the veh yet so we can not make a determination on cost assist until then. Cust understood. CRM will call the cust back on 9-11 between 2-4pm ET. Angela Kimball/pdx/cac; 0; 369002399
 2001-09-11

CRM CALLED THE DLR AND SPOKE TO THE SVC MGR, WHO STATES THAT THEY HAVE NOT BEEN ABLE TO SEE THE VEH YET, BUT HE WILL CONSIDER COST ASSIST AFTER THEY DIAGNOSE IT. CRM THANKED HIM FOR TAKING IT INTO CONSIDERATION. THERE ARE NO GUARANTEES OF ASSIST AT THIS POINT. ANGELA KIMBALL/PDX/CAC; 0; 369087462
 2001-09-11

CRM WAS ADVISED THAT DUE TO THE TRADGETY ON THE EAST COAST, CRM WILL HONOR CALL BACK AT A LATER TIME AND DATE. ANGELA KIMBALL/PDX/CAC; 0; 369087503
 2001-09-11

CUST CLD UPSET THAT PREV CRM DID NOT CALL BACK. CRM ADVSD CUST THAT WE ARE IN NATIONAL INCIDENT AND PREV CRM WILL CALL AS SOON AS AVAILAELE TO MAKE CALLBACKS. CUST SATISFIED AND WILL WAIT FOR RESPONSE FROM PREV CRM. CRM SENT NOTIFICATION TO PREV. CRM PER TM TONY SERNIOTTI OVER THE SHOULDER APPROVAL...KELLY AMSDILL/PDX/CAC; 0; 369094585
 2001-09-11

CRM is still not able to make call back due to tradgety on the east coast, but resumed file to be in CRM's ID. Angela Kimball/pdx/cac; 0; 369107809
 2001-09-12

CUST STATES WAS EXPECTING CB FROM PREV CRM KIMBALLA. CUST STATES IF NO CB ARRANGED, WILL SEEK LITIGATION. CRM ADVISED CUST THAT DUE TO RECENT NATIONAL EVENTS CA CIS STILL UNABLE TO MAKE OUTBOUND CALLS. CUST STATES HAS HEARD THIS EXCUSE BEFORE, & REITERATED IF NO CB WOULD SEEK LITIGATION. CRM FORWARDING FILE TO PREV CRM FOR CB EVALUATION. MORGANA GENTRY/ATX/CAC; 0; 369156790
 2001-09-12

CRM will call the cust when given the okay to do so. Angela Kimball/pdx/cac; 0; 369158374

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

376756

2001-09-12

CRM called the cust and advised cust that the dlr has not seen the veh yet and that they expect to see it today, after diagnosis they will be able to make the decision. Cust was satis with that. CRM offered to follow up. Cust declined. CRM will closecase satis. Angela Kimball/pdx/cac; 0; 369159390

2001-09-12

cust called in wanting to speak with angela. crm advised could not do direct transfer but would be hapy to assist her. crm called dlr and spoke wth svc manager mike about possible assistance on this situation even though it did not fit in the recall. mike had already called his rep and was prepared to do a 50/50 . in this case he said the dealer would cover parts and the towing which is over 50/50. mike said to have cust call him if she accepts. crm got back with cust and advised her of this. cust though it was fair and agreed. cust thanked crm and said she would be calling her dealer soon . august devine/pdx/cac; 0; 369180644

*****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:

GM RESTRICTED

376756

COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:
% BUSINESS: 0

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Miami, FL

CASE NUMBER: 1-37927221 VIN: 1G1YY32G2W5111936
MODEL YEAR: 1998
DATE OPENED: 2002-10-03 SERIES: Corvette
DATE CLOSED: 2002-10-03 MILEAGE: 55108.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Marcone Chevrolet, LLC
BRC PARENT: DEALER ADDRESS: 8600 Pines Blvd, Pembroke Pines, FL, 33024-6534, USA

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

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

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

Steering Column Lock; ; 2002-10-03
2002-10-03

SERVICE MANAGER DWIGHT CARPENTER; ; 2002-10-03
2002-10-03

Service Request has been Closed Satisfied.; ; 2002-10-03
2002-10-03

Service Request has been Closed Dissatisfied.; ; 2002-10-03

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

LOCATION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Los Angeles

CA

HOME PHONE:

CASE NUMBER: 1-133438741

VIN: 1G1YY32G2W5112486

MODEL YEAR: 1998

DATE OPENED: 2003-08-22

SERIES: Corvette

DATE CLOSED: 2003-08-22

MILEAGE: 92000.0000000

SOURCE: Phone

DELIVERY DATE:

ERC TYPE: N/AYes

DEALER NAME:

ERC PARENT:

DEALER ADDRESS:

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

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

Inoperative

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

Steering lock up.; ; 2003-08-22
2003-08-22

Service Request Ownership has changed FROM: TEMPCOFF TO: GRIBBLET; ; 2003-08-22
2003-08-22

steering lock concern; ; 2003-08-22
2003-08-22

Service Request has been Closed Satisfied.; ; 2003-08-22

*****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:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

ADR INFORMATION

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

***BEC CONTACT INFORMATION**

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Orlando , FL

CASE NUMBER: 1-111429427 VIN: 1G1YY32G2W5112777
MODEL YEAR: 1998
DATE OPENED: 2003-06-20 SERIES: Corvette
DATE CLOSED: 2003-06-21 MILEAGE: 22000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Roger Holler Chevrolet CO.
BRC PARENT: DEALER ADDRESS: 860 W Fairbanks, Winter Park, FL, 32789-4789, USA

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

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

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

steering column locked; ; 2003-06-21
2003-06-20
Crm spoke with Brian Zigler; ; 2003-06-20
2003-06-21
finish file and close; ; 2003-06-21
2003-06-21
Service Request has been Closed Dissatisfied.; ; 2003-06-21

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

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

DATE:

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME :

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

BRADENTON

FL

HOME PHONE:

CASE NUMBER: 05405878

VIN:

1G1YY32G2W5119583

DATE OPENED: 2001-08-27

MODEL YEAR:

1998

DATE CLOSED: 2002-04-10

SERIES:

UNKNOWN

SOURCE: Phone

MILEAGE:

34000

BRC TYPE: No

DELIVERY DATE:

DEALER NAME: COX CHEVROLET INCORPORATED

BRC PARENT:

DEALER ADDRESS: 2900 CORTEZ RD W, BRADENTON, FL, 34207, USA

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

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customers expectation

* Validate feature is on vehicle

* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corpoi nt.htm]]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES THE STEERING SYSTEM LOCKED ON HIS 1998 CORVETTE RACE CAR. CUST STATES HE PURCHASED VEHICLE FROM A PRIVATE OWNER THAT STATES HE HAD THAT REPAIRED PREVIOUSLY. CUST STATES DEALERSHIP INFORMED HIM IT WOULD NOT BE COVERED UNDER WARRANTY BECAUSE HES NOT THE ORIGINAL OWNER. CUST SEEKS TO HAVE ASSISTANCE WITH REPAIR. CRM ADVISED TRANSFERRING TO TIER 2. CAROLYN MCKENZIE/CARS/TAMPA.; 0; 367802616
2001-08-27

CUST ALSO STATES HE HAS HAD CONCERNS W/COMPUTER SYSTEM OF VEHICLE. CUST STATES THAT DEALER ASSISTED W/TWOSE REPAIRS, HOWEVER HE WAS ADVISED THAT BECAUSE HE IS 2ND OWNER OF VEHICLE NO ASSISTANCE WILL BE PROVIDED FOR STEERING COLUMN LOCK UP. CUST STATED THAT SVC ADVISER WAS MATT.

CRM ADVISED CUST THAT SHE WOULD NEED TO CONTACT DEALER FOR ADDITIONAL INFO. CRM SPOKE W/CUST SVC ADVISER MATT FRENCH WHO STATED THAT CUST IS 2ND OWNER & DOES NOT QUALIFY FOR GOODWILL. MATT STATED CUST CONCERN DOES NOT FALL WITHIN PARAMETERS FOR CAMPAIGN. CRM ADVISED CUST THAT SHE SPOKE W/SVC ADVISER, HOWEVER SHE WOULD LIKE TO RESEARCH FURTHER & CONTACT SVC MGR AS WELL. CRM WILL CONTACT SVC MGR 8/28 & DO ADDITIONAL RESEARCH PRIOR TO CONTACT CUST BETWEEN 5PM & 7PM.

ERICA LLOYD/TIER 2/TAMPA; 0; 367804525

2001-08-27

MODEL: CORVETTE; 0; 367804541

2001-08-27

NOTE: CUST IS 2ND OWNER PURCHASED @17,000 MILES.
ERICA LLOYD/TIER 2/TAMPA; 0; 367804568
2001-08-28

CRM CONTACTED ASSISTANT SVC MGR MIKE THORP TO REVIEW CUST CONCERN AGAIN. ASSISTANT SVC MGR STATED SVC MGR IS NO LONGER W/DEALERSHIP AS OF LAST WEEK. MIKE STATED THAT HE A BULLETIN IN HAND THAT STATES 2ND OWNER DOES NOT QUALIFY FOR GOODWILL CONSIDERATION UNLESS CONCERN WAS PRESENT W/FIRST OWNER. MIKE GAVE BULLETIN #7205.09 CRM ADVISED MIKE THAT CUST PURCHASED VEHICLE FROM PRIVATE OWNER WHO ADVISED CUST THAT HE HAS THIS EXACT REPAIR DONE UNDER WARRANTY. CRM ADVISED MIKE THAT VIN PROFILE DOES SHOW 6/10/99 THAT 812,033 MILES STEERING LOCK PART REPLACED, WHICH WAS PRIOR TO CUST PURCHASE. CRM ALSO ADVISED MIKE THAT CRM DID NOT CONFIRM OR ADVISE CUST THAT HISTORY SHOWS THIS REPAIR. CRM ADVISED MIKE THAT SHE WAS JUST UNAWARE TO 2ND OWNERS DON'T RECEIVE GOODWILL CONSIDERATION. MIKE STATED THAT AT THIS TIME HE WILL HAVE TO ABIDE BY THIS GUIDELINE. CRM ASKED MIKE HAD AVM BEEN CONTACTED TO REVIEW CUST REQUEST FOR ASSISTANCE, MIKE STATED NO, BUT HE WILL CONTACT HIM.
ERICA LLOYD/TIER 2/TAMPA; 0; 367879868
2001-08-28

VIN PARAMETERS FOR CAMPAIGN ARE 1998 Chevrolet Corvette W5123355 TO W5131069. CUST VIN IS W5119583.; 0; 367880602
2001-08-28

CRM L/M FOR AVM Steven Gilley (DO NOT GIVE CUST THIS NAME!!!!!!) CRM ADVISED AVM THAT CUST IS EXPERIENCING A CONCERN W/STEERING COLUMN LOCK UP. CRM ADVISED AVM THAT ASSISTANT SVC MGR MIKE THORP & SVC ADVISER MATT FRENCH ADVISED CRM THAT 2ND OWNER DO NOT QUALIFY FOR GOODWILL CONSIDERATION. CRM ADVISED AVM THAT CRM WAS UNAWARE OF THESE GUIDELINES & WOULD LIKE FEEDBACK ON WHAT SHOULD BE DONE AT THIS POINT. CRM PROVIDED AVM W/BULLETIN# 7205.09 THAT MIKE WAS REFERRING TO. CRM ADVISED AVM THAT CRM CAN BE REACHED @ EXT 57695.
ERICA LLOYD/TIER 2/TAMPA; 0; 367881017
2001-08-28

CUST CALLED IN REQUESTING TO SPEAK WITH MS. LLOYD. CRM ADVISED CUST THAT SHE WAS NOT AVAIL. CUST STATES THAT MS. LLOYD IS SUPPOSE TO CALL HIM BETWEEN 5 AND 6. CRM ADVISED CUST THAT IT IS NOT QUITE 6 PM, INFORMED CUST THAT I WILL SEND MS. LLOYD AND EMAIL (ALARM) STATING THAT HE EXPECTING HER CALL. CRM WILL FORWARD FILE BACK TO MS. LLOYD. CHAQUITA
SLATER/TIER1/TAMPA; 0; 367889448
2001-08-28

CUST STATES HE IS CALLING FOR PREV CRM ERICA. CUST SEEKS CONTACT WITH ERICA TOMORROW. CRM ADV V/M, BUT CUST DECLINED. CRM ADV THAT FILE WOULD BE FORWARDED TO ERICA FOR FOLLOWUP.
CRM LINDA SMITH/TAMPA/CARS TIER 1; 0; 367892042
2001-08-28

CRM RESUMED REQUEST TO REVIEW NOTES. CRM SET CALL BACK W/CUST FOR TODAY BETWEEN 5PM AND 7PM. CUST CALLED BACK IN PRIOR, HOWEVER CRM WAS UNAVAIL TO SPEAK W/HIM. CRM TRIED CONTACTING CUST ANYWAY TO SEE IF HE WAS STILL AVAIL. CRM GOT ANSWERING MACHINE. CRM L/M FOR CUST APOLOGIZING THAT SHE WAS UNABLE TO SPEAK W/HIM PRIOR TO HIM LEAVING HOME. CRM ADVISED CUST THAT SHE WILL CONTACT HIM ON 8/29 BETWEEN 4PM AND 6PM. CRM PROVIDED CUST W/EXT 57695 TO MAKE CONTACT IF THIS IS NOT A GOOD TIME TO CALL.
ERICA LLOYD/TIER 2/TAMPA; 0; 367893616
2001-08-29

CRM RECEIVED VOICE MESSAGE FROM AVM STEVE GILLEY STATING THAT INFO GIVEN BY ASSISTANT SVC MGR MIKE THORP IS CORRECT. AVM STATED THAT CUST PURCHASED VEHICLE USED & HE HAS TO PAY FOR REPAIR.
AVM STATED THAT CUST KNEW WHAT WARRANTY WAS & NO GOODWILL SHOULD BE OFFERED.
ERICA LLOYD/TIER 2/TAMPA; 0; 367973146
2001-08-29

CRM REVIEW REQUEST W/BRAND MGR MERT HEIMSTAD. BRAND MGR STATED HE WAS NOT FAMILIAR W/POLICY IN REGARD TO 2ND OWNERS NOT QUALIFYING FOR GOODWILL. BRAND MGR CONTACTED CAN DAVE

UMBERG TO REVIEW. BRAND MGR ADVISED CRM TO CONTACT CUST TO ADVISE THAT AVM STEVE GILLEY WOULD BE GIVING HIM A CALL DIRECTLY. CRM CONTACTED CUST TO ADVISE. CUST STATED OKAY. CRM CLOSING REQUEST, DUE TO NO FURTHER ACTION NEEDED FROM CRM AT THIS TIME.
ERICA LLOYD/TIER 2/TAMPA; 0; 367974855
2002-03-06

Cust states he is the orig owner of a 1998 Corvette Indy 500 Pace Car. Cust states veh was in wreck and subsequently repaired. Cust states dealer cannot locate orig decals identifying it as an Indy 500 Pace Car. Cust seeks decals. Crm will contact Info Station and advise cust of info. - Michael Skold/Fla Pilot/58057/tpa; 0; 384294139
2002-03-07

Unfortunately, Information Station does not have information concerning parts. I/S does not have parts catalogs.
The dealership is the best source for emblems, decals and other parts. Please advise customer to seek contact with the parts dept.

Rocky Farias/Information Station/ATK.; 0; 384356227
2002-03-07

Crm called dealer (941) 756-0621 and spoke w/ Body Shop Parts Mgr (Dan) who advised that he can order the decals. Prices are as follows: Door decals - \$49.70 (x2), Door decals - \$32.40 (x2), Nameplates - \$36.90 (x2) for a total of 6 items. Parts Mgr advised for cust to call dealer and ask for him, ext 373. Crm called cust and left message to call CAC for info. Crm suspending file. - Michael Skold/Fla Pilot/58057/tpa; 0; 384381579
2002-03-08

the cust states he is seeking input about the decals for his vehicle. the cust seeks decal information. the crm advised the cust of this information from the previous notes. the cust states he needs the *hood* decal. the crm advised the cust that there is a call back for 03/11/2002 for continuation. crm updating file and forwarding. yolanda jackson/fl pilot/tampa/57862; 0; 384470103
2002-03-11

Crm called cust to follow up. Cust states veh has all decals but the hood decal. Cust states Sunset Chev, where veh was repaired, cannot locate decal. Crm called Sunset (941) 366-7800 and spoke w/ Body Shop adv (Greg) who states he has been advised by Chev that hood decal is no longer made. Greg states he has even contacted aftermarket shops to locate decal to no avail. Crm called Cox Chev and spoke w/ Body Shop Part Mgr (Dan) who states decal is a pair of intricate designs and that this decal has been discontinued and only one exists at a dealership in the US. Dan advised that a decal shop such as Auto Trim and Design may be able to fabricate a reasonable facsimile. Crm called Sunset and advised Greg of info; Greg states he has already spoken w/ them and they cannot create decal because they do not have the equipment to create such an elaborate design. Crm will advise cust of info. - Michael Skold/Fla Pilot/58057/tpa; 0; 384728096
2002-03-11

Crm called cust to follow up and spoke w/ son. Crm advised son that these decals are out of production and will probably not be obtainable. Crm will call cust Weds in the day. - Michael Skold/Fla Pilot/58057/tpa; 0; 384744234
2002-03-13

Crm called cust to follow up. Crm advised cust that he has not been able to locate a full set of hood decals. Cust states Sunset Chev has advised him they have located a set at a dealer up north. Cust states if decals are not located for him he will contact his local Action News (Channel 13) and send off letters to GM headquarters, as his \$60K veh has lost \$10K in value due to the missing decals. Crm asked cust to give us a chance to locate decals; cust agrees and states we have 30 days to "set this right". Crm will contact dealer to follow up on progress. - Michael Skold/Fla Pilot/58057/tpa; 0; 384889153
2002-03-14

Crm called dealer and spoke w/ Body Shop Adv (Steve) who states 8 sets of decals have been located from an individual in Chicago who wants \$4400 per set. Body Shop Adv states Sunset

Chev will not pay that much for the decals, and neither will State Farm Insurance. Body Shop Adv states both Sunset and State Farm are tracking the decals, but the cust may have to pay the difference if these are the only sets available. Crm will follow up in 2 weeks. - Michael Skold/Fla Pilot/58057/tpa; 0; 384994728
2002-04-04

Crm resuming file to check notes. - Michael Skold/Fla Pilot/58057/tpa; 0; 386789601
2002-04-04

Crm called cust and left message. Crm will attempt again. - Michael Skold/Fla Pilot/58057/tpa; 0; 386793879
2002-04-08

Crm called cust and left V/M. Crm suspending file pending cust contact. - Michael Skold/Fla Pilot/58057/tpa; 0; 387143185
2002-04-09

CUST CALLED TO SPEAK TO THE WORKING CRM. CRM ADVISED THAT SHE WOULD THE SEND FILE TO HIM. CUST IS AT HOME NUMBER ON THE FRONT OF FILE. CUST IS VERY EMPHATIC ABOUT GETTING DECALS FOR HIS CAR. CRM FORWARDING FILE TO CRM. VIRGINIA BEATY/TAMPA-CAC; 0; 387236209
2002-04-09

Crm called cust to follow up. Cust states he has not received the hood decals he is seeking. Crm advised cust again that Chev does not currently manufacture them and that Sunset Chev is searching for them. Cust seeks to receive hood decals or for Chev to repurchase veh. Crm advised cust that repurchase is not an option, and that the decals may simply not be available. Cust states this is unacceptable and is giving Chev one week to provide decals before he contacts the local news, his lawyer, and begins writing letters. Crm assured cust that everything possible is being done on his behalf. Crm called dealer and spoke w/ Body Shop Adv (Steve) who states he is curr working on the case, and receives daily calls from State Farm w/ leads. Crm advised Body Shop Adv of cust position, he appreciates heads up. Crm closing file disat. - Michael Skold/58057/cac/tpa; 0; 387242296
2002-04-10

TL received OTS from TM Craig King to close file disat w/no arb letter. TL forwarding file back to crm to close.
Tricia Williams/CARS/tpa; 0; 387302573
2002-04-10

Crm closing file disat as per MT Craig King. - Michael Skold/cac/tpa; 0; 387326137

*****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: ,

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:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

LONG BEACH

CA

HOME PHONE:

CASE NUMBER: 05039929

VIN:

1G1YY32G2W5125576

MODEL YEAR:

1998

DATE OPENED: 2001-07-24

SERIES:

UNKNOWN

DATE CLOSED: 2001-07-24

MILEAGE:

41000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BEACH CITY CHEVROLET COMPANY

BRC PARENT:

DEALER ADDRESS:

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

A01 Open Campaign
0 REPAIR ATTEMPT(S)Customer Satisfaction
01044M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Other
LOCK UPJ57 ECM/PCM/CALPAK/MEMCAL
0 REPAIR ATTEMPT(S)Other
BADA01 Open Campaign
0 REPAIR ATTEMPT(S)Customer Satisfaction
00034C28 Seat Belt System
0 REPAIR ATTEMPT(S)Other
LAP BELT TWISTING

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

INFORM CALLER:

"All campaigns (recalls) are vehicle identification (VIN) specific. If you provide me with a VIN, I can review it and see if your specific vehicle is involved".

CRM INSTRUCTIONS:

Review VIN PROFILE tab for open campaigns. If there is not an open campaign on the vehicle.....

INFORM THE CALLER:

"I have reviewed your vehicle identification number, and at this time there are no open campaigns. If there should be any campaigns in the future, General Motors will attempt to notify you by first class mail".

***** IMPORTANT! *****

Do not advise the caller that a pending campaign will definitely be released. Only provide campaign information as it relates to the caller's specific vehicle.

[[Campaigns RUN C:\Progra-1\Plus\Micros-1\Iexplora.exe
<http://carsweb/webknowledge/Bulletins/Campaigns/CampaignsMain.htm>]]

Pending campaigns - If an owner inquires about a campaign that has not been officially released by GM (i.e. owner obtained GM's campaign number from NHTSA, or the owner learned about the campaign from the media).

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

CUST STATES HIS VEH HAS THE STEERING LOCK CAMPAIGN ON IT. CUST STATES HIS PCM WENT BAD. CUST SEEKS TO KNOW THE LABOR TIME OF REPLACING THIS CAMPAIGN ALONG WITH HOW LONG THE PCM REPLACEMENT WOULD BE. CUST SEEKS TO KNOW IF THE PCM WOULD HAVE ANY CONNECTION TO THE DRIVABILITY OF THE VEH IN RELATION TO THE STEERING LOCK. CRM CONTACTED A DLRSHF IN CUST AREA FOR INFO ON LABOR TIME. CRM SPOKE TO G.C. SVC ADVISOR. G.C. STATES TAKES ABOUT AN HOUR. CRM SEEKS CONFIRMATION OF LABOR TIME GUIDE. CRM WAS TRANSFERRED TO BERTHA IN WARRANTY CLAIMS. BERTHA STATES TAKES 1.1 HOURS FOR BASIC LABOR TIME GUIDE OPERATIONS WITH 7/10TH. CRM THANKED BERTHA. CRM CONTACT CUST DLRSHF TO FIND OUT ABOUT DRIVEABILITY OF THE PCM/STEERING CONTROL. CRM SPOKE TO HECTOR ASSISTANT SVC MGR. HECTOR STATES PCM IS NOT RELATED TO THIS CONCERN. HECTOR STATES BCM IS WHAT CONTROLS STEERING COLUMN. HECTOR STATES CUST WHO ATTEMPT TO RESTART VEH AFTER LOCK GET THE PCM BAD. CRM ADVISED CUST OF THIS INFO. CRM ADVISED NO CONCERN WITH STEERING LOCK WHILE DRIVING. CONT.; 0; 364867230
2001-07-24

CUST HAD NO FURTHER QUESTIONS .KRISTOPHER ZITZEWITZ/VCAC/PDX; 0; 364867241

*****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:
REFURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 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: DATE OF PURCHASE/LEASE:
PURCHASE/LEASE: 0 PURCHASE/LEASE AS:
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Oxford, AL

CASE NUMBER: 1-116364311 VIN: 1G1YY32G2W5128591
MODEL YEAR: 1998
DATE OPENED: 2003-07-05 SERIES: Corvette
DATE CLOSED: 2003-07-29 MILEAGE: 39900.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Cooper Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1300 S Quintard, Anniston, AL, 36201-8247, USA

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

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

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

Chevrolet Corvette Owner Assistance; ; 2003-07-05
2003-07-05

Steering column locking; ; 2003-07-05

RE: Chevrolet Corvette Owner Assistance; ; 2003-07-05
2003-07-05

Service Request has been Closed Satisfied.; ; 2003-07-05
2003-07-10

SR in Status of Closed has been Re-Opened by HOLDERD; ; 2003-07-10
2003-07-10

Cust's veh @ dlr and has been diagnosed.; ; 2003-07-10
2003-07-10

Cust called in...re: prior email...PLEASE REVIEW ALL NOTES ASAP.; ; 2003-07-15
2003-07-10

Dlr contact to verify diagnosis of veh.; ; 2003-07-10
2003-07-15

CRM calling dlr to get first hand information.; ; 2003-07-15
2003-07-15

call cust veh will need to be diagnosed before we know what we are talking about.; ; 2003-07-15
2003-07-15

call cust to advise the dlr will need to disassemble to get information.; ; 2003-07-15
2003-07-22

1-116364311 c/h to dlr has cust authorized a complete diag and has it been done- what is results.; ; 2003-07-26

2003-07-22

1-116364311 c/b to cust after researching with dlr and the file notes.; ; 2003-07-26
2003-07-26

1-116364311 c/b to dlr has cust authorized a complete diag and has it been done- what is
results.; ; 2003-07-26
2003-07-29

1-116364311 c/b to dlr has cust authorized a complete diag and has it been done- what is
results.; ; 2003-07-29
2003-07-26

1-116364311 c/b to dlr has cust authorized a complete diag and has it been done- what is
results.; ; 2003-07-26
2003-08-01

1-116364311 c/b to dlr has cust authorized a complete diag and has it been done- what is
results.; ; 2003-08-01
2003-07-28

1-116364311 c/b to dlr has cust authorized a complete diag and has it been done- what is
results.; ; 2003-07-28
2003-07-28

Cust call # 256-239-5668 calling to advise out of warranty no coverage WK 256-835-1147; ;
2003-07-28
2003-07-28

Requesting OTS for Dis Sat aclosing 2nd owner veh out of warranty AMV said no coverage; ;
2003-07-28
2003-07-28

see manager review; ; 2003-07-29
2003-07-29

Service Request has been Closed Dissatisfied.; ; 2003-07-29

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MSRP:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

LOCATION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

COLONA , CA

CASE NUMBER: 04781819 VIN: 1G1YY32G2X51022B3
MODEL YEAR: 1999
DATE OPENED: 2001-07-03 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-07-03 MILEAGE: 28000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CORONA CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUST STATES HIS STEERING COLUMN LOCKED UP.... CUST KNOWS THERE IS A PROCEDURE TO UNLOCK IT.... CUST SEEKS TO KNOW HOW TO UNLOCK STEERING COLUMN.... CRM CONTACTED DLR... THEY WERE CLOSED....CRM WILL CALL AGAIN LATER AND CALL CUST AS WELL BETWEEN 7-9 AM PT.
CRM ADVISED CUST OF THE ABOVE.
TERE JARMON-BOOKER/AUSTIN; 0; 363023745
2001-07-03

CRM CONTACTED DLR... TALKED TO SVM, JAMIE TRUJILLO, HE STATED THAT THE CUST NEEDS TO TAKE VEH IN SO THEY CAN REPLACE THE STEERING COLUMN MECHANISM.
CRM CONTACTED CUST.... CRM LEFT MSG WITH RICHARD ADVISING CUST HE NEEDS TO TAKE VEH IN.
TERE JARMON-BOOKER/AUSTIN.; 0; 363027738

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | | |
|---------------|--------------------------|-------------|-------------------|----|
| Case No: | 5597152 | VIN Number: | 1G1YY32G2X5104468 | |
| Date Opened: | 5/10/2002 | Model Year: | 1999 | |
| Date Closed: | | Series: | Corvette | |
| Dealer Code: | B11264 | Mileage: | 8104 | |
| Address: | BOB JASS CHEV INC ELBURN | IL | State: | IL |
| Dealer Phone: | | | | |

SYMPTOM ABSTRACT-- COLUMN STEERING SERVICE STEERING COLUMN MESSA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/10/2002 13:05:31 SBD TEMPLATE - VAVRA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM ANDERSON TECH

CUSTOMER CONCERN -

YES, RECALL 01044.

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

SERVICE STEERING COLUMN LOCK MESSAGE.

IS MANUAL TRANS VEHICLE.

TECH STS HAS PERFORMED RECALL AND IS WIRED CORRECTLY.

TAC RECOMMENDATION -

- ADVISED THAT THE STEERING COLUMN MAY NEED TO BE RESET ADVISED TO TOUCH THE CABLES TOGETHER AND RETEST.

05/10/2002 13:05:31 HISTORY - VAVRA

05/10/2002 13:42:43 KOPAH - DLR CALLED BACK

EA02-031 / GM22C

DLR TECH, TOM ANDERSON, STS THEY PERFORMED CAMPAIGN 01044, NOW THE COLUMN WILL NOT UNLOCK AND HE FOUND CURRENT CODES B2587 AND B2592.

DLR STS THE CAMPAIGN WAS PERFORMED CORRECTLY, BUT SINCE IT WON'T WORK THEY REMOVED THE CAMPAIGN PARTS, EXCEPT FOR THE JUMPER HARNESS, AND THE CONCERN IS STILL PRESENT.

WHILE TAC WAS RESEARCHING THE CONCERN, DLR REMOVED THE BCM FUSE AND CODES WILL NOW CLEAR AND SYSTEM WORKS FINE.

TAC ADV DLR:

1)FINISH THE CAMPAIGN WITH FUSE REMOVED AND THEN INSTALL THE FUSE AND RETEST.

2)WHEN SET IN THIS SYSTEM, THEY MUST BE CLEARED BEFORE THE SYSTEM WILL OPERATE, BUT CASES SHOW THAT SETTING A CODE WHILE WORKING ON THE SYSTEM DOES REQUIRE A POWER FEED DISCONNECT TO CLEAR THE CODE CONDITIONS.

R.K.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|----------------------------|-------------|-------------------|
| Case No: | 4025814 | VIN Number: | 1G1YY32G2X5106852 |
| Date Opened: | 6/27/2000 | Model Year: | 1999 |
| Date Closed: | 8/3/2000 | Series: | Corvette |
| Dealer Code: | B19278 | Mileage: | 9404 |
| Address: | LARRY LASSEN CHEVROLALBANY | State: | OR |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STRG COLUMN WOULD NOT UN

RESOLUTION ABSTRACT- IGNITION SWITCH RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

GM RESTRICTED

CASE NUMBER: 1-12960125 VIN: 1G1YY32G2X5107404
DATE 07/01/02 MODEL 1999
DATE 07/01/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 32000.
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: STATE: CA
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Petaluma, CA [REDACTED]
HOME PHONE:

CASE NUMBER: 1-12960125 VIN: 1G1YY32G2X5107404
MODEL YEAR: 1999
DATE OPENED: 2002-07-01 SERIES: Corvette
DATE CLOSED: 2002-07-01 MILEAGE: 32000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

Steering Column locked; ; 2002-07-01
2002-07-01

Service Request has been Closed Satisfied.; ; 2002-07-01

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

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:

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

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

+ BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Manchester

NH

HOME PHONE:

CASE NUMBER: 1-133799447 VIN: 1G1YYE2G2X5107743
DATE OPENED: 2003-08-25 MODEL YEAR: 1999
DATE CLOSED: 2003-09-16 SERIES: Corvette
SOURCE: Phone MILEAGE: 50000.0000000
BRC TYPE: N/Ayes DELIVERY DATE:
BRC PARENT: DEALER NAME: Dobles Chevrolet-Buick, Inc.
DEALER ADDRESS: 1250 S Willow St, Manchester, NH, 03103-4078, USA

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

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

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

RFI Recall 01044; ; 2003-08-25
2003-08-25

Service Request Ownership has changed FROM: TEMPRED TO: PEREZP; ; 2003-08-25
2003-08-25

Recall 01044; ; 2003-08-25
2003-08-25

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

SR in Status of Closed has been Re-Opened by COOKES; ; 2003-08-25
2003-08-25

same concern; ; 2003-08-25
2003-08-25

Service Request has been Closed Satisfied.; ; 2003-08-25
2003-08-26

SR in Status of Closed has been Re-Opened by COOKES; ; 2003-08-26
2003-08-26

Service Request Ownership has changed FROM: PEREZP TO: COOKES; ; 2003-08-26
2003-08-26

1-133799447 to follow up w/cust veh concerns after having taken to dlrshp; ; 2003-09-08
2003-09-08

steering column lock up; ; 2003-09-08
2003-09-08

9/8/03 1:30PM, PT; ; 2003-09-08
2003-09-09

1-133799447 to cust in response to vma; ; 2003-09-09
2003-09-09

update cust; ; 2003-09-09
2003-09-10

1-133799447 to cust w/any update; ; 2003-09-10
2003-09-10

1-133799447 to dlr to inquire cust concerns.; ; 2003-09-10
2003-09-10

svc director, Mark Grigas; ; 2003-09-10
2003-09-10

update w/cust; ; 2003-09-10
2003-09-16

1-133799447 crm checking file for any activity, else closing file; ; 2003-09-16
2003-09-16

crm checking file for activity; ; 2003-09-16
2003-09-16

Service Request has been Closed Satisfied.; ; 2003-09-16

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE & BUY-BACK: 0 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:
LITON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Columbia, SC

CASE NUMBER: 1-16765899 VIN: 1G1YY32G2X5108214
DATE OPENED: 2002-07-17 MODEL YEAR: 1999
DATE CLOSED: 2002-08-30 SERIES: Corvette
SOURCE: Phone MILEAGE: 24800.0000000
BRC TYPE: N/Ayes DELIVERY DATE:
BRC PARENT: DEALER NAME: Love Chevrolet Oldsmobile, Inc.
DEALER ADDRESS: 100 Parkridge Drive, Columbia, SC, 29212-1732,

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

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

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

Cust states the vehicle had the campaign closed.; ; 2002-07-17
2002-07-17

Spoke tp svc mgr; ; 2002-07-17
2002-07-17

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

Steering Wheel locked-up; ; 2002-07-17
2002-07-17

Dlr Contact; ; 2002-08-26
2002-07-25

Dlr Info; ; 2002-08-26
2002-07-18

Can you please assume this SR. Thank you.; ; 2002-08-26
2002-07-18

Service Request Ownership has changed FROM: DAMATOJ TO: WADLEYB; ; 2002-07-18
2002-07-18

Dlr Info; ; 2002-07-18
2002-07-25

Steering Wheel locked Up - Campaign; ; 2002-08-20
2002-07-25

Dlr Svc Mgr; ; 2002-07-25
2002-07-25

Call Dropped; ; 2002-07-25
2002-07-25

Cust called seeking update; ; 2002-08-26
2002-07-25

Cust had to disconnect; ; 2002-07-25
2002-07-29

cust contacted cac. See quality concept June 21'01 also; ; 2002-08-26
2002-07-25

campaign; ; 2002-07-25
2002-07-30

Service Request Ownership has changed FROM: WADLEYB TO: TYLERRA; ; 2002-07-30
2002-08-05

Follow up open service request; ; 2002-08-05
2002-08-05

Return call to customer.; ; 2002-08-05
2002-08-05

?; ; 2002-08-05
2002-08-05

Service Request Ownership has changed FROM: TYLERRA TO: RIGGSD; ; 2002-08-05
2002-08-05

Steering wheel locked-up; ; 2002-08-05
2002-08-07

SR 1-16765899 steering lock reimbursement; ; 2002-08-26
2002-08-06

Steering wheel locked-up; ; 2002-08-06
2002-08-13

SR 1-16765899 clarification on campaign; ; 2002-08-22
2002-08-26

Parts Clarification; ; 2002-08-26
2002-08-26

Clarification on Campaign; ; 2002-08-26
2002-08-26

Service Request has been Closed Satisfied.; ; 2002-08-26
2002-08-30

Customer update; ; 2002-08-30
2002-08-30

Contact dlr for support; ; 2002-08-30
2002-08-30

Service Request has been Closed Satisfied.; ; 2002-08-30

*****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:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CARY , NC

CASE NUMBER: 06632717 VIN: 1G1YY32G2K5108293
MODEL YEAR: 1999
DATE OPENED: 2002-04-02 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-04-02 MILEAGE: 15000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: HENDRICK CHEVROLET-HUMMER
BRC PARENT: DEALER ADDRESS: 100 AUTO MALL DR., CARY, NC, 27511, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) Steering column locked up
T19 Campaign Correction Required Customer Satisfaction
0 REPAIR ATTEMPT(S) Campagin needs to be forformed

Definition of a Recall Campaign.

INFORM THE CALLER:

"Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

Cust states his steering column locked up on his veh....Cust seeks to have veh towed to a dlr ship for repairs...

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

Cust is original owner of veh.'.'.'CRM received call from cust stating that his veh is currently now working.'.'.'Cust sates he went out to go start up his veh & the steering column locked on him.'.'.'Cust states he remembers recalving a recall letterin relation to this.'.'.'Cust states he just contacted roadside assist to have the veh towed to a dlr ship & they will not assist him because he is currently outside of the NVN, by time.'.'.'Cust seeks to have his veh towed to a local dlr ship to have his veh repaired.'.'.'CRM apologized to cust for problems w/his veh & advised him that he can contact his dlr ship & speak w/them about getting his veh repaired & covering the towing cost for him or he can go ahead & pay for the towing & submit the documents to the CAC for reimbursement.'.'.'CRM then gave cust the address & advised him of all the documents required.'.'.'Continues; 0; 386632412
2002-04-02

.'.'.'Continued.'.'.'CRM advised cust that CRM will close his file for now & if he decides to send the documents here CRM will re-open file & submit for reimbursement.'.'.'Cust agreed & thanked CRM for assist.'.'.'Kevin Jackson/Team CARE/<T><P><A>57024; 0; 386632453

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Apex NC [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-124533432 VIN: 1G1YY32G2X5110125
MODEL YEAR: 1999
DATE OPENED: 2003-07-29 SERIES: Corvette
DATE CLOSED: 2003-07-31 MILEAGE: 54000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Steve Jones Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1710 US-501 North, Aberdeen, NC, 28315, USA

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

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

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

RFI Steering Column; ; 2003-07-29
2003-07-29

Service Request Ownership has changed FROM: TEMPVERO TO: ODOMCE; ; 2003-07-29
2003-07-29

Steering Column; ; 2003-07-29
2003-07-29

Diagnosis; ; 2003-07-29
2003-07-30

SR# 1-124533432 Steering Locked; ; 2003-07-30
2003-07-30

SR#1-124533432 Steering Diagnosis; ; 2003-07-30
2003-07-30

traf to previous crm; ; 2003-07-30
2003-07-30

Diagnosis; ; 2003-07-30
2003-07-30

Resolution; ; 2003-07-30
2003-07-31

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

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

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

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

YOUNG HARRIS

GA

HOME PHONE:

CASE NUMBER: 05413192

VIN:

1G1YY32G2X5110397

DATE OPENED: 2001-08-28

MODEL YEAR:

1999

DATE CLOSED: 2001-08-30

SERIES:

CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE:

25000

BRC TYPE: No

DELIVERY DATE:

DEALER NAME: TOM JUMPER CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 7200 ROSWELL RD., SANDY SPRINGS, GA, 30328, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

01044

A07 Referred to Dealer

Customer Satisfaction

0 REPAIR ATTEMPT(S)

INSPECTION REPAIR

A01 Open Campaign

Customer Satisfaction

0 REPAIR ATTEMPT(S)

01044, 00033

Notification of open campaigns or special policies.

INFORM THE CALLER:

Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request

[[Campaign Status Request RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]

Notification of open campaigns or special policies.

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

cust states that her steering column has locked up on her and she wanted know how she could get it unlocked. cust seeks info on how to get the veh's steering column unlocked. crm advised cust that she'd have to get her veh into the dlrshp for a resolution to this issue. cust stated that she didn't want to go that route and hung up. cust tried to call the residents house but there was no answer. crm left msg w/ case file # and informed her to the possible campaign on the steering column.

sampa@gitt/atx/cac; 0; 367887536

2001-08-30

CUST STATES THAT SHE NEEDS TO GET VEH TOWED TO DEALER IN ORDER TO HAVE VEH REPAIRED. CRM ADVISED CUST THAT ROADSIDE WOULD TOW VEH TO CLOSEST DEALER. CRM INFORMED CUST OF OPEN CAMPAIGNS ON VEH, CRM GATHER INFO AND CALLED ROADSIDE. CRM SET UP CASE # 01215386. CRM ADVISED CUST AND NO FURTHER ACTION REQUIRED. MONICA RAGSDALE/CAC/PDX; 0; 368074766

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

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:

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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|--------------------------------|-------------|-------------------|
| Case No: | 3884941 | VIN Number: | 1G1YY32G2X5114682 |
| Date Opened: | 4/21/2000 | Model Year: | 1999 |
| Date Closed: | 5/19/2000 | Series: | Corvette |
| Dealer Code: | B24006 | Mileage: | 14354 |
| Address: | PETE MOORE CHEVROLET PENSACOLA | State: | FL |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- BIND COLUMN COLUMN IS LOCKED UP

RESOLUTION ABSTRACT- COLUMN RELEASE (STEERING) - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/21/2000 11:25:33 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

04/21/2000 11:25:33 HISTORY - ELDORADO

DLR STS THE COLUMN IS LOCKED UP.

DLR HAD A QUESTION ON WHAT THEY SHOULD DO.

DLR RECEIVED A DCS MESSAGE TO CALL AN ENGINEER, HE DID SO YESTERDAY AND HE HAS NOT HEARD BACK FROM THEM.

DLR LOOKING FOR ANSWERS.

TAC SUGG DLR TO CALL THEM BACK ON TUESDAY 4/25/00 BECAUSE OF THE HOLIDAY WEEKEND.

DLR TO ADVISE.....FE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Greenville

NC

HOME PHONE:

CASE NUMBER: 1-11225746

VIN:

1G1YY32G2X5115986

DATE OPENED: 2002-06-25

MODEL YEAR:

1999

DATE CLOSED: 2002-06-25

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

18000.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Bobby Murray Chevrolet, Inc.

DEALER ADDRESS: 1820 Capital Boulevard, Raleigh, NC, 27614, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering Column Lock; ; 2002-06-25

2002-06-25

Svc Mgr Marc Lynn Svc Writer Melody; ; 2002-06-25

2002-06-25

Service Request has been Closed Satisfied.; ; 2002-06-25

2002-06-25

Service Request has been Closed Dissatisfied.; ; 2002-06-25

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

CASE NUMBER: 3263715 VIN: 1G1YY32G2X5117026
DATE OPENED: 06/07/99 MODEL YEAR: 99
DATE CLOSED: SERIES: YB
SOURCE: CHEVROLET MILEAGE: 005786
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: IL
BUS. PHONE: [REDACTED]

SYMPTOM ABSTRACT---- LOCK TO LEFT TO STOP NOISEY
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- STEERING
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/07/1999 17:10:11 SBD TEMPLATE - EDWARDS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION
1 NUMBER OF DAYS VEHICLE IN DEALERSHIP
Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP
N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES
LIST)
N (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT
Y (Y/N) S/N SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
Y (Y/N) BULLETIN OR PI SEARCH PERFORMED:
Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO
LIST)
_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
N (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)
06/07/1999 17:10:11 HISTORY - EDWARDS
CONCERN: CUSTOMER STS. PUMP MAKES NOISE AND STEERING LOCKED UP. DLR. CAN
DUP NOISE TO LEFT BUT CAN NOT DUP THE LOCKING CONCERN.

ADVISED DLR TO DO P/S PRESSURE TEST IF NOISE IS MOSTLY FROM PUMP REPLACE
IT IF COMING FROM RACK THAN REPLACE RACK. ALSO ADVISED TI SEE IF THE
LOCKING IS FROM IN COLUMN OR STEERING .

DLR. TO ADVISE

EDWARDS 40739

06/17/1999 14:12:07 PENNINGTON - COLBY FROM DEALER STATES
STEERING CONCERN IS RUBBLE NOISE FROM ENGINE BELT WHEN TURNING TO LOCK.
STATES REPLACED ACC BELT AND TENSIONER AND CONCERN STILL PRESENT..

SUGG..... ADVISED DEALER TO REFLASH PCM USING CD #4 OR LATER FOR IDLE
RPM. CHECK FOR ERRATIC P/N SWITCH INPUT TO PCM VER P/I 0005022.. SEE

293095

BELOW..

CONDITION: CUSTOMERS MAY COMMENT THAT THERE IS A RUMBLE NOISE COMING FROM THE ENGINE AT IDLE. IT MAY ALSO BE DESCRIBED AS A VIBRATION TYPE OF CONDITION. THIS NOISE MAY NOT ALWAYS BE PRESENT AND COULD BE WORSE WHEN SHIFTING FROM PARK TO DRIVE OR REVERSE. IT CAN ALSO OCCUR WHEN TURNING THE FRONT WHEELS TO THE FULL LOCK POSITION.

CAUSE: CHANGES MADE TO THE IDLE CONTROL SOFTWARE FOR 1999 MODEL YEAR MAY INCREASE THE OCCURRENCE OF THIS CONCERN

CORRECTION: THE USE OF ACCESSORY DRIVE BELT P/N 12561501 AS MENTIONED IN BULLETIN 876113 MAY HELP TO IMPROVE THIS NOISE. THE ACCESSORY DRIVE BELT TENSIONER MENTIONED IN THE BULLETIN IS ALREADY ON THESE VEHICLES AND SHOULD NOT BE REPLACED. ALL YB'S BUILT AFTER THE FIRST 600 HAVE THE REVISED DRIVE BELT INSTALLED AND REPLACING THE BELT AGAIN WILL NOT CORRECT THIS CONDITION. REFLASH THE PCM USING CD44 OR LATER WHICH WAS RELEASED ON 2/4/99. THE IMPROVEMENTS MADE WILL REDUCE THE NOISE COMPLAINT SUBSTANTIALLY. IF THE RECALIBRATION DOES NOT SATISFACTORILY REPAIR THE RUMBLE THEN CHECK THE PARK/NEUTRAL SWITCH TO SEE IF IT IS SENDING THE PROPER SIGNAL TO THE PCM. (TERRY ALBRO, RSE ORLANDO) HAS FOUND THAT WHEN SHIFTING FROM PARK TO REVERSE THERE MAY BE AN ERRATIC SIGNAL TO THE PCM SHOWING THAT THE P/N SWITCH IS STUCK IN 'REVERSE' INTERMITTENTLY AND IDLE SPEEDS HAVE GONE AS LOW AS 425 RPM. IF THE SIGNAL FROM THE PARK/NEUTRAL SWITCH IS INTERMITTENT, THEN REPLACE THE SWITCH AND RECHECK THE SIGNAL AGAIN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|------------------------------|-------------|-------------------|
| Case No: | 4970169 | VIN Number: | 1G1YY32G2X5118189 |
| Date Opened: | 8/16/2001 | Model Year: | 1999 |
| Date Closed: | 9/17/2001 | Series: | Corvette |
| Dealer Code: | B18596 | Mileage: | 43577 |
| Address: | SEDLAK CHEVROLET-BUIMINOCQUA | State: | WI |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN STEERING COLUMN LOCKED A001762

RESOLUTION ABSTRACT- ECL RELAY HARNESS REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/16/2001 09:49:46 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

N (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

08/16/2001 09:49:46 HISTORY - ROAT

CUSTOMER STATES STEERING COLUMN IS LOCKED . TOW IN

TECH HAS NOT INSPECTED JUST PERFORMED CAMPAIGN. COLUMN MESSAGE IS STILL ON SO TECH REPLACED ACTUATOR. ASKED TECH AFTER CAMPAIGN WAS ACTUATOR STILL PLUGGED IN ? I DO NOT KNOW. IS RELAY INSTALLED AND DOES IT CLICK WHEN BCM IS LOCKING AND UNLOCKING COLUMN? NOT SURE.

ADVISED TECH TO READ COMPLETE CAMPAIGN BULLETIN . 1. CAMPAIGN 01044 WILL BASICALLY RECONFIGURE THE ELECTRONIC COLUMN LOCK (ECL) SYSTEM ON ALL INVOLVED VEHICLES TO OPERATE THE SAME AS 2001 & NEWER VEHICLES.

AUTOMATIC TRANSMISSION VEHICLES: THE ECL WILL BE PHYSICALLY DISABLED WHILE THE BCM WILL BE MADE TO THINK IT IS STILL FUNCTIONING. THE YB STEERING COLUMN LOCKING PLATE WILL BE REPLACED WITH A CAM ORIENTATION PLATE THAT WILL PREVENT ACTUAL LOCKING OF THE COLUMN BY THE ECL. THE ECL WILL BE UNPLUGGED & THE BYPASS LATCH RELAY WILL BE PLUGGED INTO THE HARNESS & THE ECL. THIS WILL, IN EFFECT, "FOOL" THE BCM.

MANUAL TRANSMISSION VEHICLES: THE ECL WILL BE REPLACED WITH AN IMPROVED PART. THE SINGLE POLE, SINGLE THROW (SPST) ECL RELAY THAT IS EXTERNAL TO THE BCM WILL BE REPLACED WITH A DOUBLE POLE, DOUBLE THROW (DPDT) RELAY.

2. "SERVICE COLUMN LOCK" MESSAGE APPEARS AFTER THE CAMPAIGN:

2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.

ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT

(.8 PPL 1604 FROM BCM CONNECTOR CAVITY A6).

2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR BYPASS LATCH RELAY ON A/T)

2C. BLOWN BCM FUSE AS A RESULT OF NOT FOLLOWING THE CAMPAIGN STEPS PROPERLY.

2D. JUMPER WIRE (.8 PPL 1604) NOT INSTALLED INTO BCM CONNECTOR CAVITY A6.

2E. FAILING TO DISCONNECT THE BATTERY (STEP 1....)

2F. BCM FUSE 25 CAN BE PULLED FOR 15 SECONDS.

3. CAMPAIGN 01044 COVERS VEHICLES BUILT BETWEEN APRIL 1ST 1998 & DEC 31ST 1999 (LAST

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:SAINT PETERSBURG
FL

HOME PHONE:

CASE NUMBER: 04129629 VIN: 1G1YY32G2X5120282
MODEL YEAR: 1999
DATE OPENED: 2001-05-09 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-05-12 MILEAGE: 37525
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BILL HEARD CHEVROLET, INC.-PLANT CIT
BRC PARENT: DEALER ADDRESS: 601 E ALEXANDER ST., PLANT CITY, FL, 33566, USA

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

M40 Steering Wheel Other
3 REPAIR ATTEMPT(S) Column locks up

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CRM received call from svc adv (Carol) @ Chevy at the Avenues dlr ship @ 904-260-7777 in reference to cust veh...Svc adv states that the custs steering wheel column locked up while traveling in Jacksonville, FL & he had the veh towed to their dlr ship...Svc adv states the cust states he called in to the CAC & got permission to have his veh taken to them to be serviced under warranty...CRM took all info from svc adv, & ask svc adv to page cust so we can speak w/him...Svc adv stated she was on a cellular phone & would put me on hold & walk to the waiting area & let him speak with us, but as the svc adv started walking the cellular phone dropped the call...CRM did give the svc adv the request/file number before the call got disconnected, so they will more than likely call back...CRM did a search to see if a previous file was created for cust but there was not one found...Kevin Jackson/CARS Tier-1/TPA....; 0; 358286511
2001-05-10

2001-05-10

2001-05-10

2001-05-11

2001-05-12

35B54B631

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

INCIDENT LOCATION:

INCIDENT TIME:

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 DRIVABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|--------------------------------|-------------|-------------------|
| Case No: | 4872296 | VIN Number: | 1G1YY32G2X5120363 |
| Date Opened: | 7/20/2000 | Model Year: | 1999 |
| Date Closed: | 8/25/2000 | Series: | Corvette |
| Dealer Code: | B14162 | Mileage: | 9069 |
| Address: | FIRST STATE CHEV-OLDGEORGETOWN | State: | DE |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN KEY LOCK STALL STEERING STEERING COLUM

RESOLUTION ABSTRACT- ENG GROUND WIRE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/20/2000 09:43:58 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

21 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

07/20/2000 09:43:58 HISTORY - ERMAN

CONCERN:

TERRY SAID THERE IS A REMOVE KEY MESSAGE AND WAIT 10 SECONDS. TERRY SAID THEY REMOVE THE KEY THE WAIT THE 10 SECOND THEN RESTART THE CAR. TERRY SAID THEN THEY GET A STEERING COLUMN LOCK MESSAGE AND THE COLUMN IS

LOCKED. TERRY SAID WHEN THIS HAPPENS THE CAR WILL STALL OUT. TERRY SAID HE HAD MULTIPLE COMMUNICATION CODES. DID NOT HAVE ALL THE CODE NUMBERS.

DIAGNOSIS:

TERRY HAS REPLACED THE IGNITION LOCK CYLINDER AND REPROGRAMED THE BCM.

ADVISED TO CHECK THE G200 AND G201 GROUNDS AND A GROUND ON THE BACK OF THE CYLINDER HEAD.

08/25/2000 17:08:19 BURKETT

- DLR FAXED IN CASE CLOSING.

DLR STS HE TIGHTENED ALL GROUNDS FOR THEFT DET SYSTEM TO CORRECT COND.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|----------------------------|-------------|-------------------|
| Case No: | 4092801 | VIN Number: | 1G1YY32G2X5120427 |
| Date Opened: | 7/28/2000 | Model Year: | 1999 |
| Date Closed: | 9/1/2000 | Series: | Corvette |
| Dealer Code: | B13411 | Mileage: | 14101 |
| Address: | MARTIN BROS CHEVROLEARCADE | State: | NY |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCK INO

RESOLUTION ABSTRACT- STEER COLUMN R&R

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/28/2000 15:28:12 SBD TEMPLATE - WURSTER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

Y (Y/N) 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.)

07/28/2000 15:28:12 HISTORY - WURSTER DLR TECH BRIAN

STATES THAT THE VEHICLE CAME IN FOR SCHEDULED MAINTENANCE AND A NEW KEY FOB. TECH PROGRAMMED REMOTE YESTERDAY AND THIS MORNING STEERING COLUMN WILL NOT UNLOCK. TECH FOLLOWED DIAG WHICH LEADS TO BCM REPLACEMENT. TECH STATES THAT THE POWER AND GROUND INPUTS TO THE BCM CHECK CORRECTLY AND STEERING COLUMN LOCK RELAY IS ENERGIZING. TECH IS UNSURE IF THIS IS

THE CORRECT DIAGNOSIS AND IS CALLING FOR CASE INFORMATION/ SUPPORTING DIAG.

TAC SUGGEST BACKPROBE C207 C1604 WITH TEST LIGHT TO GROUND. COMMAND STEERING COLUMN TO LOCK WITH TECH 2 LOOK FOR 12V SUPPLIED FROM BCM ON C 1604. IF NONE BCM IS NOT SUPPLYING VOLTAGE AND BCM SHOULD BE REPLACED.

REPORT RESULTS

07/31/2000 08:28:40 POULOS

*****DEALER CONTACT NAME AND POSITION*****

-BRIAN CHITTY, SERVICE TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN 1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** 5

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

- BRYAN CALLED AND STS THAT HIS KEY IN/OUT WAS OPERATIONAL. HE STS THAT 1604 WAS SHOWING VOLTAGE. HE UNPLUGGED BCM AND COLUMN WAS STILL INOP. HE STS THAT HE DISCONNECTED BATTERY AND REVCONNECTED AND SYSTEM OPERATED NORMALLY.

*****NEW RECOMMENDATIONS*****

- TAC ADVISED DLR TO CK G201 AND 202 PER P/I A000285.
- IF GROUNDS ARE GOOD, KEY IN/OUT WAS PRESENT, DLR TO REPLACE ACTUATOR PER P/I A000285.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|------------------------------|-------------|-------------------|
| Case No: | 3972399 | VIN Number: | 1G1YY32G2X5121388 |
| Date Opened: | 6/2/2000 | Model Year: | 1999 |
| Date Closed: | 8/1/2000 | Series: | Corvette |
| Dealer Code: | B19403 | Mileage: | 5533 |
| Address: | PUYALLUP CHEVROLET-SPUYALLUP | State: | WA |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCK INOP

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--

06/02/2000 17:52:43 SBD TEMPLATE - ZAJECHOWSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

06/02/2000 17:52:43 HISTORY - ZAJECHOWSKI

CONCERN:: CUSTOMER STATES STEERING COLUMN LOCKED AND UNABLE TO RELEASE
.VEHICLE WAS TOWED INTO DEALER

DIAG:: TECH HAS WENT THROUGH SYSTEM CHECK ALL OK TECH IS UNABLE TO
DUPLICATE CONCERN.

ADVISED:: TECH OF P/I A000285 ADDITIONAL DIAGNOSIS OF COLUMN LOCK.

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 88 YB SERVICE MANUAL ON PAGE 2-88 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (87 AND 88) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

08/01/2000 11:28:46 CRUMB

- VME CLOSING

CHEVROLET MOTOR DIVISION
*** GM RESTRICTED ***

PAGE #: 1

CASE NO: 99-0331604
DATE OPENED: 06/16/1999
DATE CLOSED: 06/16/1999
SOURCE: PHONE
CUSTOMER:
ADDRESS:
HOME PHONE:

VIN: 1G1YY32G2K5125563
MODEL YR: 99
SERIES: YH CORVETTE
MILEAGE: 001083
STATE: CA
MORGAN HILL
BUS. PHONE: EXT:

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

6/16/99*****
ORIG/O/C/REQ INFO ON VEH RPR....O/STS NO EXT SERV CONTRACT....
O/STS NOTICE CONCERN LAST NIGHT....O/STS VEH IS AT DLR...
CO APOLOGIZED FOR CONCERN SACK... CO DOC SPOKE W/ROM SERV ADVISOR..
ROM STS VEH IS BEING DIAG RIGHT NOW, COULDN'T GIVE TIME OR DATE WHEN
VEH RPR..ROM STS WILL PROVIDE LOANER VEH....CO THANK DLR.. CO ADV O/
OF DLR RESPONSE...O/STS FEELS A REAL SAFETY ISSUE...O/ THANK CO FOR AL
HELP...CO THANK O/FOR CALL...DEMETRIUS HAMILTON X1567

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

| CDS # DESC | CDS COMMENTS |
|------------|--|
| X41 0 | STEERING COLUMN LOCK UP FOR DLR INFO... |

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|----------------------|--|--------------------|--------------------------|
| Case No: | 3284561 | VIN Number: | 1G1YY32G2X5125563 |
| Date Opened: | 6/17/1999 | Model Year: | 1999 |
| Date Closed: | 7/20/1999 | Series: | Corvette |
| Dealer Code: | B06431 | Mileage: | 1308 |
| Address: | SOUTH COUNTY CHEVROLMORGAN HILL | State: | CA |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT— COLUMN LOCK STEERING DTC STEERING COLUMN LOCK

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--

06/17/1999 13:28:38 S&D TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP

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

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

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

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

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

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

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

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

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

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

06/17/1999 13:28:38 HISTORY - ERMAN

CRAIG STATES THE STEERING COLUMN IS LOCKED AND HE HAS THE SERVICE STEERING COLUMN LOCK MESSAGE. CRAIG ALSO SAID HE HAS DTC U1018 U1084 U1098 U1176.

ADVISED I WENT THROUGH THE FLOW CHART WITH CRAIG AND IT DID LED TO

REPLACE THE STEERING COLUM LOCK MOTOR.

ALSO ADVISED TO CHECK THE G201 AND THE G202 GROUNDS FIRST.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-------------------------------|-------------|-------------------|
| Case No: | 4798103 | VIN Number: | 1G1YY32G2X5120064 |
| Date Opened: | 6/8/2001 | Model Year: | 1999 |
| Date Closed: | 10/3/2001 | Series: | Corvette |
| Dealer Code: | B15112 | Mileage: | 21460 |
| Address: | AGRESTA CADILLAC, CHHAMMONTON | State: | NJ |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- INOPERATIVE STRG WHEEL WILL NOT UNLOCK A00026

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/08/2001 12:55:29 SBD TEMPLATE - WILL

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/08/2001 12:55:29 HISTORY - WILL

DLR CALLED STS CALLING FOR P/I A000265.

TAC ADV DLR OF P/I. J. WILL

10/03/2001 18:34:47 SCOTT - FAX CLOSING

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

WOODSTOCK

GA

HOME PHONE:

CASE NUMBER: 05507042 VIN: 1G1YY32G2X5131234
MODEL YEAR: 1999
DATE OPENED: 2001-09-12 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-09-12 MILEAGE: 20000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 01044

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 00034

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112
Cadillac: 1 (800) 882-1112
Chevrolet: 1 (800) 243-8872
GMC: 1 (800) 223-7799
Oldsmobile: 1 (800) 535-6537
Pontiac: 1 (800) 762-2737

Roadside Assistance phone numbers

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

CUST STATES THE COLUMN LOCKED UP...CUST SEEKS TO KNOW WHAT TO DO...CRM GOT CUST AND VEH INFO
AND INFORMED OF OPEN CAMPAIGN 01044 AND 00034...CRM TRANSFERRED TO ROADSIDE ASSIST TO GET VEH
TOWED TO LOCAL DLR...CRM CLOSING CASE SATISFIED...JOHNATHAN ELKINTON/CAC/PDX; 0; 369191936

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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:



Statton Island
NY

HOME PHONE:

CASE NUMBER: 1-126489620 VIN: 1G1YY32G2K5132545
MODEL YEAR: 1999
DATE OPENED: 2003-08-04 SERIES: Corvette
DATE CLOSED: 2003-08-06 MILEAGE: 57400.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

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

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

RFI - Recall 01044 CORVETTE ELECTRONIC COLUMN LOCK; ; 2003-08-04
2003-08-04

Update on notes for Inbound cust call; ; 2003-08-04
2003-08-04

Service Request has been Closed Satisfied.; ; 2003-08-04
2003-08-06

Service Request has been Closed Dissatisfied.; ; 2003-08-06

*****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:

MILEAGE @ BUY-BACK: 0

VEHICLE DRIVEABLE:

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST 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:

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

HAMPTON , VA

CASE NUMBER: 04011120 VIN: 1G1YY32G2Y5107498
MODEL YEAR: 2000
DATE OPENED: 2001-04-30 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-04-30 MILEAGE: 5000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCK
A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) REFERRED TO DLR

REQUEST FOR INFORMATION

INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."**Use the dealer locator process if the caller would like to locate their nearest dealer.

Technical Information

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

CUST STATES A "STEERING COLUMN LOCK" MESSAGE HAS COME ON HER D.I.C. AND HER STEERING WHEEL IS LOCKED. CUST SEEKS ASSISTANCE. CRM REVIEWED OWNERS MANUAL. CRM ADVISED CUST THAT IF IT DOES NOT COME UNLOCKED WHEN STARTED OR VEHICLE CAN'T BE STARTED SHE'LL NEED TO CALL ROADSIDE. CUST STATES WARNING LIGHT WENT AWAY. CUST STATES SHE WILL TAKE IT TO DLR TO BE LOOKED @ ANYWAY. JERRED HERMANN/PDX/CAC; 0; 357525101

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

WESTPORT, CT

CASE NUMBER: 05931962 VIN: 1G1YY32G2Y5108599
MODEL YEAR: 2000
DATE OPENED: 2001-11-27 SERIES: UNKNOWN
DATE CLOSED: 2001-12-10 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DWORKIN CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 208 SEYMOUR AVE., DERBY, CT, 06418, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) STEERING LOCKS UP
J01 Engine Service Engine Soon
1 REPAIR ATTEMPT(S) AFTER MARKET DEVICE ON GAS TANK

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
3. If TAC contacted, what is the TAC number?
4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

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

CUST STATES THAT THE DLR IS DISHONEST AND THAT THEY REPAIRED HIS STEERING COLUME LOCK CONCERN BUT NOW THE STEERING IS OFF AND THAT CUST ENGINE LIGHT CAME ON AND CUST HAD INSTALLED A RUBBER GASKET HIM SELF TO KEEP THE FUEL FROM DRIPPING ON VEH AND DLR CHARGED HIM \$70.00 BECAUSE THIS WAS THE CAUSE OF THE ENGINE LIGHT COMING ON...CUST STATES HE KNOWS HOW TO WORK ON VEH AND THIS WAS NOT THE CAUSE OF THE ENGINE LIGHT EVEN THOUGH THE ENGINE LIGHT IS NOW OFF...CUST SEEKS A REIM OF HIS \$70.00 FOR HIS AFTER MARKET GASKET AND CUST SEEKS AN AVM TO COME TO HIS HOME OR AT A DLR TO INSPECT VEH STEERING...CRM ADVISED HE CONTACTED THE SVC MGR A JAY AND HE STATES THE CUST CALLED DLR COMPLAINING ABOUT THE \$70.00 AND HE WILL NOT REIM FOR THIS SINCE IT WAS CUST AFTER MARKET REPAIR AND HE KNEW NOTHING OF THE STEERING CONCERN...SVC MGR STATED FOR CUST TO COME TO DLR AND HE WILL RIDE WITH CUST PERSONALLY AND IF THERE IS A CONCERN HE WILL REPAIR IT...CUST STATES THAT IS NOT GOOD ENOUGH AND STATED HE SEEKS ONLY THE AVM TO COME CONT; 0; 375722761

2001-11-27

CONT OR HE WAS GOING TO FILE A LAW SUITE...CRM ADVISED HE COULD ONLY ADVISE TO TAKE VEH TO DLR OR ANOTHER DLR AND CUST STATES HE HAS BEEN TO 3 DLRS AND THEY DO NOT ASST CUST...CUST HUNG UP...CRM ADVISED TM URIAS OF CONVERSTATION AND CRM IS SENDING A BBB LETTER...CLOSED UNSATISFIED V/M 47768/CRM THOMAS "BUCK" SMITH/ATX-CARS; 0; 375722896
2001-11-27

CUST STATES TO SPEAK WITH A SUPERVISOR IN REGARDS TO FILE. CUST STATES IS NOT GETTING ANYWHERE WITH CAC AND NEEDS TO SPEAK WITH HIGH MANAGER. CRM REVEIENED FILE AND CUST PAID \$70 EITHER FOR DIAGNOSIS OR AFTER MARKET PART. CUST PUTIN PART IN KEEP FUEL FROMDIPPING ON VEHICLE, SERVICE ENGINE SOON LIGHT IS ON AND CUST STATES THAT IS NOT WHAT IS CAUSING SERVICE ENGINE SOON LIGHT AND WANTS REIM FOR \$70. CUST STATES IS RECORDING CALL AND CRM ADVISED CUST THAT CRM DID NOT GIVE CUST PREMISSION TO DO SO. CRM ESCALATED CALL TO TM MARCIA HARMANN.

CUST STATES TOOK VEHICLE INTO DLR FOR STEERING COLUMN CAMPAIGN. CUST STATES VEHICLE IS BEING TOWING BACK TO DLR BECAUSE CUST STATES KEY IS HARD TO GET IN TO IGNITION, STEERING LOCKED AGAIN, AND CUST GETTING ERROR MESSAGE. CUST STATES DLR CAN'T DUPLICATE CONCERN AND NOW VEHICLE IS BEING TOWED BACK TO DLR AGAIN. CUST STATES SECOND CONCERN IS FOR A SENSOR. CUST STATES DLR SAID GM GIVE A 5 INCH CLEARANCE. CUST STATES THIRD PROBLEM IS SERVICE ENGINE SOON LIGHT. CUST STATES PURCHASED; 0; 375729933
2001-11-27

CONT.....A RUBBER PIECE THAT IS ROUND THE HOLE WHERE GAS NOZZLE IS ON. CUST STATES DLR STATES THE RUBBER PIECE IS CAUSING SERVICE ENGINE SOON LIGHT TO GO OFF. CUST STATES IS GOING TO SUIT GM AND DLR FOR FRUAD. CUST SEEKS A GM FACT REP (AVM) TO LOOK AT VEHICLE. TM ADVISED CUST THAT CAC CAN CONTACT AVM, HAVE A DECUSION AND IT WILL BE UP TO AVM TO COME LOOK AT VEHICLE. TM STATES THAT DLR DOES HAVE TO REQUEST AVM TO LOOK AT VEHICLE. CUST STATES THAT DLR HAVE TO ORDER PART BECAUSE VEHICLE IS NOT DRIVABLE. CUST STATES STEERING IS NOT STRAIT. TM STATES THAT THERE IS TOLERANCES GM ALLOWS. CUST STATES THAT CUST IS RECORDING CALL. TM ADVISED CUST THAT TM DID NOT GIVE CUST PREMISSION TO RECORD CALL. TM ADVISED CUST THAT GM RECORDS CALLS FOR MONITORING ONLY. CUST WANTS TM TO CALL DLR AND FIND OUT WHAT DLR IS DOING AND HAVE GM REP TO LOOK AT VEHICLE. CUST STATES CONCERNS WITH RENTAL COVERAGE. TM ADVISED CUST THAT RENTAL IS PROVIDED ACCORDING TO WARRANTY. CUST STATES WILL LEAVE VEHICLE AT CHASE MANHATTAN BANK AND WILL; 0; 375730626
2001-11-27

CONT2.....SUITE DLR AND GM. CUST SEEKS IF CUST RENTAL WILL BE COVERED. TM ADVISED CUST THAT RENTAL WILL BE COVERED ACCORDING TO WARRANTY. CUST STATES WILL SUITE DLR ON GAS CAP AND PROVE DLR WRONG. TM ADVISED CUST THAT CRM WILL CALL DLR REGARDING CUST CONCERNS. TM STATES ONCE VEHICLE IS THERE, CRM WILL CALL DLR TO SEE WHY VEHICLE HAS FAILED AGAIN. CRM WILL CB CUST 11-28-01 BETWEEN 2PM AND 4PM.
KIMBERLY PERKINS/CAC/ATX; 0; 375731535
2001-11-27

CUST ADVISED CUST TO CB CUST AT 212-772-2785. KIMBERLY PERKINS/CAC/ATX; 0; 375732147
2001-11-27

Letter deleted until final decision from AVM. Johanna Yoh/Ops Mgr/ATX; 0; 375740013
2001-11-27

cust called for the last crm.
the crm advd no ability to transfer the call.
cust states his wife is at the dlrsdp and has been for 3 hrs and the dlrsdp is avoiding her and no one will asst her.
crm called svc and was unable to get thru after 5 minutes of trying to get someone on the line.
crm asked cust if they have advd his wife that there are other vehs that are ahead of her or if they are waiting for a diag.
cust states they havent told her anything.
crm advd svc would be called again and attempted to set a cb out for an hour.
cust became irrate and stated he was recording the call and he is suing gm.
crm asked cust if he was taking legal action and cust stated yes.,
crm advd no asst could be offered by gm if he was taking legal action and crm doesnt agree with recording of call.
cust hung up.
request closed dissatisfied.
trishchambers/pdx/cac; 0; 375742553
2001-11-27

*****NEXT CRM*****CUST MAY CALL BACK IN AND DOES RECORD CALLS WITH CAC.
HE HAS ADVSD HE IS SUIING AND IS FILING A LAWSUIT AND HAS BEEN ADVSD THERE IS NOTHING FURTHER WE CAN DO HERE AS HE HAS TAKEN LEGAL ACTION.
TRISHCHAMBERS/PDX/CAC; 0; 375742550
2001-11-28

CUST STATES: WOULD LIKE C/B FROM PREVIOUS CRM. CUST REFUSED ANY ASSISTANCE FROM THIS CRM AND STATED THAT IF THE PREVIOUS CRM KIMBERLY PERKINS OR TM MARCIA HARMAN DOES NOT CALL HIM BACK

AT 212-772-2785 WITHIN THE NEXT HOUR HE WILL FILE A LAWSUIT AGAINST GENERAL MOTORS, WHICH HE STATES THAT HE HAS NOT YET DONE. CRM ATTEMPTED TO ASSIST AND CUST DECLINED. WILL FORWARD FILE TO KIMBERLY PERKINS FOR FURTHER REVIEW. CRYSTAL BROWN/CAC/PDX; 0; 375825723
2001-11-28

FORWARDING FILE
CRYSTAL BROWN/CAC/PDX; 0; 375825767
2001-11-28

transferred file to k. perkins...sara barnes/atx/cars; 0; 375833706
2001-11-28

CRM CALLED AND SPOKE WITH SVC MGR JAY STATES THAT DLR REDID THE CAMPAIGN FOR STERRING. SVC MGR STATES GOT A PHONE CALL THAT THERE IS A PI ON VEHICLE AT THIS TIME. SVM STATES CUST COULD NOT START VEHICLE THIS MORNING AGAIN. CUST IS HAVING VEHICLE TOWED TODLR TOMORROW. CUST STATES WANTS ENTERPRISE RENTAL TO PICK UP WIFE AND THAT IS THE ONLY WAY THAT CUST WILL ALLOW DLR TO WORK ON VEHICLE. CUST STATES IF WIFE IS NOT PICKED UP, CUST WILL RENT A VEHICLE AND GET VEHICLE REPAIRED AT CUST'S EXPENSE AND SUITE GM. CRM CALLED AND LEFT A MESSAGE ADVISING SVM OF CUST'S DEMAND AND ADVISED DLR WHEN SVM IS CONTACT TO PLEASE ASK FOR SVM INVOLVEMENT. KIMBERLY PERKINS/CAC/ATX; 0; 375838605
2001-12-10

PAL REVIEWING FILE PER TM. NO RESOLUTION FOUND. FORWARDING TO PREV CRM FOR FOLLOW UP.
JENNIFER CORPUS/ATX; 0; 376854173
2001-12-12

CUST'S HUSBAND CALLED IN SEEKING UPDATE ON REIM THAT DLR HAS SUBMITTED. CUST STTS SVC MGR/J. ANTONUCCI INFORMED HIM THAT REIM IS AWAITING GM APPROVAL. CUST IS IRATE AND SEEKS UPDATE ON REIM. CUST STTS IF NO UPDATE IS GIVEN HE WILL SUE GM. CRM INFORMED CUST THAT DLRS SUBMIT REIM THROUGH DIFFERENT CHANNELS THAN CAC. CUST STTS WANTS CRM TO CONTACT DLR AND FIND OUT UPDATE. CRM CONTACTED J./SVC MGR J. STTS THAT REIM HAS BEEN PROCESSED AND CHECK IS IN MAIL FOR CUST. CRM INFORMED CUST OF J'S COMMENTS, CUST INQUIRED AS TO AMOUNT. CRM ADVISED NO AMOUNT WAS GIVEN AND CONTACTED J AGAIN, AMOUNT IS \$30. CUST STTS THIS IS NOT ENOUGH RENTAL WAS \$51 FOR ONE DAY RENTAL. CUST STTS WAS PROMISED FULL REIM BY DLR AND SEEKS FULL REIM. CRM ADVISED CUST THAT GM POLICY IS TO REIM FOR \$30 A DAY FOR 3 DAYS. CUST STTS DLR TOLD HIM IT WAS GOING TO BE FULL. CRM ADVISED CUST TO SPEAK W/ DLR ON WHAT HE BELIEVES WAS PROMISED TO HIM, BUT GM WILL ONLY REIM FOR \$30 AS THIS IS RENTAL POLICY AS IT IS STATED IN WARRANTY. CUST WENT ON WITH ENTIRE; 0; 377040564
2001-12-12

SITUATION REGARDING WHAT HE BELIEVES IS A CONSPIRACY TO COVER UP A WARRANTY REPAIR BY BOTH THE DLR AND GM. CUST STTS WILL SUE FOR THE \$21. CUST STTS HE IS RECORDING CALL, CRM INFORMED CUST THAT CRM DOES NOT GIVE CONSENT TO RECORD CALL. CUST SHOUTED OBSCENITY AND DISCONNECTED CALL.
EDUARDO MORALES/ATX/CAC; 0; 377040658

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

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

INVESTIGATION TRACKING

WFO-EA02031-3332

Article # : EA02031

Record Created Date : 10/27/2003

Printed Date : 11/26/2003

Description : 16464-GM 10/27/03 ATTACHMENT 4F BOOK 19 OF 22 PART 3 OF 3



EA02-031

GM

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

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

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

CASE NUMBER: 05080647 VIN: 1G1YY32G2Y5108814
MODEL YEAR: 2000
DATE OPENED: 2001-07-26 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-10-02 MILEAGE: 41832
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HOPKINS CHEVROLET-PONTIAC-CADILLAC,
BRC PARENT: DEALER ADDRESS: 1301 N SERVICE RD., RUSTON, LA, 71270, USA

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

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

A01 Open Campaign Customer Satisfaction
1 REPAIR ATTEMPT(S) 01044

S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) CAMPAIGN DONE

T04 General Information Customer Satisfaction
0 REPAIR ATTEMPT(S) DOCS RECEIVED

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):[[Campaign and Special Policy Reimbursement RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/web/knowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm>
]]

Reimbursement for repairs already done that are on a campaign.

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

cust states that she just received a letter egarding the column lock on her veh. cust
states that she already had this repair done. cust seeks reimbursement for this repair.
crm advised cust of the proper documents and address to send in for reimbursement.
kizma kelly/atx/cars; 0; 365029913
2001-07-30

CUST STATES THAT A FEW WEEKS AGO VEH STEERING WHEEL LOCKED UP AND NOW TWO WEEKS LATER CUST
RECEIVED A CAMPAIGN LETTER WITH THE SAME ISSUE. CUST SEEKS FOR REIM. CRM CONTACTED SVC MGR
DENNIS WHO STATES THAT THE CAMPAIGN DOES NOT REQUIRE DLR TO REIM CUST. DENNIS IS FAXING THE
DOCS TO CRM. CRM SET C/B W/CUST ON 07-30-01 BETWEEN 9-11PT. KRISTEN TIFT/CAC/PDX; 0;
365357522
2001-07-30

CRM CONTACTED DLR TO FIND OUT IF THE REPAIR WAS DONE AT THE DLR. SVC ADV STATED THAT YES
CUST DID HAVE THE REPAIR PERFORMED AT THIER DLRSHIP. THE PART NUMBER GM26050960 IS THE SAME
THAT IS ON THE CAMPAIGN. SVC DIR DENNIS ADVSD CRM THAT WOULD PUT IN FOR REIM. CRM

CONTACTED CUST AND SET A C/B ON 08-14-01 BETWEEN 1-3PM CT TO SEE HOW THINGS ARE GOING
W/REIM. KRISTEN TIFT/CAC/PDX; 0; 365369301
2001-08-02

WHITEMAIL.....CUST SENT IN DOC'S FOR REIMBURSEMENT. CRM ATTACHING DOC'S AND FORWARDING TO
CRM TIFTK ALREADY HANDLING. FRANK BROWN/CORR/TPA; 0; 365615615
2001-08-06

CUST STATES THAT SHE SENT IN THE REQ PAPERWORK AND SEEKS TO WHY IT TAKES SO LONG TO GET AN
ANSWER ON THE REIMB. CUST SEEKS TO HAVE PREV. CRM, TIFTK CALL TODAY. CRM SENT ALARM AND
ADVISED CUST THAT CRM COULDN'T TRANSFER B/C KRISIN IS IN A DIFFERENT OFFICE AND WE ARE
UNABLE TO TRANSFER. TERESA FREY/ATK/CARS; 0; 365972236
2001-08-06

CRM CONTACTED HOPKINS CHEV TO VERIFY THAT ALL THE PAYMENT HAS CLEARED. CRM SPOKE TO AMY
SUMMERVILLE WHO HAS STATED YES ALL TYPES OF CUST PAYMENT FOR REPAIR HAVE CLEARED. CRM
CONTACTED CUST & ADVISED CUST THAT NEED TO TAKE VEH TO DLR & HAD A STICKER AFFIXED TO DOOR
STATING THE CAMPAIGN HAS BEEN PERFORMED, & THAT CRM WOULD BE HANDLING THE REIM. CRM SET C/B
ON 08-07-01 BETWEEN 10-12CT. KRISTEN TIFT/CAC/PDX; 0; 365983168
2001-08-06

CRM HAD TM ANDY BECK APPROVAL TO REIM FOR CAMPAIGN NUMBER 1044. KRISTEN TIFT/CAC/PDX; 0;
365983632
2001-08-06

BREAKDOWN.....LABOR = \$260.00, PARTS = \$173.75, SUBLET \$58.50, MISC. \$13.50, TAX
\$42.96
FOR A TOTAL OF \$548.21. KRISTEN TIFT/CAC/PDX; 0; 365983966
2001-08-07

CRM CONTACTED CUST TO FIND OUT ABOUT STICKER THAT IS TO BE PUT ON VEH STATED THAT THE CAMPAIGN
WAS PERFORMED. CUST STATED THAT CINDY AT DLR WAS NOT VERY NICE WHEN CUST CALLED. CRM IS
CONTACTING DLR TO MAKE SURE THAT THE STICKER IS GOING TO BE PUT ON VEH. CRM SPOKE TO PAULA
WHO STATED THAT DLR HAS BLANK STICKERS THAT THEY PUT THE DATE AND CAMPAIGN # ON STICKER &
THEN APPLY IT TO VEH. CRM WILL CONTACT HOPKINS CHEV ON FRIDAY 08-10-01 TO VERIFY CUST HAS
HAD STICKER PUT ON VEH. KRISTEN TIFT/CAC/PDX; 0; 366053861
2001-08-10

CRM CONTACTED DLR WHO STATED THAT THE CUST CAME IN TO GET STICKER, BUT WHEN CUST ARRIVED THE
STICKER WAS LOCKED UP. CUST IS TO COME BACK IN ON 08-10-01 FOR THE STICKER. KRISTEN
TIFT/CAC/PDX; 0; 366311310
2001-08-13

CRM CONTACTED DLR ONCE AGAIN TO MAKE SURE THAT THE CAMPAIGN STICKER HAS BEEN AFFIXED TO THE
VEH. CRM SPOKE TO AMY WHO ADVISED CRM THAT THEY ARE CURRENTLY OUT OF THE STICKER & IT WILL
TAKE 1-2WKS UNTIL THE STICKERS ARE AVAILABLE. CRM ADVISED THAT THIS CUST IS SEEKING REIM & UNTIL
THE STICKER IS PUT ON VEH AND THE CAMPAIGN IS TAKING OUT OF SYSTEM AND THE VIN NO LONGER
SHOWS THIS CAMPAIGN NEEDS PERFORMED. SVC MGR DENNIS ALERITTON IS THE ONE WHO IS ADVISING
AMY OF THIS INFO. CRM SPOKE TO DENNIS WHO DID STATE WOULD TAKE THIS CAMPAIGN OUT OF VISS
SYSTEM AND THAT IT SHOULD PROBABLY TAKE 3 DAYS. KRISTEN TIFT/CAC/PDX; 0; 366573416
2001-09-04

CUST STATES THAT PREVIOUS CRM WAS TO HAVE CONTACTED HER BACK IN REF TO UPDATE.
CUST SEEKING UPDATE OF FILE. CRM REVIEW FILE AND ATTACHED DOCUMENTS.
CRM ADVISED CUST THAT FURTHER RESEARCH IS NEEDED ON FILE. CUST SATISFIED.
JENNIFER HEBERT TIER1/ATX; 0; 368476421
2001-09-04

CRM MADE CONTACT W/FAMILY MEMBER WHO STATED HE WOULD GIVE MESSAGE TO CUST. CRM WILL
CONTACT SVC DEPT TO VERIFY DOCUMENTS ON 09/05/01. JENNIFER HEBERT TIER1/ATX; 0;
368498440
2001-09-05

CUST STATES:CUST CALLED FOR UPDATE. CUST SAYS CRM WAS SUPPOSE TO CALL HER AT WORK AND NOT AT HOME.

CUST SEEKS:UPDATE AND CRM KRISTEN TO CALL CUST AT WORK

CRM ADVISED:WILL FORWARD MSG TO MS TAPT TO CALL CUST AT WORK. CUST WOULD NOT GIVE ME HER WORK NUMBER, SAYS CRM ALREADY HAS IT ON FILE.KRISTI WILLIAMS/CARS/TAMPA; 0; 368550706
2001-09-05

cust states that sh is requesting update w reimb and was supposed to receive c/b from prev crm

crm advised ust that prev crm would be notified and requested to c/b cust w update-jason rico/pdx cac 9/5; 0; 368578336
2001-09-07

GL HAS REVIEWED FILE AND RETURNING TO CRM FOR FURTHER ACTION. PLEASE SEE FEEDBACK FORM.
KATIE DESMOND/GL/PDX; 0; 368739847
2001-09-10

CUST CALLED SEEKING TO KNOW WHY SHE HAS NOT RECIEVED A CALL BACK FROM THE PREVIOUS CRM AND A UPDATE ON THE STATUS OF HER REIM... CRM READ THROUGH NOTES AND UNCLEAR WHERE THE PREVIOUS CRM IS IN THE REIM... CRM ADVISED THAT RESEARCH WOULD BE REQUIRED ANDSCHEDULED A CALL BACK WITH HER AT HER WORK #318-251-1168 ON 9/11... RICK LOY/PDX/CAC; 0; 369022522
2001-09-12

CUST CALLED IN AND STATED THAT SHE HAS NOT RECEIVED A CALL BACK AS OF YET. CRM ADVISED CUST OF REASONS WHY CALL BACKS ARE NOT GETTING MADE DUE TO RECENT TRADGEDIES. CUST NOT SATISFIED WITH THAT. CRM WILL ALARM CRM WORKING THE FILE AS PER OVER THE SHOULDER APPROVAL FROM TM DOUG HEIDLAND. THIS CRM WILL CHECK FILE ON 9/14 TO SEE IF CRM CALLED CUST BACK. CHERYL ROBERTS/CAC/PDX; 0; 369179563
2001-09-12

CRM TRIED TO CONTACT CUST TO LET HER KNOW THAT STILL WORKING ON THE REIM. CRM NEEDS TO VARIFY THE AMOUNT OF THE REIM AND THE ADDRESS. THE REASON THAT IT TOOK SO LONG TO BEGIN PROCESS IS BECAUSE THE CAMPAIGN NEEDED TO BE TAKEN OUT OF VISS BEFORE REIM COULD BE REQUESTED. REIM GENERALL TAKES 4-6 WEEKS BEFORE CUST RECEIVES. KRISTEN TIPT/CAC/PDX; 0; 369183911
2001-09-13

CRM CONTACTED CUST & SPOKE TO THE CUST CRM OFFERED REIM & CUST HAS ACCEPTED THE OFFER.CRM VARIFIED ADDRESS THAT IS ACTUALLY A P.O. BOX FOR MAILING. CUST ALSO VARIFIED SPELLING OF NAME. KRISTEN TIPT/CAC/PDX; 0; 369273242
2001-09-14

GL REVIEWED AND SUBMITTED GOODWILL LIAISON/JANET CONGER/CAC/PDX; 0; 369328388
2001-09-27

CSUT STATES SHE WOULD LIKE REIMB UPDATE. CRM ADVISED THAT REIMB IS IN FINAL STAGES AND SHOULD BE TO CUST IN ABOUT 3 WKS. TERI VANLOO/CAC/PDX; 0; 370472809
2001-09-28

CRM OPENED TO CLOSE. REIMB HAS BEEN THROUGH FINAL APPROVAL. TERI VANLOO/CAC/PDX; 0; 370553133
2001-09-28

CRM UNABLE TO CLOSE FILE. TERI VANLOO/CAC/PDX; 0; 370553183
2001-10-01

CRM FORWARDING FILE BACK TO ORIGINAL GL TO LEAVE FILE OPEN TO ENSURE THAT GOODWILL IS SENT.
TERI VANLOO/CAC/PDX; 0; 370826145
2001-10-02

RESUMMED FOR TRACKING PUPOSES ONLY GOODWILL LIAISON/JANET CONGER/CAC/PDX; 0; 370879731
2001-10-02

CHECK #9004B5631 IN THE AMOUNT OF \$548.21 WAS MAILED ON 9/25/01 TO P.O. BOX 292; HOLMER, LA.
71040.

JADA MEAD/GL/TL/CAC/PDX.; 0; 370890651

*****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:

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:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

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

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

*****BRC CONTACT INFORMATION*****
NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
CONTACT PHONE:
ADDRESS:

September 14, 2001

[REDACTED]
Holmer, LA [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Corvette Convertible 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 \$548.21. 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,

Customer Relationship Manager

RS0005-P



07-51-01P03:08 RCVB

Cherrielet
P.O. Box 33170
Detroit MI 48232-5170

08282-5176...
08282-5176...

TO WHOM IT MAY CONCERN

**I AM WRITING IN REGARDS TO GETTING
MY MONEY BACK FOR THE SERVICES I
HAD DONE. SINCE YOU ARE NOW DOING
A FOR OF A RECALL AFTER I HAD
CALLED IN A COMPLAINT BEFORE.**

[REDACTED]

original repair order

original charge card payment

proof ownership ship (Nevada title)

letter with return envelope

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



CHEVROLET

chevrolet
P.O. Box 33170
Delaware MI 48232-5170
C05080647

C01044

July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

What You Should Do:

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

Customer Reply Card:

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.

**"SEE REVERSE SIDE
FOR IMPORTANT
INFORMATION"**

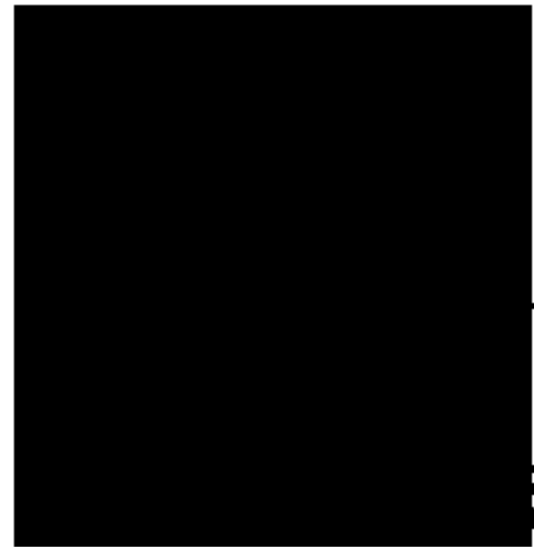
**CERTIFICATE OF REGISTRATION
AND
RECEIPT FOR FEES AND/OR TAXES**

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
OFFICE OF MOTOR VEHICLES
PO BOX 9486
BATON ROUGE, LA 70804-0948



| | | | | | | | | | |
|---|---------------|-------------------|------------|---|-----------------------|------------------|--------------|-----------------------|--|
| ANY FALSE STATEMENT IS A CRIMINAL OFFENSE SUBJECT TO A FINE NOT TO EXCEED \$500 OR IMPRISONMENT NOT TO EXCEED FIVE YEARS OR BOTH | | | | MOTOR VEHICLE OFFICER 910 11.51 | | | | DATE 2/1/00 | |
| PROOF OF LIABILITY SECURITY WAS FURNISHED AS A PREREQUISITE FOR THE PROCESSING AND ISSUANCE OF THIS DOCUMENT AS PROVIDED FOR BY LAW | | | | | | | | | |
| VEHICLE REGISTRATION PERMIT TO DRIVE (SEE CATEGORY 1) VEHICLE IDENTIFICATION | | | | | | | | | |
| 11 | 12/2001 | 1G1YY32G2Y5106814 | 02/01/2000 | 1400 | 48054.00 | | | | |
| CHRY | COR | 2D RND/ | 2000 | 000011 | 3180249 | 52331424 | N | 96.00 | |
| MAKE | MODEL/VARIANT | BODY | YEAR | SEQUENCE | UNIVERSAL LICENSE/ID# | CITY/ST | LIC CODE | LICENSE FEE | |
| OWNER'S NAME | | | | | | 1 | OCL | TOW FEE | |
| 11/01/1999 | | | | | | 01/01/2000 | | | |
| BOMER LA | | | | | | 2 | 3699.02 | | |
| LIC. STATE | | | | | | ST | REGISTRATION | DELIVERY FEE | |
| 48054.00 | | | | | | | | | |
| 1907.74 | | | | | | 1441.62 | | | |
| STATE SALES TAX | | | | | | SALES TAX | | | |
| 95.39 | | | | | | 72.08 | | 96.00 | |
| STATE TAX CREDIT | | | | | | SALES TAX CREDIT | | | |
| 23.85 | | | | | | 18.02 | | | |
| STATE INTEREST | | | | | | SALES TAX CREDIT | | | |
| GIBLAND BANK AND TRUST CO | | | | | | 02/01/2000 | | 5.00 | |
| PO BOX 995 | | | | | | | | | |
| MINDEN LA | | | | | | 70055 | | | |
| SECOND MEMBER | | | | | | | | | |
| 2026.98 | | | | | | 1531.72 | | 18.50 | |
| NET STATE TAX | | | | | | NET FINE LAX | | | |
| 15.32 | | | | | | | | 5.50 | |
| RECOVERY FEE, TAX | | | | | | TOW FEE | | | |
| HCB 0101 | | | | | | PRIV AUTO | | | |
| 1L | | | | | | | | | |
| 058 | | | | | | 3574.02 | | 125.00 | |
| TOTAL TAXES | | | | | | | | | |

HOMEPI, LA. 94-001111
 Pay to the 000
 Order of 000
One Hundred and 11/100 \$ 100.11
 Dollars 000
GBT
 GUARANTY BANK & TRUST
 For 000



North American Operations
General Motors Corporation
Disbursements (2813)
Box 62530
Phoenix, AZ 85062-0530



36-27
11

DATE
09/25/01

*****\$48.21 DOLLARS

*****CENTS *****\$48.21

HOLMER, PA

North American Operations
General Motors Corporation
Disbursement Account

BY
3 THE
FOUR

Check Mailed (on Bank, N.A.
name, New York

10-01-01P05:49 RCYD

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85062-0530

DETACH BEFORE DEPOSITING CHECK

FOR
NO. RD 606601004

CHECK NO.

FOR NAME

ISSUED
DATE

09/25/01

| REGISTER NO. DESCRIPTION | ISSUE DATE | DOC. REFERENCE NUMBER | % DISC. | ISSUE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|-----------------------------|------------|-----------------------|---------|--------------|--------------|------------|
| 1YYH82Y810814 | 09/21/01 | YH 64080906022281 | 00.0000 | 548.21 | .46 | 548.21 |
| | 09090607 | 04080906022281 | | | | |
| TOTAL | | | | 548.21 | .46 | 548.21 |

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-443-5782

GM RESTRICTED

371877

CASE NUMBER: 04774172 VIN: 1G1YY32G2Y5108814
 DATE OPENED: 07/02/01 MODEL YEAR: 00
 DATE CLOSED: 07/02/01 SERIES: CORVETTE CONVERTIBLE
 SOURCE: YES MILEAGE: 40000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: LA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HOMER, LA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04774172 VIN: 1G1YY32G2Y5108814
 MODEL YEAR: 2000
 DATE OPENED: 2001-07-02 SERIES: CORVETTE CONVERTIBLE
 DATE CLOSED: 2001-07-02 MILEAGE: 40000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: SYNCO MOTORS INC
 BRC PARENT: DEALER ADDRESS: 5136 HWY 79, HOMER, LA, 71040, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
 1 REPAIR ATTEMPT(S) LOCKED

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
-
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

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

371877

CUST STATES THAT HIS STEERING WHEEL LOCKED & WAS REPAIRED. THE SVC MGR TOLD THE CUST THAT IT COULD HAPPEN AGAIN & HE HAS SEEN IT BEFORE. CUST SEEKS CONCERN TO BE DOC. CRM CONTACTED SVC MGR SCOTT WATSON @ SYNCO MOTORS (318-927-3553). SVC MGR STATED IT IS THE STEERING WHEEL HAD A GENERAL LOSS COMMUNICATIONS CODE WHICH MADE THE STEERING WHEEL LOCK. SVC MGR COULD NOT CONTACT TAC B/C THE CONCERN COULD NOT BE DUPLICATED. SCOTT DID STATE THAT HE HAS SEEN IT BEFORE. CRM INFORMED CUST THAT HIS CONCERN HAS BEEN DOCUMENTED & GAVE CUST THE REQ # IF HE HAS ANY FURTHER ISSUES W/ VEH. NO FURTHER ASST NEEDED @ THIS TIME. JENNIFER CREW/CAC/PDX; 0; 362963251
2001-07-09

CUST STATES STEERING WHEEL LOCKED UP AGAIN AND IS IN @ OTHER DLR. CUST DID NOT RECALL NAME OF DLR. CRM CONTACTED THE CLOSEST DLR FITTING THE DESCRIPTION THE CUST GAVE AND THIS WAS THE DLR. CRM CONTACTED SVC MGR DENNIS @ HOPKINS CHEV-PON @ 318) 255-4152. SVC MGR STATES THERE IS A SVC BULLETIN ON THIS AND WILL MORE THAN LIKELY BE ABLE TO REPAIR. CRM/JEREMY CRAWFORD/CAC/PDX; 0; 363568961

*****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:

GM R E S T R I C T E D

371877

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

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

371877

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 06035447 VIN: 1G1YY32G2Y5111020
 DATE OPENED: 12/14/01 MODEL YEAR: 00
 DATE CLOSED: 12/14/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 43000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BOCA RATON FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06035447 VIN: 1G1YY32G2Y5111020
 MODEL YEAR: 2000
 DATE OPENED: 2001-12-14 SERIES: UNKNOWN
 DATE CLOSED: 2001-12-14 MILEAGE: 43000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: MAROONE CHEVROLET OF DELRAY
 BRC PARENT: DEALER ADDRESS: 310 SE 6TH AVE, DELRAY BEACH, FL, 33483, USA

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

A01 Open Campaign Other
 0 REPAIR ATTEMPT(S) COVERAGE
 A07 Referred to Dealer Other
 0 REPAIR ATTEMPT(S) PERFORM CAMPAIGN

Notification of open campaigns or special policies.

INFORM THE CALLER:
 Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
 [[Campaign Status Request RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/CARSCP/SBS/html/CampaignStatusRequestSBS.htm]]
 Notification of open campaigns or special policies.

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

ORIGINAL OWNER. PURCHASED AT MAROONE CHEVY IN PEMROOKE PINES. CUST STATES THAT THE VEH
 STEERING COLUMN IS LOCKED UP AND HE WAS TOLD THAT THE VEH IS OUT OF WARRANTY BY MAROONE
 CHEVY IN DEL RAY BEACH AND WILL BE REPAIRED AT COST TO THE CUST. CUST SEEKS TO KNOW IF VEH

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

384937

IS INVOLVED IN CAMPAIGN. CRM ADVISED THAT THE VEH IS INVOLVED IN THE OPEN CAMPAIGN AND SHOULD CALL THE NEAREST CHEVY DLR FOR REPAIR. CRM ADVISED CUST REQUEST NUMB AND CAMPAIGN NUMBER FOR REFERENCE. CUST AGREED TO CALL FOR SVC AND THANKED CRM FOR ASSISTANCE. CUST SATISFIED. ERIKA NEWMAN/CAC/TPA/57926; 0; 377196819

*****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: , ,

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384937

CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:

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

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

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

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:

INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
 DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
 PURCHASE/LEASE AS:

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

NAME:
 COMPANY:

CONTACT NUMBER: 1
 CONTACT TYPE:

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

384937

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-------------------------------|-------------|-------------------|
| Case No: | 5696750 | VIN Number: | 1G1YY32G2Y5118064 |
| Date Opened: | 6/26/2002 | Model Year: | 2000 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B16346 | Mileage: | 29010 |
| Address: | FARRELL CHEVROLET SPARTANBURG | State: | SC |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING 801-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/26/2002 13:19:19 SBD TEMPLATE - KOSMOWSKI

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 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)

KEN HARRIS, SM

CUSTOMER CONCERN -

CUSTOMER ALLEGES SOMETIMES THE STEERING COLUMN WILL NOT UNLOCK.

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

DEALER STATES THEY HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. DEALER STATES NO PARTS HAVE BEEN REPLACED. DEALER STATES THEY CALLED LOOKING FOR INFORMATION.

TAC RECOMMENDATION -

ADVISED DEALER OF TSB 01-02-35-008. SUGGEST DEALER FOLLOW TSB.

06/26/2002 13:19:19 HISTORY - KOSMOWSKI

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Morehead City

NC

HOME PHONE:

CASE NUMBER: 1-115558812

VIN:

1G1YY32G2Y5118422

MODEL YEAR:

2000

DATE OPENED: 2003-07-02

SERIES:

Corvette

DATE CLOSED: 2003-07-02

MILEAGE:

40000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Special Policy; ; 2003-07-02

2003-07-02

S.P. 01044; ; 2003-07-02

2003-07-02

Curtis Chev in NC; ; 2003-07-02

2003-07-02

Service Request has been Closed Satisfied.; ; 2003-07-02

*****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 PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Sarasota , FL

CASE NUMBER: 1-115456345 VIN: 1G1YY32GZY5118890
DATE OPENED: 2003-07-02 MODEL YEAR: 2000
DATE CLOSED: 2003-07-11 SERIES: Corvette
SOURCE: Phone MILEAGE: 21556.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Sunset Chevrolet, Inc.
DEALER ADDRESS: 1800 Bay Rd, Sarasota, FL, 34239-6999, USA

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

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

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

Steering locked; ; 2003-07-02
2003-07-02

Call to dlr; ; 2003-07-02
2003-07-07

Keyser; ; 2003-07-11
2003-07-02

Cust seeking recall info; ; 2003-07-02
2003-07-02

Call dealer for campaign empowerment; ; 2003-07-02
2003-07-02

Service Request Ownership has changed FROM: ZARAGOSY TO: YANKOVIJ; ; 2003-07-02
2003-07-07

AVM update; ; 2003-07-11
2003-07-07

Call dealer with AVM update; ; 2003-07-07
2003-07-07

Update to Dealership; ; 2003-07-07
2003-07-11

Call cust and verify repair; ; 2003-07-11
2003-07-11

Call cust for veh status; ; 2003-07-11
2003-07-11

Cust returning CRM VM; ; 2003-07-11
2003-07-11

Service Request has been Closed Satisfied.; ; 2003-07-11

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

SAN MATEO

CA

HOME PHONE:

CASE NUMBER: 05094527 VIN: 1G1YY3ZG2Y5120056
DATE OPENED: 2001-07-27 MODEL YEAR: 2000
DATE CLOSED: 2001-07-27 SERIES: CORVETTE CONVERTIBLE
SOURCE: Phone MILEAGE: 18000
BRC TYPE: No DELIVERY DATE:
BRC PARENT: DEALER NAME: PUTNAM CHEVROLET-CADILLAC, INC.
DEALER ADDRESS:

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

R47 Theft Deterrent System Other
0 REPAIR ATTEMPT(S) steering column lock
M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) anti theft
A07 Referred to Dealer Pre-Delivery Inspection
0 REPAIR ATTEMPT(S) dlr can diagnose/repair

LOCATE DEALER

CRM INSTRUCTIONS:
LINK TO WEBKNOWLEDGE TO FIND:
SPECIFIC DEALER
DEALER WITHIN A SPECIFIC RADIUS
MARKET TEAM

[[Locate Dealer RUN C:\Progra-1\Plus\Micros-1\explore.exe
http://carsweb/webknowledge/Utilities/UtilitiesMain.htm]]
LOCATE DEALER

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

Cust states steering column lock is on.
Cust seeks to have steering column unlock.
CRM located dlr then transferred cust to roadside assistance. No further action required of
this CRM.
Della Richmond/pdc/cac; 0; 365109396

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

EASTCHESTER

NY

HOME PHONE:

CASE NUMBER: 05386249

VIN:

1G1YY32G2Y5123846

DATE OPENED: 2001-08-23

MODEL YEAR:

2000

DATE CLOSED: 2001-09-05

SERIES:

CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE:

13000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: NEW ROCHELLE CHEVROLET, INC.

DEALER ADDRESS: 291 MAIN ST., NEW ROCHELLE, NY, 10801, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
LOCKEDS50 Roadside Assistance Complaint
0 REPAIR ATTEMPT(S)Customer Satisfaction
UNABLE TO TOW VEH

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/web/knowledge]]. 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 HIS STEERING COLUMN IS LOCKED WITH WHEELS TURNED AT AN ANGLE AND ROADSIDE HAS BEEN OUT TO TOW VEH BUT WAS UNABLE TO GET VEH IN FLATBED. CUST WAS VERY UPSET B/C DLR IS UNABLE TO SEND A TECHNICIAN OUT TO REPAIR VEH AT PRESENT LOCATION DUE TO INSURANCE LIABILITIES. CUST SEEKS RESOLUTION TO CONCERN. CRM ADVISED CONTACTED ROADSIDE AND REP STATED THAT ROADSIDE WOULD NOT TO VEH DUE TO CIRCUMSTANCES. CUST STATES HE IS VERY UPSET B/C VEH HAS BEEN STRANDED FOR 2 DAYS AND HE HAS MISSED TIME AWAY FROM WORK. CRM WAS ADVISED TO CONTACT INDEP MICHAEL'S TOWING TO DETERMINE IF VEH CAN BE TOWED. MICHAEL STATES HE HAS TOWED VEHs IN THIS SITUATION BEFORE AND MUST LOOK AT VEH TO DETERMINE IF IT CAN BE TOWED. MICHAEL STATES HE IS MEETING CUST AT LOCATION OF VEH AND MORE THAN LIKELY VEH WILL BE TOWED WITHIN 1/2 HOUR. CRM CONTACTED ROADSIDE TO DETERMINE IF THEY COULD BE BILLED FOR TOW AND THEY STATED MICHAEL'S TOWING COULD BILL THEM. CRM SPOKE TO MICHAEL AGAIN AND HE STATES HE WILL NOT BILL ROADSIDE B/C <<<<<<CONF>>>>>>; 0; 367445628
2001-08-23

HE HAS HAD TROUBLE RECEIVING PMT FROM THEM. CRM CONTACTED SVC MGR MIKE WHO STATES HE WILL PAY FOR TOW THEN SUBMIT IT TO WRNTY. MIKE ADVISED FOR CRM TO CONTACT HIM AT 1:30 PST TO GET UPDATE ON SITUATION. DAMANYWHITE/CAC/PDX; 0; 367445720
2001-08-23

CRM CONTACTED DLR AND SPOKE TO SVC MGR MIKE WHO STATES VEH HAS BEEN TOWED IN AND IS BEING REPAIRED. CRM WILL CONTACT CUST ON 08/29/01 BETWEEN 9-10 PST TO DETERMINE CUST SATISFACTION. DAMANYWHITE/CAC/PDX/PILOT; 0; 367458760
2001-08-28

CRM ATTEMPTED TO CONTACT CUST TO OFFER 36MO/36K MILE SMARTCARE GMPP WHICH WAS APPROVED BY OPS MGR DEMI ROSEMAN BUT CUST WAS UNAVAIL. CRM WILL MONITOR FILE FOR 5 BUSINESS DAYS AND IF CUST DOES NOT RESPOND TO VME CRM WILL SEND CALL CAC LETTER. <<<<<<<<<NEXT CRM>>>>>>>>> IF CUST CALLS IN PLEASE DETERMINE DAYTIME PHONE AT WHICH CUST CAN BE REACHED. THIS CRM WORKS FROM 7:30-4:00 PLEASE DETERMINE A 2HR WINDOW IN WHICH CUST CAN BE REACHED, AND THEN ALARM ME W/THIS INFO. DAMANYWHITE/CAC/PDX; 0; 367886197
2001-09-05

CRM HAS WAITED FOR CUST'S RESPONSE TO VME FOR 5 BUSINESS DAYS AND HAS REC'D NO ANSWER. CRM NOW SENDING CALL CAC LETTER. <<<<<<<<<NEXT CRM>>>>>>>>> PLEASE ESTABLISH A DAYTIME CONTACT NUMBER AND 2HR WINDOW OF WHEN CUST CAN BE REACHED SO THIS CRM CAN SPEAK W/CUST REGARDING GOODWILL OPTIONS. DAMANYWHITE/CAC/PDX; 0; 368578177
2001-09-05

GL REVIEWED AND APPROVED LETTER RS0006.....SENT TO MSK...
RYANN DEAVILLE/GOODWILL LLAISON/CAC/PDX; 0; 368581443
2001-10-17

CRM ATTEMPTED TO CONTACT CUST AT PRIMARY PHONE TO OFFER 3/36 SMARTCARE GMPP BUT CUST WAS UNAVAIL. CRM LEFT VME INFORMING CUST TO CONTACT CAC. <<<<<<<<<NEXT CRM>>>>>>>>> IF CUST CALLS IN PLEASE ESTABLISH A TIME AND PHONE# WHERE HE CAN BE REACHED DIRECTLY AND FORWARD FILE TO ME. DAMANYWHITE/CAC/PDX; 0; 372203405

*****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:
ENGINE TYPE: TRIM:
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:

*****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: | | |

September 5, 2001

[REDACTED]
Eastchester, NY [REDACTED]

Request: [REDACTED]

Dear [REDACTED]

We would like to discuss the concern you had with your 2000 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Damany White
Customer Relationship Manager

RS0006-P/rsd

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

North Miami

FL

HOME PHONE:

CASE NUMBER: 1-37734709

VIN: 1G1YY32G2Y5124463

MODEL YEAR: 2000

DATE OPENED: 2002-10-02

SERIES: Corvette

DATE CLOSED: 2002-10-15

MILEAGE: 31000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Tropical Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 8880 Biscayne Blvd, Miami, FL, 33138-3398, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Broken

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

Complaint- Steering Wheel Column Lock; ; 2002-10-02

2002-10-03

Svc Mgr Unavailable; ; 2002-10-03

2002-10-03

1-37734709 Scheduled Callback; ; 2002-10-03

2002-10-04

1-37734709 Call Dlr; ; 2002-10-04

2002-10-07

1-37734709 Scheduled Callback 1 Hour Window; ; 2002-10-07

2002-10-07

Svc Mgr Diane Woodruff; ; 2002-10-07

2002-10-07

Svc Mgr Diane Woodruff; ; 2002-10-07

2002-10-07

CRM Creating 6/75 Component Letter; ; 2002-10-07

2002-10-07

Created;CAC_RS0025. SR#1-37734709; ; 2002-10-07

2002-10-08

Svc Mgr Diane Woodruff; ; 2002-10-08

2002-10-09

Create Component Letter; ; 2002-10-09

2002-10-09

Create Component Letter; ; 2002-10-09

2002-10-09

Component Letter to GL for Review and Submission; ; 2002-10-11
2002-10-11

sending to approver for final approval; ; 2002-10-14
2002-10-11

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-10-11
2002-10-14

CCL is finalized; ; 2002-10-15
2002-10-14

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-10-14
2002-10-15

Service Request has been Closed Satisfied.; ; 2002-10-15

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 21, 2003

[REDACTED]
North Miami, FL [REDACTED]

Service Request: S1-37734709

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Electronic Column Lock on your 2000 Chevrolet Corvette, Vehicle Identification Number 1G1YY32G2Y5124463. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 13, 2006, or 75,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Electronic Column Lock- Steering column lock and wiring harness.

Chevrolet will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Corvette. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

Sabrina Spruitenburg
Customer Relationship Manager

RS0025-P

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: ,
HOME PHONE:

CASE NUMBER: 1-17657428 VIN: 1G1YY32G2Y5124687
MODEL YEAR: 2000
DATE OPENED: 2002-07-19 SERIES: Corvette
DATE CLOSED: 2002-07-26 MILEAGE: 45000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: O Connor Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 12680 S Kedzie Ave, Alsip, IL, 60803-1055, USA

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

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) No Symptom Indicated

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

Vehicle svc column locked up.; ; 2002-07-19
2002-07-19
Call to dlr and spoke w/Dan Kachinsky.; ; 2002-07-19
2002-07-26
Call to cust to find out status of repair. 918153551705; ; 2002-07-26
2002-07-26
Service Request has been Closed Satisfied.; ; 2002-07-26

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

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

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

TYPE OF INJURY:
TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: 0 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: | 5826289 | VIN Number: | 1G1YY32G2Y5127105 |
| Date Opened: | 8/20/2002 | Model Year: | 2000 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B19253 | Mileage: | 34960 |
| Address: | LEE JOHNSON CHEVROLEKIRKLAND | State: | WA |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING B01-02-35-006

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/20/2002 13:20:58 SBD TEMPLATE - KOSMOWSKI

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 -

CUSTOMER ALLEGES TOWED IN FOR THE STEERING COLUMN BEING LOCKED.

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

DEALER STATES THEY CALLED TO SEE IF THEY SHOULD DO THE CAMPAIGN, EVEN THOUGH THE VEHICLE IS NOT COVERED BY THE CAMPAIGN. DEALER STATES THEY ALSO CALLED TO GET A CASE NUMBER.

TAC RECOMMENDATION -

ADVISED DEALER OF TSB 01-02-35-006. ADVISED DEALER OF CASE NUMBER.

08/20/2002 13:20:58 HISTORY - KOSMOWSKI

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

CARY , NC

CASE NUMBER: 05554973 VIN: 1G1YY32G2Y5130070
MODEL YEAR: 2000
DATE OPENED: 2001-09-20 SERIES: UNKNOWN
DATE CLOSED: 2001-09-20 MILEAGE:
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: HENDRICK CHEVROLET
BRC PARENT: DEALER ADDRESS: 4545 SHACKLEFORD RD, NORCROSS, GA, 30093, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) dissat w/ dlr

T10 Complimentary Call Customer Satisfaction
0 REPAIR ATTEMPT(S) courtesy

M01 Steering General Inoperative
1 REPAIR ATTEMPT(S) locked up/ resolved

csi reply;svc/est
steering wheel lock up

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

csi reply;svc// cust writes satisfied w/ dlr but not satisfied w/ veh. cust complains steering wheel locked up; expressed concern for safety had this happened while on the road. crm unable to contact cust; no # in survey and no alt # at 411.com. crm will submit letter. rich perez /cars/ tampa; 0; 369891545
2001-09-21

Letter reviewed and approved. Cookie McCormick/Goodwill Liaison/Tampa; 0; 369932999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

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: | |
| | CONTACT PHONE: | |
| ADDRESS: | | |

September 20, 2001

[REDACTED]
Cary, NC [REDACTED]

Request: C05554973

Dear Mr. Jungers:

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

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

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

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

Sincerely,

Richard Perez
Customer Relationship Manager

SU0003-T/pdm



Service Satisfaction Survey

**** Dissatisfied Customer ****

Cary NC

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

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

Home telephone: (000) 000-0000

Change to: ()

Please provide us with your preferred email address:

Dear Mr. Jungens:

Our records indicate that you had your 2000 Corvette serviced at Hendrick Chevrolet on July 26, 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 Hendrick Chevrolet.

Sincerely,

Director - Customer & Relationship Services

Instructions

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

- ☐ Please check this box if you no longer own/lease this 2000 Corvette, and return the questionnaire.

== PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 26, 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 type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Requested | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 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 type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Requested | Don't Know | |
| 6. Were you offered transportation options? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 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"/> |
| | Yes | No | No Time Promised | | |
| 8. Was your vehicle ready by the original time promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Discontinue if after 10 minutes

1G1VY3202Y6130070 16163

21126422586 00000113974 137331

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
 - ☐ 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) *Repair was life threatening if happened again*
 - ☐ 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 Hendrick 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/Maybe Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 2008 Corvette?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

19. Do you have any comments/recommendations about your:
- Dealership: *Hendrick Chevrolet is the only reason I stayed with Chevrolet after this problem*
- Vehicle: *A 2008 Corvette should not have a steering column light down. I could have died if this happened on the road and not parked*

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 25 ☒ 26-34 ☐ 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: 1-800-222-1620

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 10063, TOLEDO, OH 43686-0063

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|--------------------------------|-------------|-------------------|
| Case No: | 5507979 | VIN Number: | 1G1YY32G315104489 |
| Date Opened: | 4/1/2002 | Model Year: | 2001 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B30240 | Mileage: | 34603 |
| Address: | GUNN CHEVROLET INC SAN ANTONIO | State: | TX |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN IGNITION KEY LOCK STEERING STEERING CO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/01/2002 17:22:00 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

04/01/2002 17:22:00 HISTORY - COLEMAN

CALLER'S NAME (FIRST, LAST, AND POSITION) SHAWN BEHRENDT TECH

CUSTOMER CONCERN - STEERING COLUMN INTERMITTENTLY DOES NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS - TECH IS UNABLE TO DUPLICATE, STATES THAT THERE ARE NO DTC'S. TECH IS CALLING FOR DIRECTION.

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | | |
|---------------|-----------------------------|-------------|-------------------|----|
| Case No: | 5829948 | VIN Number: | 1G1YY32G315124946 | |
| Date Opened: | 8/21/2002 | Model Year: | 2001 | |
| Date Closed: | | Series: | Corvette | |
| Dealer Code: | B17233 | Mileage: | 19827 | |
| Address: | GWATNEY CHEVROLET-OLMEMPHIS | | State: | TN |
| Dealer Phone: | | | | |

SYMPTOM ABSTRACT--- LOCK MANUAL STEERING TRANSMISSION SERVICE COL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/21/2002 12:24:36 SBD TEMPLATE - RICKETTS

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

RADIO, AMP AND SPEAKERS

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN WEAVER TECH

CUSTOMER CONCERN - SES LIGHT ON AND WON'T GO OVER 10 MPH

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

DLR STS THAT IT DID NOT COME IN FOR THIS CONCERN, WENT TO PULL INTO STALL AND THE COLUMN WAS LOCKED AND MESSAG WAS UP. DLR STS THAT THERE ARE NO CODES FOR TH SYSTEM. DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - P/I #A000265 WHICH IS LISTED BELOW

08/21/2002 12:24:36 HISTORY - RICKETTS

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL

EA02-031 / GM22C

DIAGNOSTICS STEPS ARE AS FOLLOWS:

- 1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.**
- 2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.**
- 3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.**
- 4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.**

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-----------------------------|-------------|-------------------|
| Case No: | 6771912 | VIN Number: | 1G1YY32G325100988 |
| Date Opened: | 9/11/2003 | Model Year: | 2002 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | 814166 | Mileage: | 19923 |
| Address: | FOX CHEVROLET INC BALTIMORE | State: | MD |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT-- STEERING ALLEGED COLUMN LOCK INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/11/2003 12:50:05 SBD TEMPLATE - MOCERI

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MELVIN LITTEN - TECH

CUSTOMER CONCERN -

ALLEGED COLUMN LOCK INOP

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

MELVIN STATES THIS CUST ALLEGES THERE STEERING COLUMN LOCK DOES NOT UNLOCK AT TIMES. MELVIN STATES HE HAS BEEN UNABLE TO DUPLICATE THIS AND THERE ARE NO CODES.

TAC RECOMMENDATION -

I ADV MELVIN TO STANDARD DIAG FOR THE COLUMN LOCK. I ADV MELVIN TO A POSSIBLE STEERING COLUMN LOCK ACTUATOR.

09/11/2003 12:50:05 HISTORY - MOCERI

KA02-031 / GM22C

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|---------------------------|-------------|-------------------|
| Case No: | 6655643 | VIN Number: | 1G1YY32G325115875 |
| Date Opened: | 7/28/2003 | Model Year: | 2002 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B08090 | Mileage: | 10371 |
| Address: | HENNA CHEVROLET-GEO-AIKEN | State: | SC |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STRG COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/28/2003 14:15:28 SBD TEMPLATE - BROWN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) MIKE S/M.

CUSTOMER CONCERN - DLR STS COLUMN LOCKED UP- - TOWED IN.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) DLR STS THE COLUMN WAS LOCKED ON START UP AND MESSAGE WAS ON THE DIC. DLR LOOKING FOR INFO BEFORE STARTING TO DIAG. THE PROBLEM.

TAC RECOMMENDATION - TAC ADVISED THE DLR TO CHECK THE BCM TO SEE IF IT RECOGNIZES THE KEY. IF NOT REPLACE THE BCM. IF THE BCM SEES THE KEY, CHECK THE RELAY AND ALC MOTOR. BROWN 40708.

07/28/2003 14:15:28 HISTORY - BROWN

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

MIAMI, FL

CASE NUMBER: 06564351 VIN: 1G1YY32G3W5103313
MODEL YEAR: 1998
DATE OPENED: 2002-03-21 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-03-21 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DADELAND CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 8455 S DIXIE HWY, MIAMI, FL, 33143, USA

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

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) ANY OPEN CAMPAIGNS?

C07 Window Other
0 REPAIR ATTEMPT(S) IMPROPER FIT

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

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]
Notification of open campaigns or special policies.

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

CUST STATES HE OWNS A 1998 CHEVROLET CORVETTE WITH 50,000 MILES ON IT, BOUGHT USED AT 49,000 MILES ON IT. CUST STATES THAT THE PASSENGER SIDE GLASS DOES NOT FIT UNDER THE CONVERTIBLE TOP PROPERLY AND THE STEERING WHEEL LOCKS AT TIMES. CUST SEEKS TO KNOW IF THERE ARE ANY RECALLS ON THE VEHICLE. SERV ADVISOR RENE MARTI STATED THAT HE HAD TOLD THE CUST THERE WERE NO CAMPAIGNS ON THE VEH, AND THEY WOULD NOT ASSIST CUST WITH REPAIR COSTS BECAUSE OF AGE AND MILEAGE OF VEH AND THE FACT THAT HE WAS ONLY IN THE DLR ONCE ON 2-20-02. CRM ADVSD CUST THAT THERE WERE NO CAMPAIGNS OR SPECIAL POLICIES ON THE VEHICLE AND DENIED COST ASSISTANCE BASED ON AGE AND MILEAGE. CRM GAVE CUST PHONE NUMBER FOR GMPP. REQUEST CLOSED SATISFIED. CRM JIM GESKEY/FL PILOT/57916.; 0; 385599729

*****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

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:COCONUT GROVE
FL

HOME PHONE:

CASE NUMBER: 03804194 VIN: 1G1YY32G3W5105899
MODEL YEAR: 1998
DATE OPENED: 2001-04-11 SERIES: UNKNOWN
DATE CLOSED: 2001-06-26 MILEAGE: 28000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAROONE CHEVROLET OF MIAMI
BRC PARENT: DEALER ADDRESS: 4181 SW 8TH ST., MIAMI, FL, 33134, USA

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

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

S13 Reimbursement Requested Other
0 REPAIR ATTEMPT(S) steering part

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify & 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 NKC[[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/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]

STEERING LOCK

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

CUST STATES THE STEERING LOCKED AND WOULD NOT COME UNLOCKED. CUST STATES DEALER HAD TO REPLACE THE STEERING LOCK ACTUATOR IE ...CHIP HAD TO BE REPLACED. CUST STATES THAT IS WAS ABOUT A \$500 BILL. CUST STATES SHE IS OUT OF WARRANTY BY YEARS BUT NOTBY MILES, THAT SHE IS A LOYAL GM CUST, SHE RECENTLY PURCHASED A CADILLAC...CUST STATES SHE FEELS SOME CONSIDERATION SHOULD BE MADE..CUST STATES PERHAPS THE NEXT TUNE UP... CRM ADVISED THAT I AM REFERRING TO A SPECIALIST ...BOENIE SCHIEBER/CARS/TAMPA; 0; 99999
2001-04-11

CRM ATTEMPTED TO UPDATE CUST ADDRESS, BUT WAS UNSUCCESSFUL, PLEASE UPDATE CUST ADDRESS.
BONNIE SCHIEBER/CARS/TAMPA; 0; 355876818
2001-04-12

CRM CALLED THE CUST BACK @ THE CELL PHONE NUMBER ON THE FILE AND ON CALL BACK FORM. CRM WAS TOLD THAT CUST WAS AWAY FROM HER DESK AND THAT SHE WOULD NOT BE AVAIL FOR ANOTHER 15 MINUTES. CRM WILL CALL CUST BACK TODAY TO GET A BETTER UNDERSTANDING OF THE SITUATION.
KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355955926
2001-04-12

CUST STATES THAT BOUGHT VEH IN SEPTEMBER OF 1998. LAST WEEK VEH STEERING WHEEL LOCKED AND CALLED THE DLR AND WAS TOLD THAT THE VEH IS NOT IN WARRANTY. CUST STATES THAT SHE GOT THE VEH TOWED TO MAROONE DEALERSHIP. CUST STATES THAT SHE DID NOT DO ANYTHING TO CAUSE THIS SITUATION. CUST STATES THAT SHE SHOULD NOT BE RESPONSIBLE FOR THE REPAIR. CUST SEEKS TO HAVE SOME TYPE COMPENSATION. CUST ALSO STATED THAT SHE WAS NOT OFFERED AN EXTENDED SVC PLAN. CRM CONTACTED DLR AND SPOKE W/ REIDEL AND HE ADVISED THE CRM THAT SVC ADVISOR, PABLO TORRES WAS UNAVAIL @ THAT TIME. CRM WILL CALL THE DLR BACK LATER AND SET UP A CALL BACK TIME W/ CUST FOR TOMORROW BETWEEN 2:30 AND 4 PM. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 355959661
2001-04-13

CRM CALLED THE DEALERSHIP BACK TO SPEAK W/ MR TORRES AND AFTER BEING TRANSFERRED THE PHONE KEPT RINGING. THEN CALL WAS DISCONNECTED. CRM WILL CALL THE DLR BACK BEFORE CUST CALL BACK.
KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356021981
2001-04-13

CRM CALLED THE DLR BCK TO SPEAK W/ MR. TORRES AND HE WAS CURRENTLY UNAVAIL. CRM WILL CALL BACK LATER. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356030210
2001-04-13

CRM ATTEMPTED TO CONTACT MR. TORRES AGAIN AND HE WAS STILL UNAVAIL. CRM WILL ATTEMPT TO CONTACT HIM ONCE MORE BEFORE CUST CALL BACK. CRM WILL CALL THE CUST BACK AND IF DLR WAS UNABLE TO BE CONTACTED, CRM WILL ADVISE THE CUST THAT ADDITIONAL TIME WOULD BE NEEDED TO RESEARCH THE SITUATION. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356033714
2001-04-13

CRM CALLED THE DEALERSHIP AND SPOKE W/ MR. TORRES AND HE STATED THAT THE STEERING LOCKING IS JUST SOMETHING THAT HAPPENS AND THAT THE CUST DID NOTHING TO CAUSE IT TO HIS KNOWLEDGE. HE STATED THAT THE DLR REPLACED THE DEFECTIVE PART. HE ALSO STATED THAT THE CUST IS A GOOD CUST AND THAT SHE GETS ALL OF HER MAINTENANCE DONE @ THE DLR IN A TIMELY MANNER. HE ALSO STATES THAT SHE DOES TAKE GOOD CARE OF THE VEH. CRM WILL DISCUSS THE SITUATION W/ TEAM MANAGER. BUSINESS REASONS FOR OFFERING THE CUST ANYTHING WOULD BE: THE CUST IS A LOYAL CUST TO THE DLR, AS AN APOLOGETIC GESTURE TO THE CUST (BECAUSE SHE DID HAVE TO GET VEH TOWED TO DLR AND PAID FOR THE REPAIR.), AND RESTORE THE CUST FAITH IN THE COMPANY. CRM WILL DISCUSS CASE W/ TEAM MGR. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356039272
2001-04-13

CRM DISCUSSED THE SITUATION W/ TEAM LEAD, SHANNON GILFORD AND CRM WAS ADVISED TO CALL THE DEALERSHIP AND ASK FOR THE BREAK DOWN OF THE REPAIR. CRM CALLED THE DLR AND SPOKE W/ MR. TORRES AND HE STATED THAT THE REPAIR INCLUDED: TOWING \$55, PART (LOCK #26050960) \$185.46, LABOR \$222, TAX \$30.86 (6% TAX) AND MISCELLANEOUS CHARGES FOR THE REPAIR \$24.45. CRM WILL DISCUSS THE SITUATION W/ TEAM MGR. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356040938
2001-04-13

CRM DISCUSSED THE SITUATION W/ TEAM MANAGER, JENNIFER JARRET. SHE PRE-APPROVED THAT CRM CAN OFFER TO REIMBURSE THE CUST FOR THE PART TO OFFSET HER INCONVENIENCE. CRM WILL CALL CUST AND ADVISE HER ON THAT INFORMATION. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356041225
2001-04-13

CRM CALLED THE CUST AND OFFERED TO REIMBURSE FOR THE PART. CUST WAS SATISFIED W/ THAT OFFER AND ACCEPTED IT. CRM GAVE CUST THE INFORMATION ASSOCIATED W/ THE REIMBURSEMENT PROCESS AND CUST STATED THAT SHE WOULD SEND IT OUT IN THE MAIL ASAP. CRM WILL CONTINUE TO CHECK ON FILE TO SEE IF DOCUMENTS HAVE COME IN. CUST ALSO ASKED THERE WAS A WAY FOR HER TO PURCHASE A

PROTECTION PLAN AND CRM ADVISED CUST THAT WAS NOT HER AREA OF EXPERTISE, BUT CRM GAVE CUST THE PHONE NUMBER TO GMPP. CRM SUSPENDING FILE, WAITING FOR DOCUMENTATION TO ARRIVE. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356041826
2001-04-19

CRM RESUMED FILE DUE TO DOCUMENTS BEING IN. CRM WILL GO OVER THE REIMBURSEMENT. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 356561098
2001-05-15

CRM CALLED THE CUST @ THE CELL PHONE NUMBER IN THE FILE. CRM WAS ADVISED THE CUST WAS UNAVAIL AND CRM LEFT THE CHEV CAC PHONE NUMBER AND CRM'S EXTENSION AND ADVISED THAT IT WAS IN REGARDS TO CUST'S REIM. CRM WILL AWAIT CUST CALL BACK..... KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358793349
2001-05-15

CRM RECEIVED A MSG FROM CUST STATING CUST WAS RETURNING THE CRM'S CALL. CUST STATED THAT CUST CAN BE REACHED @ 1-800-327-5540. CRM WILL CALL CUST BACK TO ASK IF THERE WAS ANY REASON WHY THE CUST SENT IN A COPY OF THE REPAIR ORDER. CRM WILL CALL CUST BACK. **** CRM CALLED THE CUST BACK AND SHE STATED THAT THE R.O. THAT SHE HAS IN HER POSSESSION @ THAT TIME IS A COPY. CUST STATED THAT SHE PUT IT UP TO THE LIGHT AND IT APPEARS TO BE A COPY. CRM ALSO ASKED IF THE ADDRESS THAT IS ADDED ON THE TITLE IS THE CUST'S CURRENT ADDRESS AND CUST STATED THAT IT WAS. CUST CONFIRMED BOTH ADDRESSES. CRM ADVISED THE CUST THAT CRM WILL PROCESS THE REIM ACCORDING. CRM WILL DISCUSS THE SITUATION W/ TEAM MGR. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358804115
2001-05-15

CRM REQUESTING PART REIM TO OFFSET CUST INCONVENIENCE. BUSINESS REASON: CUST HAS HAD HER STEERING LOCKED MULTIPLE X'S AND HAS HAD MULTIPLE REPAIR ATTEMPTS AND TO OFFSET THE CUST'S INCONVENIENCE. CUST IS A GOOD CUST ACCORDING TO DLR. REIMBURSEMENT ISAS FOLLOWS:

PARTS: \$185.46
TAX: \$12.06 @ 6.5% SALES TAX. (PER SVC MGR, PABLO TORRES)
TOTAL REIMBURSEMENT: \$197.52

KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358805544
2001-06-06

cust called to speak with CRM FIELDSK.
CRM TRANSFERRED TO FIELDSK.
CORTNEY HACKER/TIER1/TAMPA/CARS; 0; 360704605
2001-06-06

CRM RECEIVED THE MSG FROM THE CUST STATING THAT SHE WAS CALLING TO FIND OUT IF THE REIM HAS BEEN PROCESSED. CUST STATED THAT SHE CAN BE CALLED BACK @ 1-800-327-5540. CRM WILL CALL CUST BACK. CRM FOUND THAT CRM SUSPENDED THE FILE FOR REIM ON THE 15TH OF MAY. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 360704978
2001-06-06

TM JENNIFER JARRETT RESUMED REQUEST TO REVIEW NOTES. TM WILL SUSPEND REQUEST UNTIL 6-7-01 AND ADDRESS REIMBURSEMENT WITH CRM FIELDSK. JENNIFER JARRETT/TM/TAMPA; 0; 360721239
2001-06-07

CRM CALLED CUST BACK @ THE PHONE NUMBER SPECIFIED IN THE MSG. CRM WAS ADVISED THAT CUST WAS UNAVAIL. CRM ADVISED OF CUST ASSIST PHONE NUMBER AND CRM'S NAME AND EXTENSION. CRM WILL AWAIT CUST CALL BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 360775232
2001-06-07

CRM RECEIVED MSG FROM CUST STATING SHE WAS CALLING CRM BACK. CRM CALLED CUST BACK AND WAS ADVISED THAT CUST WAS ON THE OTHER LINE AND TO TRY BACK IN 15 MINUTES. CRM WILL ATTEMPT CUST CONTACT AGAIN. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 360777769
2001-06-08

TM APPROVES REIM AS FOLLOWS:

PARTS: \$185.46

TAX: \$12.06 @ 6.5% SALES TAX. (PER SVC MGR, PABLO TORRES)

TOTAL REIMBURSEMENT: \$197.52

JENNIFER JARRETT/TM/TAMPA; 0; 360873667

2001-06-08

TM APPROVES USE OF "NON-ORIGINAL" RO. CUST STATED SHE SENT IN HER ORIGINAL. JENNIFER JARRETT/TM/TAMPA; 0; 360873760

2001-06-11

PRE-APPROVE REQUEST FOR REIM OF \$197.52 FOR REPAIR. ALL DOCS ARE PRESENT. TM APPROVED "NON ORIGINAL" DOCS

FAMELA MOREAU/ TPA GOODWILL LIAISON; 0; 361145660

2001-06-12

TM APPROVES USE OF NON-ORIGINAL DOCS. JENNIFER JARRETT/TM/TAMPA; 0; 361206344

2001-06-12

1ST APPROVING \$197.52 REIMBURSEMENT. ALLEN PRESTON/ GOODWILL LIAISON / TAMPA; 0; 361207694

2001-06-12

FINAL APPROVAL

LARA DUBOSE/TPA

APPROVING \$197.52 REIMBURSEMENT; 0;

361235058

2001-06-26

CHECK#900481369

FOR \$197.52 MAILED ON 06/14/01

CHANTEL NEGRON/ TPA/

GOODWILL; 0; 362455821

*****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 RAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

June 11, 2001

[REDACTED]
Coconut Grove, FL [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 \$197.52. 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,

Kisha Fields
Customer Relationship Manager

RS0005-T/pjm



4500 BISCAYNE BLVD. SUITE 325
MIAMI, FLORIDA 33137



04-16-01P08:13 RCVD

KISSHA
CHEVROLET
P.O. Box 33170
DETROIT, MI

48232+5170

11232-5170

[REDACTED]
COCONUT GROVE, FL [REDACTED]

[REDACTED] FAX [REDACTED]

APRIL 13TH, 2001

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

RE: RQ # 03804194.....VIN# 1G1YY326W5105099

DEAR [REDACTED]

PER OUR CONVERSATION, PLEASE FIND ENCLOSED THE
REQUESTED INFORMATION YOU REQUIRE TO OBTAIN THE
CREDIT.

BRIEFLY, THE MECHANISM ON THE STEERING COLUMN LOCKED UP
AND I WAS STUCK IN A PARKING LOT FOR SEVERAL HOURS.
ONCE TAKEN TO MAROONE CHEVROLET, THE SERVICE ADVISOR
SAYS THIS HAS HAPPENED MANY TIMES. ITS NOT SOMETHING I
DID TO THE CAR. I WAS CHARGED 517.77 BECAUSE I WAS
INFORMED THE WARRANTY HAD EXPIRED ON MY CAR. I WAS NOT
OFFERED AN EXTENDED WARRANTY OF WHICH I WOULD HAVE
DONE.

I APPRECIATE YOUR TIME AND EFFORT ON GETTING THIS
RESOLVED AND A CREDIT TO MY AMERICAN EXPRESS.

[REDACTED]
cc: ENCLOSURES

Maroone Chevrolet

Formerly Abraham Chevrolet

4131 SW 8th St.

Miami, FL 33134-2800

DATE 303-443-5225

FAX 303-443-5225

INVOICE

PAGE 2

MIAMI, FL

HOME:

HUS:

SERVICE ADVISOR: 103 PABLO TORRES

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-------------------------------|--------|------|------|-------|------|-----|-------|
| 98 | | | | | | | |
| RED | | | | | | | |
| CHEVROLET CORVETTE | | | | | | | |
| 1G1YY32G3W5105899 | | | | | | | |
| 28587/28587 | | | | | | | |
| 08OCT1997 | | | | | | | |
| 10:48 05APR01 | | | | | | | |
| SAK | | | | | | | |
| 04APR2001 | | | | | | | |
| OPTIONS: ENG:5.7 Liter V8 MPI | | | | | | | |
| 14:02 04APR01 | | | | | | | |
| 17:27 04APR01 | | | | | | | |

ANTHONY ABRAHAM CHEVROLET

4131 SW 8TH ST

MIAMI FL 33134

303-443-5225

Sale

ID: PD4033240384 Ref #: 0014

84/84/01 17:46:40

Batch #: 424

MIEX

Exp: 01/04

Hour Code: 596396 Inv#: 359317

Total: \$ 517.77

Customer Copy

WWW.AUTOMATIONDIRECT.COM

LOCATIONS WEB SITE ADDR

STATE SALES TAX 6%

DADE COUNTY TAX 5%

29.22

1.64

PLEASE READ THIS CAREFULLY TO MAKE SURE YOU ARE NOT MISSING ANY INFORMATION. IF YOU ARE NOT SURE, PLEASE ASK US FOR MORE INFORMATION. IF YOU ARE NOT SURE, PLEASE ASK US FOR MORE INFORMATION. IF YOU ARE NOT SURE, PLEASE ASK US FOR MORE INFORMATION.

ALL PARTS AND LABOR ARE GUARANTEED UNDER THE MAROONE CHEVROLET LIMITED WARRANTY. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

LIMITED WARRANTY: The only warranty applying to the parts included in accordance with this invoice is that they are offered by the manufacturer. The dealer hereby disclaims any liability for the condition, quality or quantity of any parts included in this invoice. The dealer does not warrant any parts included in this invoice for any purpose, and neither assumes nor warrants any liability for the condition, quality or quantity of any parts included in this invoice. The dealer does not warrant any parts included in this invoice for any purpose, and neither assumes nor warrants any liability for the condition, quality or quantity of any parts included in this invoice.

CUSTOMER MUST ACKNOWLEDGE RECEIPT OF ABOVE MENTIONED VEHICLE, AND VERIFY OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

| LABOR AMOUNT | 222.00 |
|------------------------|--------|
| PARTS AMOUNT | 185.46 |
| GAS, OIL, LUBE | 0.00 |
| SALE TAX | 55.00 |
| MISC. CHARGES | 24.45 |
| TOTAL CHARGES | 486.91 |
| LESS EXT. WARRANTY | 0.00 |
| SALES TAX | 30.86 |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER COPY

Marooned Chevrolet

5105899
4-16-01PCB:16 RCVD

Marooned Chevrolet
4911 SW 8 ST.
MIAMI, FL 33149-0000
SALES 305-443-9000
SERVICE 305-443-9000

MIAMI, FL
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 103 PABLO TORRES

| | | | | |
|-------------------------------|---------------|--------------------|-------------------|-------------|
| REG | 98 | CHEVROLET CORVETTE | 1G1YK32G3W5105899 | 28587/28587 |
| DATE | 08OCT1997 | TIME | 10:48 05APR01 | SAX |
| DATE | 14:02 04APR01 | TIME | 17:27 04APR01 | 04APR2001 |
| OPTIONS: ENG:5.7 Liter V8 MPI | | | | |

| LINE | OPCODE | TECH | TYP | HOURS | LIST | NET | TOTAL |
|---|--------|--------|--------|--------|-------|---------------|--------|
| A CUSTOMER STATES STEERING WHEEL LOCKED | | | | | | | |
| S11 REPAIR PER ESTIMATE | | | | | | | |
| 9870 MARTINEZ, LARRY LIC#: P9503681 | | | | | | | |
| CCC | | | | | | | |
| 1 26050960 LOCK | | | | | | | |
| SURL SOLDIN TOW#4530 PO70904 | | | | | | | |
| CCC | | | | | | | |
| PARTS: | 185.46 | LABOR: | 222.00 | OTHER: | 55.00 | TOTAL LINE A: | 462.46 |

28587 STEERING WHEEL LOCKED TRACER FAULT TO STUCK STEERING LOCK ACTUATOR
DIS ASSEMBLE COLUMN COVER TO GAIN ACCESS TO STEERING LOCK TO TURN WHEEL
TO REMOVE AIRBAG REPLACE STEERING LOCK ASSM CLEAR CODES 9870 I300

3 VEH TOWED IN

TOW FLEET OR COMMERCIAL ACCOUNT VEHICLE TOWED
FROM (address location).....
CO (name).....
INVOICES#.....
WARRANTY/ CHEVROLET ROADSIDE MUST BE USED

999 SURLT SA: LIC#: 999

| | | | | | | | |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

28587

CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEE AS ADVISED FOR REPAIR C 24.45

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer 'COMPLETELY SATISFIED' please contact Cal, Juan or Jose at 305-443-9000. Please complete your survey and return it. Thank you 'Marooned Chevrolet Service Management Team'.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRICE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE. THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. IT IS OUR AIMS TO EXCEED ALL YOUR EXPECTATIONS. ON THIS FORM, PLEASE SIGN AND RETURN TO YOUR SERVICE ADVISOR. IF YOU ARE NOT EXTREMELY PLEASED, WE WILL REPAIR YOUR CAR IMMEDIATELY, BECAUSE NOTHING SPENT OF OUR TIME IS ACCEPTABLE. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED. ALL PARTS USED ARE SUBJECT TO THE MANUFACTURER'S WARRANTY. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

WRITTEN WARRANTY: The only warranty covering the parts included in accordance with the estimate on this form may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and further disclaims any intention or duty to assume for it any liability in connection with the sale of products of service and under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor warranty. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE-REPAIRED VEHICLE, AND RECEIPT OF ABOVE COPY THEREOF.

CUSTOMER SIGNATURE

| | |
|------------------------|--|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SURLET AMOUNT | |
| MISC CHARGES | |
| TOTAL CHARGES | |
| LESS EXT. WARRANTY | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER COPY

| | | | | | | | | | | | |
|--|--|----------|--|----------|--------------|---------------|--------------|------------------|--|------|--|
| 1ST LIEN | | 2ND LIEN | | BY | | SIGNATURE | | TITLE | | DATE | |
| RELEASE | | | | | | | | | | | |
| IDENTIFICATION NUMBER 1G1YY32G3N5105899 | | | | VR 98 | MAKE CHEV | MODEL 2D | BODY 3184 | VEHICLE REG. NO. | | | |
| REGISTERED OWNER LAST NAME FIRST | | | | | | DATE OF ISSUE | | | | | |

MIAMI FL

Crown Gw, FL

ADDITIONAL LIENS

CERTIFICATE OF TITLE

| | | | | | | | | | | | |
|---|--|------------------|--------------|----------|--------------|---------------|--------------|------------------|--|-----------------------------|--|
| I HEREBY CERTIFY THAT THE ABOVE DESCRIBED VEHICLE IS THE PROPERTY OF THE REGISTERED OWNER AND THAT THE SAME IS NOT SUBJECT TO ANY OTHER LIEN OR INTEREST. | | | | | | | | | | | |
| IDENTIFICATION NUMBER 1G1YY32G3N5105899 | | | | VR 98 | MAKE CHEV | MODEL 2D | BODY 3184 | VEHICLE REG. NO. | | TITLE NUMBER | |
| DATE OF REGISTRATION 11/12/98 | | PREV. REG. FL | COLOR RED | TYPE | | PVT | | DRY | | PREV. REG. DATE 11/17/97 | |
| METER - ACTUAL MILEAGE | | | | | | MILE MATERIAL | | PROP | | DATE OF REG 12/01/98 | |
| REGISTERED OWNER LAST NAME FIRST | | | | | | | | | | | |

MIAMI FL

SIGNATURE

DATE

NONE

SIGNATURE

DATE

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES

DIRECTOR

Chief Clerk

36137422

EXECUTIVE DIRECTOR

COPIES OF THIS CERTIFICATE - Federal and state law require that you keep this certificate in your possession until the transfer of ownership. Failure to keep this certificate in your possession may result in fines and/or imprisonment.

This title is transferred and recorded in the files from any the county of record on the date of this certificate and the motor vehicle or vessel described is hereby transferred to the

Address

When this title is sold or if sold elsewhere new title is issued. Selling Price \$ _____ Title Fee \$ _____

CAUTION: DO NOT CHANCE FOR IF ACTUAL MILEAGE. I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage of the vehicle described herein, unless the odometer statement (mileage) is checked.

WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Printed Name of _____
 Printed Name of _____
 Printed Name of _____
 Printed Name of _____
 Printed Name of _____
 Printed Name of _____

Signature Number _____ Tax No. _____ Tax Collected \$ _____

License Number _____

STATE OF FLORIDA

North American Operations

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



CHECK No. [REDACTED] PAGE 1 OF 1

DATE
06/14/01

*****197 DOLLARS

*****52 CENTS

AMOUNT
*****197.52

PAY
TO THE
ORDER
OF

COCONUT GROVE FL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

06-25-01P04:19 RCVD

In Case of Bankruptcy, R.A.
Graham, New York

AMT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

ENDORSE
JRE NO. ED 000000000

CHECK NO. [REDACTED]

ENDOR NAME [REDACTED]

PAYMENT
DATE 06/14/01

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|---|----------------------|---------------------------------------|---------|----------------|--------------|------------|
| 101YV202HSL02499 | 06/12/01 03284194 | VN 000000000017637 000000000017637 | 00.0000 | 197.52 | .00 | 197.52 |
| ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT/ON QUESTIONS CALL 800-462-8782 | | | | US | | |
| TOTAL | | | | 197.52 | .00 | 197.52 |

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

WESTON , FL

CASE NUMBER: 05652883 VIN: 1G1YY32G3W5106261
MODEL YEAR: 1998
DATE OPENED: 2001-10-09 SERIES: UNKNOWN
DATE CLOSED: 2001-11-14 MILEAGE: 50000
SOURCE: Phone DELIVERY DATE:
HRC TYPE: No DEALER NAME: MAROONE CHEVROLET OF PEMBROKE PINES
HRC PARENT: DEALER ADDRESS: 8600 PINES BLVD, PEMBROKE PINES, FL, 33024, USA

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

S13 Reimbursement Requested
1 REPAIR ATTEMPT(S)Customer Satisfaction
STEERING COLUMN LOCKS UPS86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill
REIMSM41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Wear
CAMPAIGN

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\wabknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_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

STEERING COLUMN LOCKS UP

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

CUST ORIGINAL OWNER OF CORVETTE AND THE STEERING COLUMN IS LOCKING UP. DEALER TOLD CUST IT WILL BE ABOUT \$500 FOR REAIR. CUST SEEKS THIS TO BE FREE BECAUSE SHE KNOWS THERE WAS A RECALL ON CORVETTES FOR THIS PROBLEM. CRM ADVISED THE SVC MGR WAS NOT AVAILABLE SO THE CRM WILL CALL CUST BACK 10/9 2-4 KEVIN DREW/CAC/TAMPA/57792; 0; 371492997
2001-10-09

CRM TALKED TO DWIGHT CARPENTER SVC MGR AND HE STATED AT 50000 IT WAS OUTSIDE OF THEIR RANGE FOR GOODWILL. CRM WILL CALL CUST 10/9 AT 2-4 AT NUMBER IN FILE OR 954-873-3434 KEVIN DREW/CAC/TAMPA/57792; 0; 371499257
2001-10-09

RESUMED IN ERROR. MARK VINETTE/TL/TPA; 0; 371500472
2001-10-10

CUST STATES ABOUT A YEAR AGO THEY HAD A SIMILAR PROBLEM WITH THE STEERING COLUMN AND WERE HELPED BY MANDY RAMOS AT THE DEALER. CUST SEEKS TO HAVE THIS PROBLEM RESOLVED BECAUSE IT IS

THE SAME PROBLEM AS THE CAMPAIGN IS ADDRESSING. CRM TALKED TO MANDY RAMOS AND HE STATED HE COULD NOT FIND ANY APERWORK ON PREVIOUS REPAIR AND HE IS GETTING SEVERAL CORVETTES IN WITH THE SAME PROBLEM AND A LOT OF THEM DO NOT FALL WITHIN THE CAMPAIGN. CRM ADVISED THE CUST HE WOULD CALL HER BACK 10/10 AT 3-5 KEVIN DREW/CARS/TAMPA/57792; 0; 371582175
2001-10-10

CRM LEFT MESSAGE FOR AVM DENNIS THEROUX AND ASKED FOR HIS ASSISTANCE IN EMPOWERING THE DEALER TO DO THE REPAIR. KEVIN DREW/CAC/TAMPA/57792; 0; 371585330
2001-10-10

Cust states she has been working w/ Kevin...Cust seeks to speak w/ Kevin...Crm attempted to reach Kevin but he was unavail...Crm left message advising Kevin of cust contact...Crm advised the cust Kevin currently unavail...Crm advised the cust a message was left for Kevin...Crm advised the cust Kevin does have a callback scheduled for toady around 2pm...Crm was advised by the cust she does not have problem waiting for callback, but just tpo advise Kevin to first try # 954-389-3234 & if not to then try # 954-873-3434...Crm advised the cust all has been documented...Crm forwarding request to CRM/DREWK...Rosa Corchado/CAC/Tampa; 0; 371588390
2001-10-10

CRM ADVISED THE CUST I WAS STILL WAITING FOR A CALL ABOUT GETTING ASSISTANCE FOR HER REPAIR. CUST STATES SHE WILL BE OUT OF TOWN UNTILL MON 10/15 10-12 KEVIN DREW/CAC/57792; 0; 371595844
2001-10-11

AVM DENNIS THEROUX STATES THAT HE FEELS THIS SHOULD BE A CUSTOMER PAY REPAIR AND THEN IF THE CAMPAIGN PARAMETERS ARE EXPANDED WE CAN REIMBURSE THE CUST. CRM ASKED ABOUT CAC OFFERING TO PAY A PORTION OF THE REPAIR AND AVM STATED IF CAC DECIDES TO DO THISHE WOULD RATHER IT BE CUST PAY AND CAC REIMBURSE A PORTION AFTER SO THE DEALER WILL NOT BE HURT BY A CSI. CRM TO CALL CUST ON 10/15 AT 10-12 KEVIN DREW/CAC/TAMPA/57792; 0; 371659930
2001-10-12

CRM IS REQUESTING 75% REIMBURSEMENT FOR THE STEERING COLUMN REPAIR NECESSARY ON CUST VEH. BUSINESS REASONS: CUST HAD THIS REPAIR DONE ON 9/21/00 AT 35366 MILES, CUST VEH IS JUST SHORT OF THE CAMPAIGN PARAMETERS FOR THE STEERING COLUMN, CUST VEH HAS HAD ABOUT 20 REPAIRS AT DEALER WITH MUCH DOWN TIME. CUST IS WELL AWARE OF THE CAMPAIGN ON THE STEERING COLUMN. CUST IS A VALUABLE CUST. DEALER STATES IT WILL BE \$500-\$600 FOR THE REPAIR. KEVIN DREW/CAC/TAMPA/57792; 0; 371751218
2001-10-15

TM REVIEWED FILE. BASED ON CUST BUSINESS REASONS, TM APPROVES 100% REIMBURSEMENT UPON RECEIPT OF CUST PAPERWORK TO CAC CENTER.
JENNIFER RESSEGUIE/TM/TAMPA; 0; 372009700
2001-10-15

CRM TALKED TO CUST FATHER AND ADVISED HIM OF THE 100% REIMBURSEMENTY FOR THE STEERING COLUMN REPAIR. CRM ADVISED THE CUST OF WHAT WOULD BE NECESSARY FOR REIMBURSEMENT AND THE ADDRESS TO SEND THE DOCUMENTS. CUST THANKED US AND STATED IF HIS DAUGHTER HADANY QUESTIONS HE WOULD HAVE HER CALL CAC. CRM CALLED THE DEALER AND LEFT A MESSAGE FOR JOHN SALZINE ASST SVC MGR STATING THAT CAC WAS GOING TO REIMBURSED THE CUST FOR REPAIRS. SUSPEND FILE FOR DOCUMENTS. KEVIN DREW/CAC/TAMPA/57792; 0; 372026615
2001-10-16

FILE OPENED TO PUT IN CODE FOR WAITING ON DOCUMENTS. KEVIN DREW/CAC/TAMPA/57792; 0; 372116882
2001-10-22

TM REASSIGNING FILE TO JOHN DUFFIELD FOR PROCESSING OF GOODWILL UPON RECEIPTS FROM CUST. PRIOR CRM CHANGED POSITIONS WITHIN COMPANY.
JENNIFER RESSEGUIE/TM/TAMPA; 0; 372614307
2001-10-22

CRM ASSUMING FILE PER TM RESSEGUIJ. CRM WILL SET CALLBACK FOR 10/29/2001 TO CHECK DOC STATUS. JOHN DUFFIELD TPA/CAC/57811; 0; 372615349
2001-10-24

CUST STATES SHE WAS BEING HELPED BY CRM KEVIN DREW. CUST SEEKS ASSISTANCE WITH TOW CHARGES FOR HER TO TAKE VEHICLE TO DEALER. CRM ADVISED CUST THAT CRM DREW HAS A DIFFERENT POSITION WITHIN THE COMPANY AND THAT THE FILE IS BEING HANDLED BY CRM JOHN DUFFIELD. CUST REQUESTED AN ANSWER IMMEDIATELY. CRM CALLED SVC MGR AT MAROONE OF PEMBROKE PINES AND HE SAID HE IS UNABLE TO HELP WITH THE TOW CHARGES. CRM ADVISED CUST OF THE SAME. CRM FORWARDING FILE TO CRM JOHN DUFFIELD. LEE RIZVON, CARS, TAMPA.; 0; 372799830
2001-10-29

CRM CONTACTS CUST TO NOTIFY STILL NO DOCS RECEIVED. CCRM LEAVES VM FOR CUST. CR SETS CALLBACK FOR 11/5/2001. JOHN DUFFIELD TPA/CAC/57811; 0; 373226273
2001-11-02

attaching docs and forwarding to requesting crm DUFFIELDJ.
patrick burtch corr/tpa/cac; 0; 373571752
2001-11-05

crm has received docs for reimbursement- reimbursement originally approved by tm jennifer resseguie per these work history notes:

CRM IS REQUESTING 75% REIMBURSEMENT FOR THE STEERING COLUMN REPAIR NECESSARY ON CUST VEH. BUSINESS REASONS: CUST HAD THIS REPAIR DONE ON 9/21/00 AT 35366 MILES. CUST VEH IS JUST SHORT OF THE CAMPAIGN PARAMETERS FOR THE STEERING COLUMN. CUST VEH HAS HAD ABOUT 20 REPAIRS AT DEALER WITH MUCH DOWN TIME. CUST IS WELL AWARE OF THE CAMPAIGN ON THE STEERING COLUMN. CUST IS A VALUABLE CUST. DEALER STATES IT WILL BE \$500-\$600 FOR THE REPAIR. KEVIN DREW/CAC/TAMPA/57792

TM REVIEWED FILE. BASED ON CUST BUSINESS REASONS, TM APPROVES 100% REIMBURSEMENT UPON RECEIPT OF CUST PAPERWORK TO CAC CENTER.

JENNIFER RESSEGUIE/TM/TAMPA; 0; 373822021
2001-11-05

CRM PROCESSING DOCS- VIN SEARCH DONE, NO OTHER REQUESTS FOUND.

CRM IS REQUESTING REIMBURSEMENT IN AMOUNT OF \$394.87, BUSINESS REASONS IN PREV WORK HISTORY. CRM RECEIVED OVER THE SHOULDER APPROVAL FROM TM JENNIFER RESSEGUIE.; 0; 373822287

2001-11-07

PER CRM NEWTON- REQUESTED BREAKDOWN ON REIMB IS:

| | |
|--|-----------------------------|
| PARTS: | \$163.37 |
| LABOR 1.7 HRS @ \$85.50 PER HOUR, TOTAL: | \$145.42 |
| SUBLET TOWING: | \$ 55.00MISC. CHARGES (SHOP |
| SUPPLIES): | \$ 8.73 |
| TAX ON PARTS, LABOR & MISC CHARGES: | \$ 22.35 |
| TOTAL REIMBURSEMENT IS FOR: | \$394.87 |

CONFIRMED W/ DLR SERVICE ADVISOR ARMANDO RAMOS 11/7/2001. FORWARDING FILE BACK TO CRM NEWTON. JOHN DUFFIELD TPA/CAC/57811; 0; 374009839
2001-11-07

GOODWILL LIAISON PRE-APPROVES REIMBURSEMENT FOR \$394.87 DNEWTON-TPA APPROVAL
GROUP; 0; 374012340
2001-11-08

FINAL APPROVAL OF REIM BY SHANTA MORRIS/TPA GOODWILL LIAISON \$394.87; 0; 374086110
2001-11-14

CHECK# 900488310 FOR AMOUNT \$ 394.87 MAILED ON (11/12/01)
Edward J. Brown II/Goodwill/TPA; 0; 374627983

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE;
OTHER;
BRANCH;
ACCOUNT NUMBER;
INTEREST RATE;

NAME:

INTEREST PAID;
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 5, 2001

[REDACTED]
Weston, FL. [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 \$394.87. 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,

John Duffield
Customer Relationship Manager

RS0005-T/dln

Weston Fl.



Charlotte
Attn. Retirement Dept.
PO Box 38170
Detroit, MI

48232

48232+5170 [Barcode]

[REDACTED]
[REDACTED]
Phone [REDACTED] - Weston, FL [REDACTED]
~ Email [REDACTED]

October 30, 2001

Chevrolet
po box 33170
Detroit, MI 48232
1.800.222.1020

To Whom it may Concern,

This letter is in reference to file # CO5652883

As instructed I have forwarded you the original work order, receipt of payment, and vehicle registration.

Thank you in advance for your prompt attention to this matter.

Sincerely,

[REDACTED]

THE ANGEL OF SPORTS, INC.

76485

3 2 3 9 2 3



6800 PINE BLVD. * FORT MYERS, FL 33904
 South Florida's Best for Reservations (888) 830-3300
 (Orlando, Ft. Myers, Palm Beach, Key West)
 BROWARD RESERVATIONS 430-2860
 SERVICE ADVISORS 430-3287 thru 3390
 FL. REG. #FV-04878

WESTON, FL
 HOME: [REDACTED]

BUS:

PAGE 1

SERVICE ADVISOR: 7161 ARMANDO RAMOS

| | | | | |
|--------|----|--------------------|-------------------|-------------|
| SILVER | 98 | CHEVROLET CORVETTE | 1G1YY32G3N5106261 | 51670/51670 |
|--------|----|--------------------|-------------------|-------------|

| | | | | | |
|-----------|--|--|--|------|-----------|
| 18OCT1997 | | | | CASH | 26OCT2001 |
|-----------|--|--|--|------|-----------|

OPTIONS: STK:8Y06261 DLR:26046
 ENG:5.7 Liter V8 MPI TRN:MW5 1)CSM 2 06.04.99
 16:42 24OCT01 12:01 26OCT01 2)BEC 3 3.298.00 3)BEC 7.28.00 4

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES STEERING COLUMN LOCK DROP CASE # C05652883 CUST TO

GET REIMBURSEMENT FROM CHEVROLET

M SEE DETAILS BELOW

7236 CC

1 26050960 LOCK

3 58003B BLK TIES

| | | | | | | | |
|--------|--------|--------|--------|--------|------|---------------|--------|
| PARTS: | 163.37 | LABOR: | 145.42 | OTHER: | 0.00 | TOTAL LINE A: | 308.79 |
|--------|--------|--------|--------|--------|------|---------------|--------|

51670 LOCK MOTOR CP 1.7 HR PERFORM DIAG CK REPLACE LOCK MOTOR

B TOW IN MI# 53755

TOW TOWED IN

499 CC

OBL TOW53755

PO#323923

| | | | | | | | |
|--------|------|--------|------|--------|-------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 55.00 | TOTAL LINE B: | 55.00 |
|--------|------|--------|------|--------|-------|---------------|-------|

CUSTOMER PAY ENVIRONMENTAL FOR REPAIR ORDER



LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed or 12 months or 12,000 miles, whichever occurs first on genuine GM parts. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

ACKNOWLEDGE RECEIPT OF
 THE PARTS AND LABOR
 LISTED ABOVE. X

SERVICE DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 7:00 A.M. to 7:00 P.M.
 SATURDAY
 7:00 A.M. to 1:00 P.M.
 BODY SHOP:
 MONDAY THRU FRIDAY
 7:00 A.M. to 7:00 P.M.
 SATURDAY
 8:00 A.M. to 2:00 P.M.



| | |
|------------------------|--------|
| LABOR AMOUNT | 145.42 |
| PARTS AMOUNT | 163.37 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 55.00 |
| MISC. CHARGES | 8.73 |
| TOTAL CHARGES | 372.52 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 22.35 |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER COPY

ORIGINAL

HARDOME CHEVROLET
8500 PINEO BLVD
PENSACOLA PINEO FL 90024
454-436-3900

Sale

Id: 0001 Ref #: 004
10/20/01 36134101
Batch #: 005

MASTERCARD

Exp: 04/03
Acct Code: 245935 Inv#: 323923
Total: \$ 396.87

Customer Copy
WWW.AUTOMATIZONDIRECT.COM
1000 1600 1700 1800 1900

FLORIDA VEHICLE/VESSEL REGISTRATION CERTIFICATE

| | | | | | | | | | | | |
|-------------|--|-------------------|--|---------------|--|--------------|--|-----------|--|----------|--|
| 10 | | 40 | | SAU 808 | | TN 244891878 | | B# 234258 | | LN 28087 | |
| 0078920701X | | M 0505 | | 47 | | 0505 | | 01 | | RRR | |
| 10 | | 0504 | | 00 | | 88789 | | | | | |
| 074088584 | | 1G1YY32G3N5108281 | | 1898 | | CHRY | | 2D | | 5171 | |
| MAR | | SIL | | A524480471650 | | | | | | | |
| FT LAUD, FL | | | | | | | | | | | |
| 12 | | 5R | | 10 | | 2.50 | | 0.00 | | 81.80 | |

| | | | | | |
|--------------|-------------|-------------------|-----------------------|-------------|-----------|
| REG. YR. | TAX | COUNTY FEE | REG. FEE | SALES TAX | TITLE FEE |
| \$68.10 | \$ | \$2.50 | \$0.00 | \$0.00 | \$ |
| PLATE ISSUED | DATE ISSUED | INTERNET REG. FEE | VOLUNTARY CONT. TOTAL | GRAND TOTAL | |
| | 04/13/01 | \$0.00 | \$ | \$63.20 | |

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 04/13/01
CL#: 052440047/050
TRF#: 718709 DEFL#: 23022949 EXP: 05/15/02
VIN: 1G1Y1C0G06100261 TC: 7400864 YR/WTM: 1580 CHDV

FT LAND, FL

North American Operations

General Motors Corporation

Disbursements (2813)

PO Box 82530

Phoenix, AZ 85082-2530

CHECK No. [REDACTED]

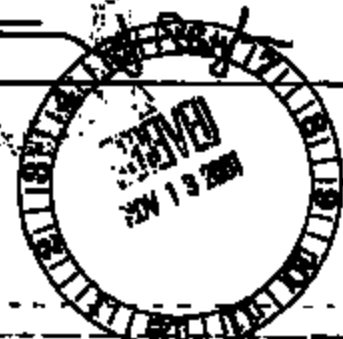
DATE
11/12/01

***** DOLLARS *****
[REDACTED]
WESTON FL [REDACTED]

***** CENTS *****
***** 894.87 *****

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE



PAY
TO THE
ORDER
OF

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

AUST

North American Operations

General Motors Corporation

Disbursements (2813)

PO Box 82530

Phoenix, AZ 85082-2530

DEBIT TO THE DISBURSING CHECK

VEHICLE
JUNE NO. RD 800800009

CHECK NO. [REDACTED]

VEHICLE NAME [REDACTED]

PAYMENT
DATE 11/12/01

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|-----------------------------|--------------|-----------------------|---------|----------------|--------------|------------|
| 1617732634104251 | 11/08/01 | VW 800000000026448 | 00.0000 | 894.87 | .00 | 894.87 |
| | 08082803 | 800000000026448 | | | | |
| TOTAL | | | | 894.87 | .00 | 894.87 |

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

ST Petersburg

FL

HOME PHONE:

CASE NUMBER: 1-125909911

VIN: 1G1YY32G3W5106261

DATE OPENED: 2003-08-01

MODEL YEAR: 1998

DATE CLOSED: 2003-08-04

SERIES: Corvette

SOURCE: Phone

MILEAGE: 67688.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Maher Chevrolet, Inc.

DEALER ADDRESS: 2901 34th St N, Saint Petersburg, FL, 33713-3636, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Vehicle concerns with steering; ; 2003-08-01

2003-08-01

Service Manager Bill Palicka; ; 2003-08-01

2003-08-01

TM Annie Gulosh; ; 2003-08-01

2003-08-01

Created: CAC_MN0001. SR#1-125909911; ; 2003-08-01

2003-08-01

BBB letter; ; 2003-08-04

2003-08-01

to advse of dissatisfied closing; ; 2003-08-01

2003-08-04

Reviewed file-approved letter Sent to MSX for printing Lori Buchanan/letter approver/pdx; ;

2003-08-04

2003-08-04

Service Request has been Closed Dissatisfied.; ; 2003-08-04

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:
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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

October 21, 2003

[REDACTED]
ST Petersburg, FL [REDACTED]

Service Request: 1-125909911

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,

Nicole Frontino
Customer Relationship Manager

MN0001-P/1b

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Fremont, CA

CASE NUMBER: 1-137868792 VIN: 1G1YY32G3W5113680
MODEL YEAR: 1998
DATE OPENED: 2003-09-05 SERIES: Corvette
DATE CLOSED: 2003-09-05 MILEAGE: 33125.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Allen Motor Company, Inc.
BRC PARENT: DEALER ADDRESS: 25715 Mission Blvd, Hayward, CA, 94544-2528, USA

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

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

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

Call transfer; ; 2003-09-05
2003-09-05

cust seeks info on recall; ; 2003-09-05
2003-09-05

call for VIN & repair info; ; 2003-09-05
2003-09-05

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

*****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:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

MILEAGE & BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-----------------------------|-------------|-------------------|
| Case No: | 5668838 | VIN Number: | 1G1YY32G3W5117471 |
| Date Opened: | 6/13/2002 | Model Year: | 1998 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B15027 | Mileage: | 39430 |
| Address: | SEAWAY CHEVROLET-OLDTHERESA | State: | NY |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK PERFORMANCE STEERING 01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/13/2002 11:58:58 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -

STEERING COLUMN IS LOCKED.

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

DLR HAS VERIFIED THE CONCERN. DLR HAS NOT DONE ANY DIAG YET.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR TO PERFORM TSB 01-02-35-008.

CORRECTION

THE REQUIRED REPAIR VARIES DEPENDING ON THE MODEL YEAR, TRANSMISSION, AND
IF THE VEHICLE IS DOMESTIC OR EXPORT. PLEASE REFER TO THE CHART BELOW
WHICH OUTLINES THE PROPER PARTS TO INSTALL WITH EACH COMBINATION.

MODEL

YEARTRANS DOMESTIC/EXPORT REQUIRED SERVICE

1997/98MANUALU.S. & CANADAREPLACE THE ECL P/N 26050960

1997/98AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG

EA02-031 / GM22C

1997/98AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG
WHL THEFT DTRNT LK SHORTING,

26058108 NUT,STEERING WHEEL, CAM ORIENTATION PLATE

2000MANUALU.S. & CANADAREPLACE THE ECL AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

2000AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG WHL

THEFT DTRNT LK SHORTING,

26058108 NUT, STEERING WHEEL, CAM ORIENTATION PLATE

1997/98ALLEXPORTREPLACE THE ECL P/N 26050960

2000ALLEXPORTREPLACE ECL P/N 26050960 AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

06/13/2002 11:56:58 HISTORY - ELDORADO

SYMPTOM ABSTRACT--- COLUMN LOCK PERFORMANCE STEERING 01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

[REDACTED]

CUSTOMER CONCERN -

STEERING COLUMN IS LOCKED.

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

DLR HAS VERIFIED THE CONCERN. DLR HAS NOT DONE ANY DIAG YET.

DLR IS LOOKING FOR ANY INFO.

TAG RECOMMENDATION -

TAG ADVISED DLR TO PERFORM TSB 01-02-35-008.

CORRECTION

THE REQUIRED REPAIR VARIES DEPENDING ON THE MODEL YEAR, TRANSMISSION, AND
IF THE VEHICLE IS DOMESTIC OR EXPORT. PLEASE REFER TO THE CHART BELOW
WHICH OUTLINES THE PROPER PARTS TO INSTALL WITH EACH COMBINATION.

MODEL

YEARTRANS DOMESTIC/EXPORT REQUIRED SERVICE

1997/98MANUALU.S. & CANADAREPLACE THE ECL P/N 26050960

1997/98AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG

WHL THEFT DTRNT LK SHORTING,

26056108 NUT,STEERING WHEEL, CAM ORIENTATION PLATE

2000MANUALU.S. & CANADAREPLACE THE ECL AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

2000AUTOMATICU.S. & CANADAINSTALL P/N 88952427 HARNESS KIT, STRG WHL

THEFT DTRNT LK SHORTING,

26056108 NUT, STEERING WHEEL, CAM ORIENTATION PLATE

1997/98ALLEXPORTREPLACE THE ECL P/N 26050960

2000ALLEXPORTREPLACE ECL P/N 26050960 AND INSTALL P/N 88952428 WIRE

KIT, STRG

WHL THEFT DTRNT LK

08/13/2002 11:58:58 HISTORY - ELDORADO

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Honolulu , HI

CASE NUMBER: 1-97731255 VIN: 1G1YY32G3W5117597
MODEL YEAR: 1998
DATE OPENED: 2003-05-08 SERIES: Corvette
DATE CLOSED: 2003-05-13 MILKAGE: 44000.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Wholesale Motors, Inc.
BRC PARENT: DEALER ADDRESS: 2999 N Nimitz Hwy, Honolulu, HI, 96819-1903, USA

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

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

Sticks

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

Inbound CAC call not found, #entered 8085856970; ; 2003-05-08
2003-05-08

Concern; ; 2003-05-08
2003-05-08

Asst Svc mgr Tyrone Satterfield; ; 2003-05-08

1-97731255; ; 2003-05-13
2003-05-12

Cust called; ; 2003-05-12
2003-05-12

Jerry Vion; ; 2003-05-12
2003-05-13

Cust called in.; ; 2003-05-13
2003-05-13

Service Request has been Closed Satisfied.; ; 2003-05-13

*****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:

DEALER ADMINISTRATION:
RELEASE:

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

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

377131

CASE NUMBER: 05216801 VIN: 1G1YY32G3W5118670
 DATE OPENED: 08/07/01 MODEL YEAR: 98
 DATE CLOSED: 08/09/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 42000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] FELTON, GA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05216801 VIN: 1G1YY32G3W5118670
 DATE OPENED: 2001-08-07 MODEL YEAR: 1998
 DATE CLOSED: 2001-08-09 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 42000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: Yes DEALER NAME:
 DEALER ADDRESS:

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

M01 Steering General Other
 0 REPAIR ATTEMPT(S) steering locked

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
-
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

GM RESTRICTED

377131

cust sts his steering is locked. cust seeks to repair it over the phone. crm advised will call dlr. crm called mcpherson chev and spoke with chris @ 949-768--7222. chris sts there is a campaign and veh needs to be towed in. crm advised cust that there is a campaign, but his veh is not one of the vehs affected, however, we will see what we can do to assist. crm will c/b cust august 9 @ 2:00pdt. sgannon/PDX/CAC; 0; 366072322
2001-08-08

crm spoke with frank @ dlr. cust drove the veh in, and when frank started the veh there is something wrong, but it's not the steering column. crm will c/b cust @ prearranged time. sgannon/pdx/cac; 0; 366163844

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:

TRANSACTION:

GM R E S T R I C T E D

377131

REQUEST TYPE:
REFURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

G M R E S T R I C T E D

377131

*****BRC CONTACT INFORMATION*****

| | | |
|----------|-----------------|---|
| NAME: | CONTACT NUMBER: | 1 |
| COMPANY: | CONTACT TYPE: | |
| ADDRESS: | CONTACT PHONE: | |

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SELMA , CA

CASE NUMBER: 05506431 VIN: 1G1YY32G3W5123528
DATE OPENED: 2001-09-12 MODEL YEAR: 1998
DATE CLOSED: 2001-09-12 SERIES: CORVETTE CONV
SOURCE: Phone DELIVERY DATE:
HRC TYPE: No DEALER NAME:
HRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 01044A
M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) 01044A

Definition of a Recall Campaign.

INFORM THE CALLER:

"Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

Definition of a Recall Campaign.

*****WORK HISTORY*****

CUS.T STS. STEERING COLUMN ON VEH. HAS LOCKED UP CUST. STS. IS AWARE THAT THERE IS A CAMPAIGN REGARDING THIS PARTICULAR CONCERN CRM ADV.. CHECK VIN BREAKPOINT CRM ADV CUST. TO GO TO NEAREST DLRSHIP TO HAVE CAMPAIGN PERFORMED..
MARK ARRIAGA/ATX/CAC; 0; 369185726

*****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:
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:

DEALER ADMINISTRATION:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

Sandston, VA

CASE NUMBER: 1-110601412 VIN: 1G1YY32G3W5129748
MODEL YEAR: 1998
DATE OPENED: 2003-06-18 SERIES: Corvette
DATE CLOSED: 2003-07-25 MILEAGE: 34000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Heritage Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 12420 Jefferson Davis Hwy, Chester, VA, 23831-1016, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S)

Inoperative

*****WORK HISTORY*****

complaint vehicle; ; 2003-06-19
2003-06-18

Dealer notify of veh arrival; ; 2003-06-19
2003-06-18

Seeks Owning CRM; ; 2003-06-18
2003-06-18

Cust called in; ; 2003-06-19
2003-06-18

Followup; ; 2003-06-19
2003-06-18

complaint vehicle; ; 2003-06-18
2003-06-18

prev CRM; ; 2003-06-18
2003-06-18

Followup; ; 2003-06-19
2003-06-19

Update; ; 2003-06-19
2003-06-19

Service Request has been Closed Satisfied.; ; 2003-06-19
2003-07-22

SR in Status of Closed has been Re-Opened by GUERINSM; ; 2003-07-22
2003-07-22

Cust called stating veh locked up again.; ; 2003-07-22
2003-07-22

Cust called - Reopened file - New info.; ; 2003-07-22
2003-07-25

Diagnosis Locking corvette; ; 2003-07-25
2003-07-25

Diagnosis; ; 2003-07-25
2003-07-25

Service Request has been Closed Satisfied.; ; 2003-07-25

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

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:

*****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:

Seabrook , TX

CASE NUMBER: 1-122268214 VIN: 1G1YY32G3K5101482
MODEL YEAR: 1999
DATE OPENED: 2003-07-22 SERIES: Corvette
DATE CLOSED: 2003-09-18 MILEAGE: 37359.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Strickland Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 5719 Broadway St, Pearland, TX, 77581-7899, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

Ignition Lock issue; ; 2003-07-22
2003-07-22

Service Request has been Closed Satisfied.; ; 2003-07-22
2003-09-18

SR in Status of Closed has been Re-Opened by TURNERA; ; 2003-09-18
2003-09-18

Steering column lock inquiry; ; 2003-09-18
2003-09-18

Service Request has been Closed Satisfied.; ; 2003-09-18

*****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:

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

| | |
|--|-------------------------|
| EXTERNAL CASE NUMBER: | DATE: |
| TITLE NAMES: | |
| BUSINESS: | % BUSINESS: 0 |
| ACCIDENT: | DATE OF ACCIDENT: |
| DESCRIPTION OF DAMAGE: | |
| PURCHASE/LEASE: 0 | DATE OF PURCHASE/LEASE: |
| MILEAGE AT PURCHASE: 0 | PURCHASE/LEASE AS: |
| DOES OWNER HAVE POSSESSION OF VEHICLE: | |
| RESOLUTION SOKENT: | |

*****BRC CONTACT INFORMATION*****

| | | |
|----------|-----------------|---|
| NAME: | CONTACT NUMBER: | 1 |
| COMPANY: | CONTACT TYPE: | |
| | CONTACT PHONE: | |
| ADDRESS: | | |

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|------------------------------|-------------|-------------------|
| Case No: | 3961981 | VIN Number: | 1G1YY32G3X5108240 |
| Date Opened: | 5/30/2000 | Model Year: | 1999 |
| Date Closed: | 6/23/2000 | Series: | Corvette |
| Dealer Code: | B40806 | Mileage: | 12266 |
| Address: | ROYAL MOTORS CORPORASAN JUAN | State: | PR |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING COLUMN WILL NOT

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/30/2000 14:03:16 SBD TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

Y (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

N (Y/N) BULLETIN OR PI SEARCH PERFORMED:

YY (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.)

05/30/2000 14:03:16 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING IS LOCKED...

DIAGNOSIS: THE TECH CLAIMS HE CAN DUPLICATE THE CONDITION AND IS INQUIRING ABOUT THE ADMINISTRATIVE MESSAGE PER P.I. A000914.....

**SUGGESTION: ADVISED THE TO CHECK G201 AND G202 AND CHECK THE TERMINALS
AND CONNECTOR AT THE LOCK MOTOR AND THE MODULE,PER P.I. A000288 AND ALSO
CALL THE ENGINEERS LISTED IN THE ADMINISTRATIVE MESSAGE IN P.I. A000914
IF THE STEERING COLUMN LOCKED WHILE OPERATING.....ERIC...X40777**

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Flourtown

PA

HOME PHONE:

CASE NUMBER: 1-14956113

VIN: 1G1YY32G3K5109033

MODEL YEAR: 1999

DATE OPENED: 2002-07-10

SERIES: Corvette

DATE CLOSED: 2002-07-10

MILEAGE: 28000.0000000

SOURCE: phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

*****WORK HISTORY*****

Steering column locked; ; 2002-07-10

2002-07-10

Service Request has been Closed Satisfied.; ; 2002-07-10

*****PAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: \$
SALES TAX:

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Stone Mountain

GA

HOME PHONE:

CASE NUMBER: 1-121564429

VIN:

1G1YY32G3X5111946

MODEL YEAR:

1999

DATE OPENED: 2003-07-21

SERIES:

Corvette

DATE CLOSED: 2003-08-09

MILEAGE:

67010.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Bill Estes Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 4105 W 96th St, Indianapolis, IN, 46268-1112, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

*****WORK HISTORY*****

Vehicle Complants; ; 2003-07-22

2003-07-21

Call after speaking with Craig; ; 2003-07-21

2003-07-21

Customer was not available.; ; 2003-07-21

2003-07-22

Call after speaking with TM or TS; ; 2003-07-22

2003-07-22

Calling the customer regarding the concerns.; ; 2003-07-22

2003-07-28

Call customer regarding the concern; ; 2003-07-28

2003-07-28

Calling the customer for an update; ; 2003-07-28

2003-07-28

Created: CAC_RS0006, SR#1-121564429; ; 2003-07-28

2003-07-28

Submitting an "Unable to Contact Letter"; ; 2003-07-29

2003-07-29

APPROVED; ; 2003-07-29

2003-07-29

Service Request has been Closed Satisfied.; ; 2003-07-29

2003-08-04

SR in Status of Closed has been Re-Opened by ERYLI; ; 2003-08-04

2003-08-04

Calling the customer regarding the arc request; ; 2003-08-09
2003-08-04

Sales department; ; 2003-08-09
2003-08-09

Service Request has been Closed Satisfied.; ; 2003-08-09

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

PRODUCT CODE:
ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:

BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

October 21, 2003

Utica Chrysler Plymouth
Attention: [REDACTED]
5242 Cumberland Way
Stone Mountain, GA 30087

Service Request: S1-121564429

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Lisa Erby
Customer Relationship Manager

RS0006-T/c

G M R E S T R I C T E D

CASE NUMBER: 1-4810804 VIN: 1G1YY32G3X5112739
DATE 05/30/02 MODEL 1999
DATE 06/03/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 33600.
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM R E S T R I C T E D

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Orlando , FL [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-4810804 VIN: 1G1YY32G3X5112739
MODEL YEAR: 1999
DATE OPENED: 2002-05-30 SERIES: Corvette
DATE CLOSED: 2002-06-03 MILEAGE: 33600.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Bill Seidle Chevrolet-Oldsmobile, Inc.
BRC PARENT: DEALER ADDRESS: 14138 St Rd 50, Clermont, FL, 34711, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S)

*****WORK HISTORY*****

cust called stating he had steering column lock up; ; 2002-05-30
2002-06-03

s1-4810804; ; 2002-06-03
2002-06-03

called mr menzell and he states that recall being performed at courtesy; ; 2002-06-03
2002-06-03

Service Request has been Closed Satisfied.; ; 2002-06-03

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

G M R E S T R I C T E D

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

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:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

G M R E S T R I C T E D

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYCUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CHEVROLET MOTOR DIVISION
GM RESTRICTED

PAGE: 1

294243

CASE NUMBER: 99-0526397 VIN: 1G1YY32G3X5117472
DATE OPENED: 10/08/99 MODEL YEAR: 99
DATE CLOSED: 10/15/99 SERIES: YB CORVETTE
SOURCE: PHONE MILEAGE: 8000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] BAYSHORE NY [REDACTED]
HOME PHONE: STATE: NY
BUS. PHONE:

***** GENERAL COMMENTS *****

CUSTOMER STATES THAT HE BELIEVES THAT HIS VEHICLE IS A LEMON AND A SAFETY HAZARD. THE CUSTOMER STATES THAT THE STEERING WHEEL LOCKED UP AND HE HAD THE VEH TOWED TO THE DEALERSHIP WHERE IT WAS TOTALLED. THE CUSTOMER SEEKS TO HAVE THE VEH. REPLACED, SEEKS TO HAVE A FACE TO FACE WITH A CHEV. REP, AND A WRITTEN GUARANTEE FROM CHEVROLET THAT IT IS SAFE. CRM ADVISED THE CUSTOMER TO SPEAK WITH A TIER2:
LESLIE PLEASANT/AUSTIN

*****CONTINUED FROM PREVIOUS PAGE*****

8. CAR IS STILL NOT REPAIRED.

CUST SEEKS TO HAVE A GM EXECUTIVE CERTIFY THAT THIS CAR IS SAFE TO DRIVE OR TO GET A NEW CORVETTE.

CRM ADVISED THAT SHE WOULD RESEARCH AND GET BACK TO CUST WITH HOW TO PROCEED FROM HERE.
09/29/99 JULIE VACEK, AUSTIN

CUST STATES THAT HAS HAD MULTIPLE PROBLEMS WITH CORVETTE, INCLUDING:

1. STEERING WHEEL HAS LOCKED UP, REPLACED STEERING COLUMN
2. WINDSHIELD HAS BLURRED SPOTS, ORDERED NEW WINDSHIELD WHICH IS STILL NOT IN.
3. HAD TO PUT NEW SUSPENSION CONTROL SWITCH IN
4. TOP IS RIPPING BECAUSE OF LEAK
5. HAD CAR SERVICED BECAUSE COMPUTER SAID SYSTEMS FAILURE
6. WHILE SERVICE DEPT. WAS SERVICING THEY RAN IT INTO A POLE AND INFORMED CUST THAT THEY SCRATCHED IT AND THEY WOULD SEND IT TO BODY SHOP TO REPAIR.
7. WHEN CUST PICKED UP CORVETTE AFTER REPAIRED AT BODY SHOP IT WAS HAVING ELECTRICAL AND COMPUTER PROBLEMS. WHEN YOU PUSHED SEAT CONTROL DOWN IT MOVED SEAT UP AND WHEN UP IT MOVED IT DOWN SAME WITH STEERING WHEEL CONTROL *****CONTINUE*****

CRM SPOKE WITH SVM AT DOHLER CHEV. SVM STATED THAT THEY REPLACED CONVERTIBLE TOP AND THEY ARE WAITING FOR DEN TO INSPECT WINDSHIELD TO SEE ABOUT REPLACING THAT. SVM STATED THAT THEY DID HIT A CABLE POLE WHILE DRIVING BUT REPAIRED THAT AT THEIR EXPENSE. SVM STATED THAT THERE IS AN ELECTRICAL PROBLEM, WHICH THEY REPLACED MODULE BUT THAT DID NOT REPAIR IT SO THEY ARE STILL LOOKING INTO REPAIR.

294243

SVM STATED THAT CUST HAS BEEN IN BEFORE FOR FUEL GAGE INOP, KEYLESS ENTRY INOP, AND A STEERING NOISE.

SVM FEELS THAT THIS COULD BE A POSSIBLE REPURCHASE. SVM STATES THAT CUST HAS LOST CONFIDENCE IN CAR AND POSSIBLY CHEVROLET.

SVM FEELS WE SHOULD ASSIST.

09/29/99 JULIE VACEK, AUSTIN

FILE WAS HANDLED TO CRM WHO DID MAKE A CALL TO THE SVM AS PER THE REQUEST OF THE PREVIOUS. CRM ATTEMPTED TO CALL THE CUSTOMER FOR FURTHER INVESTIGATION, HOWEVER, THERE IS NO PHONE LISTED ON FILE AND CRM CALLED INFORMATION FOR BAYSHORE AND ATTEMPTED TO FIND A NUMBER FOR EITHER BRIAN KAMINSKEY OR CHRIS NAPPIE.

CRM IS UNABLE TO CONTINUE AT THIS TIME DUE TO LACK OF ABILITY TO CONTACT THE CUSTOMER.

SHOULD CUSTOMER CALL PLEASE PICK UP FILE AND ASSIST.

IRIS CUMMINS/AUSTIN

***** REQUEST CODE AND COMMENTS *****

| CDE # DESC | CDE COMMENTS |
|------------|--|
| C28 0 | SEAT BELTS DONT WORK CASE CLOSED BY SYSTEM |
| C51 0 | WINDSHIELD HAS TO BE REPLACED CASE CLOSED BY SYSTEM |
| M40 0 | C/STATES THIS LOCKED UP CASE CLOSED BY SYSTEM |
| N01 0 | C/STATES VEH COMPUTER REFLACED CASE CLOSED BY SYSTEM |
| S10 0 | DOBLER CHEVROLET WHILE TEST DRIVING CASE CLOSED BY SYSTEM |

GM RESTRICTED

347767

CASE NUMBER: 00473280 VIN: 1G1YY32G3X5128262
 DATE OPENED: 05/30/00 MODEL YEAR: 99
 DATE CLOSED: 09/21/00 SERIES: CORVETTE CONV
 SOURCE: MILEAGE: 12883
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] TEMECULA, CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 00473280 VIN: 1G1YY32G3X5128262
 DATE OPENED: 2000-05-30 MODEL YEAR: 1999
 DATE CLOSED: 2000-09-21 SERIES: CORVETTE CONV
 SOURCE: Phone MILEAGE: 12883
 BRC TYPE: DELIVERY DATE:
 BRC PARENT: DEALER NAME: PARADISE CHEVROLET-BUICK-GEO
 DEALER ADDRESS: 26845 YNEZ ST., TEMECULA, CA, 92591, USA

*****GENERAL CASE INFORMATION*****

N01 Electrical General Other
 5 REPAIR ATTEMPT(S) several problems since day 1
 T26 Possible Lemon Law Other
 5 REPAIR ATTEMPT(S) seeking buyback

electrical problems--seeking buyback

*****WORK HISTORY*****

cust states he's had problems since day 1 w/vehicle--all electrical problems. cust states vehicle has been at dlr 2 mos. cust states he took his vehicle to selling dlr only once as he's moved. cust states problems include: dashboard crashed, windows go up and down intermittently, steering wheel locks, vehicle doesn't start and memories in seat don't work. cust states dlr hasn't been able to fix. cust seeking buyback and wants to know what he can do legally. crm informed him i don't give legal advice. cust was talking lemon law. crm attempted svc mgr but n/a. crm will try again and informed cust of this. bobbi adams-lloyd, portland; 0; 328566030
 2000-06-01

CRM TALKED TO DLR STATES THAT A PART WAS CHANGED--LOCK ACTUATOR-- AND HOPEFULLY THIS WILL TAKE CARE OF THE CUST CONCERNS. DLR WILL CALL CUST TO TELL HIM WHAT HAS BEEN DONE.; 0;
 328739370

G M R E S T R I C T E D

347767

2000-06-01

CRM CONTACTED TOM BELL AND SPOKE W/JR, SVC MGR. JR STATES VEHICLE WAS IN JULY 99 FOR A MONTH (DLR HAD A HARD TIME GETTING PARTS FOR INSTRUMENT PANEL WHICH HAD CRASHED). JR STATES BEN COLEMAN, FACTORY REP WAS INVOLVED AND DLR PAID FOR CUST 1ST CAR PAYMENT. (CUST STATES THEY ALSO GAVE HIM A CD CHANGER). CRM SPOKE W/DAVID, SVC MGR AT PARADISE. DAVID STATES CUST HAD IT IN DEC 99 AND NOW--ORIGINALLY HAD ELECTRICAL COMPLAINTS. CRM INFORMED BOTH SVC MGRS THAT CUST WAS SEEKING BUYBACK--NOT CASH BUYBACK BUT SAME VEHICLE, JUST ONE THAT RUNS. CUST STATES HE'LL TAKE VEHICLE BACK BUT NEXT TIME HE HAS A PROBLEM HE EXPECTS A NEW VEHICLE. DAVID AT PARADISE STATES HE HAS A CALL INTO AVM. WHEN HE GETS FEEDBACK HE WILL UPDATE US. BOBBI ADAMS-LLOYD, PORTLAND

*****NEXT CRM, WHEN SVC MGR PHONES, PLEASE TAKE OVER AND CONTACT CUST IF NECESSARY AS I AM CLOSING THIS DUE TO AVM CONTACT. BOBBI ADAMS-LLOYD, PORTLAND; O; 328741188

*****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:

G M R E S T R I C T E D

347767

*****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: |

*****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: |

G M R E S T R I C T E D

347767

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: | 3968264 | VIN Number: | 1G1YY32G3X5128282 |
| Date Opened: | 6/1/2000 | Model Year: | 1999 |
| Date Closed: | 6/2/2000 | Series: | Corvette |
| Dealer Code: | B20322 | Mileage: | 12839 |
| Address: | PARADISE CHEVROLET CTEMECULA | State: | CA |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT-- STEERING STEERING WHEEL COLUMN IS LOCKED AND

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--

06/01/2000 13:06:00 SBD TEMPLATE - BONEV

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

Y__ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

N__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N__ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

N__ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

N__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

N__ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

N__ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/01/2000 13:06:00 HISTORY - BONEV

COCONERN

DLR CALLED AND ST THAT HE HAS STEERING COLUMN LOCK MECHANISM ENGAGEMENT DURING VEHICLE OPERATION

TAC ADVISED DLH

GM SERVICE OPERATIONS IS REQUESTING YOUR ASSISTANCE. WE ARE LOOKING FOR 1997-2000 MODEL YEAR CHEVROLET CORVETTE VEHICLES THAT ALLEGEDLY HAVE EXPERIENCED STEERING COLUMN LOCK MECHANISM ENGAGEMENT DURING VEHICLE OPERATION. IF YOU RECEIVE A 1997-2000 MODEL YEAR CHEVROLET CORVETTE FOR SERVICE WITH THIS CONDITION, PLEASE DO NOT PERFORM ANY DIAGNOSIS OR REPAIRS. AN ENGINEER MAY WANT TO VISIT YOUR DEALERSHIP AND INSPECT THE VEHICLE IN ITS ORIGINAL STATE. PLEASE CONTACT:

NAME: [REDACTED]

PHONE: [REDACTED] OR PHONE: [REDACTED]

PAGER: [REDACTED] PIN: [REDACTED] PAGER: [REDACTED] PIN: [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|--------------------------------|-------------|-------------------|
| Case No: | 4249951 | VIN Number: | 1G1YY32G3X6130631 |
| Date Opened: | 10/5/2000 | Model Year: | 1999 |
| Date Closed: | 11/17/2000 | Series: | Corvette |
| Dealer Code: | B03827 | Mileage: | 13464 |
| Address: | WEBER CHEVROLET COMPCREVE COBU | State: | MO |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING INTERMITTENT COLUMN LOCK

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/05/2000 09:16:16 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

Y__ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

Y__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y__ (Y/N) 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/N) CONDITION DETAILS (LIST DTC'S, ETC.)

N__ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

10/05/2000 09:16:16 HISTORY - ELDORADO

DLR STS THE CUSTOMER COMPLAINED THAT THE STEERING WHEEL COLUMN WOULD NOT UNLOCK AFTER THE HAD PARKED IT.

DLR HAS NOT DUPLICATED THE CONCERN, DLR LOOKING FOR ANY INFO.

TAC ADVISED DLR OF P/I A000265.

DLR TO ADVISE.....FE

11/17/2000 12:49:05 OULLETTE

- DLR FAXED CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-------------------------------|-------------|-------------------|
| Case No: | 6655469 | VIN Number: | 1G1YY32G3X5131047 |
| Date Opened: | 7/28/2003 | Model Year: | 1999 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B26120 | Mileage: | 49263 |
| Address: | COX CHEVROLET INCORPBRADENTON | State: | FL |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN PERFORMANCE STEERING A001782 STEERING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/28/2003 13:52:19 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CUSTOMER CONCERN -

STEERING COLUMN MESSAGE AND INTERMITTENT COLUMN LOCK UP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STS THE CAMPAIGN HAS BEEN DONE. DLR HAS NOT DONE ANY OTHER DIAG YET.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR OF P/I A001782.

DLR TO ADVISE.....FE

07/28/2003 13:52:19 HISTORY - ELDORADO

08/05/2003 10:57:18 SHERMAN

EA02-031 / GM22C

CALLER'S NAME (FIRST, LAST, AND POSITION)

A001782

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

CUSTOMER STATES THAT THE DIC DISPLAYS PULL KEY AND WAIT 10 SECONDS.

NEW RECOMMENDATIONS

TAC ADVISED TO CHECK FOR CODES IN THE BCM.

TAC ADVISED TO CHECK THE VTD DATA AND CHECK THE COLUMN LOCK DATA.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

INVERNESS

FL

HOME PHONE:

CASE NUMBER: 04757792 VIN: 1G1YY32G3X5132084
MODEL YEAR: 1999
DATE OPENED: 2001-07-02 SERIES: CORVETTE CONV
DATE CLOSED: 2001-07-31 MILEAGE: 49000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CRYSTAL CHEVROLET
BRC PARENT: DEALER ADDRESS: 1035 S SUNCOAST BLVD, HOMOSASSA, FL, 34448, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Broken
0 REPAIR ATTEMPT(S) COLUMN LOCK IS BROKEN

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 - (If damage, consider explaining the consumer's responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
 - (1st attempt - offer to coordinate repair at a dealership)
 - (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

COLUMN LOCK

*****WORK HISTORY*****

CUST STATES HER VEH'S STEERING LOCKED UP ON HER YESTERDAY AND WOULD NOT LET HER DO ANYTHING. CUST STATES THAT THE MANUAL TELLS HER TO PULL THE KEY OUT AND IT WILL RESET ITSELF. CUST STATES THAT IT TOOK 45 MINUTES TO RESET ITSELF. CUST STATES SHE CALLED ROADSIDE AND THEY ADVISED HER THAT THIS IS A CONTINUAL PROBLEM WITH THE CORVETTE'S. CUST STATES SHE DID NOT END UP HAVING THE VEH TOWED B/C IT DID RESET ITSELF. CUST STATES SHE CTC THE DLR AND WAS ADVISED THAT THIS IS A CONTINUAL PROBLEM WITH THESE VEH'S. CUST STATES THE DLD ADVISED HER SHE WOULD BE RESPONSIBLE FOR THE COST OF THE REPAIR. CUST STATES SHE DOES NOT FEEL SHE SHOULD HAVE TO PAY FOR SOMETHING THAT IS A COMMON OCCURENCE IN THESE VEH'S. CUST SEEKS TO HAVE GM PAY FOR THE COST OF THE REPAIR. CRM ADVISED CUST I WILL DOCUMENT THE REQUESTS AND TRANSFER THE CUST TO A CUST ASSISTANCE SPECIALIST TO RESEARCH. CRM ADVISED CUST OF REQUEST NUMBER.

JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999

2001-07-02

CUST STATES that just the other day the system failure light and column lock light came on. Cust was told by Roadside assistance that she would need to tow the vehicle over to the dlrship. Cust was also told that this is a fairly common failure. The dlrship has not diagnosed the vehicle as of yet, but customer spoke with Debbie Henry, and Ms Henry feels fairly confident of what the concern is as she stated she had another Corvette in the shop with the same concern. Cust work number is 800-282-2031 x 7332. CUST SEEKS cost assistance for the repair. CRM spoke with Debbie Henry, asst svc mgr. Ms Henry stated that the customer does have some service there, no out of pocket expense. The estimate for the repair would be \$162.00 for the part, \$10.53 tx and \$105.00 labor, for a total of \$278.00. Ms Henry is willing to do the repair with the customer to pay \$100.00 towards the repair. CRM ADVISED customer of the offer and the customer is very satisfied and accepts the offer. CONT. MARK LEONARD/CARS/TIER2/T; 0; 362939325
2001-07-02

CONT.CRM further advised that CRM will advise Ms Henry @ the dlrship that customer accepts offer and that cust should also contact Ms Henry to make the arrangements for the repair. MARK LEONARD/CARS/TIER2/TPA; 0; 362939341
2001-07-31

CUST STATES SHE REC'D RECALL LTR FOR STEERING COLUMN, CUST IS VERY SATISFIED W/ CHEV FOR CREATING A FIX TO THE PROBLEM, CUST STATES HER VEH WOULD NOT TURN ON THE OTHER DAY & FEELS THIS IS RELATED TO THE SAME PROBLEM CUST SEEKS TO KNOW COULD THEY BE RELATED
CRM ADVISED CUST OF SOME FAQ'S ABOUT THE PROBLEM, CRM ALSO ADVISED CUST TO BE SURE TO TELL HER TECH ABOUT THE KEY PROBLEM AT HER APPT.
CUST SATISFIED & WILL CALL CAC IF FURTHER ASST IS NEEDED
CRYSTAL BLAIR/CARS/TAMPA/TIER 1; 0; 365445931

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:

DATE:

& BUSINESS: 0

| | |
|--|-------------------------|
| ACCIDENT: | DATE OF ACCIDENT: |
| DESCRIPTION OF DAMAGE: | |
| PURCHASE/LEASE: 0 | DATE OF PURCHASE/LEASE: |
| MILEAGE AT PURCHASE: 0 | PURCHASE/LEASE AS: |
| DOES OWNER HAVE POSSESSION OF VEHICLE: | |
| RESOLUTION SOUGHT: | |

*****ERC CONTACT INFORMATION*****

| | | |
|----------|-----------------|---|
| NAME: | CONTACT NUMBER: | 1 |
| COMPANY: | CONTACT TYPE: | |
| ADDRESS: | CONTACT PHONE: | |

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:
HOME PHONE:

MACON, GA

CASE NUMBER: 04719202 VIN: 1G1YY32G3X5132490
MODEL YEAR: 1999
DATE OPENED: 2001-06-27 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-06-27 MILEAGE: 26000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: TOM JUMPER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7200 ROSWELL RD., SANDY SPRINGS, GA, 30328, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) WON'T UNLOCK

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumer's responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra~1\Plus!\Micros~1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra~1\Plus!\Micros~1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
- * Coordinate with dealership to assist with customer's repair request
- * Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase Link
RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES HE HAS THREE CORVETTES AND ALL OF THEM HAVE EXPERIENCED THE STEERING COLUMNS LOCKING UP ON THEM AND HE KNOWS THE GM KNOW THAT THIS IS A PROBLEM WITH THERE VEH..CUST STATES THAT IN THIS VEH HE CARRIES A HAMMER SO THAT WHEN THE STEERING COLUMN LOCKS UP HE CAN HIT THE STEER COLUMN WITH ONE HAND AND TURN KEY WITH THE OTHER....CUST SEEKS GM TO FOR GO THE DIAGNOSIS FEE ON HIS 1997 CORVETTE..CRM ADVISED THAT WE CANNOT ASSIST THE CUST WITH THIS FEE ON A VEH THAT IS OUT OF WARRANTY....CRM DID ADVISE THAT CRM WOULD DOCUMENT HIS CONCERNS IN REGARDS TO THE 1997 AND THE SAME PROBLEMS WITH THE 1998 AND 1999 CORVETTES AND SUGGESTED THAT THE CUST TAKE THE 1999 IN TO DLR WHILE STILL UNDER WARRANTY..ALSO CRM ADVISED OF A RECALL ON 1999 VIN....CUST SAID HE WILL CONTACT DLR FOR NEC REPAIRS.... CUST THANKED CRM FOR LISTENING AND DOC...TERESA VARNER/CAC/PDX; 0; 362531989

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:WEST BLOOMFIELD
MI

HOME PHONE:

CASE NUMBER: 05538171 VIN: 1G1YY32G3X5132957
MODEL YEAR: 1999
DATE OPENED: 2001-09-18 SERIES: CORVETTE
DATE CLOSED: 2001-09-24 MILEAGE: 9000
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: JACK CAULEY CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7020 ORCHARD LAKE RD., WEST
BLOOMFIELD, MI, 48322, USA

*****GENERAL CASE INFORMATION*****

| | |
|---|----------------------------------|
| T22 CSI Reply | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | CSI REC'D 9/18/01 |
| C61 Convertible Top - Vinyl Top/Related Parts | Water Leak |
| 1 REPAIR ATTEMPT(S) | LEAKS ON DRIVERS SIDE |
| S06 Service Delayed | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | GOT BACK 2.5 DAYS AFTER PROMISED |
| J01 Engine | Service Engine Soon |
| 0 REPAIR ATTEMPT(S) | LIGHT CAME BACK ON NEXT DAY |
| M41 Steering Column/Lock/Attaching Parts | Other |
| 1 REPAIR ATTEMPT(S) | LOCKS UP |
| A01 Open Campaign | Other |
| 0 REPAIR ATTEMPT(S) | FOR STEERING COLUMN |

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
 2. If dealer has not been able to resolve concern, has dealership contacted TAC?
 3. If TAC contacted, what is the TAC number?
 4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
 5. If needed, contact AVM about vehicle concern.
- Dealer unable to resolve vehicle concern.

*****WORK HISTORY*****

Cust states got veh back from dlr 2.5 days after it was promised. Convertible top leaks on drivers side. There is a puddle of water on running board after rainfall. Check Engine Light came on immediately (the next day) after it was repaired. Veh was returned unwashed, which has never happened before and cust was quite disappointed by that.

CRM called Cust, cust states check engine light & check fluids light came on the next day, so she called dlr. They advcd to bring back in. Cust states, w/ not take veh to that dlr again, and the lights are out now, and have not come back on. Cust states if concern comes back w/ take to selling dlr for repair, but for now everything seems to be working fine. Cust w/ call CAC if has further concerns. Joanna Danzer/pdx/e-mail; 0; 369714621
2001-09-24

CUST STATES THAT HAS 2 QUESTIONS. CUST STATES THAT THE STEERING COLUMN FROZE UP AND THE MOTOR SHUT DOWN AND JACK CAULLEY KEPT VEH FOR 3 DAYS AND DID NOT GIVE HER A RENTAL AND TOLD HER A SENSOR WAS BAD. CUST STATES THAT SHE JUST GOT A LETTER ABOUT THE CAMPAIGN ON THE STEERING COLUMN. CRM ADVSD CUST THAT SHE WOULD STILL NEED TO TAKE IN TO DLR AS THEY MIGHT NOT HAVE KNOWN ABOUT THE CONDITION AT THE TIME THAT CUST CAME IN. CUST STATES THAT SHE WILL NOT GO BACK TO THEM AND SO SHE IS GOING TO TAKE IT BACK TO JO PANIAN DLR AND THEY WERE NOT ABLE TO FIX HER LEAK AND SHE WANTS TO KNOW WHAT TO DO. CRM ADVSD CUST TO TAKE BACK TO THEM AND GIVE THEM ANOTHER CHANCE TO FIX IT OR TAKE TO A DIFFERENT DLR FOR A 2ND OPINION. CUST STATES THAT WATER COMES IN THE VEH WHILE SHE DRIVES-IS A CONVERTIBLE. CUST STATES THAT SHE WILL GO AHEAD AND GIVE THEM ANOTHER CHANCE. CUST ALSO ASKED ABOUT WINDSHIELD SCRATCHES AND CRM ADVSD THAT UNLESS MANUFACTURERS DEFECT, WILL NOT BE COVERED. CUST THEN STATES THAT THE BLACK MOLDING AROUND DOOR...; 0; 370220101
2001-09-24

CONT...

IS SHRINKING AND CRM ADVSD THAT CUST SHOULD MAKE DLR AWARE OF CONCERN AND GIVE THEM AN OPPORTUNITY TO FIX. CRM ADVSD CUST THAT IF VEH HAS TO BE LEFT OVER NIGHT FOR WARRANTY WORK AFTER DIAGNOSIS, THEN CUST IS ELIGIBLE FOR RENTAL. CUST THANKED CRM AND STATES THAT SHE WILL TAKE BACK TO DLR. SARAH ANDRUSZKO/CAC/PDX; 0; 370220218

*****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:
REFURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY: IF SO, WHERE:
TREATED:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



**** Dissatisfied Customer ****

West Bloomfield MI

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1

Home telephone:

Change to: \$

Please provide us with your contact information:

QNP

Our records indicate that you had your 1995 Corvette serviced at Jack Gault Chevrolet on April 30, 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 Jack Cawley Chevrolet

Sincerely,

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 1999 Corvette, and return the questionnaire.

== PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 28, 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="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Yes | No | Don't Know | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| 3. When arriving for service were you greeted promptly? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|--------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you offered transportation options? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 8. Was your vehicle ready by the original time promised? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Does Not Apply/Not Required | | | |

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
10. Overall, how satisfied were you with your Service Consultant?.....

| | | | | |
|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:

| | | | | |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- The time it took to complete the transaction?.....

| | | | | |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- The ease of getting your vehicle?.....

| | | | | |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- The condition in which it was returned?.....

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit? ☐

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
☐ Work performed did not correct the problem
☐ Service Department could not duplicate problem
☐ Service Department was too busy

- ☐ Parts not available
☐ I declined repair
☒ Other (please specify): *Warning light came back on the next day.*
☐ Don't know

**Did not wash my car - only diagnosis that car gave me was back car in the garage.*

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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

14. Were you given a copy of the completed repair order/invoice?..

| | |
|--------------------------|--------------------------|
| Yes | No |
| <input type="checkbox"/> | <input type="checkbox"/> |

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

| | | |
|--------------------------|--------------------------|-------------------------------------|
| Yes | No | Don't Know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Jack Couley Chevrolet?.....

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

17. Would you recommend this dealership for service?.....

| | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Definitely Would | Probably Would | Might/Might Not | Probably Not | Definitely Not |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

18. Overall, how satisfied are you with your 1999 Corvette?.....

| | | | | |
|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

19. Do you have any comments/recommendations about your:

Dealership: *I got my car back later (2.5 days) than promised. It was not washed and engine warning light came back on again immediately next day. My Chevrolet dealer on driver's side - during service had a water puddle inside of car after rain.*

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 to:
 CHEVROLET MOTOR DIVISION, P.O. BOX 19088, TOLEDO, OH 43608-0888

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

NAPERVILLE

IL

HOME PHONE:

CASE NUMBER: 04991686

VIN: 1G1YY32G3Y5101886

MODEL YEAR: 2000

DATE OPENED: 2001-07-19

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-07-20

MILEAGE: 24000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: RON WESTPHAL CHEV INC

BRC PARENT:

DEALER ADDRESS: 1425 W OGDEN AVE, AURORA, IL, 60504, USA

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

STEERING WHEEL LOCKED

S08 Loaner Vehicle Not Provided

Other

0 REPAIR ATTEMPT(S)

DLR UNABLE TO DIAG

A01 Open Campaign

Customer Satisfaction

0 REPAIR ATTEMPT(S)

01044

T19 Campaign Correction Required

Other

0 REPAIR ATTEMPT(S)

01044

Rental vehicle not available at dealership (except Cadillac)

CRM INSTRUCTIONS:

CRM to document customer comments and contact dealership for further research. If a courtesy (rental) vehicle is not available, CRM to advise of the following: When an eligible vehicle is unavailable due to overnight warranty repairs, a rental vehicle, up to a maximum of \$30 per day may be provided. A customer may receive reimbursement of their actual cost based on paid receipts, not to exceed \$30 per 24 hour period. The maximum vehicle rental reimbursement period is three (3) days, and \$90 per eligible warranty repair. Wholesale authorization is required on any rental four (4) or more days.

Please refer to [[PNP 1.4.14 RUN C:\Progra~1\Plus\Micros-1\Iexplore.exe http://carsweb/common/Manuals/WarrantyOperationsCD/Main%20Menu.pdf]] for alternate Transportation guidelines to determine whether customer qualifies and also to the [[Warranty Manual RUN C:\Progra~1\Plus\Micros-1\Iexplore.exe http://carsweb/webknowledge]] under what is not covered.. "Expense due to loss of use of vehicle"

Rental vehicle not available at dealership (except Cadillac)

*****WORK HISTORY*****

CUST STATES THAT VEH STEERING COLUMN LOCKED AND HAD TO HAVE VEH TOWED TO DLR. CUST STATES THAT DLR WILL NOT PROVIDE RENTAL VEH. CRM CALLED DLR SVC MGR OUT FOR DAY, SPOKE WITH SVC ADV STEVE, HE STATES THAT HE IS UNABLE TO DIAG VEH AND THERE IS NO APPT TIL NEXT WED. CRM ADV CUST THAT IN ORDER FOR RENTAL TO BE PROVIDED VEH MUST BE DIAG. CRM WILL CONTACT SVC MGR IN AM RE THIS MATTER THEN CALL CUST BACK. CUST HUSBAND STATES THAT HE IS GOING BACK IN TO DLR TO TALK WITH SVC ADV. CUST STATES THAT CRM CAN REACH HIM ON HIS CELL PHONE #312-802-1606. CRM WILL CALL CUST BACK 07/20/01 BETWEEN 8:30-10:30PST KERI MATZEN/CA/PDX; 0; 364440814 2001-07-20

CRM CALLED SVC MGR, MIKE, HE STATES THAT CUST HUSBAND CALLED HIM THIS MORNING AND SVC MGR ADV HIM THAT IF HE DID NOT HAVE VEH DIAG HE WOULD GIVE THEM A RENTAL VEH FOR WEEKEND. CRM CALLED CUST BACK, TO FOLLOW UP. CUST STATES THAT SHE WAS SATIS WITH SVCMGR OFFER. KERI MATZEN/CAC/PDX; 0, 364499165

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

CHRISTIANSTED

VI

HOME PHONE:

CASE NUMBER: 06847437 VIN: 1G1YY32G3Y5115500
DATE OPENED: 2002-05-10 MODEL YEAR: 2000
DATE CLOSED: 2002-06-17 SERIES: CORVETTE CONVERTIBLE
SOURCE: Phone MILEAGE: 21336
BRC TYPE: Yes DELIVERY DATE:
BRC PARENT: DEALER NAME: CARIBBEAN AUTO MART-ST.CROIX, INC.
GLYNN, ,KINGSHILL,VI,00851,USA DEALER ADDRESS:NORTHSIDE RD ESTATE

*****GENERAL CASE INFORMATION*****

M41 Steering Column/Lock/Attaching Parts Other
3 REPAIR ATTEMPT(S) will steering column locks up

Steering wheel locks up

*****WORK HISTORY*****

CRM placed call to dealer states veh has been picked up and ready. States wheels replaced due to chrome peeling. States steering concern was corrected with decoding the new system. CRM requested TAC # as well as cust's next mtc required to offer to custo offset inconveniences.

SVC MGR, agreed to calling back.

Michelle Santiago, Tampa/PRVI; 0; 392045558
2002-05-13

CRM received SVC MGR's call, states that the veh is back in the dealership. States that due to miscommunication the veh was not properly diagnosed based on the cust's actual complaint. States the cust's complaint was of the oil display light and this wasnot passed on to the tech. States that the cust also states that the ABS light came on. States the veh is being road tested at this time. CRM advs of cust concern with the camp 01044 and the safety locking feature being omitted as a result of this. CRM advs Prescott did advs this was what the repair called for and the cust should have been advs when the camp was fulfilled. CRM advs this was not clear and clarification needed. States he will speak with the TECH on the veh and check the system out and make sure this is not the case as well as checking the nut that was required on the camp. CRM agreed to await callback with update.

Michelle Santiago,Tampa/PRVI; 0; 390149482
2002-05-13

CRM placed call to cust home, message left of call.

CRM placed call to cust work number, message left of no update at this time.

Michelle Santiago,Tampa/PRVI.; 0; 390156614
2002-06-05

CRM received info on veh however mileage was not correct based on info given.

CRM called dealer back and advs that the info was not matching the system info. CRM requested confirmation. Svc Mgr advs would call CRM back with corrected info as well as next mtc needed.

Michelle Santiago,Tampa/PRVI.58842; 0; 392158299
2002-05-28

CRM placed call to svc mgr, message left on voice mail requesting callback with status.
Michelle Santiago,Tampa/PRVI; 0; 391454758
2002-05-29

*****DUE TO SYSTEM ERROR CRM COULD NOT RESUME TO NOTE REQUEST UPON ACTUAL OUTBOUND CALL*****

CRM placed call to dealer @ 3:36p.m. advs by svc advs that the tires were at the tire shop getting mounted and that the steering lock repair was still not corrected. States that TAC is involved however no other info at this time.

CRM received call bac from svc mgr, Nigel confirming the above info and that he would have an update on the repairs as well as TAC # by tomorrow. States the wheels were replaced as well because the chrome was starting to powder. States the camp was fulfilled however the svc steering light is on and TAC is involved. CRM advs would call in a.m. for an update, svc mgr agreed.

Michelle Santiago,Tampa/PRVI..58842; 0; 391552415
2002-05-10

CRM placed call to dealer svc mgr, left voicemail message requesting callback on cust.
Michelle Santiago,Tampa/PRVI; 0; 389913087
2002-05-10

CUST states bought veh new from St.Croix, states that he took his veh to the dealer because the steering column was locking up. States that the dealer told him because of the camp on the steering column the feature of the steering lock had to be removed. States that if this is so he wants this in writing and he will go away.

CUST seeking that GM provide him with the letter that states they had to remove the rod in the steering column that is the feature of the steering lock. States this repair took place 3 days ago and he had to take it back in because all of the lights were coming on the instrument panel.

CRM apologized and advs that a copy of the tech instructions were not available for public view but follow up with the dealer would be made to determine what was done.

CUST agreed to hold.

CRM placed call to dealer advs by svc advs Prescott the veh is there and the part that was replaced is a new part that the build is different from that of the part in the vehicle. States this is the instructions on the camp notice and the cust was advs of the feature being removed. CRM requested to know how this feature could have been removed and the cust never knew until now. CRM advs the camp was fulfilled back in 2001. States he would need to look at the RO's to determine what was done.

CRM advs would call back.

CRM advs cust of update and further research needed. CUST states that the camp was fulfilled last year and the feature was in. States the rod was removed 3 days ago.

CRM advs this repair would not be related to the camp instructions but would confirm with the svc mgr.

CUST agreed to callback by noon 5/13/02.

Michelle Santiago,Tampa/PRVI; 0; 99999
2002-05-13

CRM placed call to dealer svc mgr, message left requesting callback for an update.
Michelle Santiago,Tampa/PRVI; 0; 390144628
2002-05-13

CRM placed call to dealer advs by Julie, svc advs parts for camp were 88952427, 88952428 and 26050960 replaced. During phone call svc mgr called in however could not disconnect since Julie was locating the actual RO for info. CRM requested to speak with svc mgr again however voice mail reached with second message left.

Michelle Santiago,Tampa/PRVI; 0; 390147081
2002-05-14

CRM received message from SVC MGR, Nigel Francis, on voicemail, states locking plate replaced and this new part does not have the notches to lock the steering wheel. States the locking feature has been disabled. States to call him back for further discussion.

CRM will follow up for details on repairs with TAC.

Michelle Santiago,Tampa/PRVI; 0; 390234705

2002-05-14

CRM placed call to svc mgr, Nigel Francis, states would like copy of campaign faxed for review and will check part and determine if there is a difference in part and if error made will correct if error only made on RO then this would be clarified as well.

CRM confirmed cust is in a loaner and the cust was in the dealer this afternoon for the purpose of test driving with the tech to assist in duplicating a concern. SVC MGR states will follow up with CRM on update.

Michelle Santiago,Tampa/PRVI..xt58842; 0; 390255567

2002-05-15

CRM placed call to dealer svc mgr, Nigel Francis, states the campaign will be completed correctly. States that the parts were ordered as well as parts for the ABS. States cust is in a rental right now. States cust just left the dealership and was made aware of the status. States that cust expressed to understand leaving the veh while parts are shipped. CRM advs would follow up with the cust to confirm understanding.

CRM placed call to the cust home, states does understand the status and is glad that the concerns are finally getting resolved with the safety lock feature. CRM offered to follow request through to confirm complete satisfaction, cust agreed. CRM apologized for the inconvenience and advs to call CRM with any concerns during parts order.

CRM suspending for follow up with the dealer on parts 5/17/02.

Michelle Santiago,Tampa/PRVI..xt58842; 0; 390346392

2002-05-22

CRM placed call to dealer left voicemail message for svc mgr to callback with update on vehicle status.

Michelle Santiago,Tampa/PRVI..xt58842; 0; 390925025

2002-05-24

CRM discussed request with TM to offset cust inconvenience of multiple trips for same repair concern on the ignition. Mtc certificate to be offered.

CRM placed call to the dealer svc mgr to discuss the status, advs by Julie svc mgr not in the area however veh is in for several other repairs. States that the veh is not yet ready. States the tech did not come in today to complete the repairs however all parts are in.

CRM advs would follow up on Tuesday. Michelle Santiago,Tampa/PRVI; 0; 391102476

2002-06-05

CRM placed call to the dealer, advs by Julie, svc mgr with a customer in the shop.

CRM left message requesting callback.

Michelle Santiago,Tampa/PRVI..xt58842; 0; 392133535

2002-06-06

TAC #5099598, last mtc was an oil change. Current mileage is 21,336 Next mtc required is oil change and tire rotation.

CRM to follow up with the cust for complete satisfaction.

Michelle Santiago,Tampa/PRVI..xt58842; 0; 392219787

2002-06-07

CRM placed call to cust, left voicemail message requesting callback with status of vehicle for complete satisfaction.

Michelle Santiago,Tampa/PRVI/58842; 0; 392314284

2002-06-13

cust states that not all concerns w/ previous repairs were resolved because the dlr had to backorder module for seat concern. cust states that now there is a problem w/ the heads-up display lights not working properly. cust states that dlr advised him that display lights is a normal characteristic. crm advised that request would be updated. vivianna

mason/tpa/prvi; 0; 392840910

2002-06-17

Request being closed, see SR1-9057730 for cont follow up.

Michelle Santiago,Tampa/PRVI; 0; 393179591

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

RT.

HOME PHONE:

| | | | |
|--------------|------------|-----------------|--|
| CASE NUMBER: | 06251949 | VIN: | 1G1YY32G3Y5119594 |
| | | MODEL YEAR: | 2000 |
| DATE OPENED: | 2002-01-28 | SERIES: | CORVETTE CONVERTIBLE |
| DATE CLOSED: | 2002-01-31 | MILEAGE: | 31000 |
| SOURCE: | Phone | DELIVERY DATE: | |
| BRC TYPE: | No | DEALER NAME: | LOU BACHRODT CHEVROLET INC |
| BRC PARENT: | | DEALER ADDRESS: | 1801 W ATLANTIC BLVD..POMPANO BEACH,FL.33069,USA |

*****GENERAL CASE INFORMATION*****

| | |
|--|-------------|
| M41 Steering Column/Lock/Attaching Parts | Inoperative |
| 0 REPAIR ATTEMPT(S) | LOCKED UP |

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

ORIGINAL OWNER--(LEASED) CORVETTE- PURCH FROM LOU BACKRODT...
CUST STATES/ SEEKS TO FILE A COMPLAINT ABOUT ROADSIDE... CUST STATES THAT THE STEERING
COLUMN HAS LOCKED UP ON HIM FOR THE 3RD TIME.. CUST STATES THAT HE CALLED ROADSIDE ON SUNDAY
1-27-02 AND ADVISED THAT HE NEEDS TO BE TOWED IN TODAY 1-28-02 & THAT HE WILL NEED A FLAT
BED TUCK BECAUSE OF THE STEERING LOCKING UP.. CUST STATES THAT THEY SHOWED UP THIS MORNING
W/ OUT THE FLAT BED, SO NOW HIS SCHEDULE IS EVEN MORE BEHIND BECAUSE HE HAS TO WAIT ON
ANOTHER TRUCK... AND THEN WHEN HE GETS THERE HE IS GOING TO HAVE TO ARRANGE FOR A RENTAL
BECAUSE GM DOES NOT GIVE CUTOUSY VEH'S FOR A DAY... CRM CALLED THE DLR & SPOKE TO THE SVC
MGR RICK, WHO STATED THAT HE WOULD ARRANGE FOR A RENTAL FOR THE CUST, BECAUSE HE WAS A GOOD
CUST & IT IS HIS 3RD TIME IN FOR THE CONCERN, AND THAT THEY WOULD PERFORM THE RECALL WORK ON
THE STEERING COLUMN & JUST ADV THE CUST TO ASK FOR CASSEY WHEN HE CAME IN ...
CONT>>>>>>>>>>; 0; 381078402
2002-01-28

>>>>> CONT >>>>>>> MCRM AVD THE CUST OF THE ABOVE & THAT CRM WOULD FOLLOW UP W/ HIM ON WED
1-30-02....
CHRISTINE TERINO/CAC/TPA/5780/8; 0; 381078428
2002-01-31

CRM CALLED LOU BACHRODT-(954-247-3000) TO SPEAK TO SVC MGR RICK & FOLLOW UP ON CUST REPAIR... SVC MGR STATED THAT THE VEH WAS RPEAIRED & THE CUST WAS GONE NOW, BUT THEY DID PUT

IN THE RECALL PART & GAVE THE CUST A RENTAL WHILE HE WAITED..
CRM CALLED THE CUST TO FOLLOW UP ON THE REPAIR .. CUST STATED THAT EVERYTHING WAS FINE &
THANKED CRM FOR THE ASSIST..
CRM IS CLOSING FILE SATISFIED...
CHRISTINE TERINO/CAC/TPA/57808; 0; 381341072

*****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:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:

FAX NUMBER:
BODY 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:

Frankfort

KY

HOME PHONE:

CASE NUMBER: 1-134841610

VIN: 1G1YY32G3Y5120115

DATE OPENED: 2003-08-27

MODEL YEAR: 2000

DATE CLOSED: 2003-09-03

SERIES: Corvette

SOURCE: Phone

MILEAGE: 24242.0000000

BRC TYPE: N/Anc

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Jeff Sachs Chevrolet-Oldsmobile-Cadillac, Inc.

DEALER ADDRESS: 1220 Versailles Rd, Frankfort, KY, 40601, USA

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

*****WORK HISTORY*****

steering column locked; ; 2003-08-27

2003-08-27

etc svc mgr; ; 2003-08-27

2003-09-03

vehicle status eng noise, column lock corvette; ; 2003-09-03

2003-09-03

update; ; 2003-09-03

2003-09-03

Service Request has been Closed Satisfied.; ; 2003-09-03

*****PAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:
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:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Chicago , IL

| | | | |
|--------------|------------|-----------------|---|
| CASE NUMBER: | 1-21442783 | VIN: | 1G1YY32G3Y5124634 |
| DATE OPENED: | 2002-08-02 | MODEL YEAR: | 2000 |
| DATE CLOSED: | 2002-09-03 | SERIES: | Corvette |
| SOURCE: | Phone | MILEAGE: | 19841.0000000 |
| BRC TYPE: | N/ANO | DELIVERY DATE: | |
| BRC PARENT: | | DEALER NAME: | City Chevrolet, Inc. |
| | | DEALER ADDRESS: | 2301 S Michigan Ave, Chicago, IL, 60616-2129, USA |

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts
0 REPAIR ATTEMPT(S)

Sticks

*****WORK HISTORY*****

RFI; ; 2002-08-02
2002-08-02

?; ; 2002-08-02
2002-08-20

SR 1-21442783 follow up on repair; ; 2002-08-25
2002-08-19

update w/ dlr; ; 2002-08-30
2002-08-19

update w/ svc mgr; ; 2002-08-19
2002-08-20

update w/ cust; ; 2002-08-20
2002-08-20

Transfer; ; 2002-08-20
2002-09-03

update on veh; ; 2002-09-03
2002-09-03

Service Request has been Closed Satisfied.; ; 2002-09-03

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

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:

DEALER ADMINISTRATION: LEMON LAW:
RELEASE: VEHICLE DESTINATION:
REPLACEMENT VIN: 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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|------------------------------|-------------|-------------------|
| Case No: | 5066565 | VIN Number: | 1G1YY32G3Y5127016 |
| Date Opened: | 9/24/2001 | Model Year: | 2000 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B07423 | Mileage: | 7880 |
| Address: | WESTGATE CHEVROLET, AMARILLO | State: | TX |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT-- LOCK STEERING CAMPAIGN 01044

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/24/2001 11:47:23 SBD TEMPLATE - LESZCYNski

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/24/2001 11:47:23 HISTORY - LESZCYNski LEONARD TECHNICIAN

LARRY CALLED AND STATED THAT HE HAS A CONCERN WITH A VEHICLE THAT HAS A STEERING COLUMN LOCK CONDITION DEALER STATES THAT VEHICLE IS OUT OF THE VIN IN CAMPAIGN 01044 DEALER IS ASKING IF HE CAN PERFORM 01044 ON HIS VEHICLE

TAC

ADVISED DEALER ON PI A001782 READS AS FOLLOWS

**CONDITION/COMPLAINT: VARIOUS ISSUES / QUESTIONS HAVE COME REGARDING CORVETTE STEERING COLUMN LOCK CAMPAIGN 01044.
A REVISED CAMPAIGN & TECHNICAL SERVICE BULLETIN WILL BE RELEASED SHORTLY.**

- 1. BASIC EXPLANATION OF CAMPAIGN 01044.**
- 2. TECH MAY STATE THAT AFTER PERFORMING 01044, THE "SERVICE COLUMN LOCK" MESSAGE APPEARS IN THE DIC.**
- 3. TECH MAY INQUIRE ABOUT PERFORMING 01044 ON VEHICLES THAT DO NOT FALL IN THE VIN BREAKS.**
- 4. TECH MAY HAVE OTHER, MISCELLANEOUS QUESTIONS REGARDING 01044.**

CORRECTION/RECOMMENDATION:

- 1. CAMPAIGN 01044 WILL BASICALLY RECONFIGURE THE ELECTRONIC COLUMN LOCK (ECL) SYSTEM ON ALL INVOLVED VEHICLES TO OPERATE THE SAME AS 2001 & NEWER VEHICLES.**

AUTOMATIC TRANSMISSION VEHICLES: THE ECL WILL BE PHYSICALLY DISABLED WHILE THE BCM WILL BE MADE TO THINK IT IS STILL FUNCTIONING. THE YB STEERING COLUMN LOCKING PLATE WILL BE REPLACED WITH A CAM ORIENTATION PLATE THAT WILL PREVENT ACTUAL LOCKING OF THE COLUMN BY THE ECL. THE ECL WILL BE UNPLUGGED & THE BYPASS LATCH RELAY WILL BE PLUGGED INTO THE HARNESS & THE ECL. THIS WILL, IN EFFECT, "FOOL" THE BCM.

MANUAL TRANSMISSION VEHICLES: THE ECL WILL BE REPLACED WITH AN IMPROVED PART. THE SINGLE POLE, SINGLE THROW (SPST) ECL RELAY THAT IS EXTERNAL TO THE BCM WILL BE REPLACED WITH A DOUBLE POLE, DOUBLE THROW (DPDT) RELAY.

- 2. "SERVICE COLUMN LOCK" MESSAGE APPEARS AFTER THE CAMPAIGN:**

2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.

ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|---------------------------------|-------------|-------------------|
| Case No: | 4785570 | VIN Number: | 1G1YY32G3Y5128361 |
| Date Opened: | 6/5/2001 | Model Year: | 2000 |
| Date Closed: | 7/18/2001 | Series: | Corvette |
| Dealer Code: | B14443 | Mileage: | 3264 |
| Address: | OURISMAN CHEVROLET CMARLOW HEIG | State: | MD |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING WHEEL WON'T UNL

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--

06/05/2001 08:24:56 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

06/05/2001 08:24:56 HISTORY - RADZIOCH

CUSTOMER CONCERN: STEERING WHEEL WON'T UNLOCK.

TECH DIAG: TECH STATES HE CAN'T DUPLICATE THE CONCERN. TECH STATES HE DROVE THE CAR INTO THE SHOP AND NO MESSAGE DISPLAYED. TECH STATES HE FOUND 2 PI ON THIS CONCERN.

ADVISED TECH: PER PI A000265 AND A001328A.

GM RESTRICTED

376790

CASE NUMBER: 03088640 VIN: 1G1YY22G9X5120337
 DATE OPENED: 02/03/01 MODEL YEAR: 99
 DATE CLOSED: 09/12/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 30000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MOORESTOWN NJ [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: 03088640 VIN: 1G1YY22G9X5120337
 DATE OPENED: 2001-02-03 MODEL YEAR: 1999
 DATE CLOSED: 2001-09-12 SERIES: CORVETTE COUPE
 SOURCE: Mail MILEAGE: 30000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: CLASSIC CHEVROLET OF TURNERSVILLE
 DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

| | |
|--|-----------------------|
| T22 CSI Reply | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | CSI REC'D 2/3/01 |
| M01 Steering General | Other |
| 1 REPAIR ATTEMPT(S) | LOCKS |
| T44 Maintenance Certificate (Oil Change) | Customer Satisfaction |
| 0 REPAIR ATTEMPT(S) | LOF |

INFORM THE CALLER:

"Thank you for your feedback. I would like to get some information from you so I can document your comments. Our database is used by GM Quality Managers to review customer concerns and suggestions. Many of the changes that are made each year are a result of feedback from General Motors owners such as yourself".

DISSATISFIED W/ VEH AND GM

*****WORK HISTORY*****

CSI REC'D 2/3/01.... CUST STATED THAT SHE WAS DISSATIS W/ GM AND THAT VEH'S STEERING LOCKED UP. NOTES WERE SUCCINCT AND NEED MORE EXPLANATION ON SPECIFIC CONCERNS. ALSO, DLR IS CLASSIC CHEV BUT IS UNCLEAR WHETHER IT IS THE ONE IN MOORESTOWN OR TURNERSVILLE. CRM ATTEMPTED TO CALL CUST BUT NO ONE WAS HOME. NO MESSAGE WAS LEFT, THERE WAS NOT AN SVM

AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:

LOCATION:

RESTRAINT:

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:

G M R E S T R I C T E D

CASE NUMBER: 1-7873899 VIN: 1G1YY32G415104060
DATE 06/12/02 MODEL
DATE 06/12/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 15482.
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: STATE: NY
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM R E S T R I C T E D

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Central Valley NY [REDACTED]
HOME PHONE:

CASE NUMBER: 1-7873899 VIN: 1G1YY32G415104060
MODEL YEAR:
DATE OPENED: 2002-06-12 SERIES: Corvette
DATE CLOSED: 2002-06-12 MILEAGE: 15482.0000000
SOURCE: DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Barton Chevrolet Inc. and Birks Oldsmobile
Cadillac
BRC PARENT: DEALER ADDRESS: 800 Auto Park Place, Newburgh, NY, 12550-
6702, USA

*****GENERAL CASE INFORMATION*****

M02 Linkage
0 REPAIR ATTEMPT(S)

*****WORK HISTORY*****

steering locked up; ; 2002-06-12
2002-06-12

steering locked up; ; 2002-06-12
2002-06-12

Service Request has been Closed Satisfied.; ; 2002-06-12

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

G M R E S T R I C T E D

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

G M R E S T R I C T E D

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:

*****ERC CONTACT INFORMATION*****

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Smithtown

NY

HOME PHONE:

CASE NUMBER: 1-17101215

VIN: 1G1YY32G415104219

MODEL YEAR: 2001

DATE OPENED: 2002-07-18

SERIES: Corvette

DATE CLOSED: 2002-07-18

MILEAGE: 9000.0000000

SOURCE: Phone

DELIVERY DATE:

HRC TYPE: N/ANo

DEALER NAME: Williams Chevrolet Inc.

HRC PARENT:

DEALER ADDRESS: 390 E. Jericho Turnpike, Smithtown, NY, 11787-2968,

*****GENERAL CASE INFORMATION*****

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

*****WORK HISTORY*****

steering column locked up.; ; 2002-07-18

2002-07-18

Service Request has been Closed Satisfied.; ; 2002-07-18

*****PAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-----------------------------|-------------|-------------------|
| Case No: | 6720891 | VIN Number: | 1G1YY32G415111347 |
| Date Opened: | 8/21/2003 | Model Year: | 2001 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | 802208 | Mileage: | 23876 |
| Address: | EAST HILLS CHEVROLET ROSLYN | State: | NY |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN INTERMITTENT LOCK INTERMITTENTLY COLUM

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/21/2003 15:19:21 SBD TEMPLATE - COLEMAN

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) DANNY SHEININ -TECH

CUSTOMER CONCERN - STATES THAT TWICE THE COLUMN LOCK DID NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

STATES THAT THERE ARE NO CODES, THERE WAS NEVER A MESSAGE AND HE HAS NOT BEEN ABLE TO DUPLICATE.

TAC RECOMMENDATION -

TAC SUGGEST POSSIBLE LOW BATTERY CONDITION.

08/21/2003 15:19:21 HISTORY - COLEMAN

08/21/2003 15:41:54 STRETLIEN -

CALLER'S NAME (FIRST, LAST, AND POSITION) DANNY SHEININ -TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

EA02-031 / GM22C

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

TECH STATES, VEHICLE HAS A MANUAL TRANS, IS UNABLE TO DUPLICATE CONCERN.

**NEW RECOMMENDATIONS, TAC WENT OVER DIAGNOSTIC STEPS PER PI A000265 WITH
TECH.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|--------------------------------|-------------|-------------------|
| Case No: | 5823048 | VIN Number: | 1G1YY32G425114217 |
| Date Opened: | 8/19/2002 | Model Year: | 2002 |
| Date Closed: | | Series: | Corvette |
| Dealer Code: | B16715 | Mileage: | 2208 |
| Address: | KEVIN WHITAKER CHEVRGREENVILLE | State: | SC |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- INTERMITTENT ELECTRONIC COLUMN LOCK WOULD NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/19/2002 14:58:14 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) [REDACTED] TECHNICIAN.

CUSTOMER CONCERN - TOWED IN FOR STEERING WHEEL WOULD NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STS HE HAS NOT DUPLICATED THE CONCERN, FOUND ONLY HISTORY CODE U1000 IN BCM, A TACHOMETER CODE HE DID NOT RECORD IN IPC.

DLR STS THE VEHICLE HAS A MANUAL TRANS, DOES NOT APPEAR TO BE MODIFIED, AND HE IS SEEKING SUGGESTIONS.

TAC RECOMMENDATION -

1)NO BULLETINS OR PI WERE FOUND AT THIS TIME.

2)CHECK FOR LOOSE TERMINALS AT THE IGN SWITCH.

3)MONITOR KEY IN IGN, AND KEY OUT OF IGN INPUTS TO BCM, THEY SHOULD ALWAYS READ OPPOSITE OF EACH OTHER.

EA02-031 / GM22C

Page 1 of 2

4)IF OK, CONCERN WILL HAVE TO BE DUPLICATED TO DIAG. R.K.
08/19/2002 14:58:14 HISTORY - KOPAH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

| | | | |
|---------------|-----------------------------|-------------|-------------------|
| Case No: | 6750976 | VIN Number: | 1G1YY32G435114039 |
| Date Opened: | 9/3/2003 | Model Year: | 2003 |
| Date Closed: | 9/10/2003 | Series: | Corvette |
| Dealer Code: | B11522 | Mileage: | 2903 |
| Address: | RAYMOND CHEV-OLDS INANTIOCH | State: | IL |
| Dealer Phone: | | | |

SYMPTOM ABSTRACT--- COLUMN LOCK WILL NOT UNLOCK

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/03/2003 14:58:18 SBD TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)-STEVE HARRIS TECH

CUSTOMER CONCERN -STEERING COLUMN WILL NOT UNLOCK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH HAS FOLLOWED DOCUMENT ID# 844926, ELECTRONIC COLUMN LOCK DOES NOT UNLOCK, AND HAS REPLACED THE BCM.

AFTER PROGRAMMING & PERFORMING VTD RELEARN TECH DETERMINED THAT THE COLUMN STILL WILL NOT UNLOCK.

TECH SAYS THE DIAGNOSTICS LEAD TO ANOTHER BCM.

TAC RECOMMENDATION -

ADVISED TECH THAT IT IS VERY UNLIKELY THAT HE HAS A SECOND FAULTY BCM.

ADVISED TECH TO CHECK FOR DTCS IN THE BCM.

REMOVE BCM FUSES 23 & 25 FOR AT LEAST 30 SECONDS.

EA02-031 / GM22C

Page 1 of 1

START STEERING COLUMN DIAGNOSTICS, AT DIAGNOSTIC SYSTEM CHECK - STEERING
WHEEL AND COLUMN.

CALL BACK IF ASSISTANCE IS NEEDED.

09/03/2003 14:56:18 HISTORY - LEITHAUSER