

**EA02-031**

**GM**

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

**ATTACHMENT 4F  
BOOK 20 OF 22  
PART 1 OF 3**

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

**ATTACHMENT "4F" Cont**

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

CASE NUMBER: 1-16008869 VIN: 1G1YY32G4W5100033  
 DATE 07/15/02 MODEL 1998  
 DATE 09/06/02 SERIES CORVETTE  
 SOURCE: N/AYES MILEAGE 50000.  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NY  
 BUS. PHONE: [REDACTED]

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

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] Pomona, NY [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-16008869 VIN: 1G1YY32G4W5100033  
 DATE OPENED: 2002-07-15 MODEL YEAR: 1998  
 DATE CLOSED: 2002-09-06 SERIES: Corvette  
 SOURCE: Phone MILEAGE: 50000.0000000  
 BRC TYPE: N/AYes DELIVERY DATE:  
 BRC PARENT: DEALER NAME: West Haverstraw Chevrolet, Inc.  
 DEALER ADDRESS: 51 South Rte 9 W, West Haverstraw, NY, 10993,

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

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

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

steering column lock up; ; 2002-07-15  
 2002-07-15

Called SM; ; 2002-07-15  
 2002-07-16

talked to SM Tricia Gately; ; 2002-07-16  
 2002-07-16

about offering cust reimbursement; ; 2002-07-16  
 2002-07-16

offered reimbursement; ; 2002-07-16  
 2002-07-16

OFFERED CUST REIMBURSEMENT; ; 2002-07-16  
 2002-08-07

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

reimbursement; ; 2002-08-07  
2002-08-07

cust called in; ; 2002-08-08  
2002-08-12

checked file for docs; ; 2002-08-12  
2002-08-22

Docs rec'd; ; 2002-08-22  
2002-08-22

Docs attached; ; 2002-08-28  
2002-08-22

SAFETY Scanned: 2002-08-19-23.07.25.000000, MSXDocNum: 0223101125; ; 2002-08-22  
2002-08-28

reimbursment on steering wheel lock up.; ; 2002-08-28  
2002-08-28

Created: CAC\_RS0005. SR#1-16008869; ; 2002-08-28  
2002-08-28

Check Cover Letter in the amount of \$664.14 for approval; ; 2002-08-28  
2002-08-28

Reimb \$664.14 submitted for approval; ; 2002-08-29  
2002-08-28

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-08-28  
2002-08-29

APPROVED; ; 2002-08-30  
2002-08-29

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-08-29  
2002-08-30

Service Request has been Closed Satisfied.; ; 2002-08-30  
2002-09-06

CHECK MAILED; ; 2002-09-06  
2002-09-06

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

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

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

## 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:

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

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:

WILLIAMSON

GA

HOME PHONE:

CASE NUMBER: 05744712

VIN: 1G1YY32G4W5102820

DATE OPENED: 2001-10-24

MODEL YEAR: 1998

DATE CLOSED: 2001-10-24

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 39000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: TERRY CULLEN SOUTHLAKE CHEVROLET

DEALER ADDRESS: 1250 BATTLE CREEK RD., JONESBORO, GA, 30236, USA

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

A01 Open Campaign  
0 REPAIR ATTEMPT(S)

Product Campaign Claim  
00034 LAP BELT WEBBING TWISTED

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

Vibration  
STEERING COLUMN LOCKED

A07 Referred to Dealer  
0 REPAIR ATTEMPT(S)

Other  
NEEDS TO BE DIAGNOSED

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 HE HAS TWO FRIENDS WITH 1999 CORVETTES AND THEY HAVE RECALL NOTICES FOR THE STEERING COLUMN LOCKING UP. CUST STATES THAT HIS 1998 CORVETTE STEERING COLUMN HAS LOCKED UP, AND CUST STATES THAT HIS VEH IS OUTSIDE THE 3/36 BUMPER TO BUMPER WARRANTY.

CUST SEEKS: COST ASSISTANCE FOR THE REPAIR OF THE STEERING COLUMN LOCK.

CRM ADVISED: CUST THAT CURRENTLY THE ONLY CAMPAIGN SHOWING UP ON HIS VEH IS THE LAP BELT TWISTED RECALL 00034, AND THAT CUST NEEDS TO HAVE HIS VEH DIAGNOSED AT THE DEALER FIRST BEFORE ANY COST ASSISTANCE CAN BE OFFERED. CRM ADVISED CUST TO CALL CAC BACK AFTER VEH HAS BEEN DIAGNOSED. CUST UNDERSTOOD. CRM GAVE CUST HIS FILE #. CRM CLOSING FILE SATISFIED.  
CHERIE VARES/AUSTIN/CARS; 0; 372805419

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

## OWNER DESCRIPTION:

## ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:



LEGAL: LEGAL TYPE:  
LEMON LAW:  
DEALER ADMINISTRATION: 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:

DECATUR, GA

CASE NUMBER: 05411405 VIN: 1G1YY32G4W5103403  
DATE OPENED: 2001-08-28 MODEL YEAR: 1998  
DATE CLOSED: 2001-11-20 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 76000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: NALLEY CHEVROLET  
DEALER ADDRESS: 2555 METROPOLITAN PKWY SW., ATLANTA, GA, 30315, USA

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

A01 Open Campaign Customer Satisfaction  
0 REPAIR ATTEMPT(S) INQUIRY 01044/ VEH NOT INVOLVED  
M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) CUST VEH IS NOT INVOLVED CAMPAIGN 01044,  
BUT EXPERIENCING SAME CONCERN

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 SEEKS ASSIST W/ LOCKED STEERING COLUMN CONCERN. CUST STATES THAT HIS VEH IS EXHIBITING THE SAME CONCERN AS DESCRIBED IN CAMPAIGN 01044, BUT HIS VEH IS NOT INVOLVED. CUST STATES THAT THE DLR ADV CUST THAT THE CHARGE FOR REPAIR IS \$800.00. CRM ADV CUST THAT DUE TO CONCERN AND OPEN CAMPAIGN, CRM WILL CONTACT AVM FOR REVIEW OF CUST CONCERN. CRM CONTACTED SVC MGR/ JEFF WHO STATES THAT THE REP IS AT THE DLRSHIP AT THIS TIME AND HE AND REP WILL SPEAK W/ CORVETTE TECH AND SVC WRITER/ BARRY REGARDING CONCERN TO SEE IF GOODWILL WILL BE PROVIDED AND ADV CRM TO ADV CUST THAT BARRY/SVC WRITER WILL BE CONTACTING CUST TO ADV. CRM CONTACTED CUST AND ADV THAT THE DLRSHIP WILL REVIEW W/ REP AND THAT CRM WILL F/UP W/ DLR.

CRM ADV CUST THAT IF REP IS UNABLE TO ASSIST, CRM WILL CONTACT CUST AND PROVIDE ADDRESS TO CONSIDER REIM. LIZ RUIZ/ATX; 0; 367874688  
2001-08-28

CRM CONTACTED SVC MGR / JEFF WHO STATES THAT THE REP DECLINED ASSIST AS THE PART THAT NEEDED TO BE REPAIRED WAS ONLY ONE COMPONENT OF WHAT WAS INCLUDED IN RECALL AND THE CAMPAIGN CALLS FOR AN ENTIRE KIT TO BE INSTALLED AND B/C CUST VEH DID NOT FALL WITHIN VIN BREAKPOINTS OF THE CAMPAIGN, BUT RIGHT OUTSIDE OF CAMPAIGN. SVC MGR STATES THAT THE CUST IS VERY LOYAL TO THE DLRSHP AND HAS VEH METICULOUSLY MAINTAINED AND DOES NOT FEEL THAT THE CUST COULD HAVE CAUSED CONCERN, NOR PERFORMED ANY MAINT TO PREVENT. LIZ RUIZ/ATX; 0; 367883793  
2001-08-28

CUST STATES: WAS ASKED BY PREV CRM TO CALL AND GIVE HER WORK [REDACTED] TM DOUG HEIDLAND APPROVED SENDING NOTIFICATION. JILL GANTZ/CAC/PDX; 0; 367888049  
2001-08-28

CRM CONTACTED CUST AND ADV THAT CRM WILL RESEARCH FURTHER AND CONTACT CUST ON 8/29 BETWEEN 2-4 PM TO FURTHER ADV. LIZ RUIZ/ATX; 0; 367889170  
2001-09-17

crm is attaching docs requested by previous crm. crm will forward file back to previous crm. alicia daniels/cars tampa; 0; 369631800  
2001-09-18

CRM REVIEWED DOCS AND CONTACTED CUST TO SEND IN THE PROOF OF PAYMENT TO CAC FOR REIM CONSIDERATION. LIZ RUIZ/ATX; 0; 369676193  
2001-09-19

CUST CALLED IN REGARDING MESSAGE LEFT ABOUT SENDING PROFF OF OWNERSHIP. CUST STS THAT HE WILL BE SENDING REQUIRED DOCS. MICHAELLEBOB/ATEX/CARS/CAC; 0; 369782592  
2001-09-19

CUST CALLED IN ADV HIM THAT THE PREV REP HAD GIVEN HIM A FAX NUMBER AND HE WANTED TO KNOW THE NUMBER AGAIN. CUST SEEKING FAX NUMBER PREV REP HAD GIVEN. CRM ADV THAT I WOULD NOT HAVE THE NUMBER THAT HE IS LOOKING FOR BUT THAT I COULD UPDATE THE FILE TO LET THE PREV REP KNOW CUST IS SEEKING TO HAVE FAX NUMBER GIVEN TO HIM AGAIN. CUST THAN ADV HE WOULD JUST MAIL THE DOC IN. CRM TRACKY HENRY/PDX/CAC; 0; 369784493  
2001-09-19

CRM RESUMED FILE THAT TRANSFERRED BY MISTAKE. CRM WILL TRANSFER FILE TO CRM THAT IS WORKING WITH THE CUST. ALICIA DANIELS/CARS TAMPA; 0; 369795508  
2001-09-19

CRM REVIEWING FILE AND WILL WAIT FOR DOCS. LIZ RUIZ/ATX; 0; 369797377  
2001-09-28

CUST SENT IN REQUESTED DOCS CRM ATTACHING TO REQ AND FORWARDING TO PREVIOUS CRM FOR REVIEW SABRINA LANIER/CORR/TAMPA; 0; 370537067  
2001-10-06

crm advise cust that concern is being review. cust states sent in documents. crm will forward to ruiza. john/corr/tampa; 0; 371242392  
2001-10-08

CRM TO CONSULT W/ LIAISON ON REIM AMOUNT. LIZ RUIZ/ATX; 0; 371403282  
2001-10-11

CUST SEEKS AN UPDATE ON HIS REQUEST. CRM DID ADVISE CUST THAT A DECISION TO ASSIST HAS NOT YET BEEN MADE BUT THE SECOND SET OF DOC HAVE BEEN REC. CUST STATES THAT HE WOULD APPRECIATE A C/B FROM THE CRM WHO IS HANDLING HIS FILE. CRM VERIFIED CUST NAME AND ADDRESS INFO AS TO SAVE A STEP FOR CRM WHO IS WORKING THE FILE.

CRM WILL FORWARD FILE TO CRM WHO IS CURRENTLY PROCESSING GOOD WILL CLAIM.  
RACHEL FREEMAN/ATX/CAC; 0; 371673632  
2001-10-11

CRM RESUMING FILE INTO MY OWNERSHIP . CRM CONACTED PHONE # LISTED IN FILE AND MALE THAT ANSWERED STATED IT WAS THE WRONG # AND HUNG UP. CRM ATTEMPTED TO CALL PHONE # AGAIN AND PHONE WAS PICKED UP AND HUNG UP AGAIN. CRM WILL CONTINUE TO PROCESS REIM, BUTIF CUST CALLS IN PLEASE ADV THAT CRM DID ATTEMPT TO CALL CUST AND VERIFY THEIR PHONE # . LIZ RUIZ/ATX; 0; 371674501  
2001-10-26

CUST STATES: AWAITING STATUS OF REIM REQUEST. STATES INDIVIDUAL WHO HUNG UP ON PREVIOUS CRM WAS PROBABLY CUST'S BROTHER, WHO WILL DO SO IF HE DOESN'T KNOW WHO IS CALLING CUST SEEKS: FOR PREVIOUS CRM TO CONTACT HIM AT NUMBER LISTED OR [REDACTED] ANYTIME  
CRM ADVISED: WOULD SEND PREVIOUS CRM MESSAGE TO CALL CUST FOR VERIFICATION. CHRIS TRAFTON/CAC/ATX; 0; 372969850  
2001-11-08

cust sts that nobody has called him. cust seeks status of reimbursement. crm advised will review and c/b cust 8 nov @ 2-3:30 pst. sandeigannon/pdx/cac; 0; 374097054  
2001-11-12

crm called dlr for service manager and jeff was in a meeting. crm called cust to let him know that i am still researching and will c/b cust 14 nov @ 10 - 12 pst. sandeigannon/pdx/cac; 0; 374440431  
2001-11-12

crm called dlr and spoke with servive manager jeff soshia. jef wants to stalk to his avm. and also sts that the cust is a good cust anfd that his veh is out of empowermnt, so he is calling his avm right now. crm will c/b cust and dlr at prearranged time. sandeigannon/pdx/cac; 0; 374445900  
2001-11-12

crm called cust wife who thought I was being nasty. when I talked a little more she was nice. crm advised will c/b @ preARRANGEND TIME.L. SANDEIGANNON/PDX/CAC; 0; 374458333  
2001-11-13

THIS CUST KEEPS CALING IN FOR YOU. crm to forwarding request back to owning crm. please let me know if you want me to take ownership of this file. Thanks. sandeigannon/pdx/cac; 0; 374535389  
2001-11-14

crm to take ownership of this case. crm called dlr for service manager but he was at lunch. crm will c/b dlr and cust 14 nov @ 11 - 1 pst. sandeigannon/pdx/cac; 0; 374606731  
2001-11-14

crm left messeage with cust that I will c/b cust 16 nov 13 pst. sandeigannon/pdx/cac; 0; 374620478  
2001-11-15

CRM CALLED DLR @ 404-766-1661 FOR JEFF. HE IS UNAVAILABLE. SANDEIGANNON/PDX/CAC; 0; 374688166  
2001-11-15

crm called and spoke with barry . barry sts that they received the avm approval and are in the process of cutting the check for the cust and has already contacted the cust. crm left message for cust that if there was anything that we could do in the future to please call cac. request closed satisfied. sandeigannon/pdx/cac; 0; 374698517  
2001-11-20

WHITE MAIL RECVD. CRM ADVISES CUST CONCERN HAS BEEN ESOLVED-REFERENCE PREVIOUS FILE ENTRIES.  
CRM CLOSING FILE SATISFIED.  
ELIZABETH MURRAY/CORR/TAMPA; 0; 375163573

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRIM:  
ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MSRP: NADA: 0  
SALES TAX:  
DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH: 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:

**Decatur, GA**



**Chevrolet Corporation  
Mr. G. Richard Wagoner, CEO  
P.O. BOX 33170  
Detroit, MI 48232-5170**

01-24-01P01:35 RCVD

48232-5170

Attachment 05411405

# **Chevrolet Corporation**

**Decatur, GA**

**Phone #**

**Chevrolet**

**P.O. BOX 33170**

**DETROIT, MI 48232-5170**

**Dear Mrs. Elizabeth Ruiz, Customer service Rep.**

**I am writing this letter regarding malfunction  
reimbursement, file**

**Vehicle Registration - Date, Time of Service**

**Vehicle Description - 1G1YY32G4W5103403**

**1998 CHEVROLET CORVETTE CONVERTIBLE**

**TAG HARDY7 GA - PRESTIGE AUTOMOBILE**

**Corvette Specialist Team/ NALLEY CHEVROLET**

**Barry Thompson-Consultant 404-209-5653 Direct**

**2555 Metropolitan Parkway, Atlanta, GA 30315.**

**Sincerely,**



CL#2265

TAG: HAWKZ CLASSIFICATION: FUGITIVE AUTOMOBILE

**Abstract**

تتمتع هذه المدينة ببيئة طبيعية رائعة، حيث تحيط بها الجبال الخضراء، وتتمتع بمناخ معتدل طوال العام، مما يجعلها وجهة مثالية للسياحة والاسترخاء.

**Vehicle Registration Renewal Notice**  
**RENEW ON OR BEFORE: July 11, 2001**

VID CODE: 10132W	TAXABLE VALUE:	10400
MILL RATE: 27.4100	TOTAL FEES DUE:	\$623.00
EQUIP NBR:	FUEL: 0	

Evaluation Cert No: CP962512 Date: 6/18/0

Insurance Co: Allstate  
Policy Number: 015445365 12/10  
Signature: James D. Hardy  
I certify that all information furnished herein is correct.

**COMPLETE FOR ALL TRUCKS OVER 14,500 GVW**

Check all that apply: ☐ Single Truck ☐ For Hire ☐ Pool Vehicle ☐

100 1

## Introduction

1. Verify this bill is for the correct vehicle.
2. Verify your address is correct.
3. Pay Minnesota company and policy number.
4. Enclose evidence of license (if required).
5. Indicate your status or status order for payment due. If after your due date, contact your Tax Commissioner to find out what payment penalties may be due.
6. Sign the form.
7. Mail this form to your Tax Commissioner. Make sure that your Tax Commissioner's address shows in the return envelope's window.
8. Please include both home and business phone numbers on all payment checks.

**Turn Books**  
Deane County Tax Commissioner  
PO Box 10025  
Doraville, GA 30031-7025  
(404) 249-4000

**Message from your Tax Commissioner:**

**Important Message From Ten East-Year Ten Consultants**  
**Landings: 4100 Memorial Drive (410) 995-9999**  
**4100 Douglas Drive Office Hours**  
**4100 Douglas Road Home-Fri 9:00am-4:00pm**

The Minnesota Dn. office is open Saturdays from 9am to 5pm. In 1988 the current building was opened Feb. 17 & 18

**Clubs must be pre-printed with a local address.  
Member names of clubs with a PO box are not accepted**

**Your registration is due by your birthday. Let's  
celebrate early after your birthday.**

Horizontal translation applications are accepted at each office January 1 thru May 1 of each year.

**Business questions? Check form 990 at 606-440-4911**  
**The questions? Type in 990 on [www.irs.gov/efile](http://www.irs.gov/efile)**  
**or call 1-800-829-1040**

**Tom Scott**  
DeKalb County Tax Commissioner  
PO Box 100026  
Doraville, GA 30131-7026

[illegible]

**\*01260091-20081\***

# GEORGIA VEHICLE EMISSIONS INSPECTION REPORT

The Georgia Emission Test Program is helping to clean up Atlanta's air - and you are doing your part. Motor vehicles are driven over 40 million miles each day in Atlanta and are responsible for half of the pollutants in Atlanta's air. Keeping your vehicle tuned up and in good running condition is the most important thing you can do to keep our air clean and protect the health of all our citizens.

## OVERALL TEST RESULT:

**PASSED**

CERTIFICATE NUMBER: CF962612

Time: 06/18/2001, 16:45 Test Type: Initial Test Fee - \$25.00

## Vehicle Information

License: [REDACTED]	Status: GEORGIA	VIN: 1G1YY3264W5103403
Year: 1998	Make: CHEVROLET	Model: CORVETTE
Type: Car	Engine Size: 6700cc	Cylinders: 8
Trans: Automatic	GVW rating: [REDACTED]	Test ID: [REDACTED]
Odometer: 74627	Body Type: SEDAN	DCF: 1.00
Test Wt: 0000		

## Two Speed Idle Emission Test Results

	2500 RPM Test			Idle RPM Test		
	Reading	Allowable	Result	Reading	Allowable	Result
HC - ppm	069	270	PASS	013	220	PASS
CO - %	0.00	1.20	PASS	0.01	1.20	PASS
RPM	2529	2500±300	PASS	0722	1260 max.	PASS
CO+CO2 %	14.6	6.0 min.	PASS	14.6	6.0 min.	PASS

Catalytic converter - PASS Gas cap - PASS

## Station Information

Station Number: GA000036

Name: [REDACTED]

ATLANTA, GA

I certify that this test was conducted  
in accordance with all applicable  
Georgia test requirements.

Inspector Number: AA036512

Inspector's Signature

**CHEVROLET**

**ATTENTION FILE**

**#05411405**

**HAROL G. HARDY**

**SEPTEMBER 19, 2001**

**TWO PAGES**

**Vehicle Registration (1)**

**GA Vehicle Emissions (2)**

**From**



**Fax 770-981-8691**

**To**

**Chevrolet**

**Fax 512-356-1197**

\_\_\_\_\_



09-04-01P03:35 RCVB

### ՀՀ մեծագույն շահերի պաշտպանություն

# **Chevrolet Corvette 1998**

**Decatur, GA**

**Account File #**

**VEHICLE NUMBER: 1G1YY32G4W5103403**

**August 29, 2001**

**Mr. G. Richard Wagoner, CEO**

**I am writing this letter regarding my vehicle from Chevrolet**

**Mr. G. Richard Wagoner, CEO. Here is copys of the Total invoice \$ 980.01 and the work that was done at Nalley Chevrolet, Payment was made by MasterCard for \$ 980.01 in two payments \$ 940.31+ \$ 39.70 = \$ 980.01.**

**Thank-You**

[REDACTED]  
Decatur, GA [REDACTED]

Account Number: File # [REDACTED]

August 28, 2001

Chevrolet  
Mr. G. Richard Wagoner, CEO  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Mr. G. Richard Wagoner, CEO:

I am writing this letter regarding a product I purchased from Chevrolet.

I am writing this complaint because on August 28, 2001 I spoke with Mrs. Elizabeth Ruiz who informed me that she was looking into a matter involving my 1998 Chevrolet Corvette. On August 27, 2001 the steering wheel locked up on my vehicle as well as the gear shift. The vehicle was parked at Emory Hospital parking deck and had to be towed. Since the wheels were locked the wrecker driver had to use special equipment to tow the vehicle to Nalley Chevrolet located in Atlanta Georgia. This malfunction with my steering column was similar to the recall problem with the 1999 and 2000 corvettes. As a consumer of this product a 1998 corvette, which has a electrical system malfunction. I would think that Chevrolet corporation would make the proper corrections on the malfunction components that involve the electrical system which shuts down the steering and locked the entire system down. Mr. Barry Thompson, a consultant at Nalley Chevrolet service department advised me on today's date August 28, 2001 that the regional manager Mr. Tom Miller refused to approve the proper corrections of the electrical system in my 1998 corvette. This was because the series of numbers were different from the 1999 and 2000 corvettes. I however share a similar problem with the malfunction of the electronic system in my 1988 corvette. As a consumer it is going to cost me \$950.00 including towing to repair this vehicle. Mr. Wagoner, for several years I have purchased chevrolet vehicles and especially three corvettes. I have never however, experienced an unwillingness to make corrections on a manufacturing default. I am fifty years old and somewhat embarrassed that I have to undergo such negative responses in these matters. I have several friends in the Maxi Price Corvette Club, about 2000 members. Mrs. Elizabeth Ruiz with the Chevrolet corporation however, was very sensitive to my situation and highly concern in doing what was right to make the proper corrections in tried to get the approval to make corrections of the malfunction to my electronic steering wheel system. Mrs. Ruiz advised me at about 5:30 p.m. that she is working diligently to try and resolve this matter favorably, she was very professional and returned calls promptly. If I purchase another chevrolet vehicle she would be one of the reasons why. Mrs. Ruiz set the highest standard for customer service.



# NALLEY

CHEVROLET

2555 Metropolitan Parkway  
Atlanta, GA 30316  
(404) 786-1881

**SERVICE**  
**HOURS OF OPERATION**  
7:00am - 7:00pm Monday - Friday

**QUICK LUBE**  
**HOURS OF OPERATION**  
7:00 am - 7:00 pm Monday - Friday  
8:00 am - 2:00 pm Saturday

CUSTOMER'S NAME 5817		ADDRESS BARRY L THOMPSON 5003		TRAFFIC NO. 888	WARRANTY DATE 08/28/01	WARRANTY NO. [REDACTED]
[REDACTED]		LICENSE NO. 78020		DOOR WHITE	EXPIRATION DATE 08/28/07	EXPIRATION MILE 0
[REDACTED]		VEHICLE MAKE / MODEL BMCHEVROLET/CORVETTE/2 DOOR CONVERT		WILLING DEALER NO.	PRODUCTION DATE	
DECATUR, GA [REDACTED]		VIN 1G1YY3284W6103403		R.O. DATE 08/24/01	REPAIR # 1	
FINANCIAL PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		MOBILE NO. 78024		

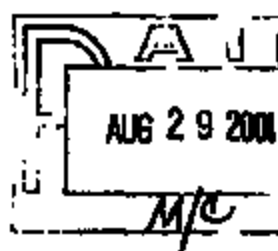
LABOR & PARTS					
JOB # 1	820V218	SECURITY SYSTEM	TECH(S): 6885		358.75
CUST STATES THAT SERVICE COLUMN LOCK LIGHT IS ON					
STEERING WHEEL LOCKED UP					
IGNITION KEY CYL AND COLUMN LOCK MODULE SHORTED					
REPLACED KEY CYL, MODULE AND RELAY					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	820V218	WIRING 2.195	117.00	117.00
JOB # 1	1	1026386	LOCK 2.195	175.70	175.70
JOB # 1	1	1026386	CYLINDER 2.100	63.23	63.23
JOB # 1	1	1026386	GRILLE 10.252	3.29	3.29
JOB # 1 TOTAL PARTS					358.22
JOB # 1 TOTAL LABOR & PARTS					779.97

JOB # 2	820V201	GENERAL BODY MECH	TECH(S): 5146		29.00
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	820V201		0.00	0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					29.00

SUBLET	FOR	VEND INH	INV DATE	DESCRIPTION	
JOB # 1	82209		08/28/01	INVOICE #822408	123.66
TOTAL - SUBLET					123.66
G.O.G. & SUPPLIES					
JOB # 2	1.0	MATERIALS	0	10.000 /UNIT	10.00
TOTAL - GOG					10.00

COMMENTS	
FOR IN	
TOTALS	

BECAUSE WE "CARE"!!!!	TOTAL LABOR	927.75
OUR SERVICE DEPT. AND QUICK LUBE HOURS ARE 7AM TO 7PM M-F	TOTAL PARTS	358.22
SAT HOURS FOR QUICK LUBE ARE 8:00AM TO 2:00PM	TOTAL SUBLET	123.66
ALL GM PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY	TOTAL G.O.G.	10.00
ASK ABOUT OUR "LIFETIME" SERVICE GUARANTEE ON ELIGIBLE PARTS	TOTAL INSC CHG	0.00
MAKE YOUR NEXT SERVICE APPOINTMENT ON LINE!	TOTAL INSC DYS	0.00
@ www.nalleycars.com	TOTAL TAX	27.38
	TOTAL INVOICE \$	980.61



Copy

WALLEY CHEVROLET  
2535 METROPOLITAN PKWY  
ATLANTA GA 30315

DATE: 08/29/01  
REF: 000600433077 TERM: 0004

S-A-L-E-S D-R-A-F-T

REF: 0006 BCH: 337  
CD TYPE: MC  
TR TYPE: PR  
INUM: 145962  
AMOUNT: \$948.31

ACCT: [REDACTED] EXP: 0602  
AP: 029296  
NAME: [REDACTED]

TRM ID: [REDACTED] AUDIT: 00500  
VALD CD:

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

TOR COPY-MERCHANT BOTTOM COPY-CUSTOMER

WALLEY CHEVROLET  
2535 METROPOLITAN PKWY  
ATLANTA GA 30315

DATE: 08/29/01  
REF: 000600433077 TERM: 0004

S-A-L-E-S D-R-A-F-T

REF: 0007 BCH: 337  
CD TYPE: MC  
TR TYPE: PR  
INUM: 145962  
AMOUNT: \$39.70

ACCT: [REDACTED] EXP: 0602  
AP: 029312  
NAME: [REDACTED]

TRM ID: [REDACTED] AUDIT: 00500  
VALD CD:

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

TOR COPY-MERCHANT BOTTOM COPY-CUSTOMER





Decatur, GA



**Mr. G. Richard Wagoner, CEO**  
**Chevrolet Corporation**  
**P.O. BOX 33170**  
**Detroit, MI 48232-5170**

48232+5170



November 15, 2001

Mr. G. Richard Wagoner, CEO  
Chevrolet Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

RE: Account File # [REDACTED]  
Vehicle #: 1G1YY32G4W5183403

Dear Mr. Wagoner:

I am writing to you once again regarding the ongoing handling of my vehicle (file listed above) on the 1998 Chevrolet Corvette Locking of the Steering system. I have been waiting for a favorable response for the past 77 days to which this file while it was being investigated. This problem has been ongoing since August 29, 2001 until this current date being November 14, 2001.

Today, on November 14, I was contacted by Mr. Barry Thompson, who is the Corvette Consultant Specialist @ Nalley Chevrolet located 2555 Metropolitan Pkwy. Atlanta, GA. Mr. Thompson asked me "if I would be satisfied with \$516.00 as repayment on the work that was done at Nalley." I stated to Mr. Thompson, as he already knew, that the total charges on my invoice total was \$980.01. Why would I just settle for a portion of the total cost of the repairs, which Chevrolet was fully aware that there was a problem with the Steering System on this type of vehicle. I was so upset over our phone conversation, and this is why I am writing to you once again to ask for assistance. I find it incredibly difficult to believe that I, having been a loyal Chevrolet Customer for years, am being treated in such a manner to a obvious resolution to this problem. I just want to be reimbursed \$ 980.01 for a malfunctioning Steering System that would lock up the entire steering wheel of the vehicle. There has been no infraction on the part of the customer (myself) that caused this manufacturing defect.

I also received a phone call from Sandy, the newest person handling my case file, who stated that the previous person that was handling my file is no longer with Chevrolet Corporation, and that someone had dropped the ball and had not been working on my case file at all. I have provided all the requested necessary documentation that was asked of me i.e. owners registration, emission control and still no payment/reimbursement. Sandy stated that she would look into the file, however that was nothing about repayment listed in the file. Sandy has contacted me several times. I am not making an unreasonable request, I only want to be reimbursed. I find it quite insulting that Chevrolet Corporation would rather for a catastrophic tragedy to occur based on

manufacturing defect of the vehicle, than to just correct the problem and reimburse me my minimal cost.

Mr. Wagoner, I was have been so upset with the situation that has evolved with my 1998 Convertible Corvette and the way Nalley Chevrolet Corvette Specialist Team has handled my service. Let me explain my dream car. It was white body, with red interior, chrome wheels and exhaust system. I had received compliments daily on how beautiful the car was. I have been through so many disappointments with the Customer Service representatives, and Nalley Chevrolet with that car and this situation has just made me ill. The car is beautiful and in great condition like new with 11,600 miles so I did enjoy driving.

This week based on my fears about the steering system causing me further problems I have traded it in for a 2002 Chevrolet Avalanche pick up Truck. I am just praying the this vehicle guarantee of the integrity of the product and of the manufacturer responsibility for the repair or replacement of defective parts. The salesperson, Robert E. McCullough advised me that I would get a 'Survey Evaluation from GMAC and to check all areas as excellent, he would give me a \$25.00 gift certificate to Long Horn Steakhouse. I was disappointed that he would think that I would dishonor myself with a lie for \$25. As William Shakespeare stated " My wallet you may steal, you have stolen nothing, but my good name, you have stolen everything."

Today, Chevrolet Corporation/GMAC, Nalley Chevrolet have stolen your good name and also have stolen much more in the trade of my corvette and my wallet as well as \$980.01.

Respectfully,

  
Decatur, GA 



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

PALM BEACH GARDENS  
FL

HOME PHONE:

CASE NUMBER: 05869439 VIN: 1G1YY32G4W5104857  
MODEL YEAR: 1998  
DATE OPENED: 2001-11-14 SERIES: CORVETTE CONV  
DATE CLOSED: 2001-11-14 MILEAGE:  
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\*\*\*\*\*

M01 Steering General Other  
1 REPAIR ATTEMPT(S) STEERING LOCKS UP  
  
A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) CAMPAIGN # 00034

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

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

Vehicles involved in product recall campaigns

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

cust states that he has had a problem with the steering column on a 98 corvette. cust states that his steering locked up on him. cust states that he took it to the dealer and they told him that they replaced a harness but the receipt showed that they replaced a lock. cust seeks to know what was replaced. crm advised cust that we are not techs but i would be glad to contact cust to get clarification on what was done. cust stated that he would do that.....crm will close the file satisfied.....john  
jones/ fl pilot 57835; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CLERMONT, FL

CASE NUMBER: 06864079 VIN: 1G1YY32G4W5105040  
MODEL YEAR: 1998  
DATE OPENED: 2002-05-16 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2002-05-16 MILEAGE: 34000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BILL SEIDLE CHEVROLET-OLDSMOBILE INC  
BRC PARENT: DEALER ADDRESS: 14138 ST RD 50, CLERMONT, FL 34711, 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\_Corepoint.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

## Vehicle operation or design

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

\*\*CUST STATES SHE IS THE SECOND OWNER OF THIS VEHICLE PURCHASED IN THE LAST 3 MONTHS AT 28000 MILES FROM AN UNKNOWN DEALER. THE CUST STATES THAT THE STEERING ON HER VEHICLE IS LOCKED AND SHE KNOWS OF SEVERAL OTHER VEHICLE THAT ARE COVERED UNDER RECALL FOR THIS SAME ISSUE. \*\*CUST SEEKS TO BE COVERED UNDER THE RECALL. \*\*CRM ADVISED THERE IS NO WAY FOR A VEHICLE TO BE ADDED TO THE RECALL. CRM ALSO ADVISED THE CUST TO CONTACT THE GMPP OFFICE SINCE THERE IS AN EXTENDED WARRANTY SHOWING ON THIS VEHICLE AND THE CUST SHOULD VERIFY IF IT APPLIES TO HER OR THE PREVIOUS OWNER. REQUEST CLOSED SATISFIED.  
MICHAEL S. DELUCA/CAR9/TAMPA; 0; 390408332

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Lancaster

CA

HOME PHONE:

CASE NUMBER: 1-122604003

VIN: 1G1YY32G4W5105197

MODEL YEAR: 1998

DATE OPENED: 2003-07-23

SERIES: Corvette

DATE CLOSED: 2003-07-23

MILEAGE: 82000.0000000

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)

Inoperative

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

1998 corv convertible steering column lockout; ; 2003-07-23

2003-07-23

Outbound call to dlr on out of warranty issue.; ; 2003-07-23

2003-07-23

CRM callback to advise on denial cost assistance.; ; 2003-07-23

2003-07-23

Advise of denial; ; 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 AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

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 RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

SUNRISE , FL

CASE NUMBER: 05338320 VIN: 1G1YY12G4W5105524  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-16 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-16 MILEAGE: 25000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: RD MORSE CHEVROLET/OLDSMOBILE/SAWGRA  
BRC PARENT: DEALER ADDRESS: 14401 W SUNRISE BLVD, , SUNRISE, FL, 33323, USA

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) OTHER

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

Phone: 9548356900

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

CUSTOMER STATES HIS STEERING COLUMN LOCKED UP  
CUST SEEKS TO KNOW WHY THIS HAPPENS  
CRM ADVISED TRANSFERRED TO ROADSIDE  
FLAIDLEY.CAR.TAMPA.TIER1, 0, 366821920

\*\*\*\*\*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:

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:

POMPANO BEACH

FL

HOME PHONE:

CASE NUMBER: 05924546

VIN: 1G1YY32G4W5105524

MODEL YEAR: 1998

DATE OPENED: 2001-11-26

SERIES: UNKNOWN

DATE CLOSED: 2001-11-26

MILEAGE: 29000

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\*\*\*\*\*

A01 Open Campaign  
0 REPAIR ATTEMPT(S)Other  
REQUEST FOR INFOM41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Other  
STEERING WHEEL WON'T MOVE

My vehicle is not involved in a Recall Campaign

## INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can check and see if your specific vehicle is involved."

AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"I have checked your vehicle identification number and at this time there are no open recalls on your vehicle. If there should ever be a recall, XXX division will attempt to notify you by first class mail."

IF THE CALLER IS A FIRST OWNER, VERIFY THE ADDRESS.

IF THERE IS AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:

"Yes, there is/are X recall(s) on your vehicle, the campaign number(s) is/are \_\_\_\_\_. We recommend that you contact your XXX dealership in order to schedule an appointment to have the recall performed on your vehicle."

\*\*Use the Dealer Locator Process if caller would like their nearest dealer.

My vehicle is not involved in a Recall Campaign

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

2ND OWNER- 98 CORVETTE- PURCH @ 26,000- PURCH FROM INDIVIDUAL- ..

CUST STATES THAT HE IS HAVING PROBLEMS W/ THE STEERING COLUMN LOCK ON HIS VEH..

/// CUST SEEKS TO KNOW IF THERE IS ANY WARRANTIES ON THIS OR ANY RECALLS///

CRM ADV'D THAT THERE WAS NO RECALLS ON HIS VEH FOR THE STEERING COLUMN, BUT THERE WAS ONE ON THE SEAT BELT WEBBING AND PROVIDED CUST W/ THE NEAREST DLR ...

CUST THANKED CRM FOR THE ASSIST..

CRM IS CLOSING FILE SATISFIED..

CHRISTINE TERINO/CAC/TPA/57808; 0; 375642849

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

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:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	3330682	VIN Number:	1G1YY32G4W5105717
Date Opened:	7/13/1999	Model Year:	1998
Date Closed:	8/27/1999	Series:	Corvette
Dealer Code:	B02492	Mileage:	41707
Address:	PINE BELT ENTERPRISELAKEWOOD	State:	NJ
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK INTERMITTENT COLUMN WONT UNLOCK

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--

07/13/1999 14:34:46 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

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

\_2\_ 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.)

\_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.)

07/13/1999 14:34:46 HISTORY - HAJJ

CUSTOMER STS LOCK INTERMITTENT , VEHICLE WAS TOWED IN . DLR HAD  
DUPLICATED CONDITION WHEN VEHICLE WAS DROPPED OFF . DLR STS CODES IN SYS  
FOR DOOR MODULE AND SEAT INOP . DLR LOOKING FOR INFO. DLR STS UNIT WILL  
NOT ACT UP AT THIS TIME . HAJJ 40772

ADVISED DLR AS PER OTHER CASES TO REPLACE STEERING LOCK ASSEMBLY AND  
RELAY . HAJJ 40772

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] LOUISVILLE KY [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 06842706 VIN: 1G1YY32G4W5107368  
DATE OPENED: 2002-05-09 MODEL YEAR: 1998  
DATE CLOSED: 2002-05-14 SERIES: CORVETTE CONVERTIBLE  
SOURCE: Phone MILEAGE: 48000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: MONTGOMERY CHEV  
DEALER ADDRESS: 5325 PRESTON HWY., LOUISVILLE, KY, 40213, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
1 REPAIR ATTEMPT(S) steering column locked  
S85 Dealer Resolved With Goodwill Other  
0 REPAIR ATTEMPT(S) DLR WILL GOODWILL

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.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/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 he purchased this veh used from a private party. CUST states that he has a print out of all warranty work that was done on this veh. CUST states that he is aware that in 07/2000 there was work done to the steering column. CUST states that now the steering column is locked again. CUST states that the veh had not been diagnosed by a dealer. CUST seeks cost assistance with the repair. CRM advised the CUST that the veh need to be diagnosed by a dealer before Chev can look into cost assistance. CRM also advised the CUST that he will be responsible for the veh to get to the dealer and the diagnosis fee. CUST thanked CRM. Request closed satisfied. Karen Christensen/crm/pdx/cars; 0; 389812850  
2002-05-10

CUST STATES: 3RD OWNER, VEH IS AT MONTGOMERY CHEVY. VEH STEERING LOCKED UP & HE HAS WRNTY PRINTOUT FROM PREV OWNER (NEPHEW) & KNOWS THE STEERING LOCK WAS REPLACED ONCE BEFORE. CUST IS VERY CONCERNED FOR HIS SAFETY. VEH HAD TO BE TOWED TO DLR. HE FEELS THAT GM IS AWARE OF CONDITION AND SINCE PART WAS REPLACED BEFORE, CUST WANTS COST ASSIST.

CUST SEEKS: COST ASSIST.

CRM ADV: WE UNDERSTAND SAFETY CONCERN & WANT TO HELP GET VEH REPAIRED. CRM CALLED SVC MGR MIKE JONES. HE REVIEWED CONCERN WITH ADVISOR & HE TOLD ME NOT TO WORRY, HE WILL TAKE CARE OF CUST. THE CUSTOMERS BROTHER IN LAW WORKS AT DLR.

CRM ADV CUST THAT SVC MGR MIKE WILL TAKE CARE OF HIM. CUST SATISFIED

SALLY RODRIGUEZ ATX CARS; 0; 389911328

2002-05-14

CUST CALLED SEEKING NHTSA PHONE #.

CRM PROVIDED SAME.

CRM CLOSING FILE SATISFIED. JEFF A; LLEN/CARS/TAMPA; 0; 390238561

\*\*\*\*\*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:

CONTACT NUMBER: 1



COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

376844

CASE NUMBER: 03918293 VIN: 1G1YY32G4W5108066  
 DATE OPENED: 04/23/01 MODEL YEAR: 98  
 DATE CLOSED: 08/03/01 SERIES: UNKNOWN  
 SOURCE: YRS MILEAGE: 64000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NY  
 BUS. PHONE: [REDACTED]

G E N E R A L M O T O R S C O R P O R A T I O N  
 C H E V R O L E T D I V I S I O N  
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] HOPEWELL JUNCTION, NY [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 03918293 VIN: 1G1YY32G4W5108066  
 MODEL YEAR: 1998  
 DATE OPENED: 2001-04-23 SERIES: UNKNOWN  
 DATE CLOSED: 2001-08-03 MILEAGE: 64000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: Yes DEALER NAME: HEALEY CHEVROLET-OLDSMOBILE INC  
 BRC PARENT: DEALER ADDRESS: 410 FISHKILL AVE, BEACON, NY, 12508, USA

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	locks up
A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	ADVISED OF CAMPAIGN OPEN
A07 Referred to Dealer	Product Campaign Claim
0 REPAIR ATTEMPT(S)	REFERRED TO DLR FOR CAMPAIGN WORK
T04 General Information	Other
0 REPAIR ATTEMPT(S)	corre recvd 5/16/2001

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\Iexplor.exe  
<http://carsweb/webknowledge/carscp/sbs/html/campaignstatusrequestsbarevised942D2142D00.htm>]]

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

376844

Or access campaign information at [[Campaign Information RUN  
C:\Progra-1\Plus1\Micros-1\explore.exe  
http://carsweb/webknowledge/bulletins/campaigns/campaignsmain.htm]]  
Notification of open campaigns or special policies.

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

CUST STATES HIS CORVETTE STEERING HAS LOCKED UP COMPLETELY AND HE HAS BEEN TOLD THERE MAY BE A RECALL OR SOME KIND OF BULLETIN REGARDING THIS FOR HIS VEH YEAR...CUST SEEKS IF THERE ARE ANY RECALLS OPEN...CRM CHECK VIN PROFILE AND FOUND A CAMPAIGN REGARDING THE SEAT BELT WEBBING BUT NOTHING REGARDING THE STEERING...CUST ADVISED OF CAMPAIGN AND REFERRED TO DEALER FOR THE DIAG OF STEERING CONCERN...CUST STATES HE WILL TAKE VEH TO LISTED DLR AS IT IS MORE CONVENIENT TO HIM...CRM THANKED AND ADVISED OF REQ #...CUST THANKED AND ADVISED HE WOULD CALL DLR HIMSELF.

JUDY SMITH/PORTLAND CRM; 0;

356895400

2001-05-07

Cust states he had taken the vehicle to the dealership to address concern. Cust states he has heard other people speak about the steering shaft. Cust states the dealership would not offer goodwill. Cust seeks to write letter to Chevy to let them know of a safety concern. CRM provided address.

Paul M Rued

tampa-GMCT\*\*\*\*\*; 0; 358119259

2001-05-15

corres: cust seeking info on C-5 steering column lock. \*\*\*crm called Corvette Museum 270/781/7973 & was asked to call Sunny Kilgo/Corvette factory 270/745/8184-gone for day. so called Info Sta x44223 crm Perry: 1. recall 00034/twisted lap seat belt stillopen, 2. C5 Corvettes came out in 1997 & there has been some rework of component be no permanent fix. 3. no TSB/open bulletins. \*\*\*crm called cust res [REDACTED] & left w/wife.

\*\*\*\*\*crm advised wife will still contact factory & call cust 5/16 prior 3pm PT. linda maltby/pdx cac; 0; 358813593

2001-05-16

CUST SEEKS UPDATE ON FILE. CRM ADVSD CUST PREVIOUS CRM HAS A SCHEDULED CALL BACK W/ CUST. CUST SEEKS CALL BACK FROM PREVIOUS CRM BETWEEN 2:30-5 PM PACIFIC TIME AS CUST WILL BE AVAIL @ THAT TIME @ [REDACTED]. KEVINBICKLER/CAC/PDX.; 0; 358899674

2001-05-17

crm called Kilgo/Corvette factory 270/745/8184 & left msg about a poss fix for steering lock situation. I requested a call to CAC but also gave cust res tel#. crm called cust & left machine message. I apologized for not calling yesterday as I was in hospital.

\*\*\*\*\*crm will check file 5/18 & call cust prior 3pm PT with status. linda

maltby/pdx cac; 0; 358962207

2001-05-17

cust states he has an existing file, and has a callback scheduled w/another crm. cust seeks that crm to call at work # (845)897-2322 ext.111, instead of home #. file forwarded as per team pal gina martinez.

holden humphreys/cac/atx; 0; 358966123

2001-05-17

mr sonny kilgo, cust liaison, bowling green plant, contacted smt to adv that crm maltby1, pdx, had requested the following info:

only fix for the steering col. lock is to have dlr change it out. mr kilgo also adv that he has already called cust and left vm.

smt will alarm prev crm.....steven bruce/atxsmt; 0; 358982349

GM RESTRICTED

376844

2001-05-17

crm read notes & called cust at his work#, to leave message about changing out the steering column so won't lock. (this may not be total answer the cust desired, but is only avail fix now). linda maltby/pdx cac; 0; 358983481

2001-05-18

crm called cust res# & left message, about Sonny Kilgo/Vet factory rep calling about no perm fix for steering column locking, just a replacement of entire component. (I had left a similar message on cust's business phone vmail 5/17). \*\*\*\*\*next cr, if cust calls, please advise no permanent fix just this temporary fix as of now. thnks, linda maltby/pdx cac; 0; 359066046

2001-05-21

cust called in and stated that he had received a message from previous crm and was seeking to find out what the message was that was received..crm relayed to the cust of the file info and of the repair not being a permanent fix but a temp one..cust asked "at who's cost?"...crm informed cust with vehicle outside of warranty of the cost being relayed to the owner of the vehicle..cust requested cost assistance for the repair...crm called the dealer and spoke to the s/m who stated that this was not a justifiable case for cost assistance..s/m stated that he had never seen the cust in his store before..crm informed cust of not being in a position to offer cost assistance for the repair..cust requested to speak to previous crm..crm forwarding file to previous crm....Aaron Correll/cac/pdx; 0; 359312068

2001-05-21

crm called cust. crm advised cust this fix is only considered temporary from Vet Museum rep, factory rep & dlr svc. crm advised cust to keep ro, paymt prf, title, towing bill & paymnt in case of future recall. cust ok w/cac. linda maltby/pdx cac; 0; 359337849

2001-08-03

CUST EMAILED ASKING IF THERE WAS A CAMPAIGN ON HIS VEHICLE. CRM ADVISED CUST THERE IS FOR THE SEATBELTS BUT NOTHING YET FOR HIS STEERING WHEEL.....CHRISTINA SOURISA / EMAIL / PDX; 0; 365751230

\*\*\*\*\*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

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

376844

## 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\*\*\*\*\*

GM RESTRICTED

376844

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:

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

CASE NUMBER: 1-48608350 VIN: 1G1YY32G4W5108066  
 DATE 11/12/02 MODEL 1998  
 DATE 11/14/02 SERIES CORVETTE  
 SOURCE: N/AYES MILEAGE 64000.  
 CUSTOMER:  
 ADDRESS:  
 HOME PHONE: STATE: NY  
 BUS. PHONE:

G E N E R A L M O T O R S C O R P O R A T I O N  
 C H E V R O L E T D I V I S I O N  
 G M R E S T R I C T E D

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] Hopewell Jct NY [REDACTED]  
 HOME PHONE:

CASE NUMBER: 1-48608350 VIN: 1G1YY32G4W5108066  
 MODEL YEAR: 1998  
 DATE OPENED: 2002-11-12 SERIES: Corvette  
 DATE CLOSED: 2002-11-14 MILEAGE: 64000.0000000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: N/AYes DEALER NAME: Healey Chevrolet-Oldsmobile, Inc.  
 BRC PARENT: DEALER ADDRESS: 410 Fishkill Ave, Beacon, NY, 12508-1237, USA

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

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

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

Steering column; ; 2002-11-12  
 2002-11-12

SVC MGR; ; 2002-11-12  
 2002-11-14

1-48608350Greenstone; ; 2002-11-14  
 2002-11-14

AVM; ; 2002-11-14  
 2002-11-14

AVM Response; ; 2002-11-14  
 2002-11-14

Service Request has been Closed Satisfied.; ; 2002-11-14

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

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



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

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

TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
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:

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Cape Coral

FL

HOME PHONE:

CASE NUMBER: 1-41067255

VIN: 1G1YY32G4W5110061

MODEL YEAR: 1998

DATE OPENED: 2002-10-15

SERIES: Corvette

DATE CLOSED: 2002-10-16

MILEAGE: 66000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANo

DEALER NAME: Roger Dean Chevrolet of Cape Coral, Inc.

BRC PARENT:

DEALER ADDRESS: 101 SW Pine Island Rd, Cape Coral, FL, 33991-

2046, USA

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

W41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering column; ; 2002-10-15

2002-10-16

Check on diagnosis and maint history; ; 2002-10-16

2002-10-16

Service Advisor Jack; ; 2002-10-16

2002-10-16

Cost assistance; ; 2002-10-16

2002-10-16

Service Request has been Closed Satisfied.; ; 2002-10-16

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

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:

**LOCATION:**

**RESTRAINT:**

**IF SO, WHERE:**

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 1-100128503 VIN: 1G1YY32G4W511D836  
MODEL YEAR: 1998  
DATE OPENED: 2003-05-16 SERIES: Corvette  
DATE CLOSED: 2003-05-16 MILEAGE: 69000.00000000  
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 locking up; ; 2003-05-16  
2003-05-16

Service Request has been Closed Satisfied.; ; 2003-05-16

## \*\*\*\*\*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:  
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:  
HOME PHONE:

Memphis, TN

CASE NUMBER: 1-5776207 VIN: 1G1YY32G4W5111291  
MODEL YEAR: 1998  
DATE OPENED: 2002-06-04 SERIES: Corvette  
DATE CLOSED: 2002-06-26 MILEAGE: 52888.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Airport Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 3441 Airways Blvd, Memphis, TN, 38116-3805, USA

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

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

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

Dlr transfer to CRM ext 48145 Svc advisor Dorana Givens Airport Chevrolet; ; 2002-06-07  
2002-06-10

received call from SVC Advisor; ; 2002-06-10  
2002-06-13

Spoke to Mr. Higgins, svc msg.....; ; 2002-06-13  
2002-06-13

Service Request has been Closed Satisfied.; ; 2002-06-13  
2002-06-13

Spoke with Mr. Higgins; ; 2002-06-13  
2002-06-13

1ft msg.....; ; 2002-06-13  
2002-06-21

Steering wheel locking up; ; 2002-06-21  
2002-06-04

Steering Column lock; ; 2002-06-04  
2002-06-04

Spoke with svc msg Gary Higgins; ; 2002-06-04  
2002-06-04

Svc Mgr Gary Higgins; ; 2002-06-04  
2002-06-04

Svc Mgr, Gary Higgins called in for assistance per your earlier conversation.; ; 2002-06-13  
2002-06-26

AVM Call; ; 2002-06-26  
2002-06-26

Service Request has been Closed Satisfied.: ; 2002-06-26

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

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

DAVIE , FL

CASE NUMBER: 05402701 VIN: 1G1YY32G4W5112893  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-27 SERIES: CORVETTE  
DATE CLOSED: 2001-08-28 MILEAGE: 52000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MAROONE CHEVROLET OF PEMBROKE PINES  
BRC PARENT: DEALER ADDRESS: 8600 PINES BLVD, PEMBROKE PINES, FL, 33024, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) column lock

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\Explore.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\Explore.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\Explore.exe  
http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm])  
Vehicle repair request - Repair not done

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

cust states that his steering colmn has locked 2 times. cust states he was told at maroone chev that his veh doesnt fall w/in the campaign. cust states he just bought a 2001 corvette and is a good gm customer. cust seeks his steering column fixed. crm advised cust campaigns are vin specific because of what date manufactured, plant , and other aspects.; 0; 367782920  
2001-08-27

CUST STATES THAT HE IS HAVING A PROBLEM WITH HIS VEHICLES STEERING WHEEL LOCKING. CUST STATES THAT THE DLR SAYS THAT HIS VEHICLE IS NOT INVOLVED WITH THE RECALL. CUST STATES THAT HIS FRIEND GOT A RECALL NOTICE. CUST SEEKS TO HAVE HIS VEHICLE COVERED.CRM ADVISED I WOULD NEED TO RESEARCH. CRM CONTACTED THE DLR AND LEFT A MESSAGE FOR MANNY(SVC ADV) TO CALL ME BACK. MIKE BODKIN/TAMPA/TIER2; 0; 367786283  
2001-08-28

CRM SPOKE TO THE DLR AND SPOKE TO DAVID BENJAMIN(SVC MGR) WHO STATES THAT HE WILL AUTHORIZE AN ADJUSTMENT FOR THE CUST ON BEHALF OF CUSTOMER SATISFACTION. CRM THANKED AND EXPLAINED TO THE CUST WHO WAS ECSTATIC. CRM PROVIDED FILE # FOR FUTURE REFERENCE.MIKE BODKIN/TAMPA/TIER2; 0; 367869621

\*\*\*\*\*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:

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 RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: 5625777739

CASE NUMBER: 1-121135121 VIN: 1G1YY32G4W5113185  
MODEL YEAR: 1998  
DATE OPENED: 2003-07-18 SERIES: Corvette  
DATE CLOSED: 2003-09-02 MILEAGE: 62000.0000000  
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) Inoperative

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

Steering column locked; ; 2003-07-30  
2003-07-29

1-121135121 Brown Sean 7/29/03 4:00-6:00 p.m. EST; ; 2003-07-29  
2003-07-29

SR follow up.; ; 2003-07-29  
2003-07-30

1-121135121 - Brown 7/30/03 between 6:00-7:00 p.m. EST; ; 2003-07-30  
2003-07-30

SR update; ; 2003-07-30  
2003-07-30

Review for close dis-sat; ; 2003-08-07  
2003-07-31

Offer of Reimbursement for Towing.; ; 2003-07-31  
2003-08-07

1-121135121 - Brown - 8/07/03 Send Call CAC letter if no response.; ; 2003-08-07  
2003-08-07

Created: CAC\_RS0006. SR#1-121135121; ; 2003-08-07  
2003-08-07

Submit for approval Call CAC letter; ; 2003-08-12  
2003-08-12

Correspondence Rejected; ; 2003-08-12  
2003-08-12

RS0006; ; 2003-08-14  
2003-08-13

SR update; ; 2003-08-13  
2003-08-20

1-121135121 - Brown - Check to see if ppwk rcvd.; ; 2003-09-02  
2003-09-02

Service Request has been Closed Dissatisfied.; ; 2003-09-02

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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



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:                      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:

Huntington Beach

CA

HOME PHONE:

CASE NUMBER: 1-116603145

VIN: 1G1YY32G4W5113266

MODEL YEAR: 1998

DATE OPENED: 2003-07-07

SERIES: Corvette

DATE CLOSED: 2003-07-07

MILEAGE: 45000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Delillo Chevrolet CO.

BRC PARENT:

DEALER ADDRESS: 18211 Beach Blvd, Huntington Beach, CA, 92648-

1308, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Campaign: ; 2003-07-07

2003-07-07

Service Request Ownership has changed FROM: TEMPORA TO: POSADAA; ; 2003-07-07

2003-07-07

RFI recall steering column; ; 2003-07-07

2003-07-07

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5875523	VIN Number:	1G1YY32G4W5113855
Date Opened:	9/10/2002	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B30012	Mileage:	92470
Address:	THE ANCIRA-WINTON CHSAN ANTONIO	State:	TX
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN LOCK STEERING COLUMN LOCK MESSAGE AND  
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/10/2002 12:16:22 SBD TEMPLATE - ORR  
STRATEGY BASED DIAGNOSTICS

2\_ 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)

RODOLFO AGUIRRE TECH

CUSTOMER CONCERN -

ENGINE DIES AT IDLE, AND STEERING LOCK MESSAGE

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

CANNOT VERIFY

TAC RECOMMENDATION-

ADVISED DLR TO DUPLICATE CONCERN TO FIND PROBLEM, ALSO ADVISED DLR OF P/I  
A001328, READ CONTENT TO DEALER IF THE VEH IS ATTEMPTED TO BE DRIVEN AND  
THE COLUMN HAS FAILED TO SUCCESSFULLY UNLOCK OR THE BCM DOES NOT  
RECOGNIZE THE UNLOCK, THE SYSTEM WILL TURN OFF THE FUEL AT APPROXIMATELY  
2 MPH. FREQUENTLY, THE CUST WILL DESCRIBE THIS AS "THE VEHICLE STALLED"  
WHILE ATTEMPTING TO MOVE IT.

CUST MAY INTERPRET NORMAL OPERATION FOR ENGAGEMENT  
IN SOME CASES, THE COLUMN LOCK MAY NOT "DISENGAGE" AT START UP AND THE  
CUST DOESN'T NOTICE IT UNTIL TRYING TO TURN WHILE BACKING OUT OF THEIR  
DRIVEWAY. THE VEH MAY ALSO STALL. THIS WOULD NOT BE AN EXAMPLE  
ENGAGEMENT WHILE DRIVING AND THE DEALERSHIP SERVICE DEPARTMENT SHOULD  
CLARIFY THE COMPLAINT WITH THE CUSTOMER. ALSO ADVISED DLR TO CHECK ALL  
POWERS AND GROUNDS AND WIRING CONNECTIONS AND VOLTAGE AT COLUMN LOCK  
MOTOR.

09/10/2002 12:18:22 HISTORY - ORR

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] LONG VIEW TX [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05469711 VIN: 1G1YY32G4W5120878  
DATE OPENED: 2001-09-06 MODEL YEAR: 1998  
DATE CLOSED: 2001-09-06 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 51000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: PETERS CHEVROLET, INC.  
DEALER ADDRESS: SPUR 63 AT COTTON, LONGVIEW, TX, 75601, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
2 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 THAT HIS STEERING COLUMN HAS LOCKED UP, & HE HAS TO HAVE REPAIRS DONE TO VEH & HE JUST HAD THIS DONE A YEAR AGO. CUST STATES THAT DLR HAS TOLD HIM THAT THERE'S A RECALL ON NEW VEH'S FOR THIS, BUT NOT FOR OLDER VEH'S. CUST STATES THAT HE WOULD LIKE TO SEE IF SOMETHING CAN BE DONE TO GET THIS COVERED. CUST SEEKS ASSIST W/REPAIRS. CRM ADV CUST THAT CUST IS UNDER GMPP, & CUST WOULD NEED TO CONTACT GMPP ABOUT ANY ASSIST. CUST STATES CAN DLR CALL. CRM ADV CUST THAT DLR CAN CALL TO VERIFY WHETHER REPAIRS ARE COVERED UNDER GMPP OR NOT, & CUST CAN ALSO CALL. CRM ADV CUST OF PH# TO GMPP. CRM ALSO ADV CUST OF RECALL 00034 ON VEH. CUST STATES THAT HE'S GOING TO HAVE THIS DONE ALSO. CUST THANKED CRM & VICE VERSA.  
MARCIE OCHOA/ATX; 0; 368664050

\*\*\*\*\*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:  
REPOCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:



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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

CRESCENT, PA

CASE NUMBER: 04621922 VIN: 1G1YY32G4W5124719  
MODEL YEAR: 1998  
DATE OPENED: 2001-06-20 SERIES: UNKNOWN  
DATE CLOSED: 2001-06-20 MILEAGE: 20000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: JOHN SERRETTI CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 880 NARROWS RUN RD., CORAOPOLIS, PA, 15108, USA

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

M40 Steering Wheel Other  
0 REPAIR ATTEMPT(S) 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\Plus\Micros-1\Iexplore.exe http://carsweb/webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.html]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

cust states that he had his veh in jon serretti chev to program his keyless entry. cust states that after paying for the repair and trying to leave, the steering wheel was locked and not movable. cust states that the veh was currently at the dealership. cust states that the dlr informed him that this repair would not be covered by chevrolet. cust seeks cost assist with this repair. crm advised that she would need to do further research on this concern. cust requested that the crm call him back. crm contacted the dealership and spoke to service manager. jeff stated that yes the steering wheel locked but he was unable to tell why without pulling it apart and obtaining a diagnosis. jeff stated that would have his corvette specialist take a look at the veh when he returns from gm training on 06/22/01. arv mgr stated that he would be happy to assist within dealer empowerment since he just outside of warranty. jeff stated that he would call the cust back and explain.

kizma kelly/atx/cars; 0; 361904790  
2001-06-20

crm contacted cust back. cust states that he had received a call from jeff the service manager regarding his concern. cust stated that if he does not hear anything on friday that he would be contacting chev again. crm advised cust of request number incases he had to call back.

kizma kelly/atx/cars; 0; 361905158

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

ALBUQUERQUE

PA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 05005196

VIN: 1G1YY32G4W5124719

MODEL YEAR: 1998

DATE OPENED: 2001-07-20

SERIES: UNKNOWN

DATE CLOSED: 2001-07-25

MILEAGE: 24000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JOHN SERETTI CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 880 NARROWS RUN RD., CORAOPOLIS, PA, 15108, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKED

T19 Campaign Correction Required

Other

0 REPAIR ATTEMPT(S)

STEERING COLUMN

## CAMPAIGN

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

CUST STATES STEERING COLUMN LOCKED ON VEH, AND CUST HAD TO HAVE VEH TOWED TO JOHN SAUDER DEALERSHIP. CUST STATES FINDING OUT THERE WAS A CAMPAIGN ON STEERING COLUMN OF VEH. CUST STATES VEH HAS BEEN AT DEALER FOR OVER A WEEK. CUST STATES VEH HAS BEEN IN SHOP DUE TO A DELAY OF PART. CUST STATES, CUST WAS ADVISED PART WOULD BE IN ON 7/20/01. CUST STATES WENT IN TO DEALERSHIP TODAY TO SEE IF PART CAME IN, AND DEALER ADVISED CUST PART IS ON BACK ORDER. CUST STATES DEALER IS UNABLE TO FIND OUT A TIME WINDOW AS TO WHEN THE PART WILL COME IN. CUST IS TWO MONTHS OUT OF WARRANTY. CUST SEEKS TO FIND OUT A TIMEFRAME AS TO WHEN THE PART WILL BE IN. CUST SEEKS TO FIND OUT IF CUST CAN GET RENTAL VEH UNTIL VEH IS REPAIRED. CRM CONTACT DEALERSHIP TO GET PART SPEC NUMBER ON PART. CRM WAS ADVISED DEALER SERVICE DEPT CLOSED AT 5:00PM.. CRM ADVISED CUST WILL CONTACT DEALER 7/23/01 AND WILL CONTACT CUST 7/23/01 BETWEEN 6:00-8:00PM. RENESHA ACOSTA/CARS/TAMPA; 0; 364522020  
2001-07-23

CRM CONTACT JOHN SAUDER DEALERSHIP (717-354-4381) AND SPOKE WITH RICK IN SERVICE DEPT. DEALER STATES THAT VEH IS NOT AT THIS DEALERSHIP. CRM TRIED TO CONTACT CUST TO MAKE VERIFY INFO. ON DEALERSHIP. CUST NOT HOME. CRM LEFT MESSAGE. CRM WILL CONTACT CUST 7/24 AT 5:00PM RENESHA ACOSTA/CARS/TAMPA; 0; 364773215  
2001-07-23

cust states that he recieved a call, crm advised that prev crm was seeking to clarify the dlr that the veh was at, cust states that it is at john seretti in pa, crm advised that we do have that dlr listed, crm advised that she would note in file info and forward to prev crm for callback, crm advised that the prev crm has a callback set for cust tomorrow @5:00pm, cust states that he will expect a callback then, amber tegner,cac,pdx; 0; 364780001  
2001-07-24

CRM TRIED TO CONTACT CUST. CUST NOT AVAL. CRM LEFT MESSAGE. CRM WAS UNABLE TO CONTACT DEALER, DUE TO MEETING. CRM WILL CONTACT DEALER AND CUST 7/25/01 BETWEEN 4:00-6:00PM RENESHA ACOSTA CARS/TAMPA; 0; 364865825  
2001-07-25

CRM CONTACT JOHN SERETTI DEALERSHIP #412-264-3325)- (CRM WAS ADVISED OF WRONG DEALER, JOHN SAUDER). JOHN SERETTI DEALER SHIP ADVISED CRM, PART CAME IN AND VEH HAS BEEN REPAIRED. CRM CONTACT CUST TO UPDATE ON ANY ADDITIONAL CONCERN, CUST NOT HOME. CRM ADVISED CUST IF ANY ADDITIONAL CONCERNS TO CONTACT CAC. RENESHA ACOSTA/CARS/TAMPA; 0; 364944171

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

DIV: CHEVROLET CASE 000145121 TYPE: G-GENERAL  
NAME: HUBER CHEVROLET CO., INC.  
YR/MDL: 1999/CORVETTE

## Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: OMAHA  
VIN: 1G1YY32G4X5103211  
RESP DEALER: 00000  
MILEAGE: 7000  
YEAR/MODEL: 1999/CORVETTE

STATE: NE ZIP: [REDACTED]  
DELIVERY DATE: 09/18/1998

CORPORATE CASE #:

CASE TYPE : G-GENERAL  
OPEN DATE : 03/28/2000

STATUS: C  
ORIG OPEN DATE: 03/28/2000

REOPENED: N

LAST ACTIVITY DATE: 03/31/2000

BY: JUANA

SOTELLO

CLOSE DATE: 03/31/2000

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT

LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER: (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 05373

CONTACTED DATE: 03/28/2000

NAME: HUBER CHEVROLET CO., INC.

DEALER CLOSED: 03/28/2000

CITY: OMAHA

ST: NE

## REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
-----	---	-------	------

M41	0		STEERING COLUMN LOCKED
-----	---	--	------------------------

T04	0		ROADSIDE ASSISTANCE TRANSFERRED/FILE #0015046
-----	---	--	---



## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 03/28/2000 11:48:12  
CUST STATED THE VEH'S STEERING SYSTEM IS LOCKED.  
CUST SEEKS INFORMATION AS TO HOW TO UNLOCK SYSTEM.  
CRM ADVISED CUST WILL TRANSFER TO ROADSIDE ASST/FILE #00150463  
CUST ACKNOWLEDGED.

JUANA SOTELO/AUSTIN/TX

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 03/31/2000 00:00:01  
CASE CLOSED BY SYSTEM  
CASE CLOSED BY SYSTEM

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:

ADDRESS: [REDACTED]

CITY: OMAHA

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: NE

ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

EDDYVILLE

KY

HOME PHONE:

CASE NUMBER: 05881508 VIN: 1G1YY32G4X5103502  
MODEL YEAR: 1999  
DATE OPENED: 2001-11-15 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-15 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ROYAL OAKS CHEV-OLDS-CADI  
BRC PARENT: DEALER ADDRESS: 3417 PARK AVE., PADUCAH, KY, 42001, USA

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

T22 CSI Reply Other  
0 REPAIR ATTEMPT(S) 11/15/01

M02 Steering Linkage/Component Parts  
2 REPAIR ATTEMPT(S) COLUMN LOCKED

Treatment by dealership service

## CRM TO ADVISE:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's service practices. Our dealerships are reviewed on a routine basis within GM Motor Division and all this information is utilized by upper management when conducting those reviews." CRM ACTIONS: CRM to leave an FYI message for the AVM regarding customer concern.

Treatment by dealership service

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

CSI REC'D 11/15/01. KIMBERLEE RHODES/CAC/PDX; 0; 374708619  
2001-11-15

CSI STATES: SOMEWHAT SATISFIED WITH DLR. VERY SATISFIED WITH 1999 CORVETTE. CUST HAD CONCERNS WITH STEERING LOCKING UP. TOOK VEH IN TO DLR AND SVC ADV AND SVC MGR WERE VERY HELPFUL TO CUST. CUST NEEDED A REPLACEMENT VEH AS CUST WAS TO LEAVE IMMEDIATELY FOR TRIP. GEN MGR WAS NOT AT ALL APOLOGETIC AND TOLD CUST HIS COMPLAINT WAS WITH GM AND NOT DLR. DLR WOULD NOT GIVE RENTAL FOR MORE THAN 1 DAY 100 MILES. CUST HAS PURCHASED 12 NEW GM VEH SINCE 1975 ALL FROM COURTEOUS DLR. CUST WAS LOOKING TO BUILD A RELATIONSHIP WITH DLR AS CUST HAD RECENTLY MOVED. CONSEQUENTLY CUST WILL NOT BE WORKING WITH ROYAL OAKS CHEVY. KIMBERLEE RHODES/CAC/PDX; 0; 374708784  
2001-11-15

CRM ATTEMPTED TO CONTACT CUST L/M. REQUEST CLOSED SATISFIED. KIMBERLEE RHODES/CAC/PDX; 0; 374708953

## \*\*\*\*\*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:  
  
ACCOUNT BALANCE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

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:



# Service Satisfaction Survey

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

Edinville KY

Home telephone: (270) 388-2783

Change to: ( )

Please provide us with your preferred email address:

Dear Mr. David M. Baxter:

Our records indicate that you had your 1988 Corvette serviced at Royal Oaks Chevrolet on September 12, 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 Royal Oaks Chevrolet.

Sincerely,

*David L. Wright*

David L. Wright

Director - Customer & Relationship Services



## Instructions

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

☐ Please check this box if you no longer own/lease this 1988 Corvette, and return the questionnaire.

-- PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON SEPTEMBER 12, 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 checked="" type="checkbox"/>           | <input type="checkbox"/>                | <input type="checkbox"/>            | <input type="checkbox"/>                               | <input type="checkbox"/>                      |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | Yes <input checked="" type="checkbox"/>       | No <input type="checkbox"/>             | Don't Know <input type="checkbox"/> | Don't Know <input type="checkbox"/>                    |   |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/>           | <input type="checkbox"/>                | <input type="checkbox"/>            |  |   |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/>  | Somewhat Satisfied <input checked="" type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

## About Your Service Consultant/Advisor

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

161Y7380-005103802 77236

21138380054 00000111428 122828

051

118002



# 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                |
|--|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The ease of getting your vehicle?.....             | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The condition in which it was returned?.....       | <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? ☐ Yes ☒ No
- If NO, why not? (check all that apply)
- |  |   |
|--|---|
| <input type="checkbox"/> Condition explained - repair not necessary            | <input type="checkbox"/> Parts not available          |
| <input checked="" type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair            |
| <input type="checkbox"/> Service Department could not duplicate problem        | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy                       | <input type="checkbox"/> 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                |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| <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 checked="" 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/Not sure      |
|-------------------------------------|--------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Royal Oak Chevrolet?.....
- | 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"/> |
17. Would you recommend this dealership for service?.....
- | Definitely Yes           | Probably Yes             | Maybe                    | Probably Not                        | Definitely Not           |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
18. Overall, how satisfied are you with your 1998 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: See attachment

Vehicle: I have started looking for replacement of this vehicle and have not decided on another Corvette at this time. The 1998 Corvette is my third.

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: 1-800-222-1825

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

Please return this questionnaire in the pre-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10882, TOLSON, OH 44088-0882

09

[REDACTED]  
Eddyville, Ky.  
[REDACTED]

October 25, 2001

Dan Renshaw  
President Renshaw Automotive Group  
4395 Fort Campbell Blvd.  
Hopkinsville, Ky. 42241

Dear Mr. Renshaw,

I am writing you regarding my recent service experience at Royal Oaks Chevrolet and in particular my experience with Bob Penrod, General Manager. I am including additional personal information concerning my background in customer service such that my opinion might have some value to the Renshaw Automotive Group.

I have recently retired after 22 years in the telecommunication services business with Ameritech and SBC (Southwestern Bell Communications). During those years I spent equal time in sales and service. During my final five years I was responsible for communication services provided to John Deere and Eli Lilly. This included over 100,000 lines of voice and data services provided across the continental U.S. This responsibility made me acutely aware of good customer service and the need to treat each customer interface as an opportunity to win a customer for life. As the services I was responsible for were totally electronic, I am also very aware of how difficult electronic granulas can be to repair and the frustration this causes for both the customer and repair persons.

My wife and I recently moved to Barkley Lake, Eddyville area, and we were looking to establish a service relationship with a dealership not only to continue service on my 1999 Corvette, but looking to replace this vehicle when the lease expires in September 2002. My first experience with Royal Oaks Chevrolet involved a recall for seat belt and an oil change. Steve Smith, Service Consultant, welcomed me even though I had not purchased the Corvette from Royal Oaks and the services I required were performed flawlessly.

Recently, I received an additional recall concerning a Steering Column Lock on my Corvette. I had never had the problem the recall addressed but decided to go ahead and make arrangements for the repair. I again had the pleasure to work with Steve Smith and the recall along with oil change was completed on 9/13/01. On driving the Corvette home I stopped to get fuel and the exact thing the recall was to fix occurred and I was stuck 5 miles from home.

I was able to reach Steve Smith and he immediately made arrangements for tow service. I was able to make arrangements to get home and Steve Smith and Tommy Meeks, Service Manager, quickly made repairs to the vehicle. On 9/14/01 I went to retrieve the Corvette and immediately experienced the same problem, Steering Column Lock. This causes the vehicle to be limited to 1 and 1/2 MPH prior to fuel shut off occurring.

Again Steve Smith and Tommy Meeks quickly addressed the problem and the BCM was reset. I believe this is where some improvement in service could occur. Since this was the second time the problem

occurred after the recall part was replaced, I believe a better decision/recommendation to replace the part should have been made. I probably should have demanded the replacement, but trusted the decision and the technician that showed me how to do a manual reset should the problem occur again.

On 9/27/01 my wife and I were preparing to start a four day trip across southern Indiana in the Corvette and in checking the vehicle prior to leaving I encountered the same Steering Column Lock again. This time the steering wheel was locked in position and would not move and the vehicle could only move at 1 and 1/2 MPH. I tried multiple times to manually reset the system as the technician explained without success. I called Steve Smith and explained the problem and he made arrangements for tow service again. I explained the need for expediency as the weekend trip was being impaired. I tried the manual reset a couple more times and finally met with success and called to leave Steve Smith a message that I would be bringing the Corvette in immediately and to cancel the tow service.

Upon arriving at Royal Oaks, Steve Smith and Tommy Meeks assigned a technician as quickly as possible. After going over the Corvette the technician stated the recalled part needed replacement. A part was located in Benton, Ky. And Steve Smith informed me that it was likely the part would fix the problem and he believed the work could be completed by at days end. Since my wife and I had commitments in Bloomington, Indiana for 6:30 pm., I stated this was not good enough and requested a vehicle for use on our four day trip which had already been interrupted. Steve Smith suggested I use my other vehicle, but I explained it was also leased and I did not want to put over 500 miles on the vehicle.

Steve Smith then explained that GM would provide a rental for one day for 100 miles and that was all he was authorized to do and I could pick up the remainder of the rental. I stated this really was not good enough and asked to speak with the Service Manager. Tommy Meeks told me the same thing. In both conversations, Steve Smith and Tommy Meeks embodied the Renshaw Automotive Group mission statement. They were both straight forward, apologized for the situation and said it was the best they could do. I then requested a meeting with Bob Perrod and Tommy Meeks quickly obliged.

A quick review of the situation was given to Bob Perrod and I again restated my request for a vehicle. The reply I received shocked me. Bob Perrod did not offer any negotiation (maybe pay for additional rental days), did not offer something (a free oil change that would bring me back to Royal Oaks) that might make up for my frustration and lost time/trips to Royal Oaks, and did not offer an apology or even a handshake. Bob Perrod asked if I had purchased the Corvette at Royal Oaks and I again explained my recent move and desire to establish a relationship with a dealership. Bob Perrod then told me that he does not provide the warranty on my vehicle and that my problem was with GM.

I am very aware how warranties work as the telecommunications equipment I provided to my customers carried manufacturers' warranties. I also have owned 12 new GM vehicles since 1975 and working with the dealerships received a complete paint replacement on a 1975 GMC van and 1990 Chevrolet 1500. I also received a transfer replacement on the 1999 Corvette I now own. I did not buy any of the 12 new GM vehicles from GM, but from dealerships that treated me as a valued customer and were willing to serve as my advocate with GM or go the extra mile for service to customer, something that Bob Perrod evidently missed in the Renshaw Automotive Group mission statement or at least failed to demonstrate in his encounter with me.

I was turned back to Tommy Meeks and Steve Smith. They quickly made arrangements with Enterprise Rental and I was lucky to meet two wonderful ladies that understood customer service and how to build a lifetime purchaser. They asked about my need for rental car and after hearing my story (I am sure you are aware that a customer will tell at least seven people about a bad service experience and I got my first two within 1/2 hour) did something that took much of the sting out of my day. These wonderful ladies provided me a rental car at a \$17 per day discount. They had no reason to do this, but to make my day better and try to win a customer.

I have a need for a rental car over the holidays (to minimize miles on my leased vehicles) and I will be stopping at Enterprise without checking any place else. I will not expect or demand any special service, but know that I will be treated with respect. I have to start working on replacing the Corvette in December/January as it took me nine months to get the 1999 Corvette. I had hoped the Renshaw Automotive Group would be a good place to start, but now realize that I have to look outside of that organization.

One last suggestion I would make. Bob Penrod owes Steve Smith and Tommy Meeks an apology. He undid all their fine efforts in trying to meet my wants and needs in less than two minutes.

Sincerely,

[Redacted Signature]

Cc: Bob Penrod  
Tommy Meeks  
Steve Smith

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] PHILADELPHIA PA [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 04730472 VIN: 1G1YY32G4X5105623  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-28 SERIES: Corvette  
DATE CLOSED: 2001-09-21 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DAN HECHT CHEV-TOYOTA  
BRC PARENT: DEALER ADDRESS: 2400 S BANKER ST., BPPINGHAM, IL, 62401, USA

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

M01 Steering General Other  
7 REPAIR ATTEMPT(S) STEERING COLUMN LOCKS  
T28 Possible Lemon Law Other  
1 REPAIR ATTEMPT(S) BRC LEGAL  
S13 Reimbursement Requested Other  
1 REPAIR ATTEMPT(S) BRC LEGAL

## Final Repair Attempt

## CRM INSTRUCTIONS:

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

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

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

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

Final Repair Attempt

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

CUST STATES THAT HE IS HAVING CHRONIC PROBLEMS WITH STEERING COLUMN. CUST STATES THAT STEERING COLUMN HAS LOCKED ON HIM TWO DIFFERENT TIMES. CUST STATES THE LAST TIME STEERING COLUMN LOCKED HE WAS ALMOST HIT BY ANOTHER VEH. CUST STATES HE DOES NOT FEEL SAFE IN VEH AND WANTS TO GET OUT OF CURRENT LEASE AND POSSIBLY LEASE A NEW VEH. CUST STATES THAT HE THINKS THIS IS RELATED TO COMPUTER IN VEH BECUASE HE HAS HAD OTHER PROBLEMS SUCH AS TURNING VEH OFF AND TAKING KEY OUT OF IGNITION AND ENGINE KEEPS RUNNING. CRM CALLED GREG APEL AT DEALER BUT HE WAS BUSY WITH ANOTHER CUST. CRM WILL CALL GREG BACK LATER. CHARLIE ZAMORA/ATX/CAC/; 0;  
362599413  
2001-06-28

CRM CALLED DEALER TO REACH GREG APEL BUT HE WAS NOT AVAILABLE. CHARLIE ZAMORA/ATX/CAC.; 0;  
362603953  
2001-06-28

CRM CALLED DEALER TO SPEAK TO GREG APEL BUT HE IS IN A MEETING UNTIL 5:30 PM. CRM CALLED  
CUST AND LEFT MSG ON VOICE MAIL INDICATING THAT I WOULD TRY TO REACH GREG AGAIN ON 6/29.  
CHARLIE ZAMORA/ATX/CAC.; 0; 362615975  
2001-06-29

CRM CALLED TO SPEAK TO GREG APEL BUT HE IS OFF TODAY. CRM WILL CALL GREG BACK ON TUESDAY.  
CHARLIE ZAMORA/ATX/CAC.; 0; 362691472  
2001-07-03

CRM CALLED TO TRY AND REACH CRAIG APPEL TO FIND OUT STATUS OF VEH. CRAIG STATES THAT HE WENT  
TO AVM AND REQUESTED THAT GM BUY BACK VEH BUT HE REFUSED. CRM CLOSING FILE. CHARLIE  
ZAMORA/ATX/CAC.; 0; 363034197

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

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:





# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4836250	VIN Number:	1G1YY32G4X5105823
Date Opened:	6/25/2001	Model Year:	1999
Date Closed:	9/13/2001	Series:	Corvette
Dealer Code:	B15656	Mileage:	43791
Address:	STOCKBURGER CHEVROLENEWTOWN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN STEERING WILL NOT UNLOCK A000265

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--

06/25/2001 13:04:46 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

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

06/25/2001 13:04:46 HISTORY - LESZCYNski LEONARD

SERVICE MANAGER FRANK CALLED AND STATED THAT HE HAS A CONCERN WITH A VEHICLE THAT HAS THE STEERING COLUMN NOT LOCK AND UNLOCK INTERMITTENTLY

DEALER HAS REPLACED THE BOM AND LOCK RELAY DEALER CANNOT DUPLICATE THE CONCERN DEALER IS ASKING FOR PREV CASE INFORMATION DEALER STATES THAT AT TIMES VEHICLE WILL MOVE 16 FEET AND STALL

TAC

ADVISED DEALER TO CHECK FEEDBACK CIRCUIT 1801 FOR OPEN

ADVISED DEALER TO CHECK G201

ADVISED DEALER ON PI A000265 COLUMN DIAGNOSING

06/28/2001 10:27:14 BURKETT - TRANS TO LEN PER DLR REQUEST.

06/28/2001 09:49:53 SHEPHARD - DLR ASM( SARAH) CALLED FOR  
LEN.

TAC ADVISED DLR LEN WAS UNAVAILABLE AT THAT TIME. OFFERED VME.

SARAH STATED SHE WOULD TRY TO CONTACT LEN AGAIN.

TAC LEFT LEN A VME TO CONTACT DLR.

06/29/2001 11:53:01 ERMAN - SARA THE AVM CALLED

SARA WAS LOOKING FOR INFORMATION ON THIS CASE. I DID PUT SARA ON HOLD TO  
TALK WITH BOB CALDRON. WHEN I CAME BACK TO THE PHONE I WAS ON HOLD. I  
WAITED ON HOLD FOR 10 MINUTES AND THEN HUNG UP THE PHONE. SARA NEVER  
CAME BACK TO THE PHONE.

06/29/2001 12:02:38 LESZCYNski -

\*\*\*\*\*DEALER CONTACT NAME AND POSITION\*\*\*\*\*

AVM SARAH

\*TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN\*

2

\*\*\*TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN\*\*\*

8

\*\*RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC\*\*

AVM SARAH CALLED BACK AND IS ASKING FOR ASSISTANCE IN REPAIRING THE  
VEHICLE OVER THE PHONE DEALER FOUND WATER IN THE RIGHT FLOOR FUSE  
BLOCK AND REPLACED THE BCM AND STEERING COLUMN LOCK RELAY DEALER NOW  
CANNOT RELEARN VTD DEALER NOW HAS VEHICLE TORN APART AND IS  
CONFUSED ON HOW TO DIAGNOSE AND REPAIR

\*\*\*\*\*NEW RECOMMENDATIONS\*\*\*\*\*

TAC

ADVISED SARAH THAT I COULD NOT TRAIN THE TECHNICIAN OVER THE PHONE  
ADVISED SARAH THAT I WOULD FORWARD THE CASE TO MY TEAM LEADER  
SARAH CAN BE REACHED AT 216- 860-0200 ASK FOR SERVICE MANAGER  
FRANK MELO

08/29/2001 12:12:11 LESZCZYNSKI

08/29/2001 12:58:29 PRUSINOWSKI -PER CONVERSATION WITH LEONARD  
LESZCZYNSKI IT APPEARS THE AREA VEHICLE MANAGER WAS ASKING FOR LEN TO  
WALK/TALK TECHNICIAN THROUGH BODY CONTROL MODULE REPLACEMENT AND  
PROGRAMMING.

SI-2000 DOCUMENT ID # 400475 BODY CONTROL MODULE REPLACEMENT FOLLOWED BY  
DOCUMENT ID # 400477 BCM PROGRAMMING/RPO CONFIGURATION IS WHAT IS NEEDED  
TO COMPLETE BODY CONTROL MODULE REPLACEMENT.  
I WILL CONTACT THE DEALER TO PROVIDE INFORMATION.

SARAH CURTIS IS THE MARKET AREA SERVICE MANAGER  
NETWORK NODE:914055  
VOICE MAIL BOX:8289

DALE BRIGGS VME IS FULL

MIKE PRUSINOWSKI TEAM LEADER CAR ELECTRICAL GROUP @ EXTENSION 40789

08/29/2001 13:51:52 PRUSINOWSKI - I CONTACTED THE DEALER AND  
SPOKE TO SARAH CURTIS MARKET AREA SERVICE MANAGER AND TECHNICIAN PETE.  
I PROVIDED INFORMATION FROM SI-2000 DOCUMENT ID # 400475 BODY CONTROL  
MODULE REPLACEMENT FOLLOWED BY DOCUMENT ID # 400477 BCM PROGRAMMING/RPO  
CONFIGURATION AND ASKED TECHNICIAN TO VERIFY THE BODY CONTROL MODULE IS  
PROPERLY PROGRAMMED.

I WAS INFORMED THAT THIS BODY CONTROL MODULE WAS REPLACED DUE TO A COLUMN  
LOCK ISSUE AS WELL AS CODES B0432,B0603,B0508,B2788,B2793 CURRENT.  
IN HISTORY B0502,B507,B2483,B2528,B2567,B2588,B2593,B2647,B2648,B2723  
THESE CODES WERE CLEARED AND DID NOT RETURN.

TECHNICIAN REPORTS THAT THE KEY STATUS DOES NOT CHANGE ON THE TECH LL  
SCANNER WHEN KEY IS IN OR OUT. TECHNICIAN ALSO REPORTS THAT THE VOLTAGE  
ON 159 AND 80 AS SEEN ON SI-2000 DOC 484027 AND 484006 IS 10 VOLTS NOT 12  
VOLTS.

TAC ADVISED TECHNICIAN WILL NEED TO CHECK VOLTAGE WITH A DIGITAL VOLT/OHM  
METER (FLUKE) THE VOLTAGE ON CIRCUIT 159 AND 80 WITH KEY IN AND OUT TO  
DETERMINE IF THE CIRCUITS GO TO BATTERY VOLTAGE AND THEN TO GROUND WITH  
KEY IN OR OUT.

I ASKED TECHNICIAN TO VERIFY BODY CONTROL MODULE POWER AND GROUND ON ALL  
CIRCUITS TO THE BODY CONTROL MODULE AS SEEN ON SI-2000 DOC 484027 AND  
484006 WITH A VOLTAGE DROP TEST AND DETERMINE IF THE MODULE IS GETTING  
GOOD POWER AND GROUND.

TECHNICIAN HAS REPLACED THE BODY CONTROL MODULE, THEFT DETERRENT RELAY,  
IGNITION SWITCH CYLINDER AND STATES HE CHECKED THE GROUNDS AND THEY ARE

TIGHT.

I PROVIDED THE MARKET AREA SERVICE MANAGER WITH # FOR DALE BRIGGS GM LIAISON AND MY DIRECT LINE.

DEALER REPORTS THAT THE TESTS WILL NOT BE PERFORMED UNTIL MONDAY.

CUSTOMER AND SALES MGR WANT CAR BOUGHT BACK. MARKET AREA SERVICE MANAGER SAYS NO.

MIKE PRUSINOWSKI TEAM LEADER CAR ELECTRICAL GROUP @ EXTENSION 40769

07/10/2001 14:55:36 BRIGGS - REVIEWED CASE. PLEASE

ESCALATE IF FURTHER ASSISTANCE IS NEEDED. AVM SEEMS TO BE AWARE OF NEED FOR TECH TRAINING....

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

RALEIGH , NC

CASE NUMBER: 05382327 VIN: 1G1YY32G4X5106660  
MODEL YEAR: 1999  
DATE OPENED: 2001-08-22 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-08-22 MILEAGE: 24700  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CHRIS LEITH CHEVROLET INC  
BRC PARENT: DEALER ADDRESS:

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

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

A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) TOWED BY ROADSIDE TO DLR

A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) #01044

## 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 VEH HAS HPRESENTED A LOCK UP CONCERN BEFORE, THAT CUST HAS SET AN APPT FOR MON @ SVC DLR CHRIS LEITH; BUT THAT TODAY VEH LOCKED UP & WONT DRIVE. CUST STATES THAT ROADSIDE CAME & TOWED VEH TO BOBBY MURRAY DLR. CUST SEEKS TO KNOW WHAT TO DO ABT VEH STEERING COLUMN. CRM ADVSD THAT THER EIS OPEN CAMPAIGN ON VEH & TO ADVSD DLR TO ORD CAMPAIGN CORRECTIONS PARTS. ALSO TO NOTIFY SVC DLR THAT VEH WILL NOT BE THERE FOR PRESET APPT , B/C VEH WAS TOWED TO OTHR DLR FOR REPAIR. CRM GAVE CUST CAMPAIGN # & REQUEST #. NO FURTHER ACTION REQUIRED OF CRM-CASE CLOSED. ANDI PAPPAS/CAR/SPDX; 0; 367386446

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

CHILLICOTHE

MO

HOME PHONE:

CASE NUMBER: 03801045

VIN: 1G1YY32G4X5106884

MODEL YEAR: 1999

DATE OPENED: 2001-04-11

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-04-11

MILEAGE: 21000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: Yes

DEALER NAME: BARNES-BAKER MOTORS INC

BRC PARENT:

DEALER ADDRESS: HWY 65 N, CHILLICOTHE, MO, 64601, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

STEERING WHEEL LOCKED AND VEH WILL NOT

START ( CORVETTE)

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 &amp; document a diagnosis and repair plan

\* Coordinate with dealership to assist with customer's repair request

\* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase 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 THE STEERING COLUMN LOCKED ON HER CORVETTE. CUST SEEKS TO KNOW WHAT CAN BE DONE TO UNLOCK. CRM REFERRED TO THE DLRSHIP AND CUST STATES THE DLRSHIP IS SUPPOSE TO BE COMING OUT TO LOOK AT THE VEH. CUST STATES WILL WAIT FOR THE DLR. CRM ADVISED OF NOTICE IN WEB KNOWLEDGE CONCERNING THIS CONDITION. CUST THANKED. JUDY DAWSON/PDX; 0; 355864514

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:



DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

KNOXVILLE

TN

HOME PHONE:

CASE NUMBER: 04753835 VIN: 1G1YY32G4X5110143  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-29 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-07-02 MILEAGE: 30000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BEATY CHEVROLET COMPANY  
BRC PARENT: DEALER ADDRESS: 9615 PARKSIDE DR., KNOXVILLE, TN, 37922, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) steering column lock

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 seeks to unlock steering column, CRM advised unable to find any info re: unlocking steering column, CRM referred roadside asst and dirshp, CRM xfer to roadside and set call back for Mon Jul 2 8-11a PDT. Jennifer McPherson/pdx/cac; 0; 362713801  
2001-07-02

Cust states had to have roadside tow veh to dirshp, states very helpful, seeks nothing further, CRM closing file. Jennifer McPherson/pdx/cac; 0; 362944717

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
ACCOUNT BALANCE:  
LEGAL:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
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 RESTRICTEDCUSTOMER:  
ADDRESS:  
HOME PHONE:

MIAMI FL

CASE NUMBER: 04725146 VIN: 1G1YY32G4X5110868  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-28 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-07-24 MILEAGE: 21000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: MAROONE CHEVROLET OF MIAMI  
BRC PARENT: DEALER ADDRESS: 4181 SW 8TH ST, MIAMI, FL 33134, USA

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

M40 Steering Wheel Other  
2 REPAIR ATTEMPT(S) STEERING WHEEL LOCKS

C07 Window Water Leak  
2 REPAIR ATTEMPT(S) WINDOWS LEAKS AND WILL NOT GO UP AND DOWN

D01 A/C Inoperative  
1 REPAIR ATTEMPT(S) A/C BLOWS HOT AND COLD AIR

M02 Steering Linkage/Component Parts Other  
4 REPAIR ATTEMPT(S) REVERSE GEARS MAKES LOUD NOISE

Repeated part failure after repair

## INFORM THE CALLER:

'General Motors and (XXX Division) work to provide a high quality products that should meet or exceed the customer's expectations, however when dealing with a mechanical part their is always a chance that something might fail. That is something we cannot speculate on, which is why we provide a warranty of 12 months or 12000 miles whichever comes first.'

## VEH REPAIR

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

CUST STATES HE HAS TAKE VEH TO MAROONE # 305-442-1000 AND DADELAND FOR REPAIRS. CUST STATES HE IS STILL EXPERIENCING PROBLEMS WITH STEERING WHEEL LOCKING TWICE REPAIRED; WHEN VEH IS IN REVERSE MAKES A LOUD NOISE 4 TIMES REPAIR; WINDOW LEAKS AND MAKES WIND NOISE; AND A/C BLOWS HOT AND COLD AIR-PASSENGER SIDE HOT-DRIVER SIDE COLD. CUST STATES VEH STEERING WHEEL LOCKED YESTERDAY AND WAS TOWED TO DEALERSHIP. CUST SEEKS TO GET VEH REPAIRED. CRM ADVISED CUST OF TRANSFER TO T-2 DEBBIE BAKER/CARS/TAMPA TIER 1; 0; 362592132  
2001-06-28

CUST STATES VEH IS ABOUT TO BE TOWED TO MAROONE CHEVY OF WEST DADE DUE TO STEERING COLUMN LOCKING. CUST STATES THIS IS 3RD TIME VEH IS GOING TO DLR FOR THIS PROBLEM. CUST STATES WINDOWS WERE NOT ADJUSTED CORRECTLY ON LAST WINDOW REPAIR & VEH NOW HAS LEAK. CUST SEEKS TO HAVE STEERING COLUMN, WINDOW LEAK, A/C, & VIBRATING NOISE CONCERNS REPAIRED CORRECTLY. CRM SPOKE W/MARTIN IN SVC DEPT @ DLR MAROONE OF WEST DADE 786-331-3700 & CONFERENCED CUST INTO CALL. CUST ADVISED DLR OF VEH CONCERNS FOR REPAIR. CUST ADVISED CRM & DLR OF CELL PHONE NUMBER 305-975-0366, DLR ADVISED CUST OF HIS DIRECT CELL NUMBER 786-402-3153. CRM LEFT VME FOR SVC MGR BARBARA MARIN ADVISING HER OF CUST CONCERNS & ASKING FOR HER ASSISTANCE IN RESOLVING CONCERNS. CLARENCE DOAK/CARS/TIER 2/TAMPA; 0; 362594622  
2001-06-29

CRM LEFT VME FOR SVC MGR BARBARA MARIN @ DLR MAROONE CHEVY/W DADE 786-331-3700 ADVISING HER OF CUST CONCERNS & ASKING FOR HER ASSISTANCE IN RESOLVING CONCERNS. CRM SPOKE W/SVC ADV

MARTIN WHO STATES CUST DROVE VEH TO DLR TODAY & STEERING LOCKED UP AGAINWHILE @ DLR. DLR STATES HE ADVISED CUST THEY WILL NOT GET TO VEH BEFORE MONDAY 7/2/01 & CUST HAD NO PROBLEM W/THIS & DID NOT NEED A RENTAL. CRM ADVISED DLR CRM WILL FOLLOW-UP 7/3/01 FOR STATUS UPDATE. CLARENCE DOAK/CARS/TIER 2/TAMPA; 0; 362691313  
2001-06-29

CRM RECEIVED CALL FROM SVC MGR BARBARA MARIN WHO STATES SHE DID NOT CALL CRM YESTERDAY SINCE CUST HAD NOT BROUGHT VEH IN YET. CRM ADVISED DLR CRM OBTAINED STATUS FROM SVC ADV MARTIN AFTER LEAVING VME FOR SVC MGR & THAT CRM WANTED TO ALERT DLR SINCE CUSTSTATES VEH HAS BEEN TO 3 DLRS ALREADY FOR SAME CONCERN. DLR STATES SHE OR MARTIN WILL KEEP CRM UPDATED W/STATUS. CLARENCE DOAK/CARS/TIER 2/ TAMPA; 0; 362693733  
2001-07-24

CRM SPOKE W/CUST WHO STATES DLR DID FIX VIBRATION & STEERING CONCERNS WHICH OTHER DLRS WERE UNABLE TO FIX. CUST STATES HE IS HAPPY W/DLR & PLANS TO TAKE VEH BACK FOR WATER LEAK CONCERNS. CRM ADVISED CUST TO CONTACT CAC IF ANY FURTHER ASSISTANCE IS NEEDED. CUST THANKED CRM FOR ASSISTANCE. CLARENCE DOAK/CARS/TIER 2/TAMPA; 0; 364861955

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

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

BANGOR , PA

CASE NUMBER: 01392464 VIN: 1G1YY32G4X5115553  
MODEL YEAR: 1999  
DATE OPENED: 2000-08-28 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-09-06 MILEAGE: 9500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: BROWN-DAUB CHEVROLET-OLDSMOBILE-VOLV  
BRC PARENT: DEALER ADDRESS: 819 NAZARETH PIKE, NAZARETH, PA, 18064, USA

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

M01 Steering General Inoperative  
1 REPAIR ATTEMPT(S) steering wheel locks up

steering wheel locked, someone from Kerbeck Chev said that it has been a problem on  
corvettes

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

cust states that when they were parked with the engine running, the steering wheel locked in  
place like it would if the car was parked. He states that he was told by someone who works  
at Kerbeck Chev (Atlantic City, NJ) that this has been a problem withCorvettes and to not  
drive it because it could happen when driving. Cust had it towed to his local dlr and they  
are repairing it. cust asks if there is a recall on it; there is not. crm advised the cust  
that we would take note if it and if it does become a recall he will be mailed a notice.  
crm gave the cust the Request # and thanked him for calling us about this problem.

James Lillian /ATX; 0; 99999  
2000-09-06

cust stated that he would like to be reimbursed for the towing expense of \$350 from  
pennsylvania to his home after being at a corvette show and the steering locked up on him.  
the dealer there told cust not to try to drive it as it could cause an accident. cust  
stated that the dealership at his home paid for the towing from his house to them, but would  
like to be reimbursed the \$350 from pa to nj. crm stated to contact his dealer and have  
them send the paperwork through. cust stated would do that. iris hickman/pdx.; 0;  
337108309

\*\*\*\*\*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:  
MILRAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4161188	VIN Number:	1G1YY32G4X5115553
Date Opened:	8/28/2000	Model Year:	1999
Date Closed:	10/6/2000	Series:	Corvette
Dealer Code:	B15636	Mileage:	11807
Address:	BROWN-DAUB CHEVROLETNAZARETH	State:	PA
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN CONTROL LOCK STEERING UNWANTED STEERING

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---

08/28/2000 14:42:47 SBD TEMPLATE - DIEHL

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

08/28/2000 14:42:47 HISTORY - DIEHL

CUSTOMER'S CONCERN; STEERING COLUMN LOCKED UP.

PRELIMINARY DIAGNOSTICS; DLR TECH, TONY MCCARTHY, STS HAS DUPLICATED THE CONCERN, NOT SURE WHAT TO DO.

TAC RECOMMENDS P.I. A000265

STEERING COLUMN LOCK ACTUATOR ADDITIONAL DIAGNOSTICS 97-00 YB

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4883955	VIN Number:	1G1YY32G4X5118419
Date Opened:	7/13/2001	Model Year:	1999
Date Closed:	8/31/2001	Series:	Corvette
Dealer Code:	B14377	Mileage:	5277
Address:	JIM PRICE CHEVROLET CHARLOTTESVIL	State:	VA
Dealer Phone:			

---

SYMPTOM ABSTRACT— CAMPAIGN 01044

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---

07/13/2001 15:04:07 SBD TEMPLATE - ELERT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

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

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

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

\_\_ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

\_\_\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

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

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

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

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

07/13/2001 15:04:07 HISTORY - ELERT

DEALER CONTACT: STEVE DREWRY, SHOP FOREMAN

CUSTOMER CONCERN: STEERING COLUMN WILL NOT UNLOCK, INTERMITTENTLY.

TECHNICIAN REPORTS THAT: HE HAS DUPLICATED THE CONCERN. HE HAS CONFIRMED THAT THIS CAR FALLS UNDER THE PURVIEW OF CAMPAIGN # 01044, BUT HE HAS NO INFORMATION ON THE CAMPAIGN.

TAC RECOMMENDATION: FAXED TECH. A COPY OF THE CAMPAIGN.

REPORT RESULTS TO TAC.

BOB ELERT, 4-0580



SYMPTOM ABSTRACT--- CAMPAIGN 01044

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--

07/13/2001 15:04:07 SBD TEMPLATE - ELERT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

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

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

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

\_\_\_ (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

\_\_\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

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

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

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

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

07/13/2001 15:04:07 HISTORY - ELERT

DEALER CONTACT: STEVE DREWRY, SHOP FOREMAN

CUSTOMER CONCERN: STEERING COLUMN WILL NOT UNLOCK, INTERMITTENTLY.

TECHNICIAN REPORTS THAT: HE HAS DUPLICATED THE CONCERN. HE HAS CONFIRMED THAT THIS CAR FALLS UNDER THE PURVIEW OF CAMPAIGN # 01044, BUT HE HAS NO INFORMATION ON THE CAMPAIGN.

TAC RECOMMENDATION: FAXED TECH. A COPY OF THE CAMPAIGN.

REPORT RESULTS TO TAC.

BOB ELERT, 4-0580

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

CASE NUMBER: 1-182407 VIN: 1G1YY32G4X5119618  
DATE 04/26/02 MODEL 1999  
DATE 05/23/02 SERIES CORVETTE  
SOURCE: N/AYES MILEAGE 26400.  
CUSTOMER [REDACTED]  
ADDRESS [REDACTED]  
HOME PHONE: [REDACTED] STATE FL  
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

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

CASE NUMBER: 1-182407 VIN: 1G1YY32G4X5119618  
MODEL YEAR: 1999  
DATE OPENED: 2002-04-26 SERIES: Corvette  
DATE CLOSED: 2002-05-23 MILEAGE: 26400.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Bill Heard Chevrolet Corporation-Orlando  
BRC PARENT: DEALER ADDRESS: 3455 Orlando Dr, Sanford, FL, 32773-5607,

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

M01 General  
0 REPAIR ATTEMPT(S) Excessive Effort

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

Service Request has been Closed Satisfied.; ; 2002-05-23  
2002-04-26

Steering column locks up; ; 2002-04-26  
2002-04-26

Find out about locked steering column; ; 2002-04-26  
2002-04-29

Make sure campaign repair was done SR 1-182404; ; 2002-04-29  
2002-04-30

Make sure repair has been done; ; 2002-04-30  
2002-05-07

Unable to contact letter; ; 2002-05-23

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

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

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

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:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:  
NAME:  
INTEREST PAID:  
DEALER BUYOUT:  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:  
LOCATION:  
RESTRAINT:  
IF SO, WHERE:  
\*\*\*\*\*ADR INFORMATION\*\*\*\*\*  
EXTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:  
DATE:  
\* BUSINESS: 0  
DATE OF ACCIDENT:  
DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:  
\*\*\*\*\*BRC CONTACT INFORMATION\*\*\*\*\*  
NAME:  
COMPANY:  
ADDRESS:  
CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

AUBURN , CA

CASE NUMBER: 01625842 VIN: 1G1YY32G4X5122390  
MODEL YEAR: 1999  
DATE OPENED: 2000-09-19 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-10-06 MILEAGE: 29055  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: GOLD RUSH CHEVROLET OLDSMOBILE  
BRC PARENT: DEALER ADDRESS:

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

M40 Steering Wheel	Vibration
3 REPAIR ATTEMPT(S)	locked
M41 Steering Column/Lock/Attaching Parts	Shudder
3 REPAIR ATTEMPT(S)	replaced
N46 Keyless Remote Lock System	Inoperative
2 REPAIR ATTEMPT(S)	replaced
C61 Convertible Top - Vinyl Top/Related Parts	Other
2 REPAIR ATTEMPT(S)	oil leak
C28 Seat Belt System	Broken
4 REPAIR ATTEMPT(S)	replaced
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	GMPP

INFORM THE CALLER:

No, they may claim with many repairs or no repair attempts  
many repairs

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

cust states many concerns with this vet.  
cust seeks extended warranty  
crm advises cust that she will call him on tues 9/26/00 at 4pm p time after checking further  
in to this and checking dlrs.Billie Stanford-pdx; 0; 338264856  
2000-09-19

cust called to state one solution he would like to see happen would be for the convertible  
top to be replaced, due to grease leaking through on it. crm advised cust I would document  
request and forward to prev crm so prev crm can take into consideration.ben engstrom/pdx; 0;  
338265298  
2000-09-22

crm after having tm listen to message from andersons chevrolats asm(victor jew) called dan  
hayes at dlr and ask him if he would like to give mr pearson the good news of asm agreeing  
to a no deduct gmpp or should i call cust, he elected to call cust himself and deliver the  
news....crm will still check with cust as follow up on tues 9/26/00 billie stanford-pdx; 0;  
338514456  
2000-09-25

CUST STATED TO CRM THAT IF HE DID NOT GET A GMPP HE WOULD WANT A REPURCHASE, ASM APPROVED  
GMPP; 0; 338779431  
2000-09-25

CRM CALLED DLR BUT WILL NEED TO CALL BACK AT 9AM P TIME ON 9/26/00 BILLIE STANFORD-PDX; 0;  
338779843  
2000-09-27

crm put call thru to dir dan hayes to get the parameters for the gmpp left message on his  
machine;  
business reasons for gmpp are as follows 1)"STILL WITHIN MANUFACTURES ORIGINAL WARRANTY"  
2)CHRONIC REPAIRS ON TWO SEPERATE SAFTETY ISSUES. 3) LOYAL GM CUSTOMER 4) AVM APPROVED GMPP  
BILLIE STANFORD-PDX; 0; 338947930  
2000-09-27

CRM CALLED CUST TO KEEP INFORMED OF WHAT WAS GOING ON AS SHE STATED TO HIM THAT SHE WOULD ON  
9/27/00 AND APOLOIZED FOR NOT CALLING ON 9/26/00 BECAUSE OF NOT BEING AT WORK...BILLIE  
STANFORD-PDX; 0; 338948379  
2000-09-28

ANDERSON CHEVY SRV MGR DAN HAYS NEEDS TO HEAR TO FROM YOU AS SOON AS POSSIBLE. STEVE  
KOYEN,PDX; 0; 339014883  
2000-09-28

CRM TRIED TO CALL DAN HAYES AT DLR SHIP TO NO AVAIL AGIAN, IT WAS 9/28/00 @12:16PM, LEFT  
MESSAGE FOR HIM TO CALL WITH THE PARAMETERS OF THE GMPP FOR CUST PEARSON\*\*\*\*\*NEXT CRM  
PLEASE GET THIS INFO AND ALARM ME\*\*\*\*\*BILLIE STANFORD-PDX; 0; 339023327  
2000-09-28

BUSINESS REASONS FOR GMPP 1) 2 DIFFERENT SAFETY ISSUES a) SEAT BELTS, FIXED 4X'S b) STEERING  
COLUMN FIXED 3X'S 2)APPROVED BY AREA SERVICE MANAGER,VICTOR JEW 3)LOYAL CHEVROLET CUSTOMER  
4) CUSTOMER TALKING REPURCHASE IF NOT A GMPP.5) STILL WITHIN ORIGINALWARRANTY...BILLIE  
STANFORD-PDX.; 0; 339023626  
2000-09-29

CRM CALLED DLR DAN HAYES,SRV MGR,14082534000 TO TRY AND GET PARAMETERS OF GMPP ON 9/29/00  
@9:02, LEFT MESSAGE TO GET PARAMETERS FOR GMPP\*\*\*\*\*NEXT CRM,\*\*\*\*\*PLEASE GET THESE  
PARAMETERS FROM MR. HAYES THAN ALARM ME...BILLIE STANFORD-PDX; 0; 339098094  
2000-10-02

CUST CALLED IN AND WANTED TO KNOW IF ANY INFO HAS BEEN DOCUMENTED CRM ADVISED PREV CRM IS  
TRYING TO CONTACT SVC MGR. CUST STATES HE SPOKE TO SVC MGR AND SVC MGR HAS CUST FILE ON DESK  
AND IS WAITING TO TALK TO CRM. THIS CRM WILL FORWARD FILE AND LOCATE PREV RM TO LET HER  
KNOW TO CALL SVC MGR BECAUSE HE IS ALSO WAITING TO TALK TO HER.  
CORRINA RODRIGUEZ/PDX; 0; 339383344  
2000-10-02

CRM GAVE MESSAGE TO TM MAIRA ESPINOZA TO GIVE TO PREV CRM  
CRM WILL FORWARD FILE  
CORRINA RODRIGUEZ/PDX; 0; 339384105  
2000-10-02

CRM CALLED ANDERSON CHEVROLET AND TALKED TO DAN HAYES AGAIN, HE HAS FAXED THE PAPERWORK OFF  
TO VICTOR JEW THE ASM AND HAS NOT HEARD BACK FROM HIM, THIS CRM HAS ALSO MADE ANOTHER CALL  
TO THE ASM TODAY AND IS WAITING FOR AN ANSWER BACK...  
CRM CALLED CUSTAND RELAYED THE INFORMATION TO HIM..BILLIE STANFORD-PDX; 0; 339385632  
2000-10-06

Customer called to state he would not like a GMPP he would like the veh repurchased. Cust  
stated that last night his veh failed and he went into a ditch. Cust is not willing to  
accept a protection plan. Crm advised that repurchase would more than likely not be done.  
Crm advised that repurchase would have to be taken up at the dirshp. jeannette lara...atx;  
0; 339700295



2000-10-06

request resumed number 01625842. jeannette lara...atx; 0; 339700376

\*\*\*\*\*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: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MSRP: NADA: 0  
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

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 BOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4776065	VIN Number:	1G1YY32G4X5122986
Date Opened:	5/31/2001	Model Year:	1999
Date Closed:	6/5/2001	Series:	Corvette
Dealer Code:	B07605	Mileage:	20235
Address:	RAMEY CHEV OLDS CADISHERMAN	State:	TX
Dealer Phone:			

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SYMPTOM ABSTRACT-- COLUMN DISPLAY LOCK 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--

05/31/2001 10:18:16 SBD TEMPLATE - SEARS

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

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

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

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

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

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

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

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

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

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

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

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

05/31/2001 10:18:16 HISTORY - SEARS

DLR TECH TERRY STS VEH HAS STEERING COLUMN WILL NOT UNLOCK AND IS LOOKING FOR SUGG BECAUSE HE REPLACED THE COLUMN LOCK MOTOR ABOUT A YEAR AGO

TAC SUGG TO TERRY

1) PI A000265A 5-22-01 SUPERSEDES A000265 9-7-99 AND CASES OF REPLACING

**RELAY AND MOTOR**

**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 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.

06/06/2001 16:35:57 LESZCYNski - CALLED IN CASE CLOSING

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4250071	VIN Number:	1G1YY32G4X5125306
Date Opened:	10/5/2000	Model Year:	1999
Date Closed:	11/9/2000	Series:	Corvette
Dealer Code:	B02492	Mileage:	14669
Address:	PINE BELT ENTERPRISELAKEWOOD	State:	NJ
Dealer Phone:			

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SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN LOCK MESSAGE NO CODES  
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---

10/05/2000 09:33:19 SBD TEMPLATE - SIMPSON

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION  
\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION  
\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP  
\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)  
\_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)  
\_N\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE  
\_N\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT  
\_Y\_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)  
\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:  
\_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)  
\_N\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)  
\_N\_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

10/05/2000 09:33:19 HISTORY - SIMPSON STEVE ZBORAY S M,  
STATES THE STEERING COLUMN LOCK MESSAGE WAS ON, COLUMN WOULD NOT UNLOCK.  
DEALER STATES THERE ARE NO CODES, CALLING ON PI# A000265.

ADVISED OF PI# A000265, 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.

DEALER TO ADVISE.

11/09/2000 15:20:59 SIFTON

- - FAXED CASE CLOSING

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4335818	VIN Number:	1G1YY32G4X5126522
Date Opened:	3/20/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B39257	Mileage:	26566
Address:	BILL HEARD CHEVROLET LAS VEGAS	State:	NV
Dealer Phone:			

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SYMPTOM ABSTRACT--- COLUMN LOCK PERFORMANCE STEERING B2587 WITH C

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/20/2003 13:16:03 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_9\_ 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)

RAIN GUND TECH.

CUSTOMER CONCERN -

STEERING WON'T UNLOCK.

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

DUPLICATED. B2587 CURRENT. REPLACED 2 LOCKS. DEALER HAS DIAGNOSED IT TO THE LOCK AGAIN.

TAC RECOMMENDATION -

TAC ADVISE DEALER TO USE THE 2001 DIAGNOSTICS TO DIAGNOSE THIS CONCERN.

TAC ADVISE DEALER TO CHECK FOR LOOSE CONNECTIONS OR POOR TERMINEL CONTACTS.

TAC ADVISE DEALER OF NO LIKE CASES BULLETINS OR P/I.





GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED]

KNOXVILLE

TN [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 02092541

VIN: 1G1YY32G4X5126973

MODEL YEAR: 1999

DATE OPENED: 2000-10-31

SERIES: CORVETTE CONV

DATE CLOSED: 2000-11-13

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: FOX CHEVROLET OLDSMOBILE OF OAK RIDG

BRC PARENT:

DEALER ADDRESS:

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

M01 Steering General

Other

2 REPAIR ATTEMPT(S)

LOCKED UP

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

RUBBING NOISE TURNING LEFT

R55 CD Player/Changer

Inoperative

1 REPAIR ATTEMPT(S)

WAITING 6 WKS FOR REPLACEMENT

B14 Door (Including Sliding

Cracked

0 REPAIR ATTEMPT(S)

PASSANGER SIDE - 2 CRACKS

C61 Convertible Top - Vinyl Top/Related Parts

Excessive Play

0 REPAIR ATTEMPT(S)

CRACKING

## CRACKS IN PASSANGER DOOR

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

CUST STATES THERE ARE 2 LARGE CRACKS IN THE FIBERGLASS ON THE PASSANGER DOOR. CUST STATES ACCORDING TO DLR, SHE HAS 2 CHOICES: REPLACE DOOR (AND HOPEFULLY THE PAINT WILL MATCH) OR REPAIR THE DOOR. CUST STATES SHE HAD A CONCERN WITH THE STEERING LOCKINGUP. CUST STATES 1ST TIME IT WENT TO THE DLR, THEY WERE UNABLE TO FIND ANYTHING WRONG. CUST STATES WHEN IT HAPPENED A 2ND TIME AND WAS TOWED TO DLR, THEY REPLACED A PART. CUST STATES NOW THERE IS A RUBBING NOISE WHEN TURNING LEFT. CUST STATES THE CD PLAYER HAS NEVER WORKED AND THEY HAVE BEEN WAITING 6 WEEKS FOR A REPLACEMENT.

CUST SEEKS TO HAVE VEHICLE REPAIRED.

CRM CONTACTED CUST; LEFT MESSAGE TO CALL CAC.\*\*\*CATHERINE CARLTON-BERTONCINI/TAMPA; 0; 99999 2000-11-07

CRM SENDING LETTER TO CONTACT CAC - LEFT MESSAGE ON 10/31/00 - NO CUST RESPONSE.\*\*\*CATHERINE CARLTON-BERTONCINI/TAMPA; 0; 342459370 2000-11-07

DLR - 865-457-0915; 0; 342473258 2000-11-07

CORRECT DLR NBR - 865-483-8488; 0; 342473475 2000-11-07

CUST CALLED IN REGARDING CAC LETTER, CUST STATED THAT HIS CRACKS IN HIS DOORS HAVE NOT BEEN REPAIRED, THE CD CHANGER HAS NOT BEEN REPLACED, THERE IS A NOISE IN THE STEERING COLUMN AND

NOW THERE IS A CRACK IN THE CONVERTIBLE TOP. CRM CALLED SVC MGR AT DLR, WHO STATED TO CALL  
BACK ON MON AND TALK TO THE SVC DIRECTOR, BOB SKURTDE. CRM ADV CUST. PATTY JOHNSTON/PDX; 0;  
342475379  
2000-11-08

auditor rejecting  
cust has returned call  
eureka allen/tpa; 0; 342565499  
2000-11-13

CRM TRIED TO CALL 'BOB' AND HE NO LONGER WORKS FOR THE COMPANY. CRM ASKED FOR SVC MGR, AT  
LUNCH, WILL CALL BACK IN ONE HOUR. PATTY JOHNSTON/PDX; 0; 342987024  
2000-11-13

CRM SPOKE WITH JEFF, NEW SVC MGR WHO STATED THAT HE HAS LITTLE INFO ON THIS SUBJECT HOWEVER,  
THE CUST CAN CALL HIM AND THRY WILL TAKE IT STEP BY STEP. CRM CALLED CUST AND ADV HIM TO  
CONTACT JEFF AT DLR AND THEN WE CAN FIGURE OUT WHERE TO GO FROM HERE. PATTY JOHNSTON/PDX; 0;  
342997707

\*\*\*\*\*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:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
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:



★ ★ ★  
136  
4960 00.330  
8119  
PB9851535  
OCT 20 00  
MAILED FROM ZIP CODE 37757

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

10-27-00P06:41 RCVD

CHEV047 480075040 1100 12 10/26/00  
NOTIFY SENDER OF NEW ADDRESS  
GM CHEVROLET CAC  
PO BOX 33170  
DETROIT MI 48232-5170

48007-7047

|||||

October 20, 2000

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
P.O. Box 7047  
Troy, MI 48067-7047

Dear Sir:

In writing to you in regards to my 1999 Corvette, which was purchased on May 27, 1999 from Fox Chevrolet in Oak Ridge, Tennessee. The Vin# is 1G1YY3204X5126973. We have our own business and we know how important customer satisfaction is and I am not satisfied with the dealer or the automobile.

Our problems first began when the steering locked up and after having towed to the dealer, we were told there was nothing wrong with it. Shortly after that it happened again, after waiting 6 hours for the tow truck, it was again taken to Fox, where the part was replaced, which is great, but now there is a rubbing noise when you turn left. The CD player has never worked, and the dealer asked that we bring the car in so that they could determine what was defective, which we did. It has now been over 6 weeks and a replacement still has not installed.

The major problem, and again we have been working with the dealer, is the passenger side door has two large cracks in the fiberglass. We have two choices, replace the door, and there is a good possibility that the paint won't match, or repair the door. The reason that we bought the Corvette, is that we had a 1984, and loved it, never had a problem with it, but due to family circumstances we had to sell it, so when we were financially able we bought another one.

As my husband tells our customers, "I can't fix it if I don't know its broken", well its broken.

Sincerely,



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

KILGORE , TX 75662

CASE NUMBER: 02314596 VIN: 1G1YY32G4X5128741  
MODEL YEAR: 1999  
DATE OPENED: 2000-11-21 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-11-21 MILEAGE: 16000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DURHAM CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 1611 N HWY 259, KILGORE, TX, 75662, USA

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

N15 Headlamp Wiring/Switch Other  
0 REPAIR ATTEMPT(S) WILL NOT TURN OFF

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

C44 Sunroof/T-Top (including Power - Removable Top)  
2 REPAIR ATTEMPT(S) Water Leak  
LEAKING WHEN IT RAINS

A12 Miscellaneous - Not Classified Other  
0 REPAIR ATTEMPT(S) BUY BACK VEH

C21 Seat Track/Adjuster/Rail/Anchor Bolts Other  
0 REPAIR ATTEMPT(S) MALFUNCTION KEPT MOVING FORWARD

## BUY BACK

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

CUST STS VEH HAS HAD NUMEROUS PROBLEMS SINCE HE BOUGHT VEH....CUST STS SEAR ADJUSTER HAS A MEMORY CHIP AND WHEN VEH WAS STARTED THE SEAT KEPT GOING FORWARD ALL THE WAY TOWARD THE STEERING WHEEL, CUST STS IF HIS WIFE WASN'T A SMALL AS SHE WAS IT WOULD HAVE CRUSHED HER....CUST STS THIS HAS HAPPENED TWICE AND CUST STS HE HAS ADDRESS THIS CONCERN TO DLR AND THEY LAUGHED AT HIM....CUST ALSO STS VEH HAS BEEN TOWED 4 TIMES TO DLR DUE TO STEERING WHEEL LOCKING UP, AND THE STEERING COLUMN HAS BEEN REPLACED AND CUST IS STILL EXPERIENCING STEERING WHEEL LOCKING UP, ALSO CUST CONVERTIBLE TOP HAS BEEN LEAKING WHEN IT RAINS, AND STS IT STILL LEAKS....CUST STS CURRENT PROBLEM IS THE HEADLIGHTS WILL NOT TURN OFF, AND HE IS HAVING VEH TOWED TO DLR BECAUSE HE FEELS IT ISN'T SAFE TO DRIVE...CUST SEEKS VEH BUY BACK....CRM CALLED DLR AND SPOKE W/SVC MGR TAMMY TROTTER....MS. TROTTER INFORMED CRM THAT SHE WILL DIAGNOSE VEH AND SPEAK W/THE CUST...MS. TROTTER STS IF SHE FINDS THE PROBLEMS STILL EXIST SHE WILL CONTACT HER AVM; 0; 343674261  
2000-11-21

\*\*\*\*\*CONT\*\*\*\*\* ABOUT POSSIBLE BUY BACK OF VEH....CRM INFORMED SVC MGR THAT CUST WANTS TO BUY ANOTHER CORVETTE, BUT WANTS THIS ONE BOUGHT BACK....SVC MGR INFORMED CRM THAT THIS IS UP TO THE AVM....CRM INFORMED CUST THAT SVC MGR WILL LOOK AT HIS VEH AND MAKE DIAGNOSIS, AND IF SHE THINKS THE VEH IS STILLING HAVE THE SAME PROBLEMS, SHE WILL DISCUSS W/AVM ABOUT BUY BACK.....  
ROXANNA GODFREY/ATX; 0; 343674431

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:



DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:  
  
ACCOUNT BALANCE:  
LEGAL:  
  
DEALER ADMINISTRATION:  
RELEASE:  
  
REPLACEMENT VIN:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:  
  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	3370916	VIN Number:	1G1YY32G4X5129176
Date Opened:	8/3/1999	Model Year:	1999
Date Closed:	9/15/1999	Series:	Corvette
Dealer Code:	B09385	Mileage:	1000
Address:	MONTE ZINN CHEVROLETS	State:	OH
Dealer Phone:	SPRINGFIELD		

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SYMPTOM ABSTRACT--- COLUMN CLOUMN LOCKED AND WONT UNLOCK INT

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/03/1999 08:22:53 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

08/03/1999 08:22:53 HISTORY - MASON

DEALER CALLED AND STATED THAT COULMN LOCKED INT AND THAT WAS TOWED IN.

DEALER REPLACED BCM AND DIDNT FIX VEH HAS VARIFED ALL POWERS AND GROUNDS.

TAC SUGGESTION

TO REPLACE ACUATOR ASSY FOR COLUMN.

08/05/1999 17:08:03 STEVENS - TECH CALLED BACK AND REPLACED  
LOCK ACTUATOR MOTOR AND LOCK CONCERN RESOLVED BUT TELESCOPEING INOP NOW

TAC SUGESTS TO RECHECK WHT WAS JUST DONE , FOR DISTURBED TELESCOPEING  
CONECTORS AND TO CHECK FOR 5V REF AT A - C212 AND TO CHECK  
C210 A TO B FOR POWER AND REVERSING VOLTAGE TECH TO RETURN CALL

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6336037	VIN Number:	1G1YY32G4X5128274
Date Opened:	3/20/2003	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B15090	Mileage:	33132
Address:	PRINCETON CHEVROLET LAWRENCEVILLE	State:	NJ
Dealer Phone:			

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SYMPTOM ABSTRACT--- LOCK INTERMITTENT NO UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/20/2003 13:42:27 SBD TEMPLATE - SLEEMAN

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)

DAVID WAGNER, TECHNICIAN

CUSTOMER CONCERN -

COLUMN LOCK WILL NOT UNLOCK AFTER THE VEHICLE SITS IN THE SUN AND THE INTERIOR IS HOT.

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

UNSURE HOW TO PROCEED.

TAG RECOMMENDATION -

ADVISED TO REPLACE THE COLUMN LOCK MOTOR.

03/20/2003 13:42:27 HISTORY - SLEEMAN

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

PALM BEACH GARDEN  
FL

HOME PHONE:

CASE NUMBER: 03713450 VIN: 1G1YY32G4X5132384  
MODEL YEAR: 1999  
DATE OPENED: 2001-04-04 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-05-22 MILEAGE: 21000  
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\*\*\*\*\*

N02 Battery	Other
1 REPAIR ATTEMPT(S)	LEAKING ACID/repared
M01 Steering General	Other
1 REPAIR ATTEMPT(S)	STEERING COLUMB LOCKD/required alignment
S13 Reimbursement Requested	Other
3 REPAIR ATTEMPT(S)	\$100.12 for alignment
F10 Front Suspension	Misaligned
1 REPAIR ATTEMPT(S)	ALIGNMENT

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- \* Identify and Determine Customer's expectation
- \* Determine Customer's expectation
- \* Determine if any manufacturer / parts warranty remains in effect
- \* Probe to determine if consumer has an "Extended Warranty" GMPP or other
- \* Reference WKC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
[http://carsweb/webknowledge/Goodwill/Goodwill\\_Main.htm](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 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\*\*\*\*\*

CUST CLLD STATING HE HAD A CONCERN WITH HIS VEHICLE. HE STATES ON SATURDAY, MARCH 31 HIS  
VEHICLE WAS INOPERABLE. HE STATES HIS STEERING COLUMB WAS IN LOCK POSITION. HE CLLD  
ROADSIDE AND HAD VEHICLE TOWED TO DLRSHIP. MONDAY, SVC CHKD OUT SITUATION AND FOUND THAT

BATTERY WAS LEAKING ACID WHICH CAUSED THE SECURITY TO KICK IN CAUSING THE STEERING COLUMN TO LOCK. CUST RQSTD HIS FRONT END ALIGNMENT BE CHKD DUE TO TOW LOADED VEHICLE IN CROOKED POSITION, WHICH CUST FEELS COULD CAUSE FRONT END ALIGN TO BE THROWN OFF. SVC TOOK CARE OF THIS FOR CUST PER HIS RQST AND CUST WAS CHRGD \$100 FOR THIS. HE IS SEEKING REIMBURSEMENT FOR THIS FEE DUE TO HIS FEELING THAT IT WAS CAUSED FROM THE STEERING COLUMN BEING LOCKED AND THEREFORE VEHICLE CANNOT BE STEERED DURING THE TOW. CUST STATES HE JUST HAD FRONT END ALIGN DONE LESS THAN A MONTH AGO WHEN HE HAD PURCHASED NEW TIRES. CRM CONTACTING DLRSHIP. SUZANNE SUTHERLAND/CAC/PDX; 0; 355250486

2001-04-04

CRM CONTACTED DLRSHIP AND SPOKE WITH KEVIN KNEBEL, SVC MGR. HE STATES THAT CUST DID INDEED HAVE ALL WORK DONE AS STATED. HE ALSO STATES THAT CUST DID REQUEST FOR SVC TO CHK THE ALIGNMENT AND IF IT WAS OUT TO REPAIR. HE STATES CUST WAS AWARE THAT IT WAS OUT AND WAS AWARE HE WAS RESPONSIBLE FOR THE COST. HE STATES THE TWO ISSUES ARE NOT RELATED AND THEREFORE CUST WILL NOT BE REIMBURSED FOR THIS FEE. HE STATES THAT IF CUST FEELS HIS ALIGNMENT SHOULD NOT HAVE GONE OUT THAT HE SHOULD GO BACK TO WHOEVER DID THE TIRES AND ALIGN PRIOR. CRM RELAYED THIS TO CUST WHO IS NOT HAPPY WITH THE OUTCOME. HE STATES HE WILL TAKE IT TO THE PARTY RESPONSIBLE FOR THIS PRIOR WHICH IS ANOTHER CHEV DLRSHIP. HE WILL GET THIS TAKEN CARE OF. SUZANNE SUTHERLAND/CAC/PDX; 0; 355250644

2001-04-05

CUST STATES THAT THE VEH WAS TOWED INTO THE NEAREST DLR NOT THE DLR HE BOUGHT THE VEH. CUST STATES THAT THE VEH WAS ALIGNED AT THE NEAREST DLR. CUST STATES THAT THE DLR THE VEH WAS BOUGHT AT STATES THAT THE VEH WAS ALIGNED TO THE WRONG SPECIFICATIONS. CUST STATES THAT MAROONY DLR, WHERE VEH WAS BOUGHT, IS DOING HIS ALIGNMENT OVER. CUST SEEKS HIS \$100 BACK FROM ED MORSE DEALERSHIP. CRM ADVISED ESCALATION TO TIER II. IRITA EDWARDS/TAMPA/TIER 1; 0; 355350941

2001-04-05

cust states that he had his tires replaced so he had an alignment. cust states that he then had his steering wheel lock up only a few weeks later. cust states that because the steering wheel was locked they had to put veh on tow truck on an angle. cust states that he had dealer check alignment in case it was thrown off due to towing. cust states that he had to pay \$100.12 for alignment. cust states that was yesterday and now he is back for alignment because the specs that were used are incorrect. cust states that this alignment is being paid for by dealer. cust states that he feels the 2nd alignment was not his fault. cust states that the dealer that did 2nd alignment states that the 1st alignment was done incorrectly and was not a result of towing. cust seeks reim of \$100.12 for 2nd alignment. crm spoke to team mgr. it was found cust would be offered reim through cac or a free alignment to satisfy cust. crm offered the cust option of reim or free alignment. cust accepted reim.....; 0; 355353751

2001-04-05

.....crm advised cust to send needed docs to cac. crm advised cust of address and needed docs. cust states that he will send docs asap and thanked crm. mark kazmierski, cars, tampa; 0; 355353787

2001-04-10

CRM RECEIVED DOCUMENTS FOR REIMBURSEMENT. CRM ATTACHING TO PREVIOUS FILE AND FORWARDING BACK TO THE CRM TO BE PROCESSED.

KRISTIE HARDCASTLE - TPA AUDITOR/CAC; 0; 355764153

2001-04-11

crm received docs. all docs are present that are required. crm will process reim for \$100.12 for alignment. mark kazmierski, cars, tampa; 0; 355846109

2001-04-11

crm called dealer. ed morse chevy. spoke to ken (svc advisor). he verified that the charge of \$100.12 was for a 4 wheel alignment. crm advised that was all crm needed.; 0; 355876865

2001-04-13

File Summary: Reimbursing for 4 wheel alignment, amount \$100.12. Reasons for reim cust paid for alignment and then had to have veh realigned possibly due to the way veh was put on tow truck because of warranted concern (steering wheel lock). cust then had to pay for alignment again only a few days after first alignment. cust then had to have veh aligned again only a few days later because dealer used incorrect specs, but cust did not pay for this alignment. to completely satisfy cust, crm is reim for 2nd alignment.

Invoice- C88257 4/3/01

Labor= \$89.95

Misc= \$4.50

Tax= \$5.67

Total= \$100.12

Included is proof of payment, copy of credit card receipt. Included is proof of ownership, copy of registration.

Approved by crm and forwarding for next level of approval. mark kazmierski, cars, tampa; 0; 356018243

2001-04-13

TM APPROVES REIMBURSEMENT IN THE AMOUNT OF \$100.12 FOR CUST INCONVENIENCE.

JENNIFER JARRETT/TM/TAMPA; 0; 356018758

2001-04-17

PRE-APPROVE REQUEST FOR REIM OF \$100.12 FOR ALIGNMENT DUE TO INCONVENIENCE. CUST VEH PUT ON TOW TRUCK INCORRECTLY

PAMELA MOREAU/ TPA GOODWILL LIAISON; 0; 356397029

2001-04-18

1ST LEVEL OF APPROVAL FOR REIMBURSEMENT REQUEST IN THE AMOUNT OF \$100.12, ALL REQUIRED DOCUMENTS ARE ATTACHED TO REQUEST. BETSY MCGHEE/GOODWILL APPROVAL GROUP/TAMPA; 0; 356473902

2001-05-22

CHECK # 900478638 FOR \$ 100.12 MAILED ON 04/20/01 .... JAY FAGRE TAMPA IRC; 0; 359417239

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:



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

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

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

April 17, 2001

[REDACTED]  
Palm Beach Garden, FL [REDACTED]

Request: C03713450

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 1999 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$100.12. 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,

Mark Kazmierski  
Customer Relationship Manager

RS0005-T/pjm

Police John E. Jones, R. 2



04-39-01701-31 NGW

CHEVROLET  
REF. FILE # 03713450  
PO. Box 33170  
DETROIT, Mich. 48232

ATTN: MARK KAZNIEWSKI

48232/6170



REG. FEE	UNIT FEE	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$53.00	\$	\$3.00	\$	\$0.00	\$

PLATE ISSUED	DATE ISSUED	INTERNEY ADDM FEE	VOLUNTARY CONF. TOTAL	GRAND TOTAL
	03/26/01	\$0.00	\$	\$56.00

# FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 03/26/01  
 DL#: 0620173391710  
 TRF#: 000000 DECH#: 22361432 EXP: 05/11/02  
 VIN: 1G1YV3260S122284 TC: 77580876 YR/MAKE: 1985 CHEV

PALM BEACH, FL

S1587 B#: 160168 R#: 277551587

ELMORE CHEVROLET  
2677 N LAKE BLVD  
PALM BEACH, FL 33403

8870th St  
 541-5-3 56-2-1  
 742000  
 0902052005

REF: 434  
ID TYPE: INTERPOL  
IN TYPE: FUGITIVE  
DATE: APR 04, 80 05:22/15

**\$100.12**

OCT: 529431559-1403.      EXP: 07-83  
 FBI: 01-14C  
 NAME: NICK N. (1902)

CORPORATE ACKNOWLEDGES RECEIPT OF 6906  
NEW OR SERVICES IN THE AMOUNT OF THE  
TOTAL \$604 NEW OR AND AGREES TO PERFORM  
THE OBLIGATIONS SET FORTH BY THE  
CORPORATE'S AGREEMENT WITH THE ISSUER

THE LOPE-RECHART 20701 03F4-43123

13088257

*Kevin Susan Southwell*  
*Kaevel*  
**MORSE**

02512150  
 NORTH LAKE BLVD  
 FORT LAUDERDALE, FLORIDA  
 33308-1444

edmore.com

*Auto E-worx*  
*Chev Sprint*

FLORIDA MOTOR VEHICLE REPAIR  
 REGISTRATION # 07208  
 CERTIFICATE # 00978

2221020  
 USA

**DISCLAIMER OF WARRANTIES**

THE SELLER, ED MORE INC., HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT, WITHOUT ANY OTHER PERSON'S LIABILITY FOR IT, IN CONNECTION WITH THE SALE OF THE PARTS.

**PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.**

ACKNOWLEDGE RECEIPT OF  
 PARTS AND LABOR  
 BELOW

*Paul [Signature]*

UNSURE TO: [Redacted] **CONSUMER INFORMATION -- INVOICE # 000237**  
 [Redacted] **PALM BEACH GARDENS FL [Redacted]**

**VEHICLE INFORMATION**  
 VIN 1G1Y122M5122204 LICENSE NUMBER F [Redacted]  
 99 CHEVROLET CORVETTE VETTE 2DR CDR RED  
 MAKE IN SERVICE: 071499  
 DATE OF SALE: 04/03/2004  
 DIST: CR

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
01	CLUT STRESS STEERING COLUMN LOCKING KEY	NO110	119	.3	19.22
02	REPLACE LOCKING KEY				
03	REPLACE BATTERY AND FORTUNE KEY CLEAN AND REPAIR UNDER BATTERY				
04	TRY KEY SET BARGE				
	PART NUMBER	QTY	NOTE	DESCRIPTION	SELL
	000 000000001	1			107.00
	000 000017444	1			1.64

**FACTORY**  
 TECH 119 - SHEFFIELD, PHIL  
 COND CODE: 1 01  
 PART CODE: 1 01  
 PART CODE: 1 01  
**SUBTOTAL**  
 DEALER INSTALLED PARTS 109.32  
 MECHANICAL LABOR 19.22  
 TOTAL CHARGE FOR CONCERN 128.74

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
02	CLUT STRESS KEY ONLINE WACCUATE PLANNING	L1200	119	1.3	63.36
03	REPLACE FUEL SENSOR KIT				
	PART NUMBER	QTY	NOTE	DESCRIPTION	SELL
	000 000099004	1		SENS KIT	29.40
	PART CODE				
<b>FACTORY</b>	TECH 119 - SHEFFIELD, PHIL				
	COND CODE: 1 01				
	PART CODE: 1 01				

**ORIGINAL**

**SUBTOTAL**  
 DEALER INSTALLED PARTS 29.40

MOOSE

2577 NORTH LAKE BLVD.  
FORT BEACH, FLORIDA 33408  
(407) 254-1222

edmoose.com

FLORIDA MOTOR VEHICLE REPAIR  
REGISTRATION # 17-07206  
CERTIFICATION # 06676

DISCLAIMER OF WARRANTIES

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THE SELLER, ED MOOSE, INC., MAKES NO  
CLAIMS OF WARRANTY, EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED WARRANTY  
OF MERCHANTABILITY, FITNESS FOR A  
PARTICULAR PURPOSE, OR NON-INFRINGEMENT  
OF THE SALE OF THE GOODS.

I HEREBY ACKNOWLEDGE RECEIPT OF  
THE GOODS DESCRIBED BELOW  
X

BUYER/OWNER INFORMATION — INVOICE: W02257

GROSS: 3000

VEHICLE INFORMATION

99 CORVETTE

RED

LICENSE NUMBER: FL

MECHANICAL LABOR 82.30  
TOTAL CHARGE FOR CONCERN 112.70

PAYMENT DISTRIBUTION FOR INVOICE W02257  
TOTAL CHARGE 241.44

PAC WARRANTY 241.44

PAGE 2  
LAST PAGE

ORIGINAL

# MORSE

edmore.com

FLORIDA MOTOR VEHICLE REPAIR  
REGISTRATION NO.: MY-07206  
CERTIFICATE NO.: 09876

2221020  
Chevy USA

## DISCLAIMER OF WARRANTIES

REPAIR BY ED MORSE CHEVROLET, INC. HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FOR A PARTICULAR PURPOSE AND NEITHER ED MORSE NOR ANY OTHER PERSON SHALL BE LIABLE FOR IT OR ITS LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE# C06257

PALM BEACH ORANGE  
HOME#

FL

WORK#

## VEHICLE INFORMATION

VIN 1G1YY32042S132304

LICENSE NUMBER FL A00000

99 CHEVROLET CORVETTE

VETTE 2DR COW RED

DATE OF SERVICE: 07/14/99

OPERATION	TECH	AMOUNT
00	116	

TOTAL CHARGE FOR CONCERN 69.95

OPERATION	TECH	AMOUNT
0	119	.00

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

OPERATION	TECH	AMOUNT
0	109	.00

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

## GRAND TOTALS

PAYMENT DISTRIBUTION FOR INVOICE C06257  
TOTAL CHARGE 100.12

CASH 100.12

ORIGINAL

APR 0 2001  
ED MORSE CHEVY L.P.

AMOUNT OF CHARGE FOR INVOICE C06257  
SUPPL/MATERIALS 4.50  
WARRANTY LABOR 65.45  
SUB-TOTAL 70.45  
STATE SALES TAX 5.67  
TOTAL CHARGE 100.12





03715

EDMORSE

edmore.com

FLOOR MATS VEHICLE REPAIR  
 PART NO.: MV-0720  
 DATE NO.: 09978

2221220  
 CMC USA

DISCLAIMER OF WARRANTY

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

INVOICE TO

DRIVER/OWNER INFORMATION — INVOICE# H08257

PLANT

PALM BEACH GARDENS

FLORIDA

FOR OFFICE USE

VEHICLE INFORMATION

DATE

APR 131 2000

181Y2204K5132304

LICENSE NUMBER: FL

INVOICE

04/08/2001 17:52:14

CHEVROLET CORVETTE

WHITE 2DR CUP RED

INVOICE

04/08/2001 17:52:14

DATE

INVOICE# 071499

CUSTOMER REQUEST

LUBE OIL, FILTER, WASH

LEVELS AND TIRE PRESSURE

OPERATION

TECH HOURS

AMOUNT

LUBE OIL

PREPARED LUBE OIL, FILTER, WASH

LEVELS AND TIRE PRESSURE

H0017

120

.2 \* 16.00

PART NUMBER

000 00000000

QTY

1

LST

5.96

SELL

5.96

5.96

5.96

PART NUMBER

000 01200000

QTY

7

LST

7.02

SELL

7.02

7.02

49.14

PART NUMBER

000 01200000

QTY

7

LST

7.02

SELL

7.02

7.02

49.14

PART NUMBER

000 01200000

QTY

7

LST

7.02

SELL

7.02

7.02

49.14

PART NUMBER

000 01200000

QTY

7

LST

7.02

SELL

7.02

7.02

49.14

PART NUMBER

000 01200000

QTY

7

LST

7.02

SELL

7.02

7.02

49.14

TYPED OFF

LINE PLANS: H02, H03

GRAND TOTALS

SUBTOTAL  
 DEALER INSTALLED PARTS 5.96  
 OIL-01L-00000 49.14  
 MECHANICAL LABOR 16.00  
 SERVICE SPECIAL ADJUSTMENT 9.10  
 TOTAL CHARGE FOR CONCERN 80.06

SUMMARY OF CHARGE FOR INVOICE H08257

PAYMENT DISTRIBUTION FOR INVOICE H08257  
 TOTAL CHARGE 80.06

DEALER INSTALLED PARTS

5.96

OIL-01L-00000

49.14

MECHANICAL LABOR

16.00

SERVICE SPECIAL ADJUSTMENT

9.10

TOTAL CHARGE

80.06

INSURANCE ACCT WND 001010 62.00

LAW FEE: 164.00

ATTENDING THE FOLLOWING INVOICES ALSO EXIST

WND - INVOICITY

CIS - CUSTOMER PAY

ORIGINAL

m/c  
 H/c

ED MORSE

11/16/11



ed-morse.com

FLORIDA MOTOR VEHICLE REPAIR  
REGISTRATION NO.: MV-07200  
CERTIFICATE NO.: 08976

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

ED MORSE MOTOR VEHICLE REPAIR, INC.  
11111 N. W. 11th Ave., Suite 100  
Miami, FL 33150  
(305) 555-1111

SALE OF THE PARTS		REGISTERED BELOW		X	
LICENSE NO.		DRIVER/OWNER INFORMATION		INVOICE# 100257	
OFFICE NO.		VEHICLE INFORMATION		LICENS# FL 100257	
14 DB		CORBETTE		FEB	

PAGE 2  
LAST PAGE

Cher  
Rel. 72 No  
PO Box 33170

Left Bill  
overriding  
front of back

ORIGINAL

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



CHECK No. 900478638

DATE  
04/20/01

\*\*\*\*\*100 DOLLARS

\*\*\*\*\*12 CENTS

AMOUNT  
\*\*\*\*\*100.12

PAY  
TO THE  
ORDER  
OF

PALM BEACH GARDEN

FL

North American Operations  
 General Motors Corporation  
 Disbursement Account

*[Signature]*

REMARKS

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

AMDT

04-25-01P04:13 RCVD

900478638 021309379: 601-2-62520

VENDOR  
DATE NO. RD 990000111

VENDOR NAME

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900478638

PAYMENT  
DATE 04/20/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DOC. AMOUNT	NET AMOUNT
101YY8204XB132704	04/16/01 05713480	VN 00000000014583 00000000014583	00.0000	100.12	.00	100.12
TOTAL				100.12	.00	100.12

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
 REIMBURSEMENT. FOR QUESTIONS CALL 800-452-8782

W3

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] LOXAHATCHEE FL [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05248200 VIN: 1G1YY32G4Y5102576  
DATE OPENED: 2001-08-09 MODEL YEAR: 2000  
DATE CLOSED: 2001-08-27 SERIES: CORVETTE CONV  
SOURCE: DELIVERY DATE:  
BRC TYPE: REP No DEALER NAME: MAROONE CHEVROLET OF GREENACRES  
BRC PARENT: 04852757 DEALER ADDRESS: 5757 LAKE WORTH RD., GREENACRES, FL, 33463, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
3 REPAIR ATTEMPT(S) LOCKS UP  
H23 Brake Rotors Other  
3 REPAIR ATTEMPT(S) VIBRATION/NOISE

FINAL - FL

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

CRM NANCY N. KLOTZ - WORKING FILE FOR ARDEAN MILLER-PATTERSON  
FIRST CONTACT MADE WITH CUSTOMER 7/31/2001; 0; 366222090  
2001-08-09

OFFER SENT TO CUSTOMER; 0; 366222140  
2001-08-13

8/10/2001 OFFER RECEIVED; 0; 366567858  
2001-08-13

FILE SENT TO CYNTHIA FOR QUALITY; 0; 366572255  
2001-08-15

FILE SENT TO RVDC; 0; 366755570  
2001-08-15

LEASE REPURCHASE SUMMARY:

GM SUPERVISOR SHELDON BRIGHT AUTHORIZED A VOLUNTARY LEASE REPURCHASE DUE TO  
STEERING LOCKUP MSRP \$48,164.00

BUYOUT PRICE.....	\$39,388.82
PLUS 24 PAYMENTS@ 809.27.....	\$19,422.48
PLUS TAX.....	\$24.93
PLUS LIC/REG/TITLE.....	\$95.00
PLUSFL & DEALER FEE.....	\$417.50
LESS USAGE.....	\$13,154.77
PLUS DLR ADMIN FEE.....	\$ 100.00
TOTAL GM COST.....	\$46,293.96

FAXED TO MSX/MAILED TO RVDC; 0; 366755829  
2001-08-21

CRM CALLED DEALER - THEY HAVE RECEIVED CHECK - CALLED AND LEFT MESSAGE FOR CUST. CRM CALLED CUST-ADVISED NEVER RECEIVED MESSAGE. CRM REQUESTED HE GO TO DEALERSHIP ASAP. CRM CALLED AND ADVISED DEALER.; 0; 367278400  
2001-08-24

CRM RECEIVED CALL FROM CHARLES AT DEALER. CUST WAS THERE TO SIGN PAPERWORK FOR REPURCHASE - HOWEVER THERE WAS DAMAGE TO VEHICLE. CRM HAD COPY OF EST FAXED. CRM REVIEWED WITH TM - CRM CALLED AND ADVISED CUST HE NEEDS TO BRING CASHIERS CHECK, CERTIFIEDCHECK, OR MO FOR \$1,609.64 FOR DAMAGES TO DEALER AND AT THAT TIME - WE CAN CLOSE DEAL. CUST ADVISED HE WILL GO TO DEALER AFTER LUNCH. CRM CALLED DEALER AND LEFT MESSAGE FOR CHARLES - CRM CALLED DEALER - LEFT MESSAGE THAT CUSTOMER WAS COMING IN AFTER LUNCH. CUST CALLED BACK TO FOR NAME ON CHECK - MARCONE CHEVROLET.; 0; 367515366  
2001-08-27

CHECK RECEIVED - CLOSING FILE; 0; 367773074

\*\*\*\*\*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: AVM TRANSACTION: Lease Repurchase  
REQUEST TYPE: Non-legal/General

REPURCHASE REASON: STEERING LOCKUP

DEALER BAC:

DEALER NAME: MAROONE CHEVROLET OF GREENACRES

DEALER ADDRESS: , ,

CONTACT: Sales, JOHN YAKOS

PHONE NUMBER: 561-433-5757

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK:

MSRP:

DEPRECIATION: \$13,154.77 - PROVIDED BY AVM

UPGRADE: NA

AFTERMARKET: NA

LEASE TERM: GENERAL MOTORS

DAMAGE: NONE

OTHER: AVM CARL COOK

404082 8054

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL: N

DEALER ADMINISTRATION: N

RELEASE: N

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



Align top of FedEx Priority Mail Label on ASTRA Label before

FedEx | Ship Manager | Label7901 3347 9588

Page 1 of 2

From: TIFFANY KING (813)335-4137  
GENERAL MOTORS CORPORATION  
5701 E. HILLSBOROUGH AVE  
SUITE 2300  
TAMPA, FL 33610

REP

SHIPPER'S FEDEX ACCOUNT #



FedEx

To: MSX International (913)381-2617

1464 John A. Papalas Drive

Lincoln Park, MI, 48146

SHIP DATE: 16AUG01  
WEIGHT: 7 LBS



FedEx PRIORITY OVERNIGHT

TRK # 7901 3347 9588

48146-MI-US

DTW  
XH NFBA

FRI  
AT  
Deliver by:  
17AUG01



Express

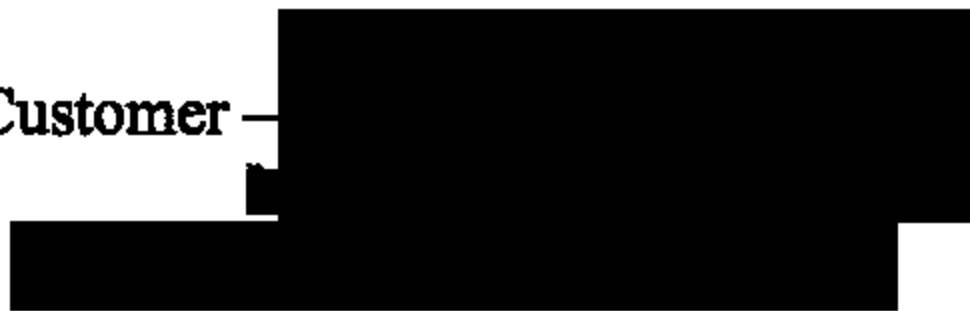
The World On Time

05248200

**BRC Repurchase**

**Corepoint Request**

**Customer** —



***PLEASE AUTO-LINK***

# Repurchase Approval/Check Approval Form

Original VIN	1G1YY32G4Y6102578	Vehicle is going to:	Is Vehicle Drivable?	Issue 1999?
BAC	114887	<input checked="" type="checkbox"/> Auction	Yes	No
Customer Name	[REDACTED]	<input type="checkbox"/> Scrap/Donate/VPP	Dealer Admin Fee Applies	Issue Release
Dealership Name	MARCOONE CHEVROLET	<input type="checkbox"/> Re-Buy	Yes	No
Dealer Contact/Title	JOHN YAKOB/SALES MGR	This vehicle was repurchased as a result of a (Check One) Voluntary settlement of a GM alternative dispute resolution program		
Dealer Phone	(581) 433-5757 Ext.	Retrieve Sales Tax?	Lien Payoff Required?	Title Shredd?
Dealer Fax	(581) 434-5282	Yes	Yes	Yes
Delivery Date	09/08/1998	Reason for not Retrieving Sales Tax Other		
Buyback Mileage	33000	Please Click [REDACTED]		
Transmission	AUTOMATIC	Vehicle Meets Prerequisite of LEMON LAW Yes		
Product Code	1Y00	Vehicle Identified at repurchasing Dealership Yes		
UOC Code(s)	M02	If no, where GM Dealership? Please enter BAC		
MSRP	48184.00	Dealership Name:		
NADA	35575.00	Contact Name:		
Case Number	05248200	Address1:		
TAC Case Number		Address2:		
Type of Transaction	LJI	City: State: Zip: ZIP4:		
Type of Case	GENERAL	Phone #: Ext:		
Repurchase Type	ADP Mediated - BBB or State	Fax #:		
Replacement VIN		Special Instructions? No		
Repurchase Source	PRA ADP AVM CARL COOK	Comment:		
Reason for Repurchase:				
STEERING LOCKUP				

## Check Information

Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	8908.14	Check Amt:	8088.82	Check Amt:	0.00
Check Made Payable to (1&2):	MARCOONE CHEVROLET, INC.	Check Made Payable to (1&2):	BANK ONE DEFERRED EXCH/ AOC	Check Made Payable to (1&2):	
Address1:	[REDACTED]	Address1:	[REDACTED]	Address1:	
Address2:	[REDACTED]	Address2:	[REDACTED]	Address2:	
City - State:	LOXAHATCHEE FL	City - State:	LOUISVILLE KY	City - State:	State
Zip - ZIP4:	[REDACTED]	Zip - ZIP4:	40202	Zip - ZIP4:	
Phone #: [REDACTED]		Attention:	PAYOFF DEPARTMENT KY1-4	Attention:	
Fax #: [REDACTED]		Phone #: (502) 588-8857 Ext:		Phone #: Ext:	
		Fax #: [REDACTED]		Fax #: [REDACTED]	
		Account #: [REDACTED]		Fed Tax ID:	
Case ID:	Description:			Settle Out:	No
31103	The submission was successful. The Case ID is on the left.			First Name:	

Printed BRC Name NANCY N. KLOTZ Ext: 58184 Date: 09/13/2001

Authorized GM Approver:

AUBREY WASHINGTON

Authorized Signature  
P/UC

MAKE COPY FOR YOUR FILE

Updated On 07/08/2001

15.01

**Worksheet filled out by:**  
**Nancy M. Klotz**

**New Vehicle VIN:**

**Date:**  
8/15/01

TRADE REPURCHASE				LEASE REPURCHASE				
						Lease Term: MO __ MI __	Lease Usage: Mo __ Mi __	
1	Acct. 231/237 Vehicle Costs	\$0.00	1	Base Price	\$0.00	1	Dealer Buyout Price	\$39,388.82
2	Adjustment to line 1		2	Conversion Price		2	Payments 24@ \$809.27	\$19,422.48
3	Conversion Cost		3	Tax	\$0.00	3	Pre-Payment(s) (Pro-rate)	
4	Tax		4	Reg./Lic./Title (opt)		4	Cap Cost Reduction	
5	Reg./Lic./Title (opt)		5	Aftermarket Items		5	Tax	\$24.98
6	Aftermarket Items		6	Finance Charges	\$0.00	6	Reg./Lic./Title (opt)	\$95.00
7	Other		7	Incentives (deduct)		7	FL & Dealer Fee	\$417.50
8			8	Total Purchase Price	\$0.00	8	Total Additions	\$59,348.73
9	Total Replacement Price	\$0.00	9			9		
10	Usage/Depreciation		10	Usage/Depreciation		10	Usage/Depreciation	\$13,154.77
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	Total Deductions	\$0.00	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$13,154.77
17			17			17		
18			18	Total Repurchase Amount	\$0.00	18	Total Repurchase Amount	\$46,193.96
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Payoff Amount		20	Dealer Buyout Price (From Line 1)	\$39,388.82
21			21			21		
22			22	Total Refund to Customer	\$0.00	22	Total Refund to Customer	\$8,805.14
23			23			23		
24			24			24		
25	Estimated Auction Price		25	Estimated Auction Price		25	Estimated Auction Price	\$35,575.00
26	Projected Loss	\$0.00	26	Projected Loss	\$0.00	26	Projected Loss	\$10,818.96

**PAYMENT 11/10**[illegible]

2000 CORVETTE CONVERTIBLE  
 41U BLACK /V8G  
 191 INT EBONY INTERIOR TRIM  
 ORDER NO. BRBP2H/SRE STOCK NO.  
 VIN 1G1YY32G4Y5102576

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1001  
 VEHICLE INVOICE 1AD31694002  
 \*\*\*\*\*13\*263438

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
1Y67 CORVETTE CONVERTIBLE	45320.00	39655.00	INVOICE 08/11/99
AG2 SIX-WAY POWER PASSENGER SEAT	305.00	262.30	SHIPPED 08/11/99
AQ9 ADJUSTABLE SPORT BUCKET SEATS WITH LEATHER TRIMMED SEATING SURFACES	700.00	602.00	EXP I/T 08/22/99
B34 COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00	21.50	INT COM 08/23/99
FE9 FEDERAL EMISSIONS	N/C	N/C	PRC EFF 08/11/99
G92 PERFORMANCE AXLE RATIO	100.00	86.00	KEYS KB01 KB01
LS1 5.7L LITR SFI, V8	0.00	0.00	WFF-F QTR OPT-1
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	BANK: GMAC - 029
T96 FOG LAMPS	69.00	59.34	CHG-TC 26-343
UND AM/FM STEREO W/CD PLAYER	100.00	86.00	SHIP WT: 3192
U18 COMPACT 12 DISC CHANGER, REMOTE	600.00	516.00	HP: 48.7
V49 LICENSE PLATE FRAME	15.00	12.90	GMS: 40754.52
XG9 FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	DAN: BILL
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	MEMO 2379.20
Z51 PERFORMANCE HANDLING PACKAGE	350.00	301.00	
41T TOP-BLACK	N/C	N/C	

TOTAL MODEL & OPTIONS	47584.00	41602.04	ACT 231 40754.52
DESTINATION CHARGE	580.00	580.00	H/B 261 1427.52
DEALER CO-OP ADVERTISING		475.84	ADV 261 475.84
TOTAL	48164.00	42657.88	PAY 310 42657.88

MEMO: TOTAL LESS HOLDBACK AND  
 APPROX WHOLESALE FINANCE CREDIT 40550.56

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

STEVE MOORE CHEVROLET, INC.

REMIT TO GMAC NO. 029  
 VIN 1G1YY32G4Y5102576  
 \$ 42657.88 INV 1AD31694002  
 DUE 08/23/99 DEALER 26-343



# PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☐ DATE: 7-30-01 73101  
 CADILLAC ☐ DEALER NAME & CITY: MARCONE OF GREENACKS, FL.  
 CHEVROLET ☒ DEALER CONTACT/PHONE NO: [REDACTED]  
 OLDSMOBILE ☐ CUSTOMER NAME: [REDACTED]  
 PONTIAC-GMC ☐ CUSTOMER DAY PHONE NO: [REDACTED]  
 DEALER BAC CODE: CAC CASE NO. (if available): [REDACTED]  
 TAC CASE NO. (if available): [REDACTED]

## VEHICLE INFORMATION:

OLD VIN: 1G1YY32G4Y5102576

CURRENT MILEAGE:

NEW VIN: [REDACTED]

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

Specific Product Reason  
for Repurchase:

STEERING LOCKUP

0437580

00528612

Detail your agreement with the customer on the following items:

Usage/Depreciation: 33,000 MILES = 13,154.77

Upgrade/Downgrade:

Aftermarket Items:

Lease Termination:

Vehicle Damage / Special Instructions:

## Recommended Disposition of Repurchased Vehicle:

Auction ☐ Scrap/Donate/Vehicle Recovery ☐ Other ☐

Explain:

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

☐ Taxes & Fees ☐ Negative Equity ☐ Over Allowance

☐ No Rebates/Cash Incentives of any kind will be allowed on replacement vehicle.

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

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

Authorization: CARL COOK 409082/9064 7-30-01  
 (Print Name) VME Model/Mailbox Date

Information on this form must be communicated in the Business Resource Center (BRC) to initiate the Process

\*\*\*FAX to 1-813-435-4262\*\*\*

**BBB AUTO LINE**

July 25, 2001

[REDACTED]  
Loomhatchee, F [REDACTED]

Re: [REDACTED] a Chevrolet Motor Division # CHV017D108

Doc [REDACTED]

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

The manufacturer agrees to voluntarily repurchase your 2000 Chevrolet Corvette for the following amounts: (24 Lease Payments of \$808.27) \$19,422.48 + (Title Fee) \$12.75 + (Registration Fee) \$13.80 + (License Fee) \$68.75 + (Sales Tax) \$24.83 + (Florida Fee) \$68.80 + (Dealer Fee) \$349.00 + (Florida State Usage Fee @ 33,000 miles) \$13,154.77 = (Total Repurchase Price) \$36,805.14. The manufacturer will contact you to complete this transaction at your local dealership within 30 days from the date of this letter, after which the BBB will follow up with you to verify performance. The vehicle shall be turned over with no damage, allowing for normal wear only.

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

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

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

Sincerely,

Amanda Goon at Extension 240

cc: Sherry Cooley





F/T MRG- MICHAEL MICHAEL

DATE FILED \_\_\_\_\_

[illegible]





P.O. Box 2800 • 1707 Lido Walk Rd., Sarasota City, FL 3588-0800  
(813) 422-0800 • 1-800-285-2707

P/E 122- MICHAEL S. MICHAEL S.  
RETAIL/WHOLESALE

CUSTOMER # 00455703  
DATE # 0102970  
DEALER # CORONA - SICHARD - A  
DATE SOLD 02/18/97

NAME		HAY 3332632240		754135408		06/24/93	
ADDRESS							
CITY							
STATE							
ZIP							
DEALER		FL		PALM BEACH			
VEHICLE		NEW CAR		USED CAR		DEMONSTRATOR	
VEHICLE		NEW TRUCK		USED TRUCK		OFFLINE VEHICLE (S)	
YEAR		00		COLOR		41U	
MAKE		CHEVROLET		TYPE		131	
MODEL		CORVETTE		MODEL		4	
BODY TYPE		2 DR.		MODEL		0	
<p>USED CAR BUYERS GUIDE: The information on this vehicle form for two vehicles is part of the contract. Information on the vehicle form overrides any contrary provisions in the contract of sale.</p> <p>The purchase of P.E. (154870) requires that the dealer vehicle be equipped with bumper, front and rear seat belt, and other safety features.</p> <p>We, the seller, warrant that the vehicle is a bumper tested as required by law and that you will make the necessary adjustments to bumper height and that you will be responsible for any problems that may be reported as a result of any violation of this law.</p> <p>DEALER SERVICE:</p> <p>THIS CHECK REPRESENTS COST AND PROFITS TO THE SELLER. IT IS NOT A RECEIPT FOR ITEMS SUCH AS INSPECTION, REPAIRS AND ACCESSORIES. TO NEW AND USED VEHICLE AND PREPARED DOCUMENTS RELATED TO THE SALE.</p> <p>Any violation of the contract and liability are those made by the consumer. The seller, however, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor guarantees any other person is liable for it any liability in connection with the sale of this vehicle.</p>							
TRADE ALLOWANCE MAY INCLUDE DEALER DISCOUNTS							
THE SELLER WILL BE RESPONSIBLE FOR A PERIOD OF 90 DAYS ONLY							
DATE PRICE							
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# FREEDOM LEASE®

FLORIDA MOTOR VEHICLE LEASE AGREEMENT - CLOSED END

POS# 8600

## 1. LESSEE AND LESSOR

LESSEE (and CO-LESSEE, if any) Name and Address: [REDACTED] [REDACTED] LOU HATCHER FL [REDACTED]	LESSOR (Dealer) Name and Address: [REDACTED] [REDACTED] GREENBROS FL [REDACTED]
ACCOUNT NUMBER (for Bank use only)	LEASE DATE (DELIVERY DATE) 09/06/99

The words "you" and "your" mean the Lessee and Co-Lessee, if any. The words "we," "us" and "our" mean the Lessor and any entity to whom the lease agreement ("Lease") is assigned. You agree to lease the leased vehicle described below ("Vehicle"), with all equipment, parts & accessories, from us subject to the terms and conditions set forth on the front and back of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of the Assignee (as defined below).

## 2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE ☒ New (not previously used) ☐ Used (previously titled)

Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification No.
00	CHEVROLET	CORVETTE	CORVETTE	000006	1G1XX32641103578

The Vehicle will be used primarily for personal, family or household purposes. However, if you intend to use the Vehicle for business purposes, Lessee (Initials): \_\_\_\_\_ Co-Lessee (Initials): \_\_\_\_\_

B. TRADE-IN VEHICLE Year 96 Make CHEVROLET Model CAMARO

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Handed below) \$ 1,346.70	4. MONTHLY PAYMENTS A. Your first Monthly Payment of \$ 309.27 is due on 09/06/99, followed by 35 payments of \$ 309.27 due on the 6TH of each month beginning on 10/06/99. B. The total of your Monthly Payments is \$ 29,153.75	5. OTHER CHARGES (Not part of your Monthly Payment) Vehicle Return Fee (if you do not purchase the Vehicle) \$350 Total \$ 350.00	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the lease) \$ 30,011.15 (The sum of Sections 3 plus 4B plus 5, minus Section 7(A)(3), minus 7(A)(4).)
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## 7. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery		B. How the Amount Due at Lease Signing or Delivery will be Paid:	
(1) Capitalized Cost Reduction	\$ 349.00	(1) Net Trade-In Allowance	\$ 349.00
(2) Tax on Capitalized Cost Reduction	\$ 15.75	(2) Rebates and Noncash Credits	\$ 0.00
(3) First Monthly Payment	\$ 309.27	(3) Amount to be Paid in Cash	\$ 1,346.70
(4) Refundable Security Deposit	\$ 0.00		
(5) Title Fees	\$ 12.75		
(6) Registration Fees	\$ 13.50		
(7) License Fees	\$ 68.75		
(8) Sales Tax	\$ 24.93		
(9) FLORIDA FEES	\$ 68.80		
(10) DEALER SVC FEES	\$ 349.00		
(11) Total	\$ 1,346.70	(4) Total	\$ 1,346.70

## 8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 46,600.42) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior debt or lease balance).	\$ 47,835.51
B. Capitalized Cost Reduction. The amount of any Net Trade-In Allowance, rebates, noncash credits, or cash you pay that reduces the Gross Capitalized Cost.	\$ 0.00
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment.	\$ 47,835.51
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment.	\$ 11,788.29
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through	\$ 16,047.27

H. Lease Payments: The number of payments in your Lease (the number of months in your Lease ("Lease Term")) 36  
 I. Base Monthly Payment 753.45  
 J. Monthly Sales Tax 45.81  
 K. N/A  
 L. Total Monthly Payment ("Monthly Payment") 809.27

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

9. **EXCESSIVE WEAR AND USE.** You may be charged for Excess Wear and Use based on our standards for normal use and for mileage in excess of 1,000 miles per month, for a total of 1,000 miles per year, at the rate of \$0.15 per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.
10. **PURCHASE OPTION AT END OF LEASE TERM.** You have an option to purchase the Vehicle at the end of the Lease Term if: (1) Lease has not been terminated and all payments and monies due under the terms of the Lease have been paid; (2) the purchase price is the sum of: (a) the Residual Value plus (2) a Purchase Option Fee of \$500; plus (3) any official fees, taxes and other charges related to purchase of the Vehicle; (4) any amounts necessary to prepare the Vehicle to conform with the legal requirements for sale.

**Other Important Terms.** See the first 30 pages of this Lease for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

#### 11. ESTIMATED OFFICIAL FEES AND TAXES

The estimated total amount you will pay for official and license fees, registration, title and taxes, including but not limited to personal property taxes, over the term of your Lease, whether included with your Monthly Payments or assessed otherwise is \$1,016.61. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed.

#### 12. WARRANTIES

If the Vehicle is new, it is covered by the manufacturer's standard new vehicle warranty.  
 If the Vehicle is not new, it is not covered by any other express warranty unless indicated below.

- ☒ The remainder of the manufacturer's standard new vehicle warranty.  
☐ An extended warranty you have purchased from the manufacturer or other third party provider.  
☐ N/A

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS". Even if the Vehicle is subject to a warranty, WE MAKE NO WARRANTY EITHER EXPRESS OR IMPLIED, AS TO THE CONDITION OF THE VEHICLE OR ANY PART OR ACCESSORY OF THE VEHICLE, ITS MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, or as to any obvious or hidden defects in material, workmanship or otherwise. No such defect or unfitness shall in any way affect your obligations to comply with the terms of this Lease.

#### 13. OPTIONAL MECHANICAL BREAKDOWN PROTECTION

By checking below, you have decided to purchase optional Mechanical Breakdown Protection ("MBP") coverage. You understand that this coverage is NOT required under the Lease. MBP covers the repair of certain major mechanical breakdowns of the Vehicle. This protection is N/A months from the Lease Date or when the Vehicle's odometer shows N/A miles, whichever occurs first. You have reviewed a copy of the contract, describing the terms and protections of the MBP.

MBP Company Name: N/A

- ☐ You choose to purchase an MBP contract for \$ 34.71 and pay for it during the Lease Term as part of your Monthly Payment; or  
☐ You have paid cash for the MBP contract.

Lessee Initials: \_\_\_\_\_ Co-Lessee Initials: \_\_\_\_\_

#### 14. INSURANCE VERIFICATION

You acknowledge that you have obtained insurance with the endorsements required by this Lease and with coverages at least as great as those required by this Lease (see Section 12). Your insurance is provided by:

Insurance Co.	Agent's Name	Agent's Address	Agent's Telephone No.
STATE FARM		AVE Delroy PL	

You authorize us to verify this information with the above insurance company at any time during the Lease Term. You agree to immediately notify us in writing if any of this information changes.

#### 15. DISCLOSURES REQUIRED BY FLORIDA LAW

**THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.**

(1) CAPITALIZED COST  
 (Your total cost of goods, services & fees)

\$ 47,435.51

(2) CAPITALIZED COST REDUCTION  
 (Your total credits)

\$ N/A



# FREEDOM LEASE®

FLORIDA MOTOR VEHICLE LEASE AGREEMENT - CLOSED END

FORM #600

## 1. LESSEE AND LESSOR

LESSEE (and CO-LESSEE, if any) Name and Address: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	LESSOR (Dealer) Name and Address: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
LENDENTCREE FL [REDACTED]	GREENACRES FL [REDACTED]
ACCOUNT NUMBER (for Bank use only)	LEASE DATE (DELIVERY DATE) 09/06/99

The words "you" and "your" mean the Lessee and Co-Lessee, if any. The words "we," "us" and "our" mean the Lessor and any party to whom this lease agreement ("Lessor") is assigned. You agree to lease the leased vehicle described below ("Vehicle"), with all equipment, parts and accessories, from us subject to the terms and conditions set forth on the front and back of this Lease. The consumer lease disclosure contained in this Lease are also made on behalf of the Assignee (as defined below).

## 2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE ☒ New (not previously titled) ☐ Used (previously titled)

Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification No.
00	CHEVROLET	CORVETTE	CORVETTE	000006	1G1EY32C4V5103876

The Vehicle will be used primarily for personal, family or household purposes. However, if you initial below, the Vehicle will be used primarily for business purposes:

Lessee Initials: \_\_\_\_\_ Co-Lessee Initials: \_\_\_\_\_

B. TRADE-IN VEHICLE Year 00 Make CHEVROLET Model CAMARO

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY (Itemized below) \$ 1,346.70	4. MONTHLY PAYMENTS A. Your first Monthly Payment of \$ 808.27 is due on 09/06/99, followed by 35 payments of \$ 808.27 due on the 6TH of each month beginning on 10/06/99. B. The total of your Monthly Payments is \$ 29,153.75	5. OTHER CHARGES (Not part of your Monthly Payment) Vehicle Return Fee (If you do not purchase the Vehicle) \$350 Total \$ 350.00	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease) \$ 30,023.15 (The sum of Sections 3 plus 4B) plus 5, minus Sections 7(A)(3), minus 7(A)(4).
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## 7. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:		B. How the Amount Due at Lease Signing or Delivery will be Paid	
(1) Capitalized Cost Reduction	\$ 1075	(1) Net Trade-in Allowance	\$ 1075
(2) Tax on Capitalized Cost Reduction	1075	(2) Rebates and Noncash Credits	1075
(3) First Monthly Payment	808.27	(3) Amount to be Paid in Cash	1,346.70
(4) Refundable Security Deposit	1075		
(5) Title Fee	12.75		
(6) Registration Fee	13.50		
(7) License Fee	66.75		
(8) Sales Tax	26.93		
(9) FLORIDA FEES	66.50		
(10) DEALER SVC FEES	349.00		
(11) Total	\$ 1,346.70	(4) Total	\$ 1,346.70

## 8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A. Gross Capitalized Cost. The agreed upon value of the Vehicle (\$ 15,600.49) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ 47,835.51 If you want an itemization of this amount, please check this box <input type="checkbox"/>	
B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, rebates, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	N/A
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	\$ 47,835.51
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	\$ 31,788.29
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through	16,047.22

Personal use and for other than lease only use the Lease Term

50/24 2801 11:55 AM FR STEVE MOORE CHEVROLET34 925B 10 91815C354802.555 P.04/05

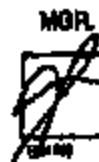


# TRADE EVALUATION FORM

YR 96 MAKE CHEV MODE Camper  
 CLR Red BODY CAC MILEAGE 36720  
 VIN 2G1FP22P57246777  
 ENG 4 0 TRANS AT MAN RAD F 1 CAB. C.D.  
 WAS VEHICLE PURCHASED? NEW 1 USED 1  
 WHERE WAS VEHICLE PURCHASED SA  
 HAS THE AIR BAG EVER BEEN  
 DISCONNECTED? Y CD  
 HAS THE VEHICLE BEEN DAMAGED? Y CD  
 EST. DAMAGE \$                       
 HAS THE AIR BAG EVER BEEN DEPLOYED? Y CD  
 ARE THE MILES STATED ACCURATE? Y N  
 PAY OFF \$                      GOOD THR.                       
 I HEREBY SIGN THAT ALL OF THE ABOVE INFORMATION IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

CUST. NAME                     

SALESP. NAME                     





# Genuine Chevrolet

August 9, 2001

Leslie, [REDACTED]

SETTLEMENT OFFER

Subject: Repurchase of 2001 Y2004Y1017H

Dear [REDACTED]:

We regret that you are dissatisfied with your 2000 CORVETTE and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$46,181.96. This offer is arrived at, by using the following figures:

Payoff to Bank One	\$39,308.82
Plus payments (24 @ \$108.27)	\$13,622.48
Plus tax, title, license fees, registration	\$337.43
Less usage	\$11,154.77

<b>TOTAL CHEVROLET REPURCHASE PRICE</b>	<b>\$46,181.96</b>
<b>TOTAL TO CUSTOMER AFTER LEASE PAYOFF</b>	<b>\$6,229.14</b>

Please return this document to fax number (813) 625-4041 by August 10, 2001. The conditions of the lease repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which may impair its resale value
- all factory installed equipment are (new and functional)
- a free and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Chevrolet)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 36,000 miles at the time the transaction is completed
- the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to MARCONE CHEVROLET, Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's action. I can be reached at (800) 231-3841 extension 58114 if you have any questions or concerns.

Sincerely,

Nancy N. Klotz  
Business Relations Center

General Motors will repurchase the above referenced vehicle in exchange for HUGH LAMONT MCCANDLESS release of liability assuming from operation, storage or towed, covering this vehicle. File Number 05341203.

[REDACTED] 8/9/01  
DATE

Chevrolet Division  
General Motors Corporation • 3701 East 98th Avenue • Suite 2100 • Torrance • CA 90503

**RELEASE AGREEMENT**

The undersigned, (owner) [REDACTED] (Releasor(s)), and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 2000 CORVETTE, VIN 1G1YY32G4Y3162574 owned by the releasor(s). Therefore, in sole consideration of Chevrolet's payment to the lienholder (or releasor(s)) BANK ONE of \$46,195.96 and the lienholder paying off the lien and providing a refund of the difference back to the releasor. The Releasor, for himself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agree to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasor(s) agree that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agree that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and hereby fully understands the terms used and its significance and hereby has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are captioned and not merely a receipt.

This Release Agreement is executed this 9<sup>th</sup> Day of August, 2001

Releasor  
[REDACTED]

\*\* TOTAL PAGE.03 \*\*



### Bank One Lease Payoff Fax Confirmation

Dealer Name: General Motors 8136354061

Contact Name: [REDACTED]

Date Of Request: 7/31/01

Time Of Request: 11:04 AM

Fax Number: [REDACTED]

Year: 2000

Make: CHEVROLET

Model: CORVETTE

Customer Name: [REDACTED]

Account Number: 63-0121-40414

Payoff Amount: \$39,388.82

Good Through Date: 9/6/01

*Please note: This quote does not relieve the customer from any liability for any unpaid balance owed on the account, including any balances resulting from the NSF or stopped payments.*

### For expedited title/Lien release processing, please follow these steps for Payoff Processing:

- ☐ Always include a copy of this letter and the vehicle odometer statement with your payoff check
- ☐ Include the customer name and/or account number on the payoff check
- ☐ Make the check payable to Bank One Deferred Exchange Account

Seller has assigned its rights (but not its obligations) to sell this vehicle to Chicago Deferred Exchange Corp., acting as a qualified intermediary. This assignment does not affect the sales contract between you and the Seller. If you decide to purchase this vehicle, please make your check payable to Bank One Deferred Exchange Account instead of Bank One.

- ☐ Remit payoff to one of the following addresses:

#### Regular Mail:

BOCC Lease Servicing Center  
Attn: Payoff Department KY1-4444  
P.O. Box 33490  
Louisville, Ky 40233-2490

#### Overnight Delivery:

BOCC Lease Servicing Center  
Attn: Payoff Department KY1-4444  
401 West Main Street  
Louisville, Ky 40202

Please call 1-800-999-9957 with any questions about this quote.

This transmission may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the information contained herein (including any reliance thereon) is STRICTLY PROHIBITED. If you received this transmission in error, please contact the sender and delete the material from any computer immediately. Thank you.

8-7-01  
Erika  
Guthrie  
Chris  
24 payment  
1544  
hours



### Bank One Lease Payoff Fax Confirmation

Dealer Name: General Motors  
Contact Name: [REDACTED]  
Date Of Request: 7/23/01  
Time Of Request: 11:04 AM  
Fax Number: [REDACTED]

Year: 2000      Make: CHEVROLET      Model: CORVETTE  
Customer Name: [REDACTED]  
Account Number: [REDACTED]  
Payoff Amount: 539,388.81  
Good Through Date: 9/6/01

*Please note: This quote does not relieve the customer from any liability for any unpaid balance owed on the account, including any balances resulting from the NSP or stopped payments.*

### For expedited title/Lien release processing, please follow these steps for Payoff Processing:

- ☐ Always include a copy of this letter and the vehicle odometer statement with your payoff check
- ☐ Include the customer name and/or account number on the payoff check
- ☐ Make the check payable to Bank One Deferred Exchange Account

Seller has assigned its rights (but not its obligations) to sell this vehicle to Chicago Deferred Exchange Corp., acting as a qualified intermediary. This assignment does not affect the sales contract between you and the Seller. If you decide to purchase this vehicle, please make your check payable to Bank One Deferred Exchange Account instead of Bank One.

- ☐ Remit payoff to one of the following addresses:

#### Regular Mail:

BOCC Lease Servicing Center  
Attn: Payoff Department KY1-4444  
P.O. Box 32490  
Louisville, Ky 40232-2490

#### Overnight Delivery:

BOCC Lease Servicing Center  
Attn: Payoff Department KY1-4444  
401 West Main Street  
Louisville, Ky 40202

Please call 1-800-999-9957 with any questions about this quote.

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# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6738482	VIN Number:	1G1YY32G4Y5116848
Date Opened:	8/28/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B47159	Mileage:	24270
Address:	FAGAN CHEV-CADI INC JANESVILLE	State:	WI
Dealer Phone:			

---

SYMPTOM ABSTRACT--- STEERING STEERING COLUMN LOCK MESSAGE WAIT 10

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/28/2003 11:52:12 SBD TEMPLATE - DALEY

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)

JEFF PARA

CUSTOMER CONCERN -

INT STEERING COLUMN LOCK MESSAG

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

DLR STS THAT INT THERE IS STEERING COLUMN LOCK CONCERN WITH WAIT 10 MINUTE MESSAGE.

DLR LOOKING FOR DIAG.

TAC RECOMMENDATION -

TAC ADV DLR OF A000285A 5-22-01 SUPERSEDES A000285 8-7-99

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

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW

EA02-031 / GM22C

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

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.
2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (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.

08/28/2003 11:52:12 HISTORY - DALEY

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Fayetteville

AR

HOME PHONE:

CASE NUMBER: 1-118401793

VIN:

1G1YY32G4Y5120396

DATE OPENED: 2003-07-11

MODEL YEAR:

2000

DATE CLOSED: 2003-07-24

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

31000.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

RFI Campaign, Steering Column Lock up; ; 2003-07-11

2003-07-11

Service Request Ownership has changed FROM: TEMPMODE TO: MESSMANW; ; 2003-07-11

2003-07-11

Complex request.; ; 2003-07-11

2003-07-14

Follow up---- check for goodwill.; ; 2003-07-23

2003-07-23

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

2003-07-24

Service Request has been Closed Satisfied.; ; 2003-07-24

## \*\*\*\*\*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



**LOCATION:**

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

PEMBROOK PINES

FL

HOME PHONE:

CASE NUMBER: 03341386

VIN:

1G1YY32G4Y5120494

MODEL YEAR:

2000

DATE OPENED: 2001-02-28

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED: 2001-02-28

MILEAGE:

16000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BLAKE CHE-CAD-OLD

BRC PARENT:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

STEERING COLUMN IS LOCKED

STEERING COLUMN IS LOCKED &amp; CUST SEEKS TO GET THIS RESOLVED

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

CUST STATES THE STEERING COLUMN IS LOCKED. CUST STATES HE IS 1 1/2 HRS FROM HOME ON VACATION. CUST SEEKS TO GET STEERING COLUMN UNLOCKED. CRM ADVISED CUST OF NAMES, PHONE #'S & ADDRESSES OF 2 DLRS IN THE AREA, GAVE HIM THE PHONE # OF ROADSIDE ASSIST & WARM TRANSFERRED HIM. ROADSIDE ASSIST ADVISED CUST OF WHAT TO DO & TO TAKE VEH TO DLR IN TOMORROW IN THE AM. CRM-DENISE FARGHI-PDX-CAC; 0; 99999

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER 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:

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:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Franklin Park  
IL

HOME PHONE:

CASE NUMBER: 1-131260307

VIN: 1G1YY32G4Y5120608

MODEL YEAR: 2000

DATE OPENED: 2003-08-18

SERIES: Corvette

DATE CLOSED: 2003-09-04

MILEAGE: 36000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Bill Stasek Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 700 W Dundee Rd, Wheeling, IL, 60090-2606, USA

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

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

Sticks

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

Cust seeks assistance with leaking; ; 2003-09-04  
2003-08-18

Calling for info on veh; ; 2003-08-18  
2003-08-18

Calling for info on veh; ; 2003-08-18  
2003-08-18

Calling to obtain further information; ; 2003-09-04  
2003-08-18

Calling; ; 2003-09-04  
2003-08-19

Tadavich Charles 630092 8143; ; 2003-09-03  
2003-09-03

Service Request Ownership has changed FROM: FUSONE TO: TAYLORC; ; 2003-09-03  
2003-09-04

leak in convertible top; ; 2003-09-04  
2003-09-04

convertible top; ; 2003-09-04  
2003-09-04

convertible top leaks; ; 2003-09-04  
2003-09-04

convertible leak; ; 2003-09-04  
2003-09-04

convertible top; ; 2003-09-04  
2003-09-04

Service Request has been Closed Dissatisfied.; ; 2003-09-04

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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:

# TECHNICAL ASSISTANCE SYSTEM

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

---

Case No:	4970900	VIN Number:	1G1YY32G4Y5123721
Date Opened:	8/16/2001	Model Year:	2000
Date Closed:	9/18/2001	Series:	Corvette
Dealer Code:	B24455	Mileage:	6831
Address:	NELSON HALL CHEVROLEMERIDIAN	State:	MS
Dealer Phone:			

---

SYMPTOM ABSTRACT--- CAMPAIGN 01044

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--

08/16/2001 11:27:20 SBD TEMPLATE - ARNOLD

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/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

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

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

08/16/2001 11:27:20 HISTORY - ARNOLD

CONDITION: THE STEERING COLUMN IS LOCKED.

DLR DIAGNOSIS: DLR WANTS TO KNOW IF HE CAN PERFORM CAMPAIGN 01044 EVEN  
THOUGH HIS VEHICLE DOES NOT FALL WITHIN THE VIN BREAK.

SUGGESTION: ADVISED DLR HE CAN FOLLOW THE CAMPAIGN PER P/I A001782 BUT HE  
MAY WANT TO CONTACT HIS AVM FIRST. DLR TO ADVISE.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

ORCHARD LAKE

MI

HOME PHONE:

CASE NUMBER: 05394442

VIN: 1G1YY32G4Y5127445

DATE OPENED: 2001-08-24

MODEL YEAR: 2000

DATE CLOSED: 2001-08-28

SERIES: CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE: 12000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: TENNYSON CHEVROLET INC

DEALER ADDRESS: 32570 PLYMOUTH RD., LIVONIA, MI, 48150, USA

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

J01 Engine

Other

1 REPAIR ATTEMPT(S)

ENGINE KNOCK

J57 ECM/PCM/CALPAX/MEMCAL

Hard Start - Cold Engine

1 REPAIR ATTEMPT(S)

ENGINE KNOCK

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCK UP

C14 Seat Lumbar

Other

0 REPAIR ATTEMPT(S)

NOT HOLDING TO FLOOR

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HIS VEHICLE HAS BEEN INTO DEALER FOR 4 WEEKS THIS SUMMER. CUST SAYS THAT THE ENGINE KNOCKS, THE COMPUTER MODULE HAS BEEN REPLACE, THE STEERING WHEEL HAS LOCKED UP, AND THE DRIVER SEAT WILL NOT HOLD TO FLOOR. CUST SAYS THAT SUNDAY NIGHT THE SECURITY LIGHT CAME ON AND HE COULDN'T GET VEHICLE STARTED. CALLED ROADSIDE AND THEY CAME OUT AND TOLD HIM THAT THEY COULDN'T TOW VEHICLE BECAUSE THE WHEELS WERE TURN. ROADSIDE COULDN'T GET CUST A RENTAL EITHER. CUST HAD \$11.00 AND NO WAY TO GET BACK HOME. HAD TO STAY IN HOTEL UNTILL MORNING. CUST SEEKS GM TO BUY BACK VEHICLE. CRM ADVISE HIM THAT I WOULD RESEARCH THIS. CALLED SVM BEVERLY BARNETT WHO SAID THIS IS A VERY GOOD CUST AND HE HAS HAD A LOT OF CONCERNS. SHE WILL CONTACT HER AVM ON CUST CONCERNS. CRM ADVISE CUST THAT SVM WILL CONTACT AVM. WILL CALL SVM BACK ON TUESDAY. KIMBERLEE WEISKER/PDX-CAC; 0; 367529014  
2001-08-28

TALK TO SVM WHO SAID THAT AVM WAS THERE YESTERDAY AND SPOKE WITH THE CUST. AT THIS POINT THE MATTER IS BETWEEN THE AVM AND CUST. CASE CLOSED. KIMBERLEE WEISKER/PDX-CAC; 0; 367873903

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
  
MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:  
  
WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:  
  
WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

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

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

SALES TAX:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] NORTH AUGUSTA SC [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05470168 VIN: 1G1YY32G4Y5132547  
MODEL YEAR: 2000  
DATE OPENED: 2001-09-06 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-09-07 MILEAGE: 22800  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MILTON RUBEN CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 3514 WASHINGTON RD., AUGUSTA, GA, 30907, USA

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

T22 CSI Reply	Other
0 REPAIR ATTEMPT(S)	COMPLIMENT
M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED
T44 Maintenance Certificate (Oil Change)	Other
0 REPAIR ATTEMPT(S)	OIL CHANGE
S86 CAC Resolved With Goodwill	Other
0 REPAIR ATTEMPT(S)	OIL CHANGE
T10 Complimentary Call	Other
0 REPAIR ATTEMPT(S)	SERVICE PERSONNEL

Compliment GM/Dealer service personnel

INFORM THE CALLER:

"Thank you for taking the time to give us your feedback. General Motors appreciates your compliment."

CRM INSTRUCTIONS: Use call documentation procedures.

DEALER COMPLIMENT

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

CUST SENT IN SURVEY WITH ATTACHED LETTER STATING THAT HIS SERVICE ADVISOR WAS GREAT. CRM CALLED SVC MGR TO ADVISE HIM OF THE COMPLIMENTARY LETTER THAT WE HAD RECEIVED FROM THIS CUST AND THANKED HIM FOR DOING A GREAT JOB. CRM THEN CALLED CUST AND THANKED HIM FOR THE NICE LETTER. CRM ADVISED CUST THAT I WAS SENDING HIM A FREE OIL CHANGE FOR TAKING THE TIME TO PROVIDE US WITH THIS COMPLIMENTARY LETTER AND HIS EXPERIENCE. CRM ALSO ASKED IF THERE WAS A RECALL OUT THERE ON THE STEERING COLUMN. HE STATED THAT HE HAD THIS JUST REPAIRED AND YESTERDAY, HE SPOKE WITH SOMEONE ELSE WHO HAD THE SAME PROBLEM. CRM ADVISED CUST THAT THERE IS A NEW CAMPAIGN OUT CONCERNING THIS PROBLEM, HOWEVER HIS VEHICLE IS NOT PART OF THE RECALL. CUST REQUESTED THAT I DOCUMENT HIS CONCERNS ABOUT THIS, SO THAT GM WILL BE AWARE THAT OTHER VEHICLE ARE INVOLVED IN THIS SAME PROBLEM THAT ARE OUTSIDE OF THIS CAMPAIGN PEREMETERS. CRM ADVISED CUST THAT I WILL BE SURE TO DOCUMENT HIS CONCERNS. - ALAN RICKETTS/CAC/TAMPA; 0; 99999  
2001-09-07

GOODWILL LIAISON PRE-APPROVES OIL CHANGE LETTER AT LEVEL ONE EMPOWERMENT PER TM OGLESBY  
DNEWTON-TPA APPROVAL GROUP; 0; 368728820  
2001-09-07

Liaison providing first level of approval for one complimentary oil change letter. Cookie  
McCormick/Goodwill Liaison/Tampa; 0; 368733014  
2001-09-07

FINAL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 368734381

\*\*\*\*\*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:  
MILEAGE & BUY-BACK: 0  
MSRP:

TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

September 6, 2001

[REDACTED]  
North Augusta, SC [REDACTED]

Request: C05470168

Dear [REDACTED]

We want to thank you for taking the time to write and make us aware of the good experience you had at Milton Ruben Chevrolet and 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 for your General Motors vehicle. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Alan Ricketts  
Customer Relationship Manager

RS0015-T/dln

---

ATTENTION: DEALERSHIP SERVICE MANAGER  
COMPLIMENTARY OIL CHANGE

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



# Service Satisfaction Survey

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

North Augusta SC

Tel: 803/283-1111

Home telephone:

Change to:

Please provide us with your preferred Email address:

Dear

Our records indicate that you had your 2000 Corvette serviced at Milton Ruben Chevrolet on July 10, 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 Milton Ruben Chevrolet.

Sincerely,

*Dawn L. Wright*

Dawn L. Wright

Director - Customer & Relationship Services

08-28-01P07:44 RCVD

## 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 THE VEHICLE IN FOR SERVICE ON JULY 10, 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis?                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Does Not Apply/Not Satisfied | Don't Know               |
| 3. When arriving for service, were you greeted promptly?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                              |                          |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

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

1G1YV32G4Y5132547 08270

21127283285 00000112801 082768

051

117765



# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

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

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

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice?..... ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☒ Yes ☐ No ☐ Don't Know/Not Sure

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Milton Rabea Chevrolet?..... ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☒ Definitely Would ☐ Probably Would ☐ Maybe Might 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: SEE ATTACHED

Vehicle: \_\_\_\_\_

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 10000, TOLEDO, OH 43000-0000**

August 12, 2001

Dawin L. Wright  
Director- Customer & Relationship Services  
Chevrolet Motor Division  
PO Box 10063  
Toledo, OH 43682-4081

[REDACTED]  
North Augusta, SC [REDACTED]  
[REDACTED]

#### LETTER OF APPRECIATION

I was pleased to receive the customer service satisfaction survey from you since it provides me an opportunity to formally recognize the excellent service that I have received at Milton Ruben Chevrolet. In particular, I want to recognize and express my sincere appreciation for the excellent service provided to me by the Richard Osborne, Service Consultant. Richard exemplifies the qualities and characteristics of a Service Consultant which deserve special recognition. I always receive a friendly, courteous welcome and I always get the facts in an honest and straight forward manner from an informed professional. On this particular service visit, Richard introduced me to the technician who was repairing my car. His name is Montana and I truly appreciated my discussions with him. This is another quality service attribute, which Richard provides, in that I get to meet the individuals servicing my car and hear from them first hand.

I am very proud of my 2000 Corvette and only the best will satisfy me in the servicing of my life long dream "to own a Vette.". I can honestly say that I was not a "happy camper" on this particular day when my steering column locked up since I had to have my car towed and I had to reschedule my full work load for the day. However, Richard took care of me. I can always count on that. Milton Ruben Chevrolet is very fortunate to have employed such an outstanding individual as Richard Osborne.

Thus, I am a very satisfied customer as this survey reflects. I love my Vette and I am most pleased with the service that I have received over the past year.

Sincerely,

A black rectangular redaction box covers the signature area. Above the box, there is a handwritten signature in dark ink, which appears to be "D. H.". A horizontal line extends from the right side of the signature across the page.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:YORKTOWN HEIGHTS  
NY

HOME PHONE:

CASE NUMBER: 04925268 VIN: 1G1YY32G4Y5132726  
MODEL YEAR: 2000  
DATE OPENED: 2001-07-16 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-09-13 MILEAGE: 7500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: B. F. CURRY, INC.  
BRC PARENT: DEALER ADDRESS: 3805 CROMPOND ROAD, YORKTOWN  
HEIGHTS, NY, 10598, USA

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

S08 Loaner Vehicle Not Provided  
0 REPAIR ATTEMPT(S)Technical Bulletin  
rentalM01 Steering General  
0 REPAIR ATTEMPT(S)Other  
steering column lock

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

cust states vah was in for locking on steering colum and had repaired, cust states on 7-12 it locked up again, cust states contacted his servicing dlr and was advised that they are busy untill Thursday 7-19 and Corvette tech will not be back untill thattime, cust states he uses vehicle every day and went and got a rental vehicle, cust states was advised by dlr that rental vehicle cannot be provided unless it is in shop, cust states he feels safer keeping vehicle with him untill tech is in, CRM spoke with tech who advised that srv mgr is out and cannot be reached, tech confirmed what cust advised CRM, CRM to call AVM to see if rental can be covered, CRM to call cust back on Wednesday 7-18-01 between 9:000-11:00am PST  
Kristy Wintermantel-cac-pdx; 0; 364152541  
2001-07-16

CRM placed AVM call to John Silva @ 8:35am PST  
Kristy Wintermantel-cac-pdx; 0; 364152984  
2001-07-18

AVM John Silva states will cover rental for \$30/day  
Kristy Wintermantel-cac-pdx; 0; 364333064

2001-07-18

CRM contacted srv mgr Vince and advised of rental being covered, Vince advised he would get cust taken care of  
CRM contacted cust and advised cust to take veh in at appt time as scheduled and work with Vince, cust thanked for assistance  
Kristy Wintermantel-cac-pdx; 0; 364333554  
2001-07-23

CUST STATES THAT HE IS CALLING IN TO LET US KNOW THAT THE PART HAS A NATIONAL BACK ORDER...CUST SEEKS TO KNOW IF HTERE IS ANYTHING THAT CAN BE DONE TO SPEED UP THE PROCESS TO MAKING THE PART AVAIL...CUST STATES THAT SINCE WE ARE PAYING FOR THE RENTAL ANDIT MAY TAKE LONGET THEN USUAL HOW IS HE GOING TO GO ABOUT GETTING THIS PD FOR...CRM ADV CUST THAT CRM WILL RESEARCH AND CALL HIM BACK...CUST STATES THAT CRM CAN REACH HIM AT WORK...CRM ADV CUST THAT CRM WILL CALL HIM BACK WITH THE INFO.....CUST STATES THAT THAT WILL BE FINE...LCARRISALEZ/ATX/CAC; 0; 364756698  
2001-07-31

CRM CALLE DTHE DLR AND TRIED TO SPEAK TO THE SVC MGR BUT THE SVC MGR WAS N/A...CRM WILL TRY AGAIN TOMORROW...LCARRISALEZ/ATX/CAC; 0; 365472069  
2001-08-02

CRM CALLD THE DLR TO SEE WHAT IS GOING ON WITH CUST VEH...CRM SPOKE WITH SVC ADV WHO STATES THAT THE CUST HAS CAME TO PICK UP THE VEH ON FRIDAY...AND THAT THE CUST WAS SATIS...LCARRISALEZ/ATX/CAC; 0; 365626696  
2001-09-13

CUST STATES: STILL HAS NOT YET RECIEVED RENTAL REIMBURSEMENT CHECK, AND CANNOT GET IN TOUCH W/ SVC MGR  
CUST SEEKS: RENTAL REIMBURSMET  
CRM ADVISED: DLR CALLED CUST WHILE ON THE PHONE W/CRM, CHECK IS READY TO BE PICKEDUP AT DLR. CRM APOLOGIZED TO CUST FOR INCONVENIENCE. REQUEST CLOSED SATISFIED. CHRIS TRAFTON/CAC/ATX; 0; 369256743

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

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

ALLEN . TX

CASE NUMBER: 06062247 VIN: 1G1YY32G4Y5133388  
MODEL YEAR: 2000  
DATE OPENED: 2001-12-19 SERIES: UNKNOWN  
DATE CLOSED: 2002-02-07 MILEAGE: 21000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: RAY HUFFINES CHEVROLET, INC.  
BRC PARENT: DEALER ADDRESS: 1001 COIT RD., PLANO, TX, 75075, USA

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

B12 Roof Other  
1 REPAIR ATTEMPT(S) CONVERTIBLE TOP LEAKING  
  
C24 Seat Trim Other  
0 REPAIR ATTEMPT(S) WATER DAMAGE ON SEATS  
  
M41 Steering Column/Lock/Attaching Parts Broken  
0 REPAIR ATTEMPT(S) LOCK WILL NOT DISENGAGE  
  
R42 Radio Receiver Stereo Buzz  
0 REPAIR ATTEMPT(S) BUZZING IN DOOR  
  
A09 Car Damaged at Retailer Other  
0 REPAIR ATTEMPT(S) Dlr Bent Antenna  
  
B55 Warranty Clarification Other  
0 REPAIR ATTEMPT(S) Dlr Bent Antenna

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

## Vehicle operation or design

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

CUST STATES: HAS HAD VEH INTO DLRSHF FOR HEADLIGHTS NOT GOING DOWN ON VEH, RATTILING IN THE SUSPENSION, THROTTLE BODY, SEAT COMING LOOSE, BRAKE ROTORS WARPED, BOLT LOOSE IN SUSPENSION CAUSING VEH TO PULL, STEREO RATTLING DOOR, CONVERTIBLE TOP LEAKING, WATER DAMAGE ON SEATS. CUST PURCHASED VEH IN AUG OF 2001 W/19,000 MILES, CUST IS LEASING THE VEH WHICH EXPIRES 8-05, VEH WAS A PROGRAM CAR, GLASS WAS SCRATCHED WHEN DOOR WAS REPAIRED, ALL REPAIRS HAVE BEEN DONE EXCEPT FOR REPLACING SEAT FOR WATER DAMAGE, TOP IS STILL LEAKING, AND STEERING LOCK WOULDN'T DISENGAGE ON VEH. CUST TOOK VEH IN 12-10-01 AND IT IS CURRENTLY AT DLRSHF.



CUST SEEKS: TO GET OUT OF VEH

CRM ADVSD: ATTEMPTED TO CONTACT SVC MGR, TRAVIS PARKER, WHO WAS NOT AVAILABLE. CRM WILL NEED TO RESEARCH W/DLRSH CONCERNS BEFORE ANY ASSISTANCE CAN BE OFFERED. C/B SET W/ CUST FOR WEDNESDAY 12-26-01 BTWN 5-7PM CT AT [REDACTED]  
CRM WILL CONTACT DLRSH THURSDAY 12-20-01.  
BECKA WILLEY/CAC/PDX; 0; 377647241  
2001-12-20

SPOKE TO TRAVIS PARKER, WHO STATES THAT COVERS ON SEAT HAVE BEEN REPLACED ALTHOUGH THE DAMAGE IS NORMAL WEAR, THE CARPET HAS BEEN REPLACED WHERE THERE WAS WATER DAMAGE, WEATHER STRIPING WAS APPLIED TO THE TOP AND IT IS REPAIRED TO GM SPECIFICATIONS, THE STEERING COLUMN WAS REPLACED, THE LOCKING OF STEERING IS COMMON IN THESE VEHs. SVC MGR STATES CUST DOES NOT QUALIFY FOR REPURCHASE B/C HE IS 2ND OWNER OF A PROGRAM CAR. CUST COULD NOT HAVE CAUSED OR PREVENTED ANY CONCERNS W/VEH, MAINTENANCE HAS BEEN DONE AT DLRSH IN THE SHORT TIME CUST HAS OWNED VEH.

BECKA WILLEY/CAC/PDX; 0; 377742218  
2001-12-26

ATTEMPTED TO CONTACT CUST-NOT AVAILABLE  
CALL BACK SET FOR FRIDAY 12-28-01 BTWN 5-7PM CT.  
BECKA WILLEY/CAC/PDX; 0; 378258602  
2001-12-28

ATTEMPTED TO CONTACT CUST-UNAVAILABLE L/N TO CONTACT CAC IF REQUIRES FURTHER ASSISTANCE.  
REQUEST CLOSING SATISFIED, SENDING CALL CAC LETTER.  
BECKA WILLEY/CAC/PDX; 0; 378430418  
2001-12-28

GL HAS REVIEWED FILE AND APPROVED LETTER RS0006. KATIE DESMOND/GL/PDX; 0; 378449442  
2001-12-31

CUST CALLED IN SEEKING UPDATE ON FILE. CUST STATES HE HAS PICKED UP VEH. CUST STATES THE SEATS WERE REPAIRED, BUT ONLY PARTS OF THEM, SO NOW THEY ARE NOT THE SAME COLOR. CUST STATES DLR BENT HIS ANTENNA. CUST SEEKS TO GET OUT OF THIS VEH. CRM ATTEMPTED TO CALL SVC MGR, SVC MGR @ LUNCH. CRM WILL CALL DLR AND CUST LATER TODAY. JERRED HERMANN/PDX/CAC 38820; 0; 378680618  
2001-12-31

CRM ATTEMPTED TO CONTACT SVC MGR, SVC MGR UNAVAILABLE. JERRED HERMANN/PDX/CAC 38820; 0; 378687394  
2001-12-31

CRM CALLED SVC MGR TRAVIS PARKER. TRAVIS STATES CUST HAS HAD A LOT OF SVC COMPLAINTS; TRAVIS STATES ABOUT HALF WERE VALID AND HALF WERE NOT. TRAVIS STATES HE WOULD NOT SUPPORT HELPING CUST INTO ANOTHER VEH THROUGH THE SALES DEPT. TRAVIS STATES MUCH OF CUST ISSUES ARE TRIM RELATED AND WOULD NOT BE COVERED BY ANY EXTENDED PLAN, SO THERE IS NO POINT IN PURSUING THAT. TRAVIS STATES CUST PURCHASED VEH USED FROM AN INDEPENDENT DLR @ 19000 MI. JERRED HERMANN/PDX/CAC 38820; 0; 378688918  
2001-12-31

CRM ATTEMPTED TO CALL CUST; CUST UNAVAILABLE. CRM LEFT MESSAGE. \*\*\*\*\*NEXT CRM\*\*\*\*\*  
CUST BOUGHT VEH USED FROM INDEPENDENT @ 19000 MI. CUST ISSUES ARE NOT THINGS THAT WOULD BE COVERED BY A GMPP; DLR DOES NOT SUPPORT ANY KIND OF TRADE ASSIST, OLC IS NOT AN OPTION; CUST IS SEEKING OUT OF VEH, MAINT LETTER OR LOF WOULD NOT SATISFY. THERE IS NO ASSISTANCE AVAIL FOR THIS CUST CURRENTLY. CRM WOULD RECOMMEND THAT CUST TAKE ISSUE UP WITH SELLING DLR IF HE'S DISSATISFIED WITH THE VEH HE HAS PURCHASED. CRM WILL ATTEMPT TO CALL CUST BACK. JERRED HERMANN/PDX/CAC 38820; 0; 378689179  
2002-01-02

CRM CALLED CUST AND ADVISED THAT AT THIS TIME CHEV CANNOT ASSIST CUST INTO ANOTHER VEH. CRM ADVISED CUST THAT THE PORTIONS OF HIS SEATS THAT ARE DEFECTIVE WERE REPLACED AND THE ENTIRE SEAT WILL NOT BE REPLACED. CUST STATES IF WE DO NOT MATCH THE LEATHER ON HIS SEAT HE WILL NOT BUY ANOTHER CHEV. CRM APOLOGIZED THAT WE COULD NOT ASSIST CUST MORE. CUST STATES HE IS

DISSATISFIED WITH HOW LONG DLR TAKES TO DIAGNOSE/REPAIR VEH, AND THAT HE HAS TO TAKE IT BACK IN FOR THE SAME ISSUES REPEATEDLY. CUST STATES HE WILL INVOLVE A LAWYER IF NECESSARY. CRM ADVISED CUST THAT ANY CURRENT CONCERNS HE HAS WE'D BE HAPPY TO HELP GET TAKEN CARE OF THROUGH THE DLR. CRM ADVISED CUST THAT IF HE IS DISSATISFIED WITH THE DLR SVC PROCEDURES HE IS FREE TO TAKE VEH TO ANY CHEV DLR FOR WARRANTY WORK. CUST SEEKS NAME OF SUPERVISOR. CRM SUPPLIED NAME OF TM DAN PASLIN. CUST SEEKS CONTACT # FOR TM. CRM ADVISED THERE IS NO DIRECT LINE. CUST SEEKS TO SPEAK TO TM. CRM SPOKE TO TM DAN PASLIN AND WAS TOLD TO SET A CALL BACK. ---> 0; 378855996  
2002-01-02

TM DAN PASLIN WILL CALL CUST BACK LATER TODAY OR TOMORROW. CUST WILL BE @ WK UNTIL ABOUT 4PM CENT. CUST WILL BE AT HOME AFTER 6PM CENT. CRM FORWARDING FILE TO TM. JERRED HERMANN/PDX/CAC 38820; 0; 378856037  
2002-01-02

TM called cust @ [REDACTED]. Cust n/a. TM l/m vme for cust of req# & CAC ph# & advcd would try to contact cust again.  
TM Daniel Paslin/PDX/CAC; 0; 378860061  
2002-01-02

TM called work ph# on contact record [REDACTED] but rec'd msg that ph# d/c or not in svc.  
TM Daniel Paslin/PDX/CAC; 0; 378860259  
2002-01-02

TM called cust on cell ph# [REDACTED]. Cust n/a. TM l/m vme w/ req # & advcd cust TM would attempt to reach cust again.  
TM Daniel Paslin/PDX/CAC; 0; 378860418  
2002-01-03

TM called cust on cell ph# but cust n/a. TM l/m vme w/ req# & CAC ph# & advcd cust that TM will make one more attempt to reach cust @ [REDACTED]  
TM Daniel Paslin/PDX/CAC; 0; 378945806  
2002-01-03

TM contacted cust @ [REDACTED]. Cust stated current issues are: Dlr bent antenna on last svc visit, Convertible Top still leaking & trunk does not open properly from remote. Cust states he owns a 1999 Chev Tahoe that was purchased new from Frank Parra Autoplex in Irving, TX that had (until recently) been maintained @ Huffines Chev. Cust states he is considering purchase of Suburban but that is currently on hold. Cust states his boss just bought Avalanche & Suburban from Ray Huffines Chev. Cust seeks Chev to cover cost of replacing all leather on seats because new leather on bottom and sides doesn't match. TM advcd cust that explanation given of wnty policy is correct & that cost asst on seats is very unlikely. TM apologized to cust for dissat w/ dlr svc.  
TM Daniel Paslin/PDX/CAC; 0; 378947917  
2002-01-03

TM called svc mgr Travis Parker @ Ray Huffines Chev for clarification of a couple of issues. Svc mgr stated that Leather Seats were not damaged by water leakage - they were simply showing wear & cracking about on par w/ other vehs of the same mileage age. Svc mgr stated that it really wasn't wnty but he went ahead and repaired the leather on bottom seat pad on driver & passenger seats b/c cust was so unhappy w/ them. Svc mgr confirmed that cust's 99 Tahoe had been in for maint (8/01, 6/01, 4/01, 12/00, etc.).  
TM Daniel Paslin/PDX/CAC; 0; 378948600  
2002-01-03

CRM CALLED CUST AND RELATED DLR INFO. CUST STATES THE DLR IS LYING. CUST STATES HE WAS TOLD BY THE DLR THAT THE SEATS WERE BEING REPLACED DUE TO WATER DAMAGE. CRM ADVISED CUST THAT WE HAVE TO RELY ON OUR DLRS FOR TECH OR DIAGNOSTIC INFO. CRM REITERATED TO CUST THAT NOTHING MORE WILL BE DONE WITH THE SEATS. CUST STATES HE NO LONGER WISHES TO SPEAK TO CRM, WILL ONLY SPEAK TO TM DAN PASLIN FROM HERE. CRM WILL ADVISE TM. JERRED HERMANN/PDX/CAC 38820; 0; 378949555  
2002-01-03

TM is returning req to CRM HERMANNJ to complete req dissat.  
TM Daniel Paslin/PDX/CAC; 0; 378953773  
2002-01-14

CUST STS THAT HE HAS A FILE, CUST SEEK TO UPDATE FILE AND PROVIDE ADDITIONAL INFO, CUST STS THAT HIS VEH IS GOING BACK INTO THE SHOP TODAY, CUST STS THAT THERE IS STILL A NOISE IN THE PASSENGER DOOR, AND THE TOP IS STILL LEAKING, AND THERE IS A RATTING IN THE WINDOW, CUST SEEKS TO GET OUT OF VEH, CRM ADV CUST THAT GM FIRST PRIORITY IS TO TRY TO REPAIR VEH FIRST, AND HE WOULD NEED TO CONTINUE TO WORK THROUGH THE DLR FOR REPAIRS AND TO TRADE VEH, CRM ADV CUST CRM WILL DOCUMENT CONCERNS.....CYNTHIA HERNANDEZ/ATX/CARS; 0; 379885778  
2002-01-30

CUST STATES NOW IT HAS BEEN A WEEK AND A DAY AND SINCE AUGUST IT HAS BEEN IN FOR A TOTAL OF 60 DAYS FOR ONE REPAIR OR THE OTHER.; 0; 381279237  
2002-01-30

CRM CALLED SVC MGR BUT HE WAS IN A MEETING. SET CALL BACK WITH CUST FOR TMR AFTER CONTACTING SVC MGR. CASE SUSPENDED. BORIS ALVARADO/CAC/ATX; 0; 381279965  
2002-01-31

CUST STATES: HAS A FILE WITH CAC. CUST SEEKS: CHEVY ADDRESS TO WRITE LETTER AND ATTACH TO FILE. CRM ADVSD: LOCATED CUST FILE AND GAVE CUST ADDRESS TO CHEVY. CUST WILL SEND LETTER TO ATTENTION OF WORKING CRM. KIMBERLEE RHODES/CAC/PDX; 0; 381348283  
2002-01-31

CUST STATES HE IS TO RECIEVE A CALL BACK FROM PRE-CRM TODAY AND HASNT YET. CUST IS AT WORK # [REDACTED] TILL 7 EST. CUST WOULD LIKEA CALL BACK THERE. CRM FORWARDING REQUEST TO ALVARADB. JARED WALLACE/CARS/TAMPA; 0; 381368996  
2002-02-01

CUST STATES HAS NOT HAD C/B YET. CUST SEEKS CALL TO WORK # BY 5PM EST TODAY. CRM ADVISED CUST WILL SEND NOTIFICATION TO CRM ALVARADB. MICHAEL DOW, CARS/TAMPA.; 0; 381444897  
2002-02-01

CRM CALLED SVC MGR AND HE STATES THAT VEH IS CURRENTLY REPAIRED. THE MAIN CONCERN WAS THE TOP WAS LEAKING WATER AND THEY HAVE FIXED THAT. HE STATES CUST HAS BEEN PICKY WITHOUT ALOT OF THINGS THAT THEY BELIEVE ARE NOT IMPORTANT. BUT HE ALSO STATES THATTHERE HAVE BEEN MAJOR ISSUES SUCH AS THE ALTERNATOR WHICH THEY FIXED AND THE LEAK WHICH IS ALSO FIXED NOW. SVC MGR STATES CUST HAS DONE BASIC MAINTENANCE AT THE DLRSHIP. HE STATES THAT CUST IS TRYING TO WORK OUT DEAL WITH SERVICE DEPT FOR EXTENDED WARRANTY. CRM CALLED CUST AND LEFT MESSAGE AT WK# AND CELL# DETAILING SVC MGRS INPUT. BORIS ALVARADO/CAC/ATX; 0; 381450646  
2002-02-07

CUST STATES THAT CUST SEEKS REPURCHASE AND IF NOT THAT THAT CUST SEEK EXTENDED WRNTY. CRM REVIEWED FILE AND INFORMED CUST OF INFORMATION THAT CUST HAS BEEN GIVEN BEFORE. CRM ADVISED CUST THAT BECAUSE VEH WAS OWNED PREVIOUS AND THAT WE DID NOT KNOW HOWTHAT VEH WAS MAINTAINED OR DRIVEN THAT VEH DID NOT QUALIFY FOR REPURCHASE. CRM VERIFIED THAT CUST HAS NOT HAD OUT OF POCKET EXPENSES ON VEH OTHER THAN BASIC MAINTENANCE ITEMS. CRM ADVISED THAT CUST WOULD NOT QUALIFY FOR EXTENDED PROTECTION PLAN AS ALL REPAIRS TO VEH OTHER THAN MAINTENANCE ITEMS HAD BEEN COVERED BY BUMPER TO BUMPER WRNTY. CUST STATES THAT CUST HAS FILED W/ BBB AGAINST DLRSHIP AND CHEV. CRM ADVISED CUST THAT IF CUST HAD FILED W/ BBB THAT CAC COULD NO LONGER ASSIST CUST AND THAT A SPECIAL SECTION OF CUST SERVICE WOULD BE WORKING W/ BBB. CUST ASKED IF SOMEONE WOULD BE CONTACTING HIM DIRECTLY. CRM REFERRED CUST TO BBB AS BBB WOULD KNOW PROPER STEPS TO TAKE RE HIS CASE.  
CUST DISSATISFIED.; 0; 381959801  
2002-02-07

CRM SPOKE W/ SVC STEVE GANDY AT RAY HUFFINES AT 972-867-4000 WHO STATES THAT THE DLRSHIP HAS GOODWILLED SEATS, PAINT AND HUGE RENTAL BILLS FOR THE CUST. SVC MGR STATES THAT CUST DID HAVE SERVICING ON SUBURBAN AT HUFFINES. DIANE COLLINS/CAC/ATEX; 0; 381959903  
2002-02-07

CRM REVIEWED FILE W/ TM, TRACI BECKER, WHO STATES THAT FILE MAY BE CLOSED DISSATISFIED AND BBB LETTER SENT. DIANE COLLINS/CAC/ATEX; 0; 381959970  
2002-02-11

LETTER APPROVED. KERRIE LINDHOLM/ATX/GOODWILL LIAISON; 0; 382315230

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,

CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:

SEATING POSITION:  
TYPE OF INJURY:

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:

DID OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

February 7, 2002

[REDACTED]  
Allen, TX [REDACTED]

Request: C06062247

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 Chevrolet Corvette. We know you are sincere in the position you have taken, and hope you also understand our point of view.

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Alice Collins  
Customer Relationship Manager

MN0001-A/kjl

December 28, 2001

[REDACTED]  
Allen, TX [REDACTED]

Request: C06062247

Dear [REDACTED]

We would like to discuss your recent concerns regarding your 2000 Chevrolet Corvette, which 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,

Rebecca Willey  
Customer Relationship Manager

RS0006-P/kld

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	5858528	VIN Number:	1G1YY32G515113303
Date Opened:	9/20/2001	Model Year:	2001
Date Closed:	10/17/2001	Series:	Corvette
Dealer Code:	B09192	Mileage:	3101
Address:	HIGGINS CHEV CO INC IRONTON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- STEERING STEERING COLUMN LOCKED A000265

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/20/2001 09:03:28 SBD TEMPLATE - ROAT

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

\_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

\_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

09/20/2001 09:03:28 HISTORY - ROAT

CUSTOMER STATES SERVICE COLUMN LOCK AND STEERING COLUMN IS LOCKED.

TECH REMOVE LOCK RELAY AND SYSTEM STARTED TO OPERATE.

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

10/17/2001 07:53:15 MILLER      - REPLACED LOCK ACTUATOR.  
CASE CLOSED.

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5756126	VIN Number:	1G1YY32G515130621
Date Opened:	7/23/2002	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B26549	Mileage:	7195
Address:	JACK WILSON CHEVROLES	State:	FL
Address:	SAINT AUGUSTINE		
Dealer Phone:			

---

SYMPTOM ABSTRACT--- LOCK STEERING INT STEERING COLUMN WON'T UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/23/2002 10:10:41 SBD TEMPLATE - LEIBENGOOD

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) TECH TONY THIBAUT

CUSTOMER CONCERN - STEERING COLUMN WON'T UNLOCK

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

NO DTC'S. TECH UNABLE TO VERIFY CONDITION. STEERING COLUMN WOULD NOT UNLOCK 1X.

TAC RECOMMENDATION -

REC: TECH ATTEMPT TO DUPLICATE. MONITOR THE KEY IN & KEY OUT STATUS.

TECH TO ADVISE.

07/23/2002 10:10:41 HISTORY - LEIBENGOOD

EA62-031 / GM22C

Page 1 of 2



## GM RESTRICTED

CASE NUMBER: 1-48615618 VIN: 1G1YY32G525122066  
DATE 11/12/02 MODEL  
DATE 11/21/02 SERIES CORVETTE  
SOURCE: N/AYES MILEAGE  
CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE: STATE: UK  
BUS. PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 1-48615618 VIN: 1G1YY32G525122066  
MODEL YEAR:  
DATE OPENED: 2002-11-12 SERIES: Corvette  
DATE CLOSED: 2002-11-21 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Ed Bosarth Chevrolet Company, Inc.  
BRC PARENT: DEALER ADDRESS: 2001 S Havana, Aurora, CO, 80014-1013, USA

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

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

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

Battery dead/steering lock'd; ; 2002-11-12  
2002-11-12

Crm called dlr; ; 2002-11-12  
2002-11-21

Service Request has been Closed Satisfied., ; 2002-11-21

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

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

## 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 HAC:

## DEALER NAME:

## DEALER ADDRESS: , ,

## CONTACT: ,

## PHONE NUMBER:

## PRODUCT CODE:

## FAX NUMBER:

## BODY TYPE:

## TRIM:

## ENGINE TYPE:

## TRANSMISSION:

## VEHICLE DRIVEABLE:

## MILEAGE @ BUY-BACK: 0

## BRC WARRANTY DATE:

## MSRP:

## NADA: 0

## SALES TAX:

## DEPRECIATION:

## UPGRADE:

## AFTERMARKET:

## LEASE TERM:

## DAMAGE:

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

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: 2  
 COMPANY: CONTACT TYPE:  
 ADDRESS: CONTACT PHONE: