

**EA02-031**

**GM**

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

**ATTACHMENT 4F  
BOOK 20 OF 22  
PART 2 OF 3**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Versailles

KY

HOME PHONE:

CASE NUMBER: 1-110653914

VIN: 1G1YY32G525125498

MODEL YEAR: 2002

DATE OPENED: 2003-06-18

SERIES: Corvette

DATE CLOSED: 2003-06-27

MILEAGE: 13500.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Thoroughbred Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 2800 Richmond Rd, Lexington, KY, 40509-1505, USA

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

J01 General

0 REPAIR ATTEMPT(S)

Oil Consumption

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

Steering Column Locked; ; 2003-06-18

2003-06-18

RPI on Steering Column locked; ; 2003-06-18

2003-06-23

Follow up on compensation, piston rings, and recall info 9-11am est; ; 2003-06-23

2003-06-18

FAVM contacted for response; ; 2003-06-18

2003-06-20

FAVM updated file; ; 2003-06-20

2003-06-23

decision give to cust; ; 2003-06-24

2003-06-24

Call cust for follow up; ; 2003-06-27

2003-06-27

Spoke to wife of cust; ; 2003-06-27

2003-06-27

Service Request has been Closed Satisfied.; ; 2003-06-27

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

## OWNER DESCRIPTION:

## ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Jacksonville FL [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-112662674 VIN: 1G1YY32G5W5102888  
DATE OPENED: 2003-06-24 MODEL YEAR: 1998  
DATE CLOSED: 2003-07-07 SERIES: Corvette  
SOURCE: Phone MILEAGE: 50000.0000000  
SRC TYPE: N/ANc DELIVERY DATE:  
SRC PARENT: DEALER NAME: Nimmicht Chevrolet Company  
DEALER ADDRESS: 1550 Cassat Ave, Jacksonville, FL, 32210-1798, USA

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

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

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

RFI Recall; ; 2003-06-24  
2003-06-24  
Service Request Ownership has changed FROM: TEMPMACT TO: MCGOWANS; ; 2003-06-24  
2003-06-24  
steering concern; ; 2003-06-24  
2003-06-30  
follow up; ; 2003-06-30  
2003-06-25  
request contact from working crm Sean; ; 2003-06-25  
2003-06-25  
CALL CUST; ; 2003-06-25  
2003-06-25  
Veh Diagnosis; ; 2003-06-25  
2003-06-25  
Cust Call; ; 2003-06-25  
2003-06-25  
call back req; ; 2003-06-25  
2003-06-25  
CRM transferred cust to original case owner; ; 2003-06-25  
2003-06-25  
follow up; ; 2003-06-25  
2003-06-25  
research; ; 2003-06-25  
2003-06-26

follow up; ; 2003-06-26  
2003-06-25

Cust seeks rep; ; 2003-06-25  
2003-06-25

follow up; ; 2003-06-25  
2003-06-26

research (9043874040 ext 1271); ; 2003-06-26  
2003-06-26

call back req; ; 2003-06-26  
2003-06-26

research; ; 2003-06-26  
2003-06-26

scheduled outbound call; ; 2003-06-26  
2003-07-03

Created:CAC\_RS0006. SR#1-112662674; ; 2003-07-03  
2003-07-03

call cac; ; 2003-07-07  
2003-07-07

APPROVED LETTER RS0006; ; 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:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

HRC 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\*\*\*\*\*

**RESOLUTION SOUGHT:**

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

CONTACT PHONE:



October 21, 2003

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

Service Request: 1-112662674

Dear [REDACTED]

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

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

Sincerely,

Sean McGowan  
Customer Relationship Manager

RS0006-P/mjr

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Plantation

FL

HOME PHONE:

CASE NUMBER: 1-31464828 VIN: 1G1YY32G5W5103944  
MODEL YEAR: 1998  
DATE OPENED: 2002-09-09 SERIES: Corvette  
DATE CLOSED: 2002-09-11 MILEAGE: 50000.00000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: ADPNo DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

steering locked; ; 2002-09-09  
2002-09-09

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

Steering Lock; ; 2002-09-09  
2002-09-09

Service Request Ownership has changed FROM: NAUMANN TO: MANN; ; 2002-09-09  
2002-09-09

Service Request has been Closed Dissatisfied.; ; 2002-09-09  
2002-09-10

CHV0256612 <SD>09/10/2002 09/10/2002 12:15:42:184; ; 2002-09-11  
2002-09-11

Active BBB case.; ; 2002-09-11  
2002-09-11

Service Request Ownership has changed FROM: MANN TO: RHALL; ; 2002-09-11  
2002-09-11

BBB Start Date was set to 09/10/2002 in SR# 1-31464828; ; 2002-09-11  
2002-09-11

Customer contacted.; ; 2002-09-11  
2002-09-11

Svc Mgr Brad Helne.; ; 2002-09-11  
2002-09-11

AVM Wesley Sheffield.; ; 2002-09-11  
2002-09-11

Custome contacted.; ; 2002-09-11  
2002-09-11

BBB Rhonda Rakins; ; 2002-09-11  
2002-09-11

Ineligible for further assistance due to age of vehicle.; ; 2002-09-11  
2002-09-11

Ineligible for BBB program. Out of new car warranty.; ; 2002-09-11  
2002-09-11

BBB case closed.; ; 2002-09-11  
2002-09-11

Service Request has been Closed Satisfied.; ; 2002-09-11  
2002-09-11

CHV0256612 09/11/2002 14:15:46:163; ; 2002-09-11

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

## PAR STATUS:

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

SOURCE: TRANSACTION:  
 REQUEST TYPE:  
 REPURCHASE REASON:  
 DEALER PAC:  
 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: 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:

SMELLVILLE

GA

HOME PHONE:

CASE NUMBER: 05239434 VIN: 1G1YY32G5W5105273  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-08 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-01 MILEAGE: 47000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: STONE MOUNTAIN CHEVROLET  
BRC PARENT: DEALER ADDRESS: 6130 MEMORIAL DR., STONE MOUNTAIN, GA, 30083, USA

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

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

Notification of open campaigns or special policies.

INFORM THE CALLER:  
Customers will receive a letter in the mail.

## AGENT INSTRUCTIONS:

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

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

CUST STATES COLUMN LOCKED UP ON STEERING COLUMN....CUST SEEKING ASSISTANCE W/ REPAIR...CRM  
CHECK VIN PROFILE TO CHECK TO SEE IF VEH WAS UNDER THE PARAMETERS OF THE STEERING COLUMN  
CAMPAIGN #01044....CUST DONOT CALL UNDER PARAMETER OF CAMPAIGN...CRM CONTACTED DEALERSHIP  
SPOKE W/ SVC MGR BRAD WHOM STATED CUSTOMER DIDNT PURCHASE VEH FROM DEALERSHIP AND DIDNT HAVE  
ANY HISTORY DIDNT FEEL HE OWED CUSTOMER ASSISTANCE...CRM ADVISED CUSTOMER WOULD DO RESEARCH  
TO SEE IF ANY ASSISTANCE COULD BE AVAILABLE....CRM PUT IN CALL TO AVM TO SEE IF CUSTOMER CAN  
GET ASSISTANCE FROM DEALERSHIP....BOBBY HARRELL/ATX/CAC; 0; 366162868  
2001-08-09

Cust states he wants to speak to prev crm. Cust seeks further info regarding his request.  
Crm adv cust of hard c/bck being set for him. Crm sent alarm to previous crm, and informed  
him of prev crm notes. Cust satisfied. No further action needed by this Crm. Thomas  
Brown/atx/cars; 0; 366239874  
2001-08-09

CRM CALLED CUSTOMER BUT HAD TO LEAVE MESSAGE..CRM LEFT MESSAGE STATING HADNT HEARD FROM AVM  
YET.....WILL WAIT 24 HOURS BEFORE MAKING 2ND CALL...BOBBY HARRELL/ATX/CAC; 0; 366245455  
2001-08-10

AVM STATES CUSTOMER BOUGHT VEH USED .AND DIDNT HAVE A MANUFACTURE WARRANTY...AVM STATES  
DIDNT THINK CUSTOMER SHOULD PAY 100 PERCENT ....AVM WILL DISCUSS W/ BRAD DURHAM  
8/10.....WILL CONTACT CRM WITH FINAL DECISION THIS AFTERNOON 8/10.....BOBBY HARRELL/ATX.; 0;  
366317558  
2001-08-10

CRM CONTACTED DEALERSHIP SPOKE W/ SVC ADVISOR STEVE WHOM STATED SVC MGR WAS ON PHONE W/ AREA REP....CRM WILL CONTACT DEALERSHIP MONDAY 8/13/2001.....CRM CONTACTED CUSTOMER AND LEFT MESSAGE THAT CRM WAS STILL WAITING FOR A REPLY....BOBBY HARRELL/ATX/CAC; 0; 366332395  
2001-08-13

AVM STATES SVC MGR WILL CONTACT CUSTOMER ..CUST HAS PAID BILL AND PICKED UP VEH...DEALERSHIP WILL CALL AND REIMBURSE 50 PERCENT...HAD TOWING BILL OF \$120.00 AND WHAT EVER CUSTOMER INSURANCE DONT PAY DEALERSHIP WILL PAY THE DIFFERENCE...BOBBY HARRELL/ATX/CAC; 0; 366575014  
2001-08-13

CRM TRIED TO CONTACT CUSTOMER BUT HAD TO LEAVE MESSAGE...NEXT CRM PLS ADVISE CUSTOMER OF AVM DECISION.....WILL SET FOR CALL BACK 8/15/2001....BOBBY HARRELL/ATX/CAC; 0; 366576038  
2001-08-13

CSUT HAS CALLED BACK IN SEEKING AN UPDATE ON FILE. CRM HAS ADVISED CUST OF AVM ANSWER. CUST DIDN'T UNDERSTAND SO CUST CONFERENCED IN BRAD THE SVC MGR. BRAD STATES GM IS GOING TO PAY FOR THE TOW BILL AND HALF OF THE REPAIR WHICH IS 269.38. CUST IS GOING TO PAY FOR THE OTHER HALF PLUS OIL CHANGE AND ANOTHER REPAIR WHICH CUST PAY IS \$400.37. CUST STATES THIS IS FINE AND HE IS GOING TO PICK UP HIS VEH TOMORROW AFTERNOON. CLOSING CASE. CUST SATISFIED.ADRIENNE CAIN/CAC/PDX; 0; 366593934  
2001-10-01

CUST STATES HE HAS PURCHASED THIS VEH IN APRIL OF 2001 W/40,500 MILES. CUST STATES LAST MONTH HE HAD A STEERING COLOMN CONCERN THAT WE ASST CUST WITH THE COST EXPENCE. CUST STATES NOW THE TRANSMISSION HAS GONE OUT AND IT IS GOING TO COST CUST \$2,300.00 TO REPAIR. CRM CALLED DLR AND SPOKE TO BRAD THE SVC MGR AND EXPLAINED THE CUST CONCERN. BRAD STATES THE CUTE IS NOT A LOYAL CUST AND BEING THE 2ND OWNER AND PURCHASING THE VEH AT 40,500 HE WOULD NOT ASST CUST. CRM ADVISED THE CUST THAT GM IS NOT GOING TO ASST WITH THE COST ASST FOR THIS REPAIR.; 0; 370829463  
2001-10-01

CONF.....CUST STATES HE UNDERSTANDS AND WANTED TO KNOW IF CRM CAN POINT HIM IN THE RIGHT DIRECTION. CRM ADVISED MAYBE TO GO BACK TO THE PURCHASING DLR TO SEE IF THEY CAN ASST BECAUSE CUST HAS ONLY HAD VEH 6 MONTHS. CUST STATES OK. ADRIENNE CAIN/CAC/PDX; 0; 370829547  
2001-10-01

CUST CALLED CAC AGAIN STATING THAT HE CANNOT BELIEVE THAT CHEV WONT STAND BEHIND THEIR PRODUCT & ASST THE CUST W/ REPAIRS. CRM ADVSD THAT CUST BOUGHT A used veh "as is" & APOLOGIZED FOR THE UNFORTUNATE EVENTS BUT THAT GM CANNOT ASST W/ REPAIRS DUE TO THEFACT THAT WE HAVE NO IDEA HOW THIS VEH WAS TREATED BY PREV OWNER & IF CUST IS ADHERING TO MAINT SCHEDULES.CRM ADVSD THAT CUST SHOULD ASK DLR IF THEY CAN REFFER CUST TO A REPUTABLE AUTO BODY OR IF DLR WOULD BE ABLE TO BEAT COMPETITION PRICES. CUST AGREED & CALL ENDED. ANDI PAPPAS/CARS/PDX; 0; 370830377

\*\*\*\*\*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:



**LOCATION:**

RESTRAINT:

IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	3475834	VIN Number:	1G1YY32G5W5105584
Date Opened:	9/24/1999	Model Year:	1998
Date Closed:	1/18/2000	Series:	Corvette
Dealer Code:	B03648	Mileage:	31299
Address:	PERRY CHEVROLET INC COLUMBIA	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN STEERING STEERING COLUMN LOCK

RESOLUTION ABSTRACT- STEER COLUMN R&R

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/24/1999 10:57:17 SBD TEMPLATE - CHOUINARD II

STRATEGY BASED DIAGNOSTICS

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

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

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

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

\_Y\_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)  
HAPPENED LAST NIGHT BUT OK NOW

\_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.) 2-82

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

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

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

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

09/24/1999 10:57:17 HISTORY - CHOUINARD II

CONCERN: DLR TECH TIM STATES THAT VEH CAME IN LAST NIGHT WITH STEERING  
COLUMN WOULD NOT UNLOCK.

DIAGNOSIS: CONCERN DOES NOT OCCUR AT THIS TIME.

**TAC RECOMMENDATION: DLR IS TO DUPLICATE CONCERN, CHECK COLUMN LOCK  
FEEDBACK SWITCH ON TECH 2, CHECK G201, CHECK KEY IN AND KEY OUT SIGNAL.  
IF UNABLE TO DUPLICATE, REPLACE COLUMN LOCK MOTOR.**

**RIC CHOUINARD 43538**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

TRENTON , NJ

CASE NUMBER: 03842167 VIN: 1G1YY32G5W5105855  
MODEL YEAR: 1998  
DATE OPENED: 2001-04-16 SERIES: UNKNOWN  
DATE CLOSED: 2001-04-16 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) STEERING WHEEL HAS LOCKED

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 SHE HAS BEEN HAVING ON GOING CONCERNS WITH HER STEERING WHEEL. CUST STATES THAT THE STEERING WHEEL LOCKS AND THEN IT HAS TO BE TOWED. CUST STATES THAT SHE THINKS THAT THE VEHICLE SHOULD BE COVERED. CUST SEEKS FOR CHEVROLET TO COVER REPAIR. CRM CONTACTED DEALER AND SPOKE WITH CHARLIE, SERVICE MANAGER, WHO STATES THAT HE HAS ALREADY OFFERED TO USE HER GMPP AND HAVE HER PAY \$100 FOR REPAIR. CHARLIE STATES THAT HE THINKS THAT THIS IS FAIR. CRM ADVISED CUST THAT THE DEALER HAS ALREADY MADE AN OFFER AND CHEVROLET WILL STAND BEHIND THE DEALER WITH THE OFFER TO COVER THIS REPAIR UNDER THE GMPP AND ONLY CHARGE HER \$100. CUST STATES THAT SHE THINKS THAT THE VEHICLE SHOULD BE COVERED. KATIE DESMOND /PDX; 0; 356278791

\*\*\*\*\*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:  
LEGAL:  
  
DEALER ADMINISTRATION:  
RELEASE:  
  
REPLACEMENT VIN:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

## GM RESTRICTED

CASE NUMBER: 1-23669010 VIN: 1G1YY32G5W5105885  
 DATE 08/12/02 MODEL 1998  
 DATE 12/13/02 SERIES CORVETTE  
 SOURCE: LEGALYES MILEAGE  
 CUSTOMER: [REDACTED]  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: NJ  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

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

CASE NUMBER: 1-23669010 VIN: 1G1YY32G5W5105885  
 MODEL YEAR: 1998  
 DATE OPENED: 2002-08-12 SERIES: Corvette  
 DATE CLOSED: 2002-12-13 MILEAGE:  
 SOURCE: White Mail DELIVERY DATE:  
 BRC TYPE: LegalYes DEALER NAME: Flemington Buick, Chevrolet, Pontiac, GMC, LLC  
 BRC PARENT: DEALER ADDRESS: PO Box 487, Flemington, NJ, 08822-0487, USA

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

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

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

NISM ER; ; 2002-09-24  
 2002-08-12

Service Request Ownership has changed FROM: VNELSON TO: BRASLEYJ; ; 2002-08-12  
 2002-08-12

initial contact to PA; ; 2002-08-12  
 2002-08-12

initial contact to AVM; ; 2002-08-12  
 2002-08-12

BRC LEGAL Scanned: 2002-08-12-17.10.58.000000, MEXDocNum: BBA3D57E7A; ; 2002-09-24  
 2002-08-13

initial contact to dealership; ; 2002-08-13  
 2002-08-20

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

ERC LEGAL Scanned: 2002-08-13-19.17.21.000000, MSXDocNum: 0222500227; ; 2002-09-24  
2002-08-20

inbound call from service manager, Charlie Juliana; ; 2002-08-20  
2002-08-22

ERC LEGAL Scanned: 2002-07-23-17.41.23.000000, MSXDocNum: 0220400154; ; 2002-09-24  
2002-09-23

CASE REASSIGNED; ; 2002-09-23  
2002-09-23

Service Request Ownership has changed FROM: BEASLEYJ TO: TERINOC; ; 2002-09-23  
2002-09-24

Purch dlr: Flemington Buick: 908-782-3331; ; 2002-09-24  
2002-09-24

Reassigned file; ; 2002-09-24  
2002-09-24

Denial closing; ; 2002-09-24  
2002-09-24

Service Request has been Closed Dissatisfied.; ; 2002-09-24  
2002-09-26

Service Request Ownership has changed FROM: TERINOC TO: SWARTZA; ; 2002-09-26  
2002-09-30

No offer; ; 2002-09-30  
2002-09-30

Mike Zafonte; ; 2002-09-30  
2002-09-30

Denied; ; 2002-09-30  
2002-09-30

ERC LEGAL Scanned: 2002-09-30-11.07.18.000000, MSXDocNum: SWA3D982A7; ; 2002-09-30  
2002-09-30

Service Request has been Closed Satisfied.; ; 2002-09-30  
2002-12-12

SR in Status of Closed has been Re-Opened by KLLIS; ; 2002-12-12  
2002-12-12

LANSUIT N ER; ; 2002-12-13  
2002-12-12

ERC LEGAL Scanned: 2002-12-11-19.45.42.000000, MSXDocNum: 0234500076; ; 2002-12-13  
2002-12-12

Service Request Ownership has changed FROM: SWARTZA TO: BEASLEYJ; ; 2002-12-12  
2002-12-13



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

Forwarded file to GM legal Staff, Sharon Ledoux; ; 2002-12-13  
2002-12-13

Closed & Forwarded to LC - Lawsuit NER, Tansey, Fanning; ; 2002-12-13  
2002-12-13

Service Request has been Closed Satisfied.; ; 2002-12-13

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

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

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

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

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

DEPRECIATION:  
 UPGRADE:  
 AFTERMARKET:  
 LEASE TERM:  
 DAMAGE:

OTHER:  
 BRANCH:  
 ACCOUNT NUMBER:  
 INTEREST RATE:

NAME:

INTEREST PAID:  
 DEALER BUYOUT:

ACCOUNT BALANCE:  
 LEGAL:

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

DEALER ADMINISTRATION:  
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM R E S T R I C T E D

379115

CASE NUMBER: 05363429 VIN: 1G1YY32G5W5106424  
DATE OPENED: 08/20/01 MODEL YEAR: 98  
DATE CLOSED: 08/20/01 SERIES: UNKNOWN  
SOURCE: YES MILEAGE:  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: [REDACTED] STATE: MA  
BUS. PHONE:

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

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] FALL RIVER MA [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 05363429 VIN: 1G1YY32G5W5106424  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-20 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-20 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

A01 Open Campaign Customer Satisfaction  
0 REPAIR ATTEMPT(S) QUESTIONS PERTAINING TO CAMPAIGN

TBD  
TBD

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

CUST STATES THAT SHE HAD TO HAVE VEH TOWED TO DEALERSHIP DUE TO STEERING COLUMN LOCKING. CRM SEEKS TO KNOW OF RECALLS. CRM ADVISED CUST OF RECALL SHE HAS ON VEH. AND THAT SHE WOULD NEED TO TAKE VEH IN FOR REPAIRS, AS FOR THE REIMBURSEMENT OF TOWING, CUST ADVISED THAT DEALERSHIP COULD REIMBURSE HER AS WELL. CUST ADVISED OF PAPERWORK THAT SHE IS NEEDED FOR REIMBURSEMENT. CUST SATISFIED AND NO FURTHER ASSISTANCE NEEDED AT THIS TIME. WENDY MEDINA/CAC/ATX; 0; 367191521

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

379115

## 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:

## INSPECTOR'S NAME: INSPECTION DATE:

## MILEAGE AT INSPECTION:

## WHERE WAS INSPECTION DONE:

## WAS VEHICLE ROAD TESTED:

## ROAD TEST DESCRIPTION:

## ROAD TEST RESULT:

## COMP INSPECTED:

## INVESTIGATIVE SUMMARY:

## PAR STATUS:

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

## SOURCE:

## TRANSACTION:

## REQUEST TYPE:

## REPURCHASE REASON:

## DEALER BAC:

## DEALER NAME:

## DEALER ADDRESS: , ,

## CONTACT: ,

## PHONE NUMBER:

## PRODUCT CODE:

## FAX NUMBER:

## BODY TYPE:

## TRIM:

## ENGINE TYPE:

## TRANSMISSION:

## VEHICLE DRIVEABLE:

## MILEAGE @ BUY-BACK: 0

## BRC WARRANTY DATE:

## MSRP:

## NADA: 0

## SALES TAX:

## DEPRECIATION:

## UPGRADE:

## AFTERMARKET:

## LEASE TERM:

GM R E S T R I C T E D

379115

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:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4950538	VIN Number:	1G1YY32G5W5107982
Date Opened:	8/8/2001	Model Year:	1998
Date Closed:	9/12/2001	Series:	Corvette
Dealer Code:	B32044	Mileage:	84484
Address:	DANVERS CHEVROLET BUDANVERS	State:	MA
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE LOCK STEERING STEERING COL

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---

08/08/2001 16:13:26 SBD TEMPLATE - BERRY

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

08/08/2001 16:13:26 HISTORY - BERRY

DLR STS STEERING COLUMN LOCKS, OR LOCK IS INOP INT

DLR STS THIS CAR DOESNT FALL IN THE VIN BREAK FOR THE CAMP

ADV DLRT O PERFORM THE CAMP AS A WARRANTY REPAIR, NOT AS A CAMP

DLR TO CALL BACK WITH UPDATE

09/12/2001 13:36:44 SIFTON - FAXED CASE CLOSING

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

**ADDRESS:**

**New Orleans**

LA

HOME PHONE :

CASE NUMBER:	1-19062231	VIN:	1G1YY32G5W5109453
		MODEL YEAR:	1998
DATE OPENED:	2002-07-25	SERIES:	Corvette
DATE CLOSED:	2002-08-14	MILEAGE:	
SOURCE:	Email	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Sewell Cadillac-Chevrolet, Inc.
BRC PARENT:		DEALER ADDRESS:	701 Baronne Street, New Orleans, LA, 70113-1074,

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

```

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

```

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

ContactUs/Feedback Email; ; 2002-07-25

RE: ContactUs/Feedback Email; , 2002-07-25  
2002-07-25

Copy of outbound e-mail.; ; 2002-07-25  
2002-07-25

**Service Request has been Closed Satisfied., ; 2002-07-25**

Chevrolet Corvette Owner Assistance: ; 2002-08-12

RE: Chevrolet Corvette Owner Assistance; ; 2002-08-12  
2002-08-12

CRM replied: ; 2002-08-12

1-19062231 research steering concern; ; 2002-08-13  
2002-08-12

Service Request Ownership has changed FROM: HIGHLAND TO: BASERAPM; ; 2002-08-12  
2002-08-13

Cust update; ; 2002-08-13

1-19062231 update cust; ; 2002-08-14  
2002-08-14

CRM responded with resolution CRM closing satisfied; ; 2002-08-14  
2002-08-14



Service Request has been Closed Satisfied.; ; 2002-08-14

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

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

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

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

WAS VEHICLE INSPECTED: 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:  
TRIN:  
ENGINE TYPE: TRANSMISSION:  
VEHICLE DRIVEABLE:  
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:  
MSRP: NADA: 0

SALES TAX:

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

\*\*\*\*\*HRC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6728393	VIN Number:	1G1YY32G5W5109887
Date Opened:	8/25/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B05247	Mileage:	39909
Address:	GEORGE NUNNALLY CHEV BENTONVILLE	State:	AR
Dealer Phone:			

---

SYMPTOM ABSTRACT--- CAMPAIGN ELC INFORMATION STEERING COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/25/2003 16:22:58 SBD TEMPLATE - THOMPSON

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)

RICK- TECH

CUSTOMER CONCERN -

TECH STS STEERING COLUMN WON'T UNLOCK;

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

TECH ASKING IF CAMPAIGN 01044 SHOULD BE PERFORMED, VIN OUTSIDE BREAKPOINTS;

TAC RECOMMENDATION -

TAC DISCUSSED TSB 01-02-35-008 PI A001782 WHICH STS IN PART

"...1. CAMPAIGN 01044 WILL BASICALLY RECONFIGURE THE ELECTRONIC COLUMN LOCK (ECL) SYSTEM ON ALL INVOLVED VEHICLES TO OPERATE THE SAME AS 2001 & NEWER VEHICLES."

EA02-031 / GM22C

**AUTOMATIC TRANSMISSION VEHICLES: THE ECL WILL BE PHYSICALLY DISABLED WHILE THE BCM WILL BE MADE TO THINK IT IS STILL FUNCTIONING...**

**3. CAMPAIGN 01044 COVERS VEHICLES BUILT BETWEEN APRIL 1ST 1998 & DEC 31ST 1999 (LAST HALF OF 98 MODEL YEAR, ALL OF 1999 & FIRST HALF OF 2000) ... A TECHNICAL SERVICE BULLETIN IS BEING DEVELOPED TO ADDRESS ANY VEHICLES NOT COVERED BY THE CAMPAIGN...**

**1997 - 1998.5**

**VEHICLES:**

**VEHS BUILT FROM START OF PRODUCTION 1997 MODEL YEAR THROUGH 1998 1/2 (UP TO W5123354) DO NOT HAVE THE SPST ECL RELAY THAT IS BEING REPLACED PER THE CAMPAIGN...**

**A/T - THE PROCEDURE OUTLINED IN THE CAMPAIGN CAN BE PERFORMED ON A/T VEHs OF THIS VINTAGE..."**

**TECH TO COMPLY.**

**08/26/2003 16:22:58 HISTORY - THOMPSON**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Hayward , CA

CASE NUMBER: 1-132030734 VIN: 1G1YY32G5W5112157  
MODEL YEAR: 1998  
DATE OPENED: 2003-08-19 SERIES: Corvette  
DATE CLOSED: 2003-08-19 MILEAGE: 84000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Allan Motor Company, Inc.  
BRC PARENT: DEALER ADDRESS: 25715 Mission Blvd, Hayward, CA, 94544-2528, USA

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

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

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

Steering wheel locks...; ; 2003-08-19  
2003-08-19

Spoke to Svc Mgr...; ; 2003-08-19  
2003-08-19

Dissat closing review...; ; 2003-08-19  
2003-08-19

Service Request has been Closed Dissatisfied.; ; 2003-08-19

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:  
TREATED:

IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6717949	VIN Number:	1G1YY32G5W5112157
Date Opened:	8/20/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B06034	Mileage:	84999
Address:	HAYWARD CHEVROLET HAYWARD	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT NO STEERING UNLOCK P1826 INT STE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/20/2003 17:44:09 SBD TEMPLATE - ROSS

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME (FIRST, LAST, AND POSITION)BILL BAUGHMAN (TECH)

CUSTOMER CONCERN - INT STEERING WHEEL WILL NOT UNLOCK

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

HISTORY DTC P1826 SET IN THE PCM. TECH CLEARED DTC'S AND DTC DOES NOT RESET. TECH CALLING FOR P/I OF RELATED CASE INFO.

TAC RECOMMENDATION -

ADVISED TECH OF LIKE CASES WHERE DEALER:

-REPLACED STRG COLUMN LOCK MOTOR

REPORT

08/20/2003 17:44:09 HISTORY - ROSS



## GM RESTRICTED

CASE NUMBER: 1-13474688 VIN: 1G1YY32G5W5112174  
DATE 07/03/02 MODEL 1998  
DATE 07/15/02 SERIES CORVETTE  
SOURCE: N/AYES MILEAGE 41000.  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: STATE: FL  
BUS. PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Tallahassee FL [REDACTED]  
HOME PHONE:

CASE NUMBER: 1-13474688 VIN: 1G1YY32G5W5112174  
MODEL YEAR: 1998  
DATE OPENED: 2002-07-03 SERIES: Corvette  
DATE CLOSED: 2002-07-15 MILEAGE: 41000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Champion Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 3127 W Tennessee St, Tallahassee, FL, 32304-  
2728, USA

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

N41 Column / Ignition Lock / Parts  
0 REPAIR ATTEMPT(S) Inoperative

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

STEERING COLUMN LOCKED; ; 2002-07-03  
2002-07-05

Champion Chevrolet S1-13474688 get diagnosis; ; 2002-07-05  
2002-07-10

S1-13474688 Howard Shapiro Call with resolution; ; 2002-07-10  
2002-07-10

Champion Chev service manager; ; 2002-07-10  
2002-07-11

provided infor; ; 2002-07-11  
2002-07-11

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

AVM Robert Walls Node 404082 Mailbox 8113; ; 2002-07-11  
2002-07-12

AVM Robert Walls; ; 2002-07-12  
2002-07-15

S1-13474688 Howard Shapiro; ; 2002-07-15  
2002-07-22

S1-1347688 Howard Spapiro; ; 2002-07-15  
2002-07-18

Howard Shapird; ; 2002-07-15  
2002-07-15

Cust called in; ; 2002-07-15  
2002-07-15

Service Request has been Closed Satisfied.; ; 2002-07-15

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

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

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

EXTERNAL CASE NUMBER:

DATE:

**TITLE NAMES:**

**BUSINESS :**

\* BUS TNRSA: 0

**ACCIDENT -**

DATE OF ACCIDENT - 12/1/78

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:

Bonaire, GA

CASE NUMBER: 1-28045537 VIN: 1G1YY32G5W5112689  
MODEL YEAR: 1998  
DATE OPENED: 2002-08-27 SERIES: Corvette  
DATE CLOSED: 2002-09-24 MILEAGE: 44000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Heartland Automotive Enterprises, Inc.  
BRC PARENT: DEALER ADDRESS: 495 Watson Blvd., Warner Robins, GA, 31093-2966,

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

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

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

reimbursement for steering column lock; ; 2002-08-27  
2002-08-29

EXECUTIVE Scanned: 2002-08-29-09.08.57.000000, MSXDocNum: EXE3D6B892; ; 2002-08-29  
2002-08-29

E-mail to cust; ; 2002-08-29  
2002-08-29

vme for cust; ; 2002-08-29  
2002-09-04

follow up vme; ; 2002-09-04  
2002-09-04

return call from cust; ; 2002-09-04  
2002-09-04

e-mail needed paperwork; ; 2002-09-04  
2002-09-12

Receipt of cust reimbursement Docs; ; 2002-09-12  
2002-09-12

OTS for reimbursement; ; 2002-09-12  
2002-09-12

Create reimbursement of 383.44; ; 2002-09-12  
2002-09-12

Created: CAC\_RS0005. SR#1-28045537; ; 2002-09-12  
2002-09-12

\$383.44 reimbursement to GL for review and submission; ; 2002-09-12  
2002-09-12

EXEC ADDING BREAK DOWN OF REIMBURSEMENT; ; 2002-09-12  
2002-09-12

EXECUTIVE Scanned: 2002-09-12-09.19.54.000000, MSXDocNum: EXE3D7F2C4; ; 2002-09-12  
2002-09-12

Reimb \$383.44 submitted for approval; ; 2002-09-16  
2002-09-12

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-09-12  
2002-09-16

Reimb \$383.44; ; 2002-09-16  
2002-09-16

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-09-16  
2002-09-16

Service Request has been Closed Satisfied.; ; 2002-09-16  
2002-09-19

Documents sent to MEX for scanning; ; 2002-09-19  
2002-09-19

Service Request has been Closed Satisfied.; ; 2002-09-19  
2002-09-20

CHECK MAILED; ; 2002-09-20  
2002-09-20

Service Request has been Closed Satisfied.; ; 2002-09-20  
2002-09-24

CORR RECEIVED; ; 2002-09-24  
2002-09-24

CORR ASSIGN ONLY Scanned: 2002-09-20-20.23.05.000000, MSXDocNum: 0226300329; ; 2002-09-24  
2002-09-24

Service Request has been Closed Satisfied.; ; 2002-09-24

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

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

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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



October 21, 2003

[REDACTED]  
Bonaire, GA [REDACTED]

Service Request: S1-28045537

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$ 383.44. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Charles Griffith  
Executive Assistant

RS0005-T/fld



485 WATSON BLVD. - WARNER ROBINS, GA 31063  
(478) 922-9341

Wrecker Service  
(912) 922-9341

Need Service — Think Eddie Wiggins!

THIS CHECK IS VALID ONLY WHEN PRESENTED TO THE SERVICE ADVISOR. THE CHECK IS NOT VALID FOR ANY OTHER PURPOSES. THE CHECK IS NOT VALID FOR ANY OTHER PURPOSES. THE CHECK IS NOT VALID FOR ANY OTHER PURPOSES.

1889	JOHN FLOYD	152	ELR	05/17/02	LVCS51604
	LABOR RATE			41,000	
	DOOR RATE				
	30/CHEVROLET/CORVETTE/2 DOOR CONVERT			05/15/00	22,450
	101YY1263W3112689				
	01/15/02				

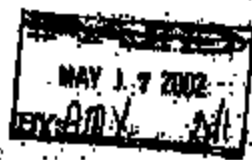
[ ] CASH	[ ] CHECK	CH NO. [ ]
[ ] VISA	[ ] MASTERCARD	[ ] DISCOVER
[ ] AMEX EXPRESS	[ ] OTHER	[ ] CHANGE

TOTAL SALES	101.00
TOTAL TAX	10.00
TOTAL FEE	0.00
TOTAL DISC	0.00
TOTAL NET	111.00
TOTAL TAX	10.00
TOTAL FEE	0.00
TOTAL DISC	0.00
TOTAL NET	121.00

TOTAL INVOICE \$ 283.04

THANK YOU FOR YOUR BUSINESS!

LIFETIME SERVICE WARRANTY—LIMITED WARRANTY ON ELIGIBLE PARTS  
12 MONTHS/100,000 MILES WARRANTY ON ALL PARTS  
PARTS BE INSTALLED AT EDDIE WIGGINS ONLY, GA, FL, AL.



Thank you for your business

COOLING SYSTEM  
SERVICE

\$7.00 OFF

See your Service Advisor  
for details.



ON YOUR  
CHEVROLET

10% OFF



485 WATSON BLVD. - WARNER RODS, GA 31089  
(478) 922-8841

Wrecker Service  
(912) 922-8841

Need Service -- Think Eddie Wiggins!

DISCLAIMER: We warrant the workmanship of the service and repair we have made for the customer. We do not warrant the condition of the vehicle, other than the condition of the vehicle at the time of the service. We do not warrant the condition of the vehicle at the time of the service. We do not warrant the condition of the vehicle at the time of the service.

1689	JOHN FLOYD	152	618	05/17/02	1689
BONAIRE, GA	41,000	BLACK/	05/13/00	22,450	
	98/CHEVROLET/CORVETTE/2 DOOR CONVERTIBLE	1 8 1 Y Y 8 2 G 5 N 5 1 1 2 6 8 9	05/18/02		

**JOB 1 CHARGES**

LABOR: 1 HOUR  
STEERING/SUSPENSION: 1.00.00  
CUSTOMER SAVES PER WILL. NOW START - AUTO COLUMN LOCK  
RECALL SYSTEM - REPLACES STEERING COLUMN LOCK ASSEMBLY

PARTS	QTY	PT. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2000000	LOCK 1.00	100.00	
TOTAL - PARTS				100.00	
<b>JOB 1 TOTALS</b>				100.00	

**JOB 2 CHARGES**

LABOR: 2 HOURS  
TUNING: 2.00.00  
RECALL ON AIRBAG - FRIED  
RECALL ON AIRBAG

PARTS	QTY	PT. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2000000	LOCK 1.00	100.00	
TOTAL - PARTS				100.00	
<b>JOB 2 TOTALS</b>				100.00	

**JOB 3 CHARGES**

LABOR: 1 HOUR  
RECALL ON AIRBAG - FRIED  
RECALL ON AIRBAG

PARTS	QTY	PT. NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2000000	LOCK 1.00	100.00	
TOTAL - PARTS				100.00	
<b>JOB 3 TOTALS</b>				100.00	

**TECHNICIAN CERTIFICATION**

BY: CHARLES V. RITZER  
DATE: 08/27/02

Subj: Reimbursement for Corvette Steering Lock  
 Date: 9/4/2002 2:05:31 PM Eastern Daylight Time  
 From: griffith@chevrolet.com  
 To: ARitzer@aol.com  
 Sent from the Internet (Details)

As we discussed, we are interested in reimbursing you \$3353.44 as a demonstration of our dedication to customer satisfaction. In order to expedite receipt of your check, please send the original repair order, proof of payment and a copy of your vehicle's current registration to the following address:

General Motors Executive Office  
 400 Renaissance Center  
 Mail Code 482D05C76  
 Attn: Mary Kingston / Chas Griffith  
 Detroit, MI 48265-4000

If we have not received it within 30 days of the date of this letter, we must consider the matter closed.

If you have future questions or concerns, please feel free to contact via e-mail or directly at the Executive Office at 1-313-857-7153 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time.

Thank you for contacting Buick and allowing us the opportunity to be of assistance.

Sincerely,

Chas Griffith,  
 Executive Assistant

05/17/02 05:18 PM

PERFORMANCE COUNTOLET:01

405 WATSON BLVD  
 WARMER, ROBIN: 58 31080  
 912 922 9341

BATCH : 0000

TERM ID 10Y200001  
 ACCOUNT

EXP DATE 06/01  
 REP NO 12137818  
 AUTH NO  
 TRN TYPE SALE  
 CARD TYPE AMX

TOTAL \$3353.44

SIGN X

I AGREE TO PAY BUCKLE  
 TOTAL AMOUNT ACCORDING  
 TO CARD ISSUED REPEATEDLY  
 (MERCHANT AGREEMENT IF  
 CREDIT VOUCHER)

0091563870

TOP COPY-MERCHANT  
 BOTTOM COPY-CUSTOMER

51604

Chas: Thanks for your help.



# Eddie Wiggins

CHEVROLET OLDSMOBILE CADILLAC

495 WATSON BLVD. - WARNER ROBINS, GA 31093  
(478) 922-9341



Wrecker Service  
(012) 922-9341

**Need Service — Think Eddie Wiggins!**

WARRANTY: Any warranty on the products sold hereby are those made by the manufacturer. The dealer, hereby, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DEALER NO. 1889	NAME JOHN FLOYD	AGE 152	DOB 619	DATE 05/17/02	VEHICLE NO. CVL551604
	ADDRESS [REDACTED]	CITY [REDACTED]	STATE [REDACTED]	ZIP 41,000	COLOR BLACK/
	PHONE [REDACTED]				PRICE \$22,450
	VEHICLE MAKE 98/CHEVROLET/CORVETTE/2 DOOR CONVERT			DATE 05/15/00	
	VEHICLE VIN 1G1YY32G5W5112689			WARRANTY DATE	WARRANTY TERM
	KEY NO.	P.O. NO.		05/16/02	
	COPIES				

TOTALS		TOTAL PRICE \$22,450	
*****		TOTAL TAX \$1,000	
* [ ] CASH [ ] CHECK CK NO. [ ]		TOTAL FEE \$0.00	
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER		TOTAL REG. CHG \$0.00	
* [ ] AMEX EXPRESS [ ] OTHER [ ] CHARGE		TOTAL SEC. CHG \$0.00	
*****		TOTAL TAX \$1,000	
		TOTAL PRICE \$23,450	

THANK YOU FOR YOUR BUSINESS!

LIFETIME SERVICE WARRANTY - LIMITED WARRANTY ON ELIGIBLE PARTS  
12 MONTHS/12,000 MILES WARRANTY ON ALL OTHER PARTS WE INSTALL AT EDDIE WIGGINS CHEV. CAD. OLDS.

CUSTOMER SIGNATURE

MAILED  
MAY 17 2002  
BY: AMY [initials]

Thank You for your business



495 WATSON BLVD. - WARNER ROBINS, GA 31093  
(478) 922-9341

Wrecker Service  
(912) 922-9341

**Need Service — Think Eddie Wiggins!**

DISCLAIMER OF WARRANTY: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, other than those of implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor delegates any other person to assume, for it any, liability in connection with the sale of said products.

VEHICLE NO. 1889	NAME JOHN FLOYD	AGE 152	DOB 619	DATE 05/17/02	VEHICLE NO. CVC551604
ADDRESS [REDACTED]	LABOR RATE	DEALER NO.	PRICE 41,000	COLOR BLACK	VEHICLE NO.
CITY BONAIRE, GA	VEHICLE MAKE/TYPE	VEHICLE NO.	08/CHEVROLET/CORVETTE/2 DOOR CONVERT	DATE 05/15/00	PRICE 22,450
	VEHICLE NO.	VEHICLE NO.	161YY32G5W5112689	VEHICLE NO.	VEHICLE NO.
	P.T.E. NO.	P.D. NO.		DATE 05/16/02	
	COMMENTS				

JOB 1 CHARGES

LABOR

JOB 1 TOTALS

JOB 2 CHARGES

LABOR

JOB 2 TOTALS

JOB 3 CHARGES

LABOR

JOB 3 TOTALS

TECHNICIAN CERTIFICATION

257 CHARLES Y GRIFFIN

CHP GRIFFIN

THANK YOU FOR YOUR BUSINESS

PAGE 1 OF 2

\*\* TITLE PAGE \*\*

**North American Operations**  
General Motors Corporation  
Nubursments (2813)  
PO Box 82330  
Phoenix, AZ 85082-2530



Doc. No. 900605605

**14-00000**

DATE  
09/18/02

모든 것을 잃고 버린 채, 그는 **DOLLHOUSE**

FORM 44 CONTD

**AMOUNT**

**PAY  
TO THE  
ORDER  
OF**

## ■ LITERATURE REVIEW

North American Quarterly  
General History Correspondence  
Department of Anthropology

75

SEP 18 1951

**The Chase Manhattan Bank, N.A.**  
**Deposits, New York**

11

#900505509# 1021309379: 601-2-62520

## North American Operations

General Motors Corporation  
Disbursements (2B13)  
PO Box 82630  
Phoenix, AZ 85062-2630

ATTACH BEFORE DISPOSING CORDS

CHECK NO. 914594046

PAYMENT DATE 08/18/02

FORM NO. 10-60000000

**SHOOT NAME**

REGISTER NO. DESCRIPTION	INVOICE DATE	DUO. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YV6ZEW8113409.1-28448837.1-JAG30	09/17/82	VN 1-JAG30	00.0000	383.44	.00	383.44
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-443-8782				VN		
<b>TOTAL</b>				383.44	.00	383.44

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OF CLAIMS CALL 800-443-8782

**TOTAL**

35.44

• **NO**

**本單據**

SEP 20 2002

## MSX Request Form

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

9/12/02  
Today's Date

Chas. Griffith  
Call Name

### Customer Information

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
Division

\_\_\_\_\_  
MSX Timestamp

\_\_\_\_\_  
Number of pages included.

### Action to be taken by MSX

SEND ORIGINAL DOCUMENTS TO:

☐ Portland ☐ Austin ☐ Tampa ☐ Customer

☐ OTHER \_\_\_\_\_

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

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

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

☒ Scan documents. Attach to Request Number: C

1-28045537

☐ Scan documents. Put in Corr Assign Only.

☐ Return attached documents to storage.

Step  
5

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

\_\_\_\_\_  
TMI Approval Signature

Step  
6

TMI turns in the request form and attachments to the designated SITEL management at the designated central location for customer requests



[REDACTED]  
Bosnia, GA



GENERAL MOTORS EXECUTIVE OFFICE  
400 RENAISSANCE CENTER  
MAIL CODE 48205C76  
ATTN MARY KINGDON/CHAS GRIFFITH  
DETROIT, MI 48265-4000



Subj: Reimbursement for Corvette Steering Lock  
 Date: 9/4/2002 2:06:31 PM Eastern Daylight Time  
 From: griffin@omexpert.com  
 To: [REDACTED]  
 Sent from the Internet (Details)

As we discussed, we are interested in reimbursing you \$833.44 as a demonstration of our dedication to customer satisfaction. In order to expedite receipt of your check, please send the original repair order, proof of payment and a copy of your vehicle's current registration to the following address:

General Motors Executive Office  
 400 Renaissance Center  
 Mail Code 482005C76  
 Attn: Mary Kingston / Chas Griffin  
 Detroit, MI 48265-4000

If we have not received it within 30 days of the date of this letter, we must consider the matter closed.

If you have future questions or concerns, please feel free to contact via e-mail or directly at the Executive Office at 1-813-887-7183 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time.

Thank you for contacting Buick and allowing us the opportunity to be of assistance.

Sincerely,

Chas Griffin,  
 Executive Assistant

09/17/02 05:16 PM

PERFORMANCE CHEVROLET, OL

425 WATSON BLVD  
 WARNER ROBINS, GA 31088  
 912 922 9341

BATCH : 0000

TERM ID

ACCOUNT

EXP DATE

EXP NO

INTL NO

CARD TYPE

CARD TYPE

TOTAL

\$833.44

SIGN X

I AGREE TO PAY ABOVE  
 TO THE AMOUNT ACCORDING  
 TO THE ISSUED RECEIPT  
 (MERCHANT AGREEMENT IF  
 CREDIT VOUCHER)

TOP COPY-MERCHANT  
 BOTTOM COPY-CUSTOMER

51604

Chas: Thanks for your help.

ORIGINAL



# Eddie Wiggins

CHEVROLET OLDSMOBILE CADILLAC

495 WATSON BLVD. - WARNER ROBINS, GA 31093  
(478) 922-9341



Wrecker Service  
(912) 922-8341

**Need Service — Think Eddie Wiggins!**

DISCLAIMER OF WARRANTY: Any warranties on the products sold hereby are those made by the manufacturer. The dealer, service company disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor endorses any other person's opinion or statement in connection with the sale of said products.

DATE/TIME: 1889	NAME: JOHN FLOYD	AGE: 152	DOB: 619	DATE: 05/17/02	VEHICLE: CVC551604
ADDRESS: [REDACTED]	CITY: [REDACTED]	STATE: [REDACTED]	ZIP: [REDACTED]	MAKE: BLACK/	MODEL: [REDACTED]
PHONE: [REDACTED]	VEHICLE TYPE: 98/CHEVROLET/CORVETTE/2 DOOR CONVERT	DATE: 05/15/00	PRICE: 22,450	VEHICLE COLOR: [REDACTED]	PRODUCTION DATE: [REDACTED]
VEHICLE ID: 1G1YY32G5W5112689	VEHICLE TYPE: [REDACTED]	VEHICLE COLOR: [REDACTED]	VEHICLE TYPE: [REDACTED]	VEHICLE COLOR: [REDACTED]	VEHICLE TYPE: [REDACTED]
VEHICLE TYPE: [REDACTED]	VEHICLE COLOR: [REDACTED]	VEHICLE TYPE: [REDACTED]	VEHICLE COLOR: [REDACTED]	VEHICLE TYPE: [REDACTED]	VEHICLE COLOR: [REDACTED]

**JOB# 1 CHARGES**

LABOR: [REDACTED] STEERING/SUSPENSION TECH(S): 267 120.00  
 J# 1 45CVZ CUSTOMER STATES VEH WILL NOT START - AUTO COLUMN LOCK -  
 ADVISE  
 CHECKED SYSTEM - REPLACED STEERING COLUMN LOCK ACTUATOR

PARTS: QTY: 1 FP: 25089960 DESCRIPTION: LOCK 2.195 UNIT PRICE: 185.46  
 TOTAL - PARTS 185.46

**JOB# 1 TOTALS**

LABOR 120.00  
 PARTS 185.46

**JOB# 2 CHARGES**

JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 305.46

LABOR: [REDACTED] TOWING TECH(S): 267 0.00  
 J# 2 78CV205 MIDLE GA WRECKER - FRED  
 MIDLE GA WRECKER

SUBLET: [REDACTED] VENDOR: [REDACTED] DATE: 05/17/02 DESCRIPTION: TOWING - MID GA WRECK 65.00  
 TOTAL - SUBLET 65.00

**JOB# 2 TOTALS**

SUBLET 65.00

**JOB# 3 CHARGES**

JOB# 2 JOURNAL PREFIX CYCS JOB# 2 TOTAL 65.00

LABOR: [REDACTED] CAMPAIGN OPERATIONS TECH(S): 267 WARRANTY  
 J# 3-03CVZ RECALL #0034  
 PERFORMED CAMPAIGN

PARTS: QTY: 1 FP: 10305414 DESCRIPTION: GUIDE KIT 14.875 UNIT PRICE: 14.875  
 TOTAL - PARTS 14.875

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX CYCS JOB# 3 TOTAL 0.00

TECHNICIAN CERTIFICATION: 267 CHARLES V GRIFFIN CHIP GRIFFIN

*Handwritten signature/initials in a circle*



# Eddie Wiggins

CHEVROLET OLDSMOBILE CADILLAC

485 WATSON BLVD. - WARNER ROBINS, GA 31083  
(478) 922-9341



Wrecking Service  
(912) 922-9341

**Need Service — Think Eddie Wiggins!**

DISCLAIMER OF WARRANTIES—Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CLIENT NO. 1889	NAME JOHN FLOYD	AGE 15	DOB 619	DATE 05/17/02	VEHICLE NO. CVC551604
	LAST NAME	ADDRESS	41,000	COLOR BLACK/	MODEL
BONAIRE, GA	08/CHEVROLET/CORVETTE/2 DOOR CONVERT			05/15/00	22,450
VIN 1G1YY32G5W5112689			BILLING DATES NO.		PRODUCTION DATE
A.T.E. NO.			P.G. NO.	05/16/02	
COMMENTS					

## TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMEX EXPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

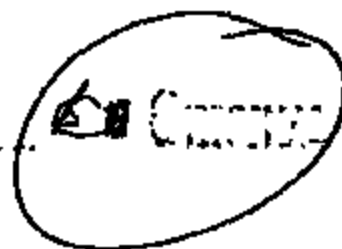
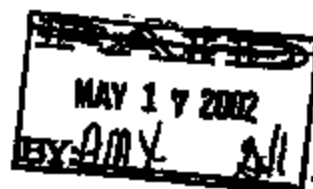
TOTAL LABOR... 120.00  
 TOTAL PARTS... 185.46  
 TOTAL SUBLET... 66.00  
 TOTAL G.O.G... 0.00  
 TOTAL MISC CHG... 0.00  
 TOTAL MISC DISC... 0.00  
 TOTAL TAX... 12.98

**TOTAL INVOICE \$ 383.44**

THANK YOU FOR YOUR BUSINESS!

LIFETIME SERVICE GUARANTEE—LIMITED WARRANTY ON ELIGIBLE PART  
 12 MONTHS/12,000 MILES WARRANTY ON ALL GM  
 PARTS WE INSTALL AT EDDIE WIGGINS CHEV.CAD.OLDS.

CUSTOMER SIGNATURE



14-00000 - 1976 GMV CONVERTIBLE - CR

**INDEX**

**Isabella R. J. van Herten, Henk de Haan, and J. M. A. M. M. van't Hof-Grootenboer**

### Signatures

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

PORT SAINT LUCIE  
FL

HOME PHONE:

CASE NUMBER: 05715642 VIN: 1G1YY32G5W5114006  
MODEL YEAR: 1998  
DATE OPENED: 2001-10-19 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-07 MILEAGE: 42000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BILL SHULTZ CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 4200 S US 1, FORT PIERCE, FL, 34982, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) steering column lockup

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HE IS THE ORIGINAL OWNER OF A 1998 CORVETTE PURCHASED @ POTAMKIN CHEV IN MIAMI, FL. CUST HAS 42,000 MILES ON IT AND THE STEERING COLUMN LOCKS UP ON OCCASION. THE DEALER--MIKE LEARY---HAS TOLD CUST HE WON'T REPLACE THE PART B/C THE REPLACEMENT IS DEFECTIVE. CUST SEEKS IF ANY RECALLS---HE BELIEVES THERE IS A RECALL. CUST SEEKS THE VEH TO BE REPAIRED AT NO COST AND HE IS TRADING IT FOR A NEW VEH BY NEXT FRIDAY. CRM HAD T/M JENNEFER RESSEGUIE CHECK THE VIS FOR RECALLS---NO RECALLS FOUND. CRM ADVSD CALLED DEALER AND LEFT VMR FOR SVC MGR JOHN SHEPPARD. CRM ADVSD POUND NO RECALLS AND WOULD RESEARCH AND GET BACK TO HIM ON TUES 10/23 BETWEEN 2-4 PM. CAROLYN WESTBERG/PILOT/TAMPA; 0; 372349827  
2001-10-23

CRM CALLED SVC MGR---JOHN SHEPPARD AND LEFT 2ND VME RE THE STEERING COLUMN LOCK-UP. CUST WAS TOLD BY MIKE LEARY THE REPLACEMENT PART IS ALSO DEFECTIVE.  
CRM WILL FOLLOW UP 10/24 BETWEEN 2-4PM.  
CAROLYN WESTBERG/PILOT/TAMPA; 0; 372712846  
2001-10-23

CRM CALLED CUST AND LEFT VME THAT CRM IS STILL RESEARCHING AND LEFT 2 VME FOR THE SVC MGR. CRM WILL CALL 10/24/BETWEEN 2-4PM.  
CAROLYN WESTBERG/PILOT/TAMPA; 0; 372713042  
2001-10-24

CRM CALLED SVC MGR JOHN SHEPPARD---HE IS OUT OF TOWN--CRM LEFT 3RD VME RE THIS CUST STEERING CONCERN. CRM CALLED CUST AND LEFT VME THAT CRM IS STILL RESEARCHING CONCERN.  
CRM WILL FOLLOW UP 10/26 BETWEEN 2-4PM.  
CAROLYN WESTBERG/ PILOT/TAMPA; 0; 372802641  
2001-10-26

CRM CALLED CUST AND LEFT VME ALSO CALLED SVC MGR AND LEFT 3RD VME RE STEERING COLUMN CONCERN.  
CRM WILL FOLLOW UP 10/31 BETWEEN 2-4 PM.  
CAROLYN WESTBERG/PILOT/TAMPA; 0; 372966741  
2001-10-31

CRM CALLED CUST AND HE STATES HE STILL OWNS THE VEH AND IS A LOYAL GM CUST AND ALSO OWNS A FLEET OF GM VEHs.

CRM SPOKE TO SVC MGR JOHN SPEPPARD.

SVC MGR STATES THERE WAS A RECALL ON THE 1999-2000 CHEV CORVETTES BUT THIS VEH DOES NOT QUALIFY---HE THINKS THERE MAY BE ANOTHER RECALL COMING OUT FOR PREVIOUS YEARS B/C THEY ARE FINDING THE SAME THING IS HAPPENING TO OLDER VEHs. HE ADVSD CUST TO HOLD ON TO THE PAPERWORK.

CUST SEEKS REIMBURSEMENT FOR THE STEERING COLUMN LOCK-UP.

CRM ADVSD CUST CRM WILL RESEARCH AND GET BACK TO HIM 8:00 PM. ---CELL PHONE 11/7 BETWEEN 2-4 PM.

CAROLYN WESTBERTG/PILOT/TAMPA; 0; 373394846  
2001-11-07

CRM CALLED SVC MGR JOHN SHEPPARD .

SVC MGR STATES THAT AVM CARL COOK HAS TOLD SVC MGR TO HAVE CUST HOLD ON TO THE PAPERWORK B/C THERE WILL BE A RECALL COMING DOWN THE ROAD AND THEY WILL REIMBURSE THE CUST. CUST HAS TO WAIT UNTIL THAT OCCURS.

CRM WILL CALL CUST TO ADVISE OF INFO GIVEN TO CRM BY SVC MGR.

CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 374015646  
2001-11-07

CRM CALLED CUST TO ADVISE PER THE AVM CARL COOK, CUST SHOULD HANG ONTO THE PAPERWORK UNTIL THE OLDER VEHs ARE ADDED TO THE RECALL, THEN THE CUST CAN BE REIMBURSED AT THE DEALER. CUST IS SATISFIED W/THAT. CRM GAVE REQ# REQUEST CLOSED SATISFIED.

CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 374015984

\*\*\*\*\*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:  
LEGAL:  
  
DEALER ADMINISTRATION:  
RELEASE:

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



TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 05067725 VIN: 1G1YY32G5W5114233  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-25 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-13 MILEAGE: 61480  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DEPAULA CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 785 CENTRAL AVE., ALBANY, NY, 12206, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) STEERING WHEEL 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 STEERING WHEEL LOCKED UP AND HE CAN NOT START W/ KEY. CUST SEEKS ANY INFO ON THIS PROBLEM, CRM ADVSD CUST THAT HE WILL NEED TO TAKE IT TO A DRSHF AND HAVE THEM RESEARCH THE CONCERN ALSO ADVSD CUST IT IS OUT OF WRNTY ANDTOWING ALSO WILL BE ATTHIS EXPNSE.CUST SATISF. COLLETTE CAVITTCAC/PDX; 0; 364967685  
2001-08-07

CUST STATES WHEN STERING WHEEL LOCKED & HE HAS CONTACTED CAC & HAD HIS VEH TOWED OT LOCAL DLR. CUS STATES WHEN VEH ARRIVED TO DLR THE STEERING WHEEL WAS ABLE TO UNLOCK. CUST STATES WAS ADVISED THAT HIS PARTICULAT VEH IS NOT INCLUDED IN CAMPAIGN, HOWEVERIT IS THE SAME CONCERN THAT OTHER VEH'S ARE RECALLED FOR. CUST STATES THIS IS DANGEROUS & SEEKS ASSISTANCE FROM GM. CRM ADVISED CUST WILL CONTACT DLR. NADIA ALEX/CAC/PDX; 0; 366057042  
2001-08-07

CRM CONTACTED LDR. CRM WAS ADVISED BY SVC MGR THAT VEH IS OUTSIDE OF WARRANTY, CUST IS NOT THE ORIGINAL OWNER, CUST BEEN ONCE TO DLR FOR MAINTENACE & HAD TO PAY FOR IT OUT OF POCKET. CRM WAS ADVISED THAT THERE WILL NOT BE ANY COST ASSISTANCE AT THIS TIME. NADIA ALEX/CAC/PDX; 0; 366057918  
2001-08-07

CRM ADVISED CUST NEED TO DO FURTHER RESEARCH & WILL CONTACT CUST ON FR 08.10.01. NADIA ALEX/CAC/PDX; 0; 366057961  
2001-08-07

CUST CELL PH # [REDACTED]  
CUST WORK # [REDACTED]  
NADIA ALEX/CAC/PDX; 0; 366058000  
2001-08-07

CRM WILL FOLLOW UP WITH CUST ON FR 08.10.01. 3-5 PST (6-8 EST CUST). NADIA ALEX/CAC/PDX; 0;  
366058122  
2001-08-10

CRM ATTEMPTED TO CONTACT CUST. CRM LEFT MESSAGE ON ANSWERING MACHINE. CRM CURRENTLY REVIEWING  
WITH TM FOR POSSIBLE CALL TO AVM SINCE VEH IS BEFORE VIN BRAKE POINTS BUT SAME CONCERN. CRM  
WILL FOLLOW UP WITH CUST ON THU 08.16.01. 3-5 PST (6-8 EST CUST). NADIA ALEX/CAC/PDX; 0;  
366343461  
2001-08-10

CUST STATES THAT VEH WILL BE IN DLRSHP 08-13- 08-14..... IF CONCERNS COULD BE ADDRESSED AT  
THAT TIME, THAT WOULD BE GREAT..... CRM ADV CUST WILL NOTE CONCERNS, AND ALARM PREV REP...  
CAMERON KINDER-CA-CPDX; 0; 366351855  
2001-08-16

CRM ATTEMPTED TO CONTACT CUST. CRM LEFT MESSAGE. CRM REVIEWED FILE & WILL CONTACT AVM FOR  
THIS CONCERN. CRM WILL PLACE MESSAGE FOR AVM & FOLLOW UP WITH CUST WITH ANSWER ON THU  
08.23.01. 3-5 PST (6-8 EST CUST). NADIA ALEX/CAC/PDX; 0; 366855625  
2001-08-17

CRM RESUMED FILE TO PLACE AVM CALL. NADIA ALEX/CAC/PDX; 0; 366921482  
2001-08-17

CUST STS THAT HE WAS RETURNING A CALL FOR NADIA ALEX WHO CALLED HIM EARLIER TODAY BUT CUST  
WAS NOT IN. CUST SEEKS TO HAVE A NOTE SENT TO NADIA TO HAVE HER CALL HIM AT [REDACTED]  
CRM ADVISED CUST THAT HE WOULD SEND A NOTIFICATION TO NADIA TO HAVE HER GIVE CUST A CALL AT  
HER CONVENIENCE. CHAS GILLESPIE/CAC; 0; 366938332  
2001-08-20

cust states is tired of dealing with this for a month. states that steering wheel locked  
again and veh is undriveable. while veh was at dlr they didn't repair the mechanism, nor  
did they repair damage to veh that cust thinks occurred last time at dlr a month ago. cust  
has corvette show that he was going to go to this thursday and now won't be able to go as  
veh is not repaired or driveable. cust knows that previous crm called avm so wants to speak  
with avm.  
cust seeks cost assistance. seeks an answer now.  
crm advised no update in request. advised previous crm is doing all she can by reviewing  
request with upper management. advised that she has call back set with cust for 8/23/01 and  
cust should wait for call.  
cust states that he would like nadia to call him 8/21 with any information at work and home  
number as he is either at one or the other, any time. crm advised will request to have  
nadia contact him. maria quinn/pdx/cac; 0; 367184011  
2001-08-23

CRM CONTACTED CUST. CRM LEFT MESSAGE ON ANSWERING MACHINE. CRM HAS NOT HEARD FROM AVM YET,  
CRM WILL PLACE 2ND CALL. CRM WILL FOLLOW UP WITH CUST ON THU 08.30.01. 3-5 PST (6-8 EST  
CUST). NADIA ALEX/CAC/PDX; 0; 367466745  
2001-08-27

CRM RECEIVED MESSAGE FROM AVM \_ SIEGFRIED KIRCHHOFF. CRM WAS ADVISED THAT CUST IS 2ND OWNER,  
VEH NOT REGISTERED & SEEMS LIKE FROM USED VEH LOT. CRM WAS ADVISED THAT CUST SEEKS NOT ONLY  
STEERING WHEEL COLUMN TO BE COVERED BUT ALSO MISSING EMBLEMS TO BE COVERED UNDER WARRANTY.  
CRM WAS ADVISED THAT THERE WILL NOT BE ANY ASSISTANCE IN ANY WAY. NADIA ALEX/CAC/PDX; 0;  
367789166  
2001-08-30

CRM ATTEMPTED TO CONTACT CUST. CRM LEFT MESSAGE ON ANSWERING MACHINE. CRM WILL FOLLOW UP WITH CUST ON FR 08.31.01. 3-5 PST (6-8 EST CUST). NADIA ALEX/CAC/PDX; 0; 368065860  
2001-08-31

CRM ATTEMPTED TO CONTACT CUST. CRM LEFT MESSAGE ON ANSWERING MACHINE. CRM WILL SEND CALL CAC LETTER. NADIA ALEX/CAC/PDX; 0; 368157426  
2001-08-31

APPROVING CRM REVIEWED FILE AND NOTES AND IS SUBMITTING LETTER TO MSX FOR PRINTING TO FULFILL REQUEST  
JOSHUA WALTER/CAC/PDX/APPROVER; 0; 368160196  
2001-09-13

CRM CLOSING FILE SATISFIED. PER CALL CAC LETTER. CYNTHIA LUKENS/CAC/PDX; 0; 369281057

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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:



August 31, 2001

[REDACTED]  
Queensbury, NY [REDACTED]

Request: C05067725

Dear [REDACTED]

We would like to discuss your request for request on your 1998 Chevrolet. Unfortunately 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,

Nadia Alex  
Customer Relationship Manager

RS0006-P

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Maynard , MA

CASE NUMBER: 1-13919751 VIN: 1G1YY32G5W5115267  
MODEL YEAR: 1998  
DATE OPENED: 2002-07-05 SERIES: Corvette  
DATE CLOSED: 2002-07-25 MILEAGE: 12293.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Colonial Chevrolet CO, Inc  
BRC PARENT: DEALER ADDRESS: 368 Hwy 61, Box 897, Woodville, MS, 39669-0897, USA

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

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

No Symptom Indicated

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

Steering column; ; 2002-07-05  
2002-07-05

Called Colonial Chevy; ; 2002-07-05  
2002-07-05

Called Chevy of Lowell; ; 2002-07-05  
2002-07-05

Called cust; ; 2002-07-05  
2002-07-05

Called Colonial Chevy to confirm cust arrival on Monday; ; 2002-07-05  
2002-07-09

1-13919751 Call cust and dlr for update; ; 2002-07-09  
2002-07-09

Called Colonial Chevy; ; 2002-07-09  
2002-07-09

Called customer; ; 2002-07-09  
2002-07-09

Service Request has been Closed Satisfied.; ; 2002-07-09  
2002-07-10

cust returning message; ; 2002-07-10  
2002-07-10

cust states that he is retuning your message, cust left work ; 2002-07-25  
2002-07-24

Service Request Ownership has changed FROM: RUTOWSKA TO: STACYT; ; 2002-07-24  
2002-07-24



Customer requests reimbursement.; ; 2002-07-24  
2002-07-24

Researching reimbursement.; ; 2002-07-24  
2002-07-25

1-13919751 Check customer history.; ; 2002-07-25  
2002-07-25

Denied Reimbursement.; ; 2002-07-25  
2002-07-25

Service Request has been Closed Dissatisfied.; ; 2002-07-25

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Burton , MI

CASE NUMBER: 1-84947216 VIN: 1G1YY32G5W5116337  
MODEL YEAR: 1998  
DATE OPENED: 2003-03-27 SERIES: Corvette  
DATE CLOSED: 2003-03-27 MILEAGE: 52000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Applegate Chevrolet Company  
BRC PARENT: DEALER ADDRESS: 3637 S Saginaw St, Flint, MI, 48503-4149, USA

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

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

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

02054 Steering Powr; ; 2003-03-27  
2003-03-27

Service Request Ownership has changed FROM: TEMPFRIE TO: DICKSONR; ; 2003-03-27  
2003-03-27

Cust called in; ; 2003-03-27  
2003-03-27

Call to the dlr; ; 2003-03-27  
2003-03-27

Manager review for dissat closing; ; 2003-03-27  
2003-03-27

Service Request has been Closed Dissatisfied.; ; 2003-03-27

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] WILMINGTON DE [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05250149 VIN: 1GLYY32G5W5116547  
DATE OPENED: 2001-08-09 MODEL YEAR: 1998  
DATE CLOSED: 2001-08-09 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 47000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: PORTER CHEVROLET  
DEALER ADDRESS: 414 E CLEVELAND AVE., NEWARK, DE, 19711, USA

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) cust steering column locked

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\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 stated his steering column locked..cust states he wants to know if it is should lock at 47,000 miles ..cust states dlr that repaired it would not give him answer so he called us..crm advised she will contact another dlr to find this info..crm contacted porter chev and ser. rep she stated it maybe a recall on steering columns...crm monique smith/atx/cac; 0; 366228464  
2001-08-09

cust stated he wanted to state his complaint as to this steering problem should not have happend at 47,000miles..cust seeks just to make a complaint..crm monique smith/atx/cac; 0; 366228826

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

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:



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:

GM RESTRICTED

370677

CASE NUMBER: 02007964 VIN: 1G1YY32G5W5118508  
 DATE OPENED: 10/24/00 MODEL YEAR: 98  
 DATE CLOSED: 03/12/01 SERIES: UNKNOWN  
 SOURCE: MILEAGE: 47812  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NC  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] CHARLOTTE  
 HOME PHONE: [REDACTED] NC [REDACTED]

CASE NUMBER: 02007964 VIN: 1G1YY32G5W5118508  
 DATE OPENED: 2000-10-24 MODEL YEAR: 1998  
 DATE CLOSED: 2001-03-12 SERIES: UNKNOWN  
 SOURCE: Phone MILEAGE: 47812  
 BRC TYPE: DELIVERY DATE:  
 BRC PARENT: DEALER NAME: DIAMOND CHEVROLET, INC  
 DEALER ADDRESS:

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

M01 Steering General	Other
3 REPAIR ATTEMPT(S)	LOCK
T58 Retention Certificate/Owner Loyalty	Customer Satisfaction
0 REPAIR ATTEMPT(S)	\$1,500, MSRP 45,759
L05 Fuel Pump	Other
2 REPAIR ATTEMPT(S)	pump assy
N03 Ignition System Wiring/Switches	Inoperative
2 REPAIR ATTEMPT(S)	replace
H01 Brakes	Other
2 REPAIR ATTEMPT(S)	repair
C61 Convertible Top - Vinyl Top/Related Parts	Water Leak
2 REPAIR ATTEMPT(S)	replace

STEERING COLUMN LOCK ENGAGES

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

GM RESTRICTED

370677

CUST STATES STEERING COLUMN LOCK MSG FLASHES AND THEN THE STEERING WHEEL LOCKS AND CANNOT BE UNLOCKED. THIS HAS HAPPENED 3 TIMES. DLR STATES THE ONLY FIX AVAILABLE IS TO REPLACE THE PART WITH THE SAME PART. CUST WONDERS IF THIS IS A REPORTED CORVETTE PROBLEM. DLR STATES THERE ARE NO NEW TECH BULLETINS. AGW/CARS/AUSTIN; 0; 341256131  
2001-03-02

Avm, Andy Horvath 800-248-0178 x 8193CAC Use Only) called in stating he is seeking to issue customer an OLC for \$1,500. MSRP \$45,759. Business Reasons - Customer is a loyal GM cust and had concerns with repeated failures including Convertible Top, Steering, Fuel Pump & asy, Ignition, Brakes, and extensive down time/Trips to Dealer. This is to maintain cust loyalty to GM. CRM verified cust address with AVM. Cust has accepted offer. CRM advised AVM that he would process and forward on for further approval. Chas Griffith, avm line, tpa; 0; 352391572  
2001-03-02

TEAM LEAD HAS REVIEWED REQUEST FOR \$1500 OLC. REQUEST FROM AVM MEETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING. SHARON IKKI/TEAM LEAD FOR AVM CAC/TAMPA.....RAS; 0; 352410868  
2001-03-05

OLC FOR \$1500.00 HAS BEEN PRE-APPROVED BY SHANTA MORRIS/TAMPA APPROVAL GROUP.; 0; 352657025  
2001-03-05

FIRST APPROVAL LARA DUBOSE/TPA GOODWILL APPROVER; 0; 352672913  
2001-03-12

OLC #CARS02007964 IN THE AMOUNT OF \$1,500.00 MAILED ON 3/7/01 FRANK BROWN/APPROVAL GROUP/TPA; 0; 353287878

\*\*\*\*\*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:

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

370677

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:

370677

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:

Pearland, TX

CASE NUMBER: 1-136437845 VIN: 1G1YY32G5W5120971  
MODEL YEAR: 1998  
DATE OPENED: 2003-09-02 SERIES: Corvette  
DATE CLOSED: 2003-09-04 MILEAGE: 44000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/Ayes DEALER NAME: Charlie Thomas Chevrolet, Ltd.  
BRC PARENT: DEALER ADDRESS: 13800 Gulf Fwy, Houston, TX, 77034-5009, USA

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

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

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

Service Request Ownership has changed FROM: TEMPSHAV TO: ANDERSJM; ; 2003-09-02  
2003-09-02

Steering Lock; ; 2003-09-02  
2003-09-02

RFI RECALL ON STERING WHEEL; ; 2003-09-02  
2003-09-02

Diagnosis; ; 2003-09-02  
2003-09-04

Follow Up steering Lock; ; 2003-09-04  
2003-09-04

CRM following up; ; 2003-09-04  
2003-09-04

Cust returning call; ; 2003-09-04  
2003-09-04

CRM following up; ; 2003-09-04  
2003-09-04

Cust very please; ; 2003-09-04  
2003-09-04

Service Request has been Closed Satisfied.; ; 2003-09-04

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

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

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

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:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 04859709 VIN: 1G1YY32G5W5123093  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-10 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-10 MILEAGE: 80100  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ROYAL CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 1548 RTE 22 E., BRIDGEWATER, NJ, 08807, USA

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

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

Other  
CST STS STEERING COLUMN LOCKED

S09 Discourteous Treatment  
0 REPAIR ATTEMPT(S)

Other  
CST STS WAS SPOKEN TO RUDELY BY SVC ADVSR

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\*\*\*\*\*

CST CALLED STS HE WAS TREATED RUDELY BY H.B CHEV. CST STS HE CALLED TO MAKE APPT TO HAVE VEH SERVICED AND WAS ABRUPTLY TOLD, "TAKE IT SOMEWHERE ELSE, WE DON'T SERVICE THEM HERE". CST STS FELT HE SHOULD NOT HAVE BEEN SPOKEN TO IN THIS MANNER. CRM ADVS CST CHEV DOES NOT CONDONE MISTREATMENT OF CST'S AND APOLOGIZED FOR THE SITUATION. CRM ADVS CST WOULD CONTACT DLR & SPEAK WITH GM ABOUT SITUATION. LISALOVE/CAC/ATX; 0; 363709351  
2001-07-11

CRM TO CONTACT CST AND ADVS CST OF STEERING COLUMN CAMPAIGN 01044. LISALOVE/CAC/ATX; 0;  
363709694  
2001-08-22

CUST STATES THAT HE PAID TO HAVE THE STEERING WHEEL LOCK REPLACED AND NOW A CAMPAIGN HAS COME OUT TO DISCONNECT THE LOCKING MECHANISM (1044)... CUST SEEKS REIMB FOR THE PREV REPAIRS.. CRM CALLED ROYAL CHEV @ 792-356-2460 AND SPOKE TO THE SVC MGR JOE WHO STATES THAT THE REPAIRS ARE FOR A RELAY NOT THE LOCK... CRM WILL HAVE CUST IN THE CORRECT DOCUMENTS AND THEY CAN SUBMIT INFO FOR REVIEW AND POSSIBLE REIMBURSEMENT... CRM ADVISED CUST OF THIS INFO. CUST SATISFIED... JENN BREWER/CAC/PDX; 0; 367347270  
2001-08-22

CRM CLOSING FILE PENDING DOCS TO ARRIVE... JENN BREWER/CAC/PDX; 0; 367347286  
2001-09-04

CRM RECEIVED DOCS AND REVIEWED. VIN DOESN'T FALL W/IN BREAKPOINTS FOR CAMPAIGN # 1044. CRM VERIFIED THIS INFO WITH BARRY AT THE DLRSHIP AND ADVISED CUST OF THIS INFO. CUST VERY DISSATISFIED AND REQUESTS A DENIAL FOR ASSIST LETTER STATING WHY WE WILL NOT REPAIR VEH AND HIS DOCS SENT BACK TO HIM... CRM ADVISED THAT GM WILL REPAIR ANY VEH THAT IS BROKEN BUT AS

FAR AS THIS CAMPAIGN CORRECTION HE DOESN'T FIT IN THE GUIDELINES FOR THE CAMPAIGN TO BE  
PERFORMED AT NO CHARGE... CUST DISCONNECTED CALL... JENN BREWER/CAC/PDX; 0; 368483250  
2001-09-04

CRM SENDING A DENIAL LETTER WITH APPROVAL BY TM BARB SCHARF AND WILL REQUEST FOR DOCS TO BE  
SENT BACK TO CUST... JENN BREWER/CAC/PDX; 0; 368483290  
2001-09-04

crm edited letter and forwarding to gl for approval of letter... jenn brewer/cac/pdx; 0;  
368484776  
2001-09-10

GL WILL FORWARD FILE BACK TO CRM PER NO NEED TO FORWARD ANY TYPE OF LETTER. KRISTIAN BURCH  
GL/PDX; 0; 369001936  
2001-09-10

Reviewed file and approved letter DL0001 sent to msx for printing. GWL/JEANNE OLSON/PDX;  
0; 369006799

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

September 4, 2001

[REDACTED]  
East Brunswick, NJ [REDACTED]

Request: C04859709

Dear [REDACTED]

This letter is in regards to your request for reimbursement under the campaign bulletin #01044A. Your 1998 Chevrolet Corvette does not qualify for the requirements under this campaign bulletin and does not apply to your vehicle.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from Chevrolet products. There are, however, many variables that affect the life of your vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper to Bumper coverage on your 1998 Corvette is for 36 months or 36,000 miles, whichever occurs first. Our records show that this warranty has expired due to accumulated mileage.

Unfortunately, this means we are unable to cover the cost of your repair. At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of your vehicle. If you have additional questions or concerns, 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,

Jennifer Brewer  
Customer Relationship Manager

DL0001-P/jso

**JB Hanauer & Co.**

Serving Your Investment Needs Since 1931

Corporate Headquarters  
At Garbuhl Corporate Center  
4 Garbuhl Drive  
Fairfax, New Jersey 07054

**CERTIFIED MAIL**



7000 1670 0003 9408 9598



08-27-01P02:25 RCVD

*Chevrolet Brand Div.  
P.O. Box 33170  
Detroit, Mi. 48232-5170*

48232-5170



# ROYAL CHEVROLET, INC.




Mailing Address:  
P.O. Box 6608  
BRIDGEWATER, N.J. 08807

Located at:  
1548 Rt. 22 East  
BRIDGEWATER, N.J. 08807

SERVICE: 732-356-4243  
BODY SHOP: 732-356-4167

PARTS: 732-356-5332  
SALES: 732-356-2460

CUSTOMER NO. 10780		ADDRESS JULIE 100		VIN 1G1YY3286W5123083		SALES DATE 07/10/01		INVOICE NO. EVC022733	
EAST BRUNSWICK, N.J.		BRIDGEWATER, N.J.		VEHICLE ID NO.		DELIVERY DATE 04/22/00		DELIVERY MILE	
FINANCE/LEASE		RENTAL/LEASE		REMARKS		R.D. DATE 07/10/01			
NO: 80100									
<b>LABOR &amp; PARTS</b> JOB # 1 GLCZ BODY ELECTRICAL HOURS: 2.50 TECH(S): 5 159.00 CUSTOMER STATES SERVICE COLUMN LOCK MESSAGE STAYS ON. ACTUATOR SHORTED REPLACE LOCK ACTUATOR						<b>HOURS OF OPERATION</b> MONDAY - FRIDAY 8:00 A.M. to 5:00 P.M.			
PARTS: QTY: 1 FP: NUMBER: 2500068 DESCRIPTION: LOCK 2.195 UNIT PRICE: 170.82 JOB # 1 TOTAL PARTS 170.82									
JOB # 1 TOTAL LABOR & PARTS 330.42									
JOB # 2-BICVZ01 BODY ELECT CONCERN HOURS: 0.50 TECH(S): 5 39.90 CUSTOMER REQUESTS INSTALL NEW AMBIENT TEMP SENSOR. CUSTOMER REQUESTS REPLACED SENSOR						<b>WE OFFER:</b> • Valet Service • Shuttle Service • Low Cost Rentals • We Gladly Accept: <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> Discover Card <input type="checkbox"/> American Express <input type="checkbox"/> Checks <input type="checkbox"/> Cash			
PARTS: QTY: 1 FP: NUMBER: DESCRIPTION: UNIT PRICE: JOB # 2 TOTAL PARTS 0.00									
JOB # 2 TOTAL LABOR & PARTS 39.90									
<b>TOTALS:</b> TOTAL LABOR 199.50 TOTAL PARTS 170.82 TOTAL SUBLET 0.00 TOTAL S.O.B. 0.00 TOTAL MISC. CHG. 0.00 TOTAL MISC. DISC. 0.00 TOTAL TAX 22.22 <b>TOTAL INVOICE \$ 392.54</b>						 <b>DROP OFF SERVICE AVAILABLE</b>			
CUSTOMER SIGNATURE									
LISA LOVE FIVE # 604 89709									
ORIGINAL									



File # C 04859709

Trans	Post	Description	Amount
	07/10	PAYMENT THANK YOU	\$18.60CR
Total Payments and Adjustments			\$18.60CR

Purchases	\$1,032.74
Cash Advances and Checks	\$0.00
Finance Charges	\$124.30
Total Visa Card Activity	\$1,157.12

### Purchases

Trans	Post	Description	Amount
06/17	06/17	FAMOUS FOOTWEAR #142183 WESTBURY NY	33.41
06/21	06/21	PRU AUTO HOME INC. 400-497-6389 AZ	284.00
07/01	07/01	A & P #584 MAHOPAC NY	17.40
07/02	07/02	THE PEPEBOYS 0004486 FARMINGTON NJ	36.08
07/07	07/07	POON HENRY S INC MTGE MONTVILLE NJ	87.05
07/10	07/10	ROYAL CHEVROLET INC BRIDGEWATER NJ	18.74
07/10	07/10	ROYAL CHEVROLET INC BRIDGEWATER NJ	369.34
07/11	07/11	HELM AUTOMOTIVE MANUAL #18-743-1823 MI	120.50
Total Visa Card Purchases			\$1,032.74

File #  
C 04859709

Motor Vehicle  
Services

NEW JERSEY

### VEHICLE REGISTRATION

PLATE NO. [REDACTED] EXPIRATION DATE 04/2002  
 REG. FEE \$10.00  
 SALES TAX \$10.00  
 TITLE FEE \$10.00  
 TOTAL \$30.00



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Gulfport, MS

CASE NUMBER:	1-128747508	VIN:	1G1YY32G5W5123630
DATE OPENED:	2003-08-11	MODEL YEAR:	1998
DATE CLOSED:	2003-08-12	SERIES:	Corvette
SOURCE:	Phone	MILEAGE:	23113.0000000
BRC TYPE:	N/ANo	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Turan-Foley Motors, Inc.
		DEALER ADDRESS:	2120 15TH St., Gulfport, MS, 39501-2013,

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

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

Sticks

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

Campaign; ; 2003-08-11  
2003-08-11

Service Request Ownership has changed FROM: TEMPESCO TO: WILSONFD; ; 2003-08-11  
2003-08-11

Cust has steering column issue; ; 2003-08-11  
2003-08-11

Contact dlr for info; ; 2003-08-11  
2003-08-11

Left message w/ AVM; ; 2003-08-11  
2003-08-14

Call LOVE SR#1-128747508; ; 2003-08-14  
2003-08-11

Case Update; ; 2003-08-11  
2003-08-11

S1-128747508 - AVM Update; ; 2003-08-11  
2003-08-11

not at work; ; 2003-08-11  
2003-08-11

Left message of callback in the AM; ; 2003-08-11  
2003-08-12

contact cust w/ dlr offer; ; 2003-08-12  
2003-08-12

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

SR in Status of Closed has been Re-Opened by WILSONFD; ; 2003-08-12  
2003-08-12

Cust called dlr; ; 2003-08-12  
2003-08-12

Contact dlr for info; ; 2003-08-12  
2003-08-12

contacted cust; ; 2003-08-12  
2003-08-12

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

SARGERTOWN

PA

HOME PHONE:

CASE NUMBER: 00607800

VIN: 1G1YY32G5W5128424

MODEL YEAR: 1998

DATE OPENED: 2000-06-13

SERIES: CORVETTE CONV

DATE CLOSED: 2000-06-14

MILEAGE: 31590

SOURCE: Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME: JOHN RUGALA CHEV-BUIC-OLDS-PONT INC

BRC PARENT:

DEALER ADDRESS:

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

M01 Steering General

Other

3 REPAIR ATTEMPT(S)

LOCKS UP

Dissatisfaction with dealers sales and finance

## INFORM THE CALLER:

"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 sales and service practices. Our dealerships are reviewed on a routine basis within General Motors and your comments help us continue to improve our customer service".

## CRM INSTRUCTIONS:

If the caller is dissatisfied go to the Additional Information screen to document their concern with the appropriate UCC code and comments.

\*\* PLEASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD\*\*

STEERING WHEEL SOLENOID LOCK

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

CUST STS THAT HE HAS HAD THE STEERING WHEELING SOLENOID LOCK UP ON HIM 3 TIMES. DLR KEEPS REPLACING IT WITH THE SAME DEFECTIVE PART. CUST WANTS TO KNOW WHAT GM IS DOING TO CORRECT THIS PROBLEM. CRM WAS UNABLE TO CONTACT DLR. CRM WILL CONTACT DLR AND CUST WITHIN 24 HRS. REBECCA SHOWMAN/ATX; 0; 329759829  
2000-06-13

CRM CONTACTED DLR SPOKE WITH SALES MGR TOM CALEN (SVC MGR ON VACATION) SALES MGR STS THAT TAC IS INVOLVED, BUT THERE IS NO FIX YET. CRM UNABLE TO CONTACT CUST. NEXT CRM PLEASE INFORM CUST THAT TAC IS INVOLVED AND HE WILL BE NOTIFIED WHEN A CORRECTION FOR HIS VEHICLE IS FOUND. REBECCA SHOWMAN/ATX; 0; 329759952  
2000-06-14

cust called to get an update on the file. crm relayed prev cmts to the cust. cust was not happy. Tiffany Sumuel Austin/CARS; 0; 329865957

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

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

CASE NUMBER: 05398129 VIN: 1G1YY32G5W5129668  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-04 MILEAGE: 26652  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: WALLACE CHEV-OLDS-CADI  
ERC PARENT: DEALER ADDRESS:

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) concerns

T19 Campaign Correction Required Other  
1 REPAIR ATTEMPT(S) c01044

Parts quality concern

## CRM ACTIONS:

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

Parts quality concern

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

indexing corr,

cust is disappointed to rec campaign notice o regarding the steering column locked he is concerned about the repair procedure, cust believe this devalues the car increased the chances of theft, and indicated a design defect, which you apparently are unable to correct, cust seeking not sure, crm will contact cust.

yolanda arthurton/cars/tampa; 0; 367563264  
2001-08-27

CRM CALLED CUST LEFT MESSAGE FIRST ATTEMPT CRM WILL MAKE SECOND ATTEMPT ON 9/4  
YOLANDA ARTHURTON/CARS/TAMPA; 0; 367810366  
2001-09-04

crm called cust left message second attempt, sending letter.  
yolanda arthurton/cars/tampa; 0; 368500572  
2001-09-04

AUDITOR APPROVING LETTER. TELICIA HENDERSON/TAMPA; 0; 368511499

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

September 4, 2001

[REDACTED]  
White Sands Missile Range, NM [REDACTED]

Request: C05398129

Dear [REDACTED]

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

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

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

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

Sincerely,

Yolanda Arthurton  
Customer Relationship Manager

SU0003-T/th

WSMR, NM



0174 07:20d10-72-60

Chevrolet Motor Division  
General Motors Corporation  
100 Renaissance Center  
P.O. Box 100  
Detroit, MI

48265-1000



August 12, 2001

Range, NM

Chevrolet Motor Division  
General Motors Corporation  
100 Renaissance Center  
P.O. Box 100  
Detroit, MI 48266-1000

Dear Sir:

I was disappointed to receive the attached correspondence in regards to the Corvette design defect, which keeps the steering column locked although the vehicle may be started and put in gear. I received this letter in July 2001, and just three weeks later this defect occurred when I was operating my 1988 Corvette. I called my Chevrolet dealer, Wallace Chevrolet in Las Cruces, NM, and they provided the towing service on August 3, 2001, and had the vehicle repaired during the following week.

I am concerned about the repair procedure. As stated in your letter, the steering column no longer locks when the key is removed from the ignition switch. I believe this devalues the car, increases the chances of theft, and indicates a design defect, which you apparently are unable to correct. I purchased this 1988 Corvette new from Chevrolet and this design flaw devalues the product I understood I was purchasing. I believe you should compensate Corvette owners accordingly.

Although I have been a Corvette owner for over 23 years, I'm disappointed that the Corvette quality has declined and that this new C-5 contains defects, which detract from the Corvette legacy.

I'm interested in any further information you may provide.

[Redacted]  
White Sands Missile Range, NM [Redacted]

Email: [Redacted]

Central Office  
Chevrolet Motor Division  
General Motors Corporation  
100 Renaissance Center, P.O. Box 100, Detroit, MI 48205-1000



*Wallace Chav*  
*1-800-858-5832*  
*505-527-3825*  
*-7898*

C01044  
July, 2001

Dear Chevrolet Corvette Customer:

Chevrolet would like to exceed your Corvette ownership expectations...which is why we're writing.

We have learned that your Corvette may have been built with a condition in which the steering wheel may not unlock when the key is turned to the on position. If the steering wheel does not unlock, the engine will stop running if the vehicle starts to move.

We have developed specific repair procedures for automatic and manual transmission vehicles. Regardless of which transmission your vehicle is equipped with, your vehicle will be updated to be similar to those currently being produced.

If your vehicle is equipped with an automatic transmission, your steering wheel will no longer lock when the key is removed from the ignition switch after this service. This is the only function that will be affected by this repair. When the key is removed from the ignition switch, the ignition will be locked and the transmission will be locked in the PARK position.

If your vehicle is equipped with a manual transmission, we will install a new steering wheel locking mechanism and electrical relay. Your steering wheel will continue to lock when the key is removed from the ignition switch after this repair.

Regardless of transmission type, the theft deterrent and other systems will operate as before after you exit the car and lock the doors.

**What You Should Do:**

- We recommend that you contact your Chevrolet dealer as soon as possible to arrange a service appointment. This repair will be performed for you at no charge through July 01, 2003.

**Customer Reply Card:**

- The attached customer reply card identifies your vehicle. Presenting this card to your dealer will assist in making the necessary correction in the shortest possible time.
- If you no longer own/lease this vehicle, please let us know by completing the postage paid card and returning it to us. Also, please provide new owner information, if available.

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. Deaf, hearing impaired or speech impaired call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones TDD/TTY).

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your Corvette and with Chevrolet.

---

Chevrolet Motor Division  
General Motors Corporation

Enclosure

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Lake Mary

FL

HOME PHONE:

CASE NUMBER: 1-39937503

VIN: 1G1YY32G5W5130349

DATE OPENED: 2002-10-10

MODEL YEAR: 1998

DATE CLOSED: 2002-10-10

SERIES: Corvette

SOURCE: Phone

MILEAGE:

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

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

Inoperative

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

steering column locked; ; 2002-10-10  
2002-10-10

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

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:



CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

**EXTERNAL CASE NUMBER:**

**DATE :**

**TITLE NAMES:**

**6 BUSINESS: 0**

**BUSINESS:**

**DATE OF ACCIDENT:**

**ACCIDENT:**

**DESCRIPTION OF DAMAGE:**

**DATE OF PURCHASE/LEASE:**

**PURCHASE/LEASE: 0**

**PURCHASE/LEASE AS:**

**MILEAGE AT PURCHASE: 0**

DOES OWNER HAVE POSSESSION OF VEHICLE:

**RESOLUTION SOUGHT:**

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

**NAME :**

CONTACT NUMBER: 1

**COMPANY:**

**CONTACT TYPE:**

**ADDRESS :**

**CONTACT PHONE:**

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

ALAMO , CA

CASE NUMBER: 04433206 VIN: 1G1YY32G5X5104089  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-05 SERIES: CORVETTE CONV  
DATE CLOSED: 2001-08-09 MILEAGE: 31500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CROWN CHEVROLET  
BRC PARENT: DEALER ADDRESS: 1800 N MAIN ST., HIGH POINT, NC, 27262, USA

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

M41 Steering Column/Lock/Attaching Parts 7 REPAIR ATTEMPT(S)	Other steering column locks
C10 Doors/Handles/Key Locks/Hinges 1 REPAIR ATTEMPT(S)	Inoperative REPLACED
H50 Parking Brake (including Linkage) 1 REPAIR ATTEMPT(S)	Inoperative REPLACED LINKAGE
T55 Protection Plan Administration (GM Purchase) 0 REPAIR ATTEMPT(S)	Customer Satisfaction W3 72/100,000 \$0 DED
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill GMPP
K37 Shift Indicator 1 REPAIR ATTEMPT(S)	Other LOCK SYSTEM REPLACED

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus\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 she has had her veh to be fixed 5 times for the steering to be fixed crm called the svc mgr and found out that they are offering her a 6/100 gmpp also involving a field engineer. crm advised cust about this and she is ok with that. judydurlak/pdx/cac; 0; 360616073  
2001-08-06

AVM, SHARON ZOYHOFSKI, (800-248-5507, BOX 58647, CAC USE ONLY) CALLED IN STATING HE IS SEEKING TO ISSUE CUSTOMER A GMPP, MG, 72/100,000, \$0 DEDUCTIBLE. BUSINESS REASONS - VEHICLE HAS EXPERIENCED SEVERAL FAILURES INCLUDING STEERING COLUMN LOCK (2), IGNITION LOCK (3), DOOR LATCH, GEARSHIFT CONTROL, AND PARKING BRAKE CONTROL. CUST HAS LOST CONFIDENCE IN VEHICLE AND IS CONCERNED ABOUT AFTER WARRANTY REPAIR COSTS. THIS GMPP IS TO MAINTAIN CUST CONFIDENCE IN THE VEHICLE AND LOYALTY TO GM. CRM VERIFIED CUST ADDRESS WITH AVM. CUST HAS ACCEPTED OFFER. CRM ADVISED AVM THAT THE CRM WOULD PROCESS AND FORWARD ON FOR FURTHER APPROVAL. ROBERT HEINKEL/AVM TEAM/TAMPA; 0; 365969567  
2001-08-06

TEAM LEAD HAS REVIEWED REQUEST FOR MAJOR GUARD 72/100 ZERO DEDUCT. REQUEST FROM AVM MEETS SOG GUIDELINES. FORWARDED REQUEST TO APPROVAL TEAM FOR FURTHER PROCESSING. FRITZANN ALEXANDER/TEAM LEAD FOR AVM TEAM/TAMPA 08-06-01; 0; 365979637  
2001-08-07

GMPP MG 72/100/0 HAS BEEN PRE-APPROVED BY SHANTA MORRIS/TPA GOODWILL LIAISON; 0; 366052242  
2001-08-07

1ST LEVEL OF APPROVAL FOR GMPP MAJOR GUARD 72/100 REQUESTED BY SHARON ZOYHOFSKI; CONTRACT #977715092 MARK KAZMIERSKI, TAMPA, APPROVAL GROUP; 0; 366054908  
2001-08-07

FINAL APPROVAL GMPP MAJOR GUARD 72/100, CONTRACT NUMBER 977715092 CRAIG KING/TAMPA/GOODWILL LIAISON; 0; 366065780  
2001-08-08

GMPP on its way letter #00451027 requested. Mike McCabe/ Goodwill Team/ Tampa; 0; 366153087  
2001-08-09

GMPP Letter released by Mark Kazmierski, Tampa, Approval Group; 0; 366214002

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADH 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:

August 8, 2001

[REDACTED]  
[REDACTED]  
Alamo, CA [REDACTED]

Request: C04433206

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Major Guard plan for your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY32G5X5104089, is for the following:

- 72 months or 100,000 miles, whichever occurs first
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Michael McCabe  
Customer Relationship Manager

RS0011-T/mrk

**GMPP REQUEST FOR PROCESSING**

**Motors Insurance Corporation**  
**National Mechanical Service Center** 08-21-01P04:48 RCVD  
**P.O. Box 8886**  
**Chicago, IL 60680-6886**

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

**Customer Name:** [REDACTED]

**File Number:** [REDACTED]

**Personal Use:** ☒ **Commercial Use:** ☐

**Reason for offering GMPP:** 16 LACK INTEREST REPAIRS (5)

**Vehicle Information: ( Circle one below )**

**Make:** Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

**VIN #** 1G1YY3265X5104089

**Year:** 1999 **In service Date:** 09/13/99 **Mileage:** 31,500

**Division Dealer Code Information: ( Circle one below )**

Pontiac - 16-99101  
 Buick - 11-99001

GMC Truck - 48-81764  
Chevrolet - 13-70011

Oldsmobile - 16-99001  
 Cadillac - 12-99000

**Payment Approval and Type:**

**General Motors has agreed to: ( Check one below )**

- ☒ Approve and pay for a new plan - no GMPP coverage currently
- ☐ Authorize a new plan or upgrade; customer will pay total cost
- ☐ Approve and pay for an upgrade; apply original coverage refund to Division making request ..
- ☐ Pay for all coverage costs; refund the original coverage cost to customer
- ☐ Cancellation

**Payment Approval:**  
**CRM (decision maker)**

PRC AUM SHARON ZOY HOFSKI

**Plan Selection:** 72/100,000 0.000

**Team Manager/Supervisor**

[Signature]

**Date:**

8/6/01



977715092

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY3265X5104089

YEAR

MAKE

MODEL

1999

CHEVROLET

CORVETTE

CURRENT ODOMETER

PLAN PURCH. DATE

COMM. EVER.

4WD

31500

08/06/91

SELECT ONLY ONE

GMPT

MRP

MAJOR GUARD

CUSTOM POWERTRAIN

X

X

X

X

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

PLANS PURCHASED DURING THE NEW VEHICLE LIMITED WARRANTY PERIOD  
The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles, and end at the earlier of the selected time/mileage option. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

VEHICLE IN

SERVICE DATE

09/13/98

MONTHS

MILES

36

48

60

72

OPTIONAL DEDUCTIBLE

50,000

60,000

70,000

80,000

\$200

The time and mileage of any plan selected below will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. These plans can be purchased only at the time of vehicle purchase. Unless an optional deductible is selected, these plans come with a \$0 deductible.

## MECHANICAL TERM

OPTIONAL DEDUCTIBLE

12/12,000

24/24,000

36/36,000

\$100

\$200

Upon acceptance of this registration, the time and mileage term for SmartCare<sup>SM</sup> coverage will be calculated from the date and mileage on the vehicle on the purchase date of this agreement.

SMARTCARE<sup>SM</sup> TERM

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	30	30,000	36	50,000
	15,000			48	60,000
24	24,000	36	36,000	60	75,000
	30,000		48,000	72	100,000

SMARTCARE<sup>SM</sup>

PRICE \$

00

TAX \$

TOTAL \$

## MECHANICAL COVERAGE

PRICE \$

00

TAX \$

TOTAL \$

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

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

CITY

STATE

ZIP

ALABAMA

CA

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE

CHEVROLET DIVISION

13-70011

ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

DETROIT

MI

48232-5170

LIENHOLDER NAME

GMAC or CHEVROLET DIVISION

MAILING ADDRESS

CITY

STATE

ZIP

P.O. Box 33170

DETROIT

MI

48232-5170

By signing this, I agree to all terms and conditions on the "front and back" of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled "Term." (about 11 days after acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.)

8/6/01

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	3902746	VIN Number:	1G1YY22G6X5133143
Date Opened:	5/1/2000	Model Year:	1999
Date Closed:	5/9/2000	Series:	Corvette
Dealer Code:	B24867	Mileage:	13840
Address:	SOUTHERN CHEVROLET CALEXANDRIA	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/01/2000 14:58:32 CALDRONE - PROVIDED PI INFORMATION

A000914

05/01/2000 14:44:36 SBD TEMPLATE - CALDRONE

STRATEGY BASED DIAGNOSTICS

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

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

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

N\_\_ (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.) DID NOT CHECK

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

05/01/2000 14:44:36 HISTORY - CALDRONE DEALER CONTACT:

BRUCE BECKMAN

CUSTOMER CONCERN: STEERING COLUMN WILL NOT UNLOCK.

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

358240

\* Review specific solutions ([SPECIFIC SOLUTIONS RUN  
C:\Progra~1\Plus!\Micros~1\Iexplore.exe  
http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm])

\* Validate with dealership if necessary  
\* Coordinate with dealership to compare with another vehicle if necessary  
\* Schedule a follow up if issue is not resolved during call  
Vehicle operation or design

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

THE CUSTOMER STATES THAT HE IS HAVING CONTINUED CONCERNS WITH HIS CORVETTE. THE CUSTOMER STATES THAT THE STEERING CLOWN LOCKED UP ON THE VEHICLE AND THAT THE VEHICLE HAD TO BE TOWED TO THE DEALERSHIP. THE CUSTOMER STATES THAT THE VEHICLE WHEN IT WAS TOWED RECEIVED SOME SCRATCHES IN THE PAINT. THE CUSTOMER STATES THAT AT THE DEALERSHIP HE WAS ADVISED THAT HE SHOULD TRADE THE VEHICLE IN. THE CUSTOMER STATES THAT HE HAS STILL NOT HAD HIS CONCERNS ADDRESSED. THE CUSTOMER STATES THAT THE TOP VIBRATES AND RATTLES AND THAT HE IS WEARING A HOLE IN THE MIDDLE. THE CUSTOMER ALSO STATES THAT THE SEAT SQUELS WHEN IT IS MOVED BACKWARDS OR FORWARD. THE CUSTOMER STATES THAT HE IS DISSATISFIED WITH THE SERVICE THAT HE HAS RECEIVED SO FAR AND THAT HE WOULD LIKE HIS CONCERNS ADDRESSED. THE CUSTOMER IS SEEKING THE REPAIR OF HIS VEHICLE. THE CUSTOMER ALSO STATES THAT IF THERE IS A CONCERN WITH THE STEERING THAT IT SHOULD BE RECALLED. EXEC ADVISED THE CUSTOMER THAT WE WOULD NEED TO ADDRESS HIS CONCERNS WITH THE DEALER AND THAT IF THIS WAS THE DEALER HE PREFERRED TO GO TO WE WOULD WORK WITH THEM. EXEC ADVISED THAT HE WOULD CONTACT HIM BACK LATER 4-18-01. MICHAEL THOMAS//EXEC CAC; 0; 99999  
2001-04-18

EXEC ADVISES THAT A VME WAS LEFT FOR STEVE JONESE THE SM AT THE DEALERSHIP IN REGARDS TO THIS CUSTOMER CONCERNS. EXEC WILL WAIT FOR A RETURN CALL. MICHAEL THOMAS//EXEC CAC; 0; 356475697  
2001-04-18

EXEC CONTACTED THE CUSTOMER AND HE STATES THAT HE WAS CONTACTED BY THE SM, AND ADVISED THAT HE RECEIVED MY MESSAGE AND ADVISED THE CUSTOMER TO MAKE AN APPOINTMENT TO REPAIR THE CUSTOMER'S VEHICLE. THE CUSTOMER STATES THAT HE WAS ADVISED BY THE SM THAT THIS IS WHAT GM WOULD DO HAVE HIM TRY TO REPAIR THE VEHICLE TO HIS SATISFACTION. THE CUSTOMER STATES THAT HE WILL MAKE AN APPOINTMENT AND THAT HE WILL CONTACT EXEC BACK IF THE VEHICLE IS NOT REPAIRED TO HIS SATISFACTION. MICHAEL THOMAS//EXEC CAC; 0; 356483242

\*\*\*\*\*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:

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

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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:

GM RESTRICTED

358240

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

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

BRIGHTON, MI

CASE NUMBER: 04748395 VIN: 1G1YY32G5X5108398  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-29 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-06-29 MILEAGE: 54000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: LOU LARICHE CHEVROLET, INC.  
ERC PARENT: DEALER ADDRESS: 40875 PLYMOUTH RD., PLYMOUTH, MI, 48170, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
3 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\_Correspondent.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 STEERING COLUMN HAS LOCKED UP AGAIN FOR THE THIRD TIME AND THE DLR TOLD HIM HE WAS GOING TO BE RESPONSIBLE FOR THE REPAIR. CUST SEEKS TO FIND OUT WHY IF CHEV HAS RECOGNIZED THE DEFECT IN THIS PART, AS HE WAS TOLD BY THE DLR. CRM ADVISED CUST THAT CRM WOULD LIKE TO CONTACT BOTH SVC MGR AND SEE WHAT THEY HAVE TO SAY IN THIS MATTER. SVC MGR FROM CHAMPION STATES THE LAST TIME VEH WAS IN FOR THIS WAS @ 16,000 MILES AND NOW IT HAS 54,000 THERE WOULD BE NO COST ASST. SVC MGR FROM LOU LARICHE STEVE CLEMENT STATES THE VEH WOULD HAVE TO BE AT HIS SHOP AND HAVE HIM DIAGNOSE THE VEH AND THEN HE WOULD NOT SAY FOR SURE IF THERE WOULD BE COST ASST, AND SINCE VEH WASN'T AT HIS SHOP THEN THERE WOULD BE NONE. CRM ADVISED CUST OF WHAT THE DECISION WERE OF BOTH SVC MGR AND HE STATES WELL LONG ME \$338.00. NO FURTHER ASST NEEDED. ADRIENNE SIMS/CAC/PDX; 0; 362700532

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:  
RELEASE:

VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

NEW ALBANY

IN

HOME PHONE:

CASE NUMBER: 05381732

VIN: 1G1YY32G5K5108711

MODEL YEAR: 1999

DATE OPENED: 2001-08-22

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-08-22

MILEAGE: 17000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: BOB MONTGOMERY CHEV INC

BRC PARENT:

DEALER ADDRESS: 5340 DIXIE HWY., LOUISVILLE, KY, 40216, USA

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

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
LOCKEDS50 Roadside Assistance Complaint  
0 REPAIR ATTEMPT(S)Other  
tow veh dropped cust vehA01 Open Campaign  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
01044/has been corrected

NO SOLUTION FOUND

NO SOLUTION FOUND

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

CUST STATES THAT CUST HAD HIS VEH TOWED AND THE VEH WAS DROPPED AND DAMAGED. CUST STATES THAT VEH WAS LESS THAN A MILE FROM WHERE VEH HAD TO BE TOWED FROM. CUST STATES THAT THE TOW TRUCK DRIVER WENT THE DIFFERENT DIRECTION. CUST STATES THAT THE ROADSIDE CALLED THE TOW COMPANY. CUST STATES THAT HE WENT TO STOP THE DRIVER AND FOUND HIM TRYING TO PUT VEH BACK ON TOW TRUCK. CUST STATES THAT THERE IS DAMAGE BELOW THE FRONT OF THE VEH, PAINT SCRATCHED, CHIPPED, DENTS. CUST STATES THAT ROADSIDE CALLED AND LEFT HIM A MESSAGE TO CALL THE TOW COMPANY. CUST STATES THAT HE IS NOT RESPONSIBLE AS HE DID NOT CALL THEM ROADSIDE DID. CRM REVIEWED WITH TM, TM ADV CRM IS ROADSIDE'S RESPONSIBILITY. CRM CALLED ROADSIDE, THEY STATE THEY WILL CALL CUST AND HAVE SOMEONE OUT TO LOOK AT VEH TO ASSESS DAMAGE. CUST ROADSIDE FILE #01193813- WIFE'S NAME [REDACTED] CRM ADV CUST NOT TO REPAIR VEH, ROADSIDE WOULD CALL HIM AND HAVE SOMEONE OUT IN 2-3 BUSINESS DAYS. KERI MATZEN/CAC/POK; 0; 367375992

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

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:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Mt. Joy , PA

CASE NUMBER: 1-67201520 VIN: 1G1YY32G5X5109373  
MODEL YEAR: 1999  
DATE OPENED: 2003-01-27 SERIES: Corvette  
DATE CLOSED: 2003-01-27 MILEAGE: 28000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering concern; ; 2003-01-27  
2003-01-27

Service Request has been Closed Satisfied.; ; 2003-01-27

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

**DATE:**

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

# TECHNICAL ASSISTANCE SYSTEM

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

<b>Case No:</b>	<b>4925145</b>	<b>VIN Number:</b>	<b>1G1YY32G5X5117215</b>
<b>Date Opened:</b>	<b>7/30/2001</b>	<b>Model Year:</b>	<b>1999</b>
<b>Date Closed:</b>	<b>8/1/2001</b>	<b>Series:</b>	<b>Corvette</b>
<b>Dealer Code:</b>	<b>B06257</b>	<b>Mileage:</b>	<b>21000</b>
<b>Address:</b>	<b>CHAMPION CHEVROLET GRENO</b>	<b>State:</b>	<b>NV</b>
<b>Dealer Phone:</b>			

SYMPTOM ABSTRACT— CAMPAIGN COLUMN MANUAL STEERING COLUMN LOCKED

RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/30/2001 19:17:51 SBD TEMPLATE - PAWLIK

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

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

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

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

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

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

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

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

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

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

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

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

07/30/2001 19:17:51 HISTORY - PAWLIK TECH MIKE STS THAT CAMP

01044 WAS COMPLETED. VEH WILL NOW NOT UNLOCK COLUMN AND TECH HAS SERVICE COLUMN MESSAGE IN DIC. TECH STS THAT HE HAD ANOTHER TECH DO THE CAMP AND SOME OF THE WIRING WAS NOT CORRECTLY INSTALLED. TECH CORRECTED THE WIRING AND REPLACED A BLOWN FUSE. TECH STS THAT HE CAN HEAR THE RELAY ACTIVATE AND AND LOCK STATE IS IN THE ENABLE.

SUGG TO TECH FURTHER INVESTIGATION WILL BE NEC. SUGG THAT INSTALL A NEW

LOCK MOTOR DUE TO POSSIBLE DAMAGE FROM THE INCORRECT WIRING.

07/31/2001 13:41:25 LOFFREDI

- TRANSFER TO PAWLIK

07/31/2001 14:45:04 PAWLIK

- DISCUSSED CASE WITH LIAISON.

CAMPAIGN IS TO BE CORRECTED DUE TO ISSUE WITH THE MANUAL TRANSMISSION SCHEMATIC. LIAISON AND I MADE A CORRECTED VERSION.

I CONTACTED DLR BACK AND REVIEWED WIRING FOR COLUMN LOCK. HE STS THAT THE JUMPER WIRE MAY NOT HAVE BEEN CORRECTLY ADDED TO THE VEH. HE STS THAT HE MAY HAVE HAD ONE SECTION OF THE JUMPER NOT CONNECTED.

SUGG TO TECH TO RE-DO CAMPAIGN FOLLOWING THE SCHEMATIC CORRECTION DISCUSSED. TECH TO CONTACT ME BACK AFTER WORK PERFORMED IF MORE HELP IS NEEDED.

08/01/2001 14:02:40 PAWLIK

- RECIEVED VME FROM MIKE WEBER

AT DLR. HE STS THAT THEY CORRECTLY INSTALLED THE JUMPER HARNESS IN THE VEH AND IT HAS CORRECTED THE COLUMN LOCK CONDITION.



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Jonesboro

GA

HOME PHONE:

CASE NUMBER: 1-103659317

VIN: 1G1YY32G5X5117229

DATE OPENED: 2003-05-28

MODEL YEAR: 1999

DATE CLOSED: 2003-07-30

SERIES: Corvette

SOURCE: Phone

MILEAGE: 47600.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Bill Heard Chevrolet, Inc.-Union City

DEALER ADDRESS: 6822 Shannon Parkway, Union City, GA, 30291-2064,

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

M01 General

0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

Steering wheel is locked; ; 2003-05-28

2003-05-29

CUST: SR# 1-103659317 5-29-03 6:30-8:30pm est; ; 2003-05-29

2003-05-29

Follow Up; ; 2003-05-29

2003-05-05

SR# 1-103659317 checking for cust contact; ; 2003-06-05

2003-06-05

Created: CAC\_RS0006, SR#1-103659317; ; 2003-06-05

2003-06-05

Call CAC letter; ; 2003-06-07

2003-06-07

APPROVED LETTER RS0006; ; 2003-06-07

2003-06-07

Service Request has been Closed Satisfied.; ; 2003-06-07

2003-06-18

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

2003-06-18

To working CRM extension; ; 2003-06-18

2003-06-18

Received 4:46 pm est; ; 2003-06-18

2003-06-18

Follow up; ; 2003-06-18

2003-06-19

CUST: SR# 1-103659317 6-19-03 5:00-7:00 pm est; ; 2003-06-19  
2003-06-19

Follow up; ; 2003-06-19  
2003-06-19

Created: CAC\_RS0006. SR#1-103659317; ; 2003-06-19  
2003-06-19

Call CAC letter; ; 2003-06-24  
2003-06-24

Letter approved; ; 2003-06-24  
2003-06-24

Service Request has been Closed Satisfied.; ; 2003-06-24  
2003-07-10

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

Cust called in; ; 2003-07-10  
2003-07-10

Cust called in; ; 2003-07-12  
2003-07-12

Received 7-10-03 10:45 am pst; ; 2003-07-12  
2003-07-12

Follow Up; ; 2003-07-12  
2003-07-16

CUST: SR# 1-103659317 7-16-03 6:00-8:00 pm est; ; 2003-07-16  
2003-07-16

DLR: SR# 1-103659317 7-16-03 4:30-6:30 pm est; ; 2003-07-16  
2003-07-16

SVC ADVER: Russ; ; 2003-07-16  
2003-07-16

SVC MGR: JD Watts; ; 2003-07-16  
2003-07-19

DLR: SR# 1-103659317 check for dlr contact; ; 2003-07-19  
2003-07-16

SVC MGR: JD Watts; ; 2003-07-16  
2003-07-16

Follow up; ; 2003-07-16  
2003-07-22

CUST: SR# 1-103659317 7-22-03 6:00-8:00 pm est; ; 2003-07-20  
2003-07-19

SVC MGR: JD Watts; ; 2003-07-19  
2003-07-20

Follow up; ; 2003-07-20  
2003-07-23

CUST: SR# 1-103659317 7-23-03 6:00-8:00 pm est; ; 2003-07-23  
2003-07-23

Follow Up; ; 2003-07-23  
2003-07-28

DLR: SR# 1-103659317 7-28-03 4:30-6:30 pm est; ; 2003-07-28  
2003-07-30

CUST: SR# 1-103659317 7-30-03 6:00-8:00 pm est; ; 2003-07-30  
2003-07-28

SVC MGR: Barry Baker; ; 2003-07-28  
2003-07-28

SVC MGR: JD Watts; ; 2003-07-28  
2003-07-30

Follow up; ; 2003-07-30  
2003-07-30

Service Request has been Closed Satisfied.; ; 2003-07-30

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
  
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: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

October 21, 2003

[REDACTED]  
Jonesboro, GA [REDACTED]

Service Request: 1-103659317

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Jabeth Wanner  
Customer Relationship Manager

RS0006-P/kld

October 21, 2003

[REDACTED]  
[REDACTED]  
Jonesboro, GA [REDACTED]

Service Request: 1-103659317

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

Jabeth Wanner  
Customer Relationship Manager

RS0006-P/dag

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

AUSTIN , TX

CASE NUMBER: 04922787 VIN: 1G1YY32G5X5117599  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-16 SERIES: Corvette  
DATE CLOSED: 2001-08-22 MILEAGE: 40000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: HENNA CHEVROLET, L.P.  
ERC PARENT: DEALER ADDRESS: 8805 IH-35 N, AUSTIN, TX, 78753, USA

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

M01 Steering General Broken  
2 REPAIR ATTEMPT(S) locking up  
  
M41 Steering Column/Lock/Attaching Parts Inoperative  
2 REPAIR ATTEMPT(S) steering locked

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 this is the third time that his veh will be in the dlrshp for the steering problem.....Cust seeks for GM to pay for the cost of the repair, the towing, as well as the loaner.....Crm adv cust that we review every situation on a case-by-case basis and that crm can not guarantee any assistance however crm adv cust that I would have to contact the dlrshp for more info.....Crm spoke w/Ann at the dlrshp who adv that due to the computers being down that crm would have to contact the svc mgr David Burns back at a later time.....Crm adv cust that I would have to continue the research due to the dlrs system being down and adv that I would give him a call this afternoon.....Irisgarner/atx/tier2; 0; 364147951  
2001-07-16



Crn spooke w/ Chuck @ the dlrshp who adv crn that the system was still down however verified that the cust had a campaign on the veh and informed crn that he would be contacting the cust once he actually took a look @ the veh and was able to better diagnosis the concern.....Crn adv that I would contact the cust to adv of the concerns.....IrisGarner/atx/tier2; 0; 364153057  
2001-07-24

CUST STATES THE VEH BROKE DOWN LATE FRIDAY AFTERNOON AND HE WAS UNABLE TO GET VEH TOWED TO DLRSHIP UNTIL MONDAY. CUST STATES HE RENTED A VEH ON SATURDAY AND SEEKS REIM FOR RENTAL. CUST STATES RENTAL BILL IS \$ 135.00. CRM ADV THAT WE NORMALLY DO NOT REIMB TILL AFTER 24 HRS AND THE VEH DOES HAVE TO BE IN FOR SVC. CRM ADV HE WOULD NEED TO SPEAK WITH THE SVC MGR AND SEE IF REIMB IS POSSIBLE. CRM WILL FORWARD TO PREVIOUS CRM WHO STATES SHE HAS NOT BEEN ABLE TO CTC THE SVC MGR.

JESSE BOSQUE/ATX  
JESSE BOSQUE/ATX; 0; 364854247  
2001-07-25

Crn contacted the cust to adv that there would be no reim because the cust was out of warr....the cust is seeking rental from Friday July 13th to Tues July 17th however the veh was towed in on Monday July 16th and the veh was ready on July 17th.....Custstates that because the veh went down on Friday he had to get a loaner.....Crn attempted to explain to the cust that there are no warr provisions for a loaner veh outside of warr and crn also explained to the cust that the cust concerns were due to a campaign which also do not have warr provisions for a loaner.....Cust requested to speak w/crm TM.....Crn adv cust that I would give my TM a message however he would call cust back when time permits if he feels that it is necessary to give the cust a call back.....IrisGarner/atx/tier2; 0; 364924339  
2001-07-25

TM is reviewing file and agrees with closing dissatisfied. Jonathan Slaughter/ATX/TM; 0; 364952010  
2001-08-06

CUST CALLED IN, CUST SEEKING REIMBURSEMENT. CRM ADVISED THAT GM WILL NOT BE REIMBURSING HIM FOR THIS. CUST GOT VERY UPSET, CUST ASKED FOR CRM LOCATION, CRM ADVISED THAT CRM WILL NOT PROVIDE W/ THAT INFO. CUST GOT MAD, CUST ALSO SEEKING TO SPEAK W/ AVM.CRM ADVISED CUST THAT CRM DOES NOT HAVE THAT NUMBER, BUT CRM DID GIVE NAME OF THE AVM. CUST GOT VERY UPSET WHEN CRM COULD NOT PROVIDE PHONE NUMBER, CUST STATED THAT THIS CRM WAS NOT HELPFUL AND RUDE. CUST HUNG UP. ANGELA MESHEKE/PDX/CAC; 0; 365994838  
2001-08-21

crn rec'd phone call 8-21-01. cust states that veh was towed to henna chev for a problem with steering column lock and apparently while veh in possession of tow truck back window was blown out. cust seeks gm to pay for repair of veh because tow truck company told him that adhesive on rear window was defective and that caused problem. crn advised that gm would not provide cost assistance for damage caused by tow truck but that crn would investigate to see if problem was caused by defect in materials or workmanship of veh and if it was if gm would provide assistance even tho veh is out of warr and gm has no obligation to provide assistance even if it was due to defect. cust understands. cust states that he just wants someone to pay for his repair. cust states that henna and champion chev have looked at veh. crn will contact henna and champion to determine if problem was caused by defect in window and then call cust back to advise gm final decision. jeff  
knickerbocker/corr/atx/cars/8-21-01; 0; 367290176  
2001-08-21

crn contacted chuck at henna chev 512-832-1888. chuck states that he has examined veh and avm has been involved and no assistance will be provided. chuck ats that it is impossible to determine definitively what caused this damage but it does not appear to be due to defect in material or workmanship that would be warrantable. chuck states that there are no svc bulletins out on glass or adhesive on this veh - only on the weatherstripping which was not the problem in this case - plus the dlr has already replaced cust weatherstripping. chuck

sts that cust bought veh used and dlr feels that cust is trying to get gm to rebuild the veh at gm expense.; 0; 367291009  
2001-08-21

crm contacted champion chev 512-345-7890 and left message on voice mail for svc mgr steve gomez. NEXT CRM: IF SVC MGR CALLS BACK PLEASE DETERMINE WHAT CAUSED DAMAGE TO CUST REAR WINDOW AND IF DAMAGE WAS CAUSED BY A DEFECT IN MATERIALS OR WORKMANSHIP. PLEASE ALSO DETERMINE IF DLR WILL BE OFFERING GOODWILL ASSISTANCE TO CUST IN THIS SITUATION AND WHY. THANK YOU. JEFF KNICKERBOCKER/CORR/ATX/CARS/8-21-01; 0; 367291375  
2001-08-22

SVCNMR JOE SPEARS CALLED AND STS THAT PREV CRM LEFT MESSAGE TO CONTACT CAC. SVCNMR STS THAT HE COULD FIND NO DEFECT AND IT WOULD BE AN INSURANCE ISSUE .....GM WOULD NOT ASST IN REPAIRS OF VEH.....CRM ADVISED SVCNMR FILE WOULD BE DOC W/ UPDATE OF FILE....BETTY IKNER/TMCARS; 0; 367342969  
2001-08-22

crm contacted cust and advised that gm will provide no cost assistance as there was no defect in materials or manufacture of veh that contributed to the damage to veh and veh is out of warr anyway. cust understands gm decision. jeff knickerbocker/corr/atx/cars/8-22-01; 0; 367374692

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

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:

DOWS OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 05582751 VIN: 1G1YY32G5X5119837  
MODEL YEAR: 1999  
DATE OPENED: 2001-09-26 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-10-29 MILEAGE: 34000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HOLLER CHEVROLET  
BRC PARENT: DEALER ADDRESS: 860 W FAIRBANKS, WINTER PARK, FL, 32789, USA

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) steering column locks up  
H23 Brake Rotors Other  
2 REPAIR ATTEMPT(S) rotors resurfaced  
B12 Roof Other  
2 REPAIR ATTEMPT(S) LEAKS

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

C:\Progra~1\Plus!\Micros~1\Iexplore.exe

http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3\_1.pdf]]

FINAL - FL

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

CRM RECEIVED LEGAL CORR FILE:

- 1) ROTOR
  - 2) WATER LEAK
  - 3) STEERING COLUMN LOCKING UP; 0; 370879824
- 2001-10-02

crm left voice message for avm jim cox to make him aware of NVIDM. larry kinloch/legal corr/tampa 57575; 0; 370879939  
2001-10-02

crm contacted the cust's number and left voice message for the cust to contact crm. larry kinloch/legal corr/tampa 57575; 0; 370880118  
2001-10-02

crm received voice message from the cust to contact crm. larry kinloch/legal corr/tampa 57575; 0; 370899842  
2001-10-04

crm contacted the cust who stated the roof leaks which is convertible, rotors, front/rear are bad, steering column locks up. crm advised cust of recall work for the steering column. crm contacted holler chevrolet and spoke with serv. mgr. jeff laburge who stated he does not want the cust back at his dealership considering the cust gets loud and verbal with the employees at dealership. crm contacted don mealey chevrolet to speak with serv. director bill weymeyer, crm tried number, came up with busy signal. crm will try number at later time. larry kinloch/legal corr/tampa 57575; 0; 371056915  
2001-10-04

crm contacted don mealey chevrolet and received busy signal. crm will try number at later time. larry kinloch/legal corr/tampa 57575; 0; 371069220  
2001-10-04

crm contacted don mealey chevrolet to speak with serv. mgr. sandy ewing. crm was advised sandy will be out until monday oct 8th. crm was advised to speak with serv. director bill lamer. crm left voice message for bill to contact crm. larry kinloch/legal corr/tampa 57575; 0; 371078597  
2001-10-05

crm contacted don mealey chevrolet and spoke with andy who stated the cust is not allowed back on the property. andy stated the cust became irate at the dealership after the field engineer advised the cust the convertible vehicle cannot withstand an inside car wash and this is the reason the convertible top leaks. andy states the front door was repositioned, weather strips were replaced, and the side glass was aligned. andy states the cust was advised not to return to dealership on 8-24-2000. larry kinloch/legal corr/tampa 57575; 0; 371157816  
2001-10-05

crm left voice message for avm randy jordan to make him aware of cust's concerns. larry kinloch/legal corr/tampa 57575; 0; 371158148  
2001-10-05

Auditor approving letter request. Betsy McGhee/Goodwill Approval Group/Tampa; 0; 371163027  
2001-10-08

FILE HAS BEEN REASSIGNED. PLEASE TRANSFER ALL CALLS TO ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371397726  
2001-10-08

CRM L/M FOR AVM RANDY JORDAN @ 404082/8136. CRM ADVED AVM ON MSG THAT THIS CRM HAS TAKEN OVER FILE, CRM ALSO STATED THAT CUST CONCERNS ON MVIN IS ROTORS & WATER LEAKS & STEERING COLUMN. CRM ADVED AVM THAT CUST HAS HAD A 98 CORVETTE REPURCHASED & POSSIBLE ANOTHER VEH ALSO. CUST HAS BEEN KICKED OUT OF TWO DLRS FOR HIS ABUSIVE BEHAVIOR (DON MEALEY CHEV & HOLLER CHEV). CRM ADVED AVM ON MSG THAT CUST HAS VISITED COURTESY CHEV ON 9-10-01, BUT CRM HASN'T CALLED YET TO FIND OUT HOW THAT WENT. CRM ASKED FOR A RETURN CALL W/ A DIRECTION TO GO IN FOR THIS PARTICULAR CUST. CRM AWAITING AVM CALLEACK.  
ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371401709  
2001-10-08

AVM RANDY JORDAN CALLED & L/M FOR CRM TO CALL HIM @ 407-327-6311  
ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371405202  
2001-10-08

CRM CALLED AVM RANDY JOHNSON @ 407-327-6311. AVM STATED THAT HE IS AWARE OF CUST CONCERNS. AVM STATED THAT CUST HAS HAD PREV COMPLAINTS ABOUT HIS ROTORS & WATER LEAKING INTO HIS VEH. RANDY STATED THAT BRAKE ROTORS CAN EASILY WARP IF THE LUGNUTS ARE NOT PROPERLY TORQUED. THIS IS COMMON B/C MOST OWNERS REMOVES THE WHEELS @ HOME TO CLEAN THE WHEELS. RANDY STATED THAT THE TORQUING OF THE LUGNUTS IS VERY SENSITIVE & MUST BE PERFORMED PROPERLY. RANDY ALSO STATED THAT ON PAGE 6-61 OF THE OWNER'S MANUAL STATES THAT IF THE CUST GOES THROUGH A CAR WASH W/ HIGH PRESSURE JETS IT MIGHT CAUSE WATER TO ENTER VEH. RANDY STATED THAT ON A PREV

MEETING N/ CUST RE: WATER LEAKS THE CUST ADVED HIM THAT HE GOES THROUGH HIGH PRESSURE CAR WASHES. AVM STATED THAT CUST DOES NOT QUALIFY FOR FL LEMON LAW B/C THE NOTIFICATION IS TO BE REC'D N/IN 24 MONTHS FROM IN-SVC DATE. CRM THANKED AVM FOR HIS TIME.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371409951  
2001-10-09

CRM CALLED SVC DIR RICK DAVIS @ COURTESY CHEV @ 407-857-5700. CRM L/M ASKING FOR CALLBACK FOR CUST CONCERNING PARTS ORDERED FOR RECALL & APPT AVAILABILITY. CRM LEFT CUST NAME, VEH, CRM'S # & EXT.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371486362  
2001-10-09

CRM CALLED SVC MGR SANDY EWING @ DON MEALEY CHEV TO GET HISTORY OF CUST'S VEH. SVC MGR STATED THAT HER HIGH PERFORMANCE SPECIALIST ANDY TAYLOR IS THE MOST FAMILIAR W/ CUST'S VEH. SVC MGR TRANSFERRED CRM TO ANDY TAYLOR. CRM WAS PUT ON HOLD AN EXTENDED AMOUNT OF TIME. CRM DISCONNECTED. CRM WILL TRY AGAIN LATER.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371508081  
2001-10-09

CRM CALLED & L/M FOR SVC MGR JEFF LABURG @ HOLLER CHEV TO RETURN CRM'S CALL REGARDING CUST MVDN FOR BRAKES & WATER LEAKS. CRM ADVED ON MSG THAT I'M LOOKING FOR DATES OF APPTS, MLG & CONCERNS. CRM ALSO ADVED ON MSG OF CRM'S PHONE # & EXT, CUST NAME & VIN.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371508342  
2001-10-10

CRM CALLED SVC DIR RICK DAVIS WHO STATED THAT THE EARLIEST THEY WOULD BE ABLE TO SEE THE CUST WOULD BE 10-16-01 @ 10AM TO INSTALL CMAFPAIGN ON VEH. CRM ADVED MR. DAVIS THAT I WOULD CONTACT CUST & ADVED HIM OF SUCH.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371584979  
2001-10-10

CRM CALLED CUST TO ADVED HIM THAT I HAVE TAKEN OVER HIS REQ. CRM WENT OVER THE 3 CONCERNS HE HAS W/ HIS VEH, BRAKE ROTORS, WATER LEAK & STEERING COLUMN. CUST STATED THAT HE ALSO HAS A CONCERN OF THE STITCHING IN THE DRIVER'S SEAT IS COMING UNDONE AGAIN. CUST STATES THAT WHEN THIS HAPPENED BEFORE @ HOLLER CHEV THEY REPAIRED IT, BUT WHEN HE WAS @ COURTESY CHEV ON 9-10-01 THEY ADVED HIM TO GO BACK TO HOLLER CHEV SINCE THEY DID THE ORIGINAL WORK. CUST WANTS HIS VEH FIXED. CRM DID ADVED CUST THAT UNDER CERTAIN CONDITIONS HIS ROOF MAY LEAK AS STATED IN THE OWNER'S MANUAL. THE CUST STATED THAT THE CONV ROOF SHOULD NEVER LEAK. CRM ADVED CUST THAT THE WATER TEST THAT THE DLR'S HAVE TRIED IS THE WATER TEST THAT GM STATES IS CORRECT. CUST STATES THAT THE WATER TEST IS NOTHING & IS JUST A HOSE PLACED ON TOP OF THE VEH. CUST ALSO STATED THAT SINCE HE TOOK HIS VEH IN TO COURTESY ON 9-10-01, ABOUT 2 DAYS AFTER THAT HIS BRAKES STARTED PULSATING AGAIN. ...CONTINUE....; 0; 371589994

2001-10-10

..CONITNUE... CUST STATES THAT HIS BRAKES STILL PULSATE WHILE COMING TO A STOP @ SLOW SPEEDS. CUST FEELS THAT THE OTHER 2 DLR'S (HOLLER & DON MEALEY) JUST QUIT WORKING ON IT INSTEAD OF CALLING GM FOR ASST. CUST STATES THAT THE DLR'S JEFT DIDN'T WANT TO DEAL W/ HIM ANYMORE. CRM APOLOGIZE TO CUST ABOUT HIS CONCERNS & ADVED HIM OF HIS APPT ON 10-16-01 @ 10AM @ COURTESY CHEV TO ADDRESS STEERING CONCERN. CUST STATES THAT HE IS ONLY TAKING VEH INTO DLR ONE MORE TIME FOR EVERYTHING. CRM ADVED CUST THAT SINCE THE SEAT CONCERN WAS NOT NOTED THAT WAS NOT DISCUSSED IN CRM'S PREV CONVERSATION W/ SVC MGR RICK DAVIS. CRM ADVED CUST THAT I WOULD CONTACT COURTESY CHEV AGAIN & DISCUSS MATTERS FURTHER. CUST AGREED.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371590284  
2001-10-10

CRM CALLED SVC MGR MIKE OGOLSBY @ COURTESY CHEV. CRM LEARNED THAT RICK DAVIS IS THE SVC DIR, MIKE OGOLSBY IS THE SVC MGR. CRM L/M FOR SVC MGR TO RETURN CALL. CRM ADVED ON MSG THAT CUST WOULD ALSO LIKE TO ADDRESS ROTOR & WATE RLEAK CONCERN ALSO ON 10-16-01 ALONG W/ INSTALLATION OF THE STEERING COLUMN CMAFPAIGN PART. CRM ASKING SVC MGR IF THAT IS OK TO DO. CRM ASKED SV CMGR FOR CALLBACK TO DISCUSS THIS FURTHER. CRM LEFT PHONE # & EXT.

ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371600351  
2001-10-12

CRM REC'D MSG FROM SVC MGR MIKE OGOLSEY. MIKE ADVSD CRM ON MSG THAT HE CAN BE REACHED DIRECTLY @ 407-852-2024 OR ON HIS CELL 407-947-0261.  
ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371757260  
2001-10-12

CRM CALLED SVC MGR ON CELL # 407-947-0261 & DIRECT LINE 407-852-2024. CRM L/M ON DIRECT LINE TO RETURN CUST CALL IN REFERENCE TO CUST HAVING ALL HIS CONCERNS ADDRESSED ON 10-15-01 @ 10 AM.  
ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371757339  
2001-10-12

SVC MGR MIKE OGOLSEY CALLED FROM COURTESY CHEV STATING THAT AS A DLR THEY WOULD RATHER JUST ADDRESS THE CUST CONCERNS THAT THEY HAVE ALREADY INITIATED W/ THE STEERING WHEEL CONCERNS HE HAS HAD. CRM ADVSD SVC MGR THAT I WOULD DOC'D HIS CONCERN & THANKED HIM FOR HIS TIME & CALLING CRM BACK.  
ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371772097  
2001-10-12

CRM CALLED CUST & L/M FOR HIS CALLBACK TO CRM. CRM ADVSD ON MSG THAT APPT ON 10-15-01 @ 10 AM IS FOR STEERING CONCERN ONLY, NOT ROTORS & WATER LEAK CONCERN. CRM ASKED CUST TO CALL ME BACK TO DISCUSS THOSE OPTIONS FURTHER. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 371774102  
2001-10-15

CUST L/M STATING THAT HE WOULD LIKE TO CONTACT CRM BEFORE APPT ON 10-15-01. CUST LEFT A PHONE NUMBER FOR CONTACT ON [REDACTED] CRM VERIFIED NUMBER ON MSG 3X. CUST LEFT A 8 DIGIT PHONE NUMBER. CRM CAN NOT CALL CUST BACK DUE TO INCORRECT # LEFT. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372004009  
2001-10-16

CRM CALLED SVC MGR MIKE LANG @ CLASSIC CHEV TO SET APPT FROM CUST. SVC MGR ASKED FOR LAST 8 OF VIN. SVC MGR REVIEWED CUST VIBS HISTORY & DECIDED NOT TO ACCEPT CUST APPT. SVC MGR STATED THAT HE WOULD RATHER NOT GET INVOLVED W/ THIS CUST. CRM THANKED HIM FOR HIS TIME. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372093883  
2001-10-17

CRM CALLED AVM RANDY JOHNSON & L/M STATING THAT I NEED HIS ASST IN SETTING UP AN APPT @ EITHER COURTESY CHEV OR DON MEALEY CHEV. CRM EXPLAINED TO AVM THAT CUST SENT NVDN BUT HE HAS BEEN TOLD NOT TO COME BACK TO BOTH HOLLER CHEV & DON MEALEY CHEV. CRM ASKING AVM TO HELP ASST IN GETTING CUST A FRA. CRM WILL AWAIT AVM'S RESPONSE. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372176156  
2001-10-18

CRM RECEIVED VM FROM CUST AS HE STATES HE HAS BEEN TRYING TO REACH CRM MURALT. CUST STATES HE IS LOOKING FOR STATUS REGARDING HIS CASE. CUST SEEKS CALLBACK AT [REDACTED] Sissy MEDINA/ LEGAL CORR X57577/ TAMPA; 0; 372285865  
2001-10-18

CRM SPOKE WITH CUST ON CELL# [REDACTED] AND ADVISED CRM MURALT IS OUT ON A VACATION DAY TODAY. CRM ADVISED CUST AT THIS TIME CRM MURALT HAS CONTACTED AVM IN ORDER TO DETERMINE WHICH DEALERSHIP WILL BE BEST TO SEND HIM TO. CRM ADVISED CUST UNFORTUNATELY DO NOT HAVE ACCESS TO CRM VM IN ORDER TO CHECK AND SEE IF AVM HAS RETURNED HIS CALL. CRM ADVISED CUST AT THIS TIME IT IS OUR UNDERSTANDING THE STEERING CONCERN WILL BE RESOLVED WITH THE CAMPAIGN REPAIRS, HOWEVER REGARDING THE WATER LEAK CONCERN- IT IS THE UNDERSTANDING OF THIS CRM THAT THE CUST DID MEET WITH A FIELD ENGINEER IN 8/00 AND HAD BEEN ADVISED CUST CAN NOT TAKE THE VEHICLE THROUGH A CARWASH. CUST STATES HE HAND WASHES HIS VEHICLE. CRM QUESTIONED CUST AS TO IF HE HAD EVER ADVISED ANY GM PERSONNEL THAT HE HAS TAKEN THE VEHICLE THROUGH A CAR WASH AS WELL AS HAND WASH THE VEHICLE. CUST STATES HE ONLY HAND WASHES THE VEHICLE. CRM ADVISED CUST AT THIS TIME CRM MURALT IS TRYING TO DETERMINE WHICH DEALERSHIP IS GOING TO BE BEST TO HAVE CUST TAKE VEH (CONT); 0; 372287166  
2001-10-18



(CONT) TO FOR REPAIRS. CRM ADVISED WE DO NOT WANT TO HAVE CUST GOING BACK AND FORTH TO DEALERSHIPS. CUST STATES HE FEELS THIS IS A SAFETY CONCERN AS IT INVOLVES HIS BRAKES. CRM ADVISED CUST IF HE HAS A CONCERN ABOUT WORK DONE A FEW DAYS AGO REGARDING HIS BRAKES THEN THIS IS A WORKMANSHIP ISSUE WHICH HE WILL NEED TO DISCUSS WITH THE DEALERSHIP WHICH PERFORMED THE WORK. CUST STATES THE BRAKES FEEL THE SAME AS THEY HAVE SINCE THE CONCERN STARTED AT ABOUT 12K MILES. CRM ADVISED CUST AT THIS TIME WILL FORWARD FILE BACK TO CRM MURALT IN ORDER TO FOLLOW UP WITH CUST FIRST THING TOMORROW. CRM ADVISED WILL REQUEST CRM MURALT FOLLOW UP AT LEAST BY END OF BUSINESS DAY TO ADVISE CUST OF STATUS. CUST STATES THAT IS FINE. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372287305

2001-10-19

CRM REC'D MSG FROM AVM RANDY JOHNSON WHO STATED THAT HE CONTACTED SVC DIR RICK DAVIS @ COURTESY CHEV WHO STATED THAT CUST HAD APPT ON 10-15-01 @ 10 AM TO ADDRESS THE CONCERNS THAT HE HAS. AVM STATED THAT RICK DAVIS ADVSD HIM THAT THE DLR WAS GOING TO ADDRESS HIS CONCERNS W/ BRAKES & WATER LEAK IN ADDITION TO HIS STEERING CONCERN. ANTHONY MURALT/LEGAL CORR/TPA/ EXT. 57723; 0; 372350294

2001-10-19

CRM REC'D VME FROM CUST ASKING FOR RETURN CALL. ANTHONY MURALT/LEGAL CORR/TPA/ EXT. 57723; 0; 372350317

2001-10-19

CRM CALLED AVM RANDY JORDAN & L/M STATING TO HIM THE CONFUSION OF WHAT COURTESY CHEV ADVSD ME OF & WHAT HIS PREV MSG WAS. CRM ADVSD AVM THAT I WOULD CONTACT SVC MGR & SRT APPT FOR CUST CONCERNS TO BE ADDRESSED. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372371171

2001-10-19

CRM CALLED SVC MGR MIKE OGOLSBY WHO STATED THAT THEY CAN SEE THE VEH ON 10-22-01 @ 8-9 AM. CRM THANKED SVC MGR FOR HIS TIME. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372371211

2001-10-19

CRM CALLED CUST ON CELL # [REDACTED] & ADVSD HIM THAT FRA WOULD BE SET UP ON 10-22-01 @ 8-9 AM. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372371261

2001-10-19

CRM CALLED CUST ON CELL # [REDACTED] & ADVSD HIM THAT FRA WOULD BE SET UP ON 10-22-01 @ 8-9 AM. CUST AGREED. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372371297

2001-10-19

CRM SENDING FL FRA LETTER. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372371323

2001-10-22

CUST STATES & SEEKS TO SPEAK TO ANTHONY MURALT.... CCUST GAVE CRM THE EXT FOR ANTHONY BECAUSE HE DID NOT HAVE THE FILE # W/ HIM ... CRM TRIED THE EXT 57723 AND WAS UNABLE TO REACH ANTHONY .. CRM ADVISED CUST OF THE ABOVE & OFFERED TO TAKE A MESSAGE ... CUST STATED THAT HE WAS SCHEDULED TO BRING HIS VEH IN TODAY FOR HIS FINAL REPAIR ATTEMPT TO HAVE EVERYTHING TAKEN CARE OF ALL AT ONCE , BUT WAS ADVIED BY THE SCV DEPT THAT ONLY ONE THING WAS GOING TO BE DONE TODAY .. CUST STATED THAT HE WAS LEAVING THE DLRSHIP NOW, BECAUSE HE WAS NOT GOING TO HAVE JUST THE ONE THING DONE .. CUST WISHES TO SPEAK TO ANTHONY ABOUT THE MIX UP & FIND OUT WHEN HE CAN TAKE THE VEH IN FOR THE FULL REPAIRS ..

CRM IS FWDING FILE TO CRM MURALT/TPA AND L/M ON VME

CHRISTINE TERINO/CAC/TPA/57808; 0; 372612423

2001-10-22

\*\* ADD TO PREVIOUS NOTES \*\* CUST STATED THAT HE CAN BE REACHED ON HIS CELL [REDACTED]

CHRISTINE TERINO/CAC/TPA/57808; 0; 372612526

2001-10-22

CRM RECEIVED VM FROM CUST STATING HE HAD TAKEN THE VEHICLE TO COURTESY CHEVROLET AND WAS TOLD SVC MGR IS OUT FOR THE DAY AND DEALERSHIP WOULD ONLY REPAIR THE STEERING. CUST IS REQUESTING A RETURN CALL AT EITHER HOME# [REDACTED] OR CELL# [REDACTED]. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372617641

2001-10-22

CRM ATTEMPTED TO REACH SVC MGR, MIKE OGLESBY AND WAS ADVISED HE IS OUT TODAY. CRM WAS ADVISED RICK DAVIS, SVC DIR IS IN CHARGE HOWEVER CURRENTLY WITH A CUST AND UNAVAILABLE TO TAKE CALL EVEN THOUGH CRM HAS ADVISED THIS IS AN URGENT MATTER IN WHICH A CUST WAS TURNED AWAY FOR FINAL REPAIRS. CRM DID ADVISE WOULD ATTEMPT AGAIN IN ABOUT 15 MINUTES AS NEED TO GET THIS CUST BACK IN. CRM ADVISED SVC CASHIER OF THIS INFORMATION WHO STATES THEY DID RECEIVE A CALL FROM CAC REGARDING CUST AND SVC DIR IS THE PERSON WHO SENT CUST AWAY. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372617754  
2001-10-22

CRM SPOKE WITH SVC DIR, RICK DAVIS @ COURTESY CHEVROLET [REDACTED] WHO STATES TO THEIR KNOWLEDGE ONLY CONCERN WAS TO HAVE CUST BRING VEHICLE IN FOR THE CAMPAIGN REPAIRS. CRM ADVISED ACCORDING TO OUR FILE CRM DID SPEAK WITH [REDACTED] THE SVC MGR AND AVM RANDY JORDAN IN WHICH IT WAS AGREED DEALERSHIP WOULD ADDRESS ALL CONCERNS LISTED ON THE MVDN AS A FINAL REPAIR ATTEMPT HAD BEEN SET UP FOR TODAY AND CUST HAD BEEN TURNED AWAY. SVC DIR STATES THEY HAVE AN OUTFSOURCING COMPANY WHICH HANDLES ANY WATER LEAKS AND THEY ARE ONLY HERE ON TUESDAYS THEREFORE SVC DIR DOES NOT BELIEVE SVC MGR WOULD HAVE SET A FINAL REPAIR KNOWING THE WATER SPECIALIST WAS NOT GOING TO BE THERE. CRM ADVISED AT THIS POINT NEED TO GO AHEAD AND RESCHEDULE CUST FOR APPT TOMORROW AND HAVE ALL HIS CONCERNS ADDRESSED WHILE THE VEHICLE IS THERE AT THE DEALERSHIP. SVC DIR REQUESTS CUST BRING VEHICLE IN AT 8AM TOMORROW AS WATER SPECIALIST WILL BE THERE IN THE MORNING. CRM REQUESTED CUST BE PLACED INTO A RENTAL VEHICLE AND SVC DIR STATES HE (CONT); 0; 372620366  
2001-10-22

(CONT) WILL DO SO. CRM THANKED SVC DIR FOR HIS ASSISTANCE. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372620382  
2001-10-22

CRM LEFT VM FOR AVM RANDY JORDAN MAILBOX 404082 NODE 8136 AND ADVISED OF ISSUE WHICH OCCURED WITH DEALERSHIP TODAY. CRM ADVISED CUST IS VERY FRUSTRATED WITH ENTIRE PROCESS OF DEALERSHIP SENDING HIM AWAY. CRM ADVISED CUST HAS BEEN RESCHEDULED FOR 8AM 10/23/01. CRM HAS REQUESTED AVM CONTACT DEALERSHIP TO MAKE SURE DEALERSHIP UNDERSTANDS THIS IS A FINAL REPAIR AND ALL ATTEMPTS FOR REPAIR NEED TO BE EXHAUSTED. CRM ADVISED WILL FORWARD CASE BACK TO CRM MURALT FOR FOLLOW UP AS HE IS OUT OF THE OFFICE TODAY. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372620849  
2001-10-22

-CRM ATTEMPTED TO CONTACT CUST AT HOME# [REDACTED] AND GOT ANSWERING MACHINE. CRM LEFT MESSAGE ADVISING CUST THERE WAS SOME CONFUSION AS TO WHAT DEALERSHIP WAS GOING TO ADDRESS HOWEVER THIS HAS BEEN RESOLVED AND HIS APPT WAS RESCHEDULED FOR 10/23/01 AT 8AM. CRM ADVISED IF THERE ARE ANY QUESTIONS TO PLEASE CALL. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372620920  
2001-10-22

CRM SPOKE WITH CUST ON CELL# [REDACTED] AND APOLOGIZED FOR THE MISCOMMUNICATION. CRM ADVISED IT HAS BEEN CLARIFIED AND CUST APPT HAS BEEN MOVED TO 10/23/01 AT 8AM AS WATER SPECIALIST IS ONLY AT DEALERSHIP ON TUESDAYS. CRM ADVISED CUST VEHICLE HAS BEEN PLACED ON THE LIST TO BE INSPECTED FIRST THING WITH THE THIRD PARTY COMPANY REGARDING THE WATER LEAK ISSUES. CUST STATES HE TOOK THE MORNING OFF TO TAKE THE VEHICLE TO DEALERSHIP TODAY AND THEY TURNED HIM AWAY, THEN THEY WOULD NOT CONTACT US TO FIND OUT WHAT HAPPENED AND MADE CUST USE HIS CELL PHONE TO CONTACT US. CUST STATES THIS IS VERY FRUSTRATING BECAUSE HE HAD TO TAKE TIME OFF WORK TO GET VEHICLE TO DEALERSHIP THIS MORNING BUT NOW WILL HAVE TO MAKE ARRANGEMENTS AGAIN FOR TOMORROW. CRM AGAIN APOLOGIZED FOR THE INCONVENIENCE AND ADVISED THE COMMUNICATION ISSUE HAS BEEN ADDRESSED AND AVM WILL BE ADVISED OF THE ISSUE AS WELL. CRM ADVISED DO WANT TO TRY TO RESOLVE ALL OF CUST ISSUES IN ONE VISIT AND THIS IS WHY HE HAS BEEN RESCHEDULED FOR TOMORROW. (CONT); 0; 372621109  
2001-10-22

(CONT) CUST UNDERSTANDS AND WILL TAKE HIS VEHICLE TO DEALERSHIP. CUST STATES HE IS NOT SURE IF HE CAN HAVE THE VEHICLE THERE AT 8AM. CRM REQUESTED CUST CONTACT DEALERSHIP IF HE IS GOING TO BE LATE. CUST STATES HE WILL DO SO. Sissy Medina/ LEGAL CORR X57577/ TAMPA; 0; 372621151  
2001-10-22

CRM IS FORWARDING FILE TO CRM MURALT FOR FOLLOW THROUGH. Sissy Medina/ LEGAL CORR X57577/  
TAMPA; 0; 372621390  
2001-10-23

CRM RECVD VME FROM AVM (RANDALL JORDAN). AVM STATED THE DLR DID NOT HAVE AN ISSUE W/ WORKING  
ON VEH. DLR HAD A PROBLEM W/ CUST. AVM ADVISED THAT CRM WANTED TO CALL CUST & HAVE HIM DROP  
VEH OFF, DLR WILL PERFORM CAMPAIGN & EVALUATE OTHER CONCERNS. AVM ADVISED THAT SEAT CONCERN  
VCOULD BE A WEAR ISSUE & CRM CAN CONTACT HIM @ [REDACTED] TM TRANSFERRING FILE BACK TO  
CRM. -JOHN KETTERING/TM/LEGAL CORR/TAMPA; 0; 372712680  
2001-10-23

CRM RECVD VME FROM ADR REP (TERRY THACKRAY). ADR REP STATED CUST HAD CALLED LOOKING FOR CRM.  
REP STATED CUST HAD GONE INTO DLR FOR SCHEDULED ADPT & SVC MGR WAS NOT IN. REP STATED CUST  
STATED THAT SVC DIR WAS RUDE TO CUST & CUST LEFT. TM TRANSFERRING BACK TO CRM. - JOHN  
KETTERING/TM; 0; 372712809  
2001-10-23

AVM LEFT VME FOR CRM. AVM ADVISED THAT THERE MAY HAVE BEEN SOME MIS-COMMUNICATION. AVM  
STATED THAT THE DLR WOULD PERFORM CAMPAIGN & WOULD ONLY EVALUATE WATER LEAKS & BRAKE ISSUE.  
AVM STATED THAT CONCERNS WERE PROBABLY NON- WARRANTY ISSUES. AVM STATED THAT CUST WAS  
BRINGING BACK INTO DLR ON 10/23 & AVM WOULD CALL ON 10/23 TO UPDATE FILE. - JOHN  
KETTERING/TM; 0; 372713005  
2001-10-23

CUST LEFT VME FOR CRM. CUST STATED THAT HE WENT TO DLR FOR REPAIRS & THAT DLR ADVISED THEM  
THEY COULD ONLY PERFORM CAMPAIGN. HE ASKED FOR CRM TO CALL HIM BACK. - JOHN  
KETTERING/TM/LEGAL CORR; 0; 372713632  
2001-10-24

CRM RECEIVED VM FROM RANDY JORDAN STATING HE WAS AT DEALERSHIP AND DID TEST DRIVE THE  
VEHICLE. AVM STATES HE HAS THE RESULTS AND TO CONTACT HIM AT 407-327-6311. Sissy Medina/  
LEGAL CORR X57577/ TAMPA; 0; 372779245  
2001-10-24

crm contacted avm who stated the tech sat in drivers seat in veh while avm water tested the  
drivers window and found no concerns w/water leaking on drivers window. avm, states the tech  
test drove veh and found no brake pulsation. avm last stated serv. dept. completed campaign  
for the steering column and there is no defects for the weather strips, the are hard however  
not dry. avm states owner manual states the weatherstrips should be treated w/a lubricant  
such as an armor-all or vaseline. larry kinloch/legal corr/tampa 57575; 0; 372793837  
2001-10-24

CRM IS FORWARDING FILE TO CRM MURALT FOR FOLLOW THROUGH. Sissy Medina/ LEGAL CORR X57577/  
TAMPA; 0; 372811211  
2001-10-25

CRM CALLED CUST TO RECONFIRM EVALUATION @ DLR BY TECH. CRM ADVSD CUST THAT AFTER EVALUATION  
HIS VEH IS OPERATING AS DESIGNED. CRM STATED THAT AFTER WATER TEST THERE WERE NO SIGNS OF  
VEH LEAKING, AFTER ROAD TEST THERE WERE NO SIGNS OF BRAKE ROTOR CONCERNS& CAMPAIGN 001044  
WAS PERFORMED TO CORRECT STEERING CONCERN. CUST STATES THAT HE STILL FEELS THAT THERE ARE  
CONCERNS THERE & THAT THE DLR DIDN'T DO ANYTHING. CRM ADVSD CUST THAT GM IS RESPONSIBLE TO  
REPAIR VEH BACK TO GM OPERATING SPECS, IN WHICH THE VEH HAS BEEN. CUST STATES THAT HE PLANS  
ON GOING & GETTING INDEP INSPECTIONS & A LAWYER & HE WILL SUE GM. CRM APOLOGIZED TO CUST FOR  
HIS CONCERNS. CRM ADVSD CUST THAT @ THIS TIME THE VEH IS OPERATING AS DESIGNED.  
CRM CLOSING CASE DISSAT. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 372870516  
2001-10-29

CRM CLOSING FILE DISSAT. ANTHONY MURALT/LEGAL CORR/TPA/EXT. 57723; 0; 373226561  
2001-10-29

TM closing file, Veh operating to GM specifications. BBB letter will be sent. - John  
Kettersing/TM/legal Corr/Tampa; 0; 373229698

2001-10-29

Letter approved.

Jessica Tate/Tampa/Goodwill Liaison; 0; 373231168

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:

October 4, 2001

[REDACTED]  
Orlando, FL [REDACTED]

Request Number: C05582751  
VIN: 1G1YY32G5X5119837

Dear [REDACTED]

Thank you for your recent correspondence dated September 24, 2001. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Larry Kinloch  
Customer Relationship Manager

LC1001-T/

October 21, 2003

[REDACTED]  
Orlando, FL [REDACTED]

Request number: C05582751  
VIN: 1G1YY32G5X5119837

Dear [REDACTED]

Thank you for your recent correspondence dated September 11, 2001 regarding your 1999 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Courtesy Chevrolet. As per our conversation on October 21, 2003 this repair opportunity will take place on October 21, 2003.

If you have any further questions, please contact me at 1-800-231-1841 extension 57723 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Anthony Muralt  
Customer Relationship Manager

LC1001-T/bam

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Sarasota, FL

CASE NUMBER: 1-88172732 VIN: 1G1YY22G6Y5111578  
MODEL YEAR: 2000  
DATE OPENED: 2003-04-07 SERIES: Corvette  
DATE CLOSED: 2003-04-07 MILEAGE: 18500.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A Yes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

Seeks recall info; ; 2003-04-07  
2003-04-07

Service Request has been Closed Satisfied.; ; 2003-04-07

\*\*\*\*\*VAR 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:



Orlando, FL

REGISTERED MAIL



RR 266 465 169 US



U.S. POSTAGE  
ORLANDO, FL  
SEP 13, 91  
AMOUNT

\$9.09

0066391-18

09-24-01P01:20 REVD  
RETURN RECEIPT  
REQUESTED

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
PO Box 7047  
Troy, Michigan

48007-7047

# Motor Vehicle Defect Notification

(Please print clearly in ink)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ✓ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ✓ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) replacing or resurfacing rotor many times water leak steering column locking up.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chevrolet Model Corvette Year 1999

VIN 11G114Y13121651X1511119183171 Date of Delivery 2/01/99

Name and City/State of selling dealer or leasing company (if applicable) Roger Holler Chevrolet

Name and City/State of authorized service agent(s) attempting previous repairs: Don Masley Chevrolet, World Chevrolet Roger Holler Chevrolet,

Consumer [Redacted] Home phone [Redacted]

Address [Redacted] Work phone [Redacted]

Orlando, Florida

Signature [Redacted]

Date Mailed 9/11/01 (1/98)

ORIGINAL

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

CASE NUMBER: 1-13414207 VIN: 1G1YY32G5X5121359  
 DATE 07/02/02 MODEL 1999  
 DATE 07/15/02 SERIES CORVETTE  
 SOURCE: N/AYES MILEAGE 14000.  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: NY  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] Glen Cove NY [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-13414207 VIN: 1G1YY32G5X5121359  
 MODEL YEAR: 1999  
 DATE OPENED: 2002-07-02 SERIES: Corvette  
 DATE CLOSED: 2002-07-15 MILEAGE: 14000.0000000  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: N/AYes DEALER NAME: Hallock Chevrolet Inc  
 SRC PARENT: DEALER ADDRESS: 150 Pine Hollow Rd, Oyster Bay, NY, 11771, USA

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

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

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

steering column lock; ; 2002-07-10  
 2002-07-02

call for info; ; 2002-07-02  
 2002-07-03

Cust seeking update; ; 2002-07-03  
 2002-07-03

1-13414207 cust called in for an update. Cust seeking for you to contact him back.; ;  
 2002-07-15  
 2002-07-03

call for warranty start date; ; 2002-07-03  
 2002-07-03

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

call for info on towing coverage; ; 2002-07-03  
2002-07-03

call for appt; ; 2002-07-03  
2002-07-03

Call with towing and in-service info; ; 2002-07-10  
2002-07-03

call for more info; ; 2002-07-03  
2002-07-15

Service Request has been Closed Satisfied.; ; 2002-07-15

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

## GM RESTRICTED

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

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

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: 06270689 VIN: 1G1YY32G5X5121541  
 DATE OPENED: 01/30/02 MODEL YEAR: 1999  
 DATE CLOSED: 02/06/02 SERIES: CORVETTE CONV  
 SOURCE: YES MILEAGE: 15000  
 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] YORKTOWN HEIGHTS  
 NY 10598-1105  
 HOME PHONE: [REDACTED]

CASE NUMBER: 06270689 VIN: 1G1YY32G5X5121541  
 DATE OPENED: 2002-01-30 MODEL YEAR: 1999  
 DATE CLOSED: 2002-02-06 SERIES: CORVETTE CONV  
 SOURCE: Mail MILEAGE: 15000  
 SRC TYPE: Yes DELIVERY DATE:  
 SRC PARENT: DEALER NAME: FISHER BROS CHEVROLET INC  
 DEALER ADDRESS: RTE 6, MAHOPAC, NY, 10541, USA

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

T19 Campaign Correction Required	Other
0 REPAIR ATTEMPT(S)	RECALLS 01044, 00034
M01 Steering General	Other
0 REPAIR ATTEMPT(S)	STEERING COLUMN
C28 Seat Belt System	Seat Belt System
0 REPAIR ATTEMPT(S)	LAP BELT

Notification of open campaigns or special policies.

INFORM THE CALLER:  
 Customers will receive a letter in the mail.

## AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request  
 [[Campaign Status Request RUN C:\Progra-1\Plus\Microsoft\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CampaignStatusRequestSBS.htm>]  
 OPEN RECALL 00034 LAP BELT  
 01044 STEERING COLUMN

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

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

ORIGINAL OWNER STATES IN LETTER THE STEERING COLUMN LOCKED UP. CUST CONTACTED NHTSA WHO ADVISED CUST ABOUT RECALL. CRM NOTED 2 OPEN RECALLS. CRM MADE 3 ATTEMPTS TO CONTACT CUST, PHONE BUSY. CALLBACK 1/30/01 3PM EST. ROBERT CAPPS/CORR-OGLESGBY/TPA LEVEL 1; 0; 381253938  
2002-01-30

CRM MADE 2ND CALL ATTEMPT, LEFT VME, FILE & CAC NUMBERS. NEXT CALLBACK 2/6/01 10-11AM EST. ROBERT CAPPS/CORR-OGLESGBY/TPA LEVEL 1; 0; 381271415  
2002-02-06

CRM LEFT 2 VME, FILE & CAC NUMBERS. CRM SENT UNABLE TO CONTACT LETTER. CLOSED SATISFIED. ROBERT CAPPS/CORR-OGLESGBY/TPA LEVEL 1; 0; 381859753  
2002-02-06

LETTER APPROVED. LARA DUBOSE/TPA APPROVER; 0; 381885785

## \*\*\*\*\*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: 0DATE:  
+ BUSINESS: 0  
DATE OF ACCIDENT:  
DATE OF PURCHASE/LEASE:

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

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:	3979583	VIN Number:	1G1YY32G5X5121622
Date Opened:	6/7/2000	Model Year:	1999
Date Closed:	9/22/2000	Series:	Corvette
Dealer Code:	B10865	Mileage:	20846
Address:	GHENT CHEVROLET OLDSGREELEY	State:	CO
Dealer Phone:			

---

SYMPTOM ABSTRACT--- STEERING COLUMN STEERING COLUMN WILL NOT UNLO

RESOLUTION ABSTRACT- STEERING COLUMN TELESCOPIC ACTUATOR - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/07/2000 10:40:45 SBD TEMPLATE - CHOUINARD II

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.)

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

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

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

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

06/07/2000 10:40:45 HISTORY - CHOUINARD II

DLR TECH SAM STATES THAT STEERING COLUMN WILL NOT UNLOCK INT. DLR CAN DUPLICATE CONCERN. DLR CAN HEAR RELAY CLICKING WHEN CONCERN OCCURS.

DLR STATES THAT HE CAN COMMAND COLUMN TO LOCK AND UNLOCK WITH TECH 2.

TAC ADVISED DLR TO JUMPER FROM A TO B ON C207 COLUMN LOCK MOTOR CONNECTOR.

IF COLUMN LOCKS, REPLACE MOTOR ASSY. IF COLUMN DOES NOT LOCK, CHECK POWER TO MOTOR FROM BCM AND CHECK G201.

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4830831	VIN Number:	1G1YY32G5X5122074
Date Opened:	6/21/2001	Model Year:	1999
Date Closed:	6/21/2001	Series:	Corvette
Dealer Code:	B02189	Mileage:	18402
Address:	PARAMUS AUTO MALL, CHPARAMUS	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK PERFORMANCE STEERING COLUMN LOCKE

RESOLUTION ABSTRACT- TILT/TELE STEERING COLUMN SWITCH - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/21/2001 13:41:57 SBD TEMPLATE - SAFFORD

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

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

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

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

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

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

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

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

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

06/21/2001 13:41:57 HISTORY - SAFFORD

CONDITION:

CUSTOMER STS THERE IS A STEERING COLUMN LOCK CONCERN .

CAUSE:

TECH HAS VERIFIED AND STS CAN DUPLICATE CONCERN .

**CORRECTION:**

**TAC SUGG TECH PERFORM PI # A000265 .**

**06/21/2001 16:18:16 LESZCYNski - CALLED IN CASE CLOSING**

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4048135	VIN Number:	1G1YY32G5X5122978
Date Opened:	7/10/2000	Model Year:	1999
Date Closed:	8/4/2000	Series:	Corvette
Dealer Code:	B30021	Mileage:	24633
Address:	CAPITOL CHEVROLET, LAUSTIN	T	State: TX
Dealer Phone:			

---

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING STEERING COLUMN LOCKED W

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--

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

PALM DESERT

CA

HOME PHONE:

CASE NUMBER: 02173700

VIN: 1G1YY32G5X5123418

DATE OPENED: 2000-11-07

MODEL YEAR: 1999

DATE CLOSED: 2000-11-08

SERIES: CORVETTE CONV

SOURCE: Mail

MILEAGE:

BRC TYPE:

DELIVERY DATE:

BRC PARENT:

DEALER NAME: SIMON MOTORS, INC.  
DEALER ADDRESS: 78-611 HWY 111,, LA QUINTA, CA, 92253, USA

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

T22 CSI Reply

Customer Satisfaction  
survey

0 REPAIR ATTEMPT(S)

M41 Steering Column/Lock/Attaching Parts

Other  
LOCKED

1 REPAIR ATTEMPT(S)

csi survey

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

CUST. SATISFIED W/ DEALER AND SOMEWHAT SATISFIED W/ VEHICLE. THE STEERING COLUMN LOCKED AND HAD TO BE TOWED IN. CUST. UNDERSTANDS THIS IS NOT AN INFREQUENT OCCURRENCE. CUST. WOULD LIKE SOME REASSURANCE ON THE SAFETY OF THE CAR. CRM SENT LETTER.; 0; 99999  
2000-11-08

LETTER APPROVED

NAAMAN PHILLIPS; 0; 342548124

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



NAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

November 7, 2000

[REDACTED]  
Palm Desert, CA [REDACTED]

Request: C02173700

Dear [REDACTED]

Thank you for taking the time to respond to our Service Satisfaction Survey regarding your 1999 Chevrolet Corvette. Your valuable feedback will assist us in improving our products and services.

Customer satisfaction is extremely important to all of us at Chevrolet. Our objective is for all our customers to be completely satisfied with their dealer's services as well as their Chevrolet vehicle.

If we can be of further assistance, please contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Thank you for selecting Chevrolet.

Sincerely,

Anne Troni  
Customer Relationship Manager

S101B-A/njp



**Dawn L. Wright**  
Director - Customer & Relationship Services

**Introduction**

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 21, 2009, COMPLETE THE SURVEY. \*\***

### About Your Chevrolet Dealer'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 type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| 3. When asking for service, were you greeted promptly? .....   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

### About Your Service Consultant/Advisor

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

21057201072 00000116763 210mco

# About Your Service Consultant/Advisor - Continued

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

## About Service Delivery

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice?..... ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☐ Yes ☒ No ☐ Don't know

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Service Motors, Inc.?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☐ Definitely Would ☒ Probably Would ☐ Might/Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied

19. Do you have any comments/recommendations about your dealership? *The Steering Column "lock" they are had to be turned in I understand this is a not infrequent occurrence, which was*
- Vehicle *When inspecting and put had left me with lingering doubts about the safety in transit and when I have other*
- It might be worth a bit more reassurance.*

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 20 ☐ 20-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-223-1820

THANK YOU FOR YOUR OPINION. ALL OF US AT GM APPRECIATE IT.

Please return this questionnaire in the self-addressed, postage-paid envelope *0499*

CHEVROLET MOTOR DIVISION, P.O. BOX 10888, TOLEDO, OH 43688-0888

1077228D15123418 38318  
21037261072 7712830780 210800

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

BROOKLYN, NY

CASE NUMBER: 05233045 VIN: 1G1YY32G5X5126349  
MODEL YEAR: 1999  
DATE OPENED: 2001-08-08 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-08-14 MILEAGE: 27000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: B K CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 1575 86TH ST, BROOKLYN, NY, 11228, USA

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

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

How do you tell if my Campaign was performed?

## INFORM THE CALLER:

"The recall completion sticker should be found on the radiator core support."

How do you tell if my Campaign was performed?

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

CUST STATES THAT HE HAS A 1999 CHEVY CORVETT WITH 27000 MILES ON IT. CUST SEEKS TO KNOW HOW CAN HE GET HIS VEH TO THE DLR OF HIS CHOICE WITH THE STEERING COLUMN LOCKED. CUST STATES HIS VEH IS IN A GARAGE IN THE BACK OF HIS HOME AND THE DRIVEWAY IS REALLY SMALL SO A TOW TRUCK CANNOT FIT. ALSO CUST STATES HE WENT TO THE DLR TO SEE IF THEY CAN HELP GET VEH TO THE SHOP. CRM CALLED AND SPOKE WITH THE SRV DEPT AND THEY STATED THAT THEY ALREADY KNEW THE SITUATION BUT CANT DO ANY THING AT THIS TIME. CRM CALLED TO ROADSIDE ASST AND GAVE THEM THE SITUATION AND THEY SAID IT DOESNOT MATTER HOW SMALL THE DRIVE IS THEY SHOLD BE ABLE TO ASST. CRM ADVISED CUST THAT I HAVE CONTACTED ROADSIDE AND I WOULD TRANSFER HIM IN. CUST STATES THANKS AND NO FURTHER ASST NEEDED FROM ME. CAC CRM LATOYA GREEN ATX; 0; 366136338  
2001-08-14

CUST STATES THAT DLRSHIP CAN'T SEE VEH UNTIL 4 WEEKS. CUST SEEKS TO COMPLAIN. CRM ADVSD CUST THAT HE WAS WELCOME TO TAKE VEH TO ANOTHER DLRSHIP. CUST STATES THAT HE WOULD FIND ONE.....TIM FRANCIS/ATX/CAC; 0; 366556619

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

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

NAME:    CONTACT NUMBER:        2  
COMPANY:    CONTACT TYPE:  
ADDRESS:    CONTACT PHONE:



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

CASE NUMBER: 1-21751320 VIN: 1G1YY32G5X5126593  
 DATE 08/05/02 MODEL 1999  
 DATE 08/28/02 SERIES CORVETTE  
 SOURCE: N/AYES MILEAGE 36000.  
 CUSTOMER: [REDACTED]  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: NC  
 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] Greenville NC [REDACTED]  
 HOME PHONE: [REDACTED]  
 CASE NUMBER: 1-21751320 VIN: 1G1YY32G5X5126593  
 MODEL YEAR: 1999  
 DATE OPENED: 2002-08-05 SERIES: Corvette  
 DATE CLOSED: 2002-08-28 MILEAGE: 36000.0000000  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: N/AYes DEALER NAME: Kurtis Chevrolet, Inc.  
 BRC PARENT: DEALER ADDRESS: 5369 Hwy 70, Morehead City, NC, 28557-4509, USA

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

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

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

steering locking up; ; 2002-08-05  
 2002-08-05

to let them know the veh will be towed today; ; 2002-08-05  
 2002-08-05

Service Request has been Closed Dissatisfied.; ; 2002-08-05  
 2002-08-14

customer continues to seek assistance; ; 2002-08-14  
 2002-08-14

1-21751320; ; 2002-08-14  
 2002-08-15

idiot lights coming on again; ; 2002-08-28

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

2002-08-15

to make appt for cust 8/16/02; ; 2002-08-15  
2002-08-15

svc writer; ; 2002-08-15  
2002-08-26

to ck on veh status; ; 2002-08-26  
2002-08-27

wants to speak to previous crm; ; 2002-08-27  
2002-08-28

mess off the vm; ; 2002-08-28  
2002-08-28

no answer; ; 2002-08-28  
2002-08-28

Service Request has been Closed Satisfied.; ; 2002-08-28

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:

INSPECTOR'S NAME: INSPECTION DATE:

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

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:

MERP:

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:

GM RESTRICTED

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

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

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

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

## GM RESTRICTED

CASE NUMBER: 06557136 VIN: 1G1YY32G5X5132782  
 DATE OPENED: 03/20/02 MODEL YEAR: 1999  
 DATE CLOSED: 03/28/02 SERIES: CORVETTE CONVERTIBLE  
 SOURCE: YES MILEAGE:  
 CUSTOMER: [REDACTED]  
 ADDRESS:  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] PUNTA GORDA  
 HOME PHONE: [REDACTED] FL [REDACTED]

CASE NUMBER: 06557136 VIN: 1G1YY32G5X5132782  
 DATE OPENED: 2002-03-20 MODEL YEAR: 1999  
 DATE CLOSED: 2002-03-28 SERIES: CORVETTE CONVERTIBLE  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME: PALM CHEVROLET-OLDSMOBILE INC  
 SRC PARENT: DEALER ADDRESS: 1901 S TAMiami TRl, , PUNTA GORDA, FL, 33950, USA

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

A01 Open Campaign	Product Campaign Claim
0 REPAIR ATTEMPT(S)	steering column
M02 Steering Linkage/Component Parts	Inoperative
1 REPAIR ATTEMPT(S)	2001004

Campaign Recalls performed at any Dealership

## INFORM THE CALLER:

"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any DDK dealership in order to have the recall performed on your vehicle."  
 Campaign Recalls performed at any Dealership

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

cust called via roadside assist and states his 1999 corvette steering column is locked up. cust seeks to have veh towed and repaired. crm found there is an open campaign on this concern. crm called Palm and spoke to svc mgr Bob Pilgrin who gave crm phone # to Harbor Towing (941-625-2828) for cust to call. svc mgr states Harbor knows where to put veh after hours-dealership svc dept is closing now. crm advised svc mgr of cust concern with steering column and open campaign. svc mgr states they will begin work on veh early tomorrow morning. crm advised cust of svc mgr instructions. cust is very upset, states he lost 2 million account due to this. crm advised that if he has any other concerns

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

today, call us back and reference file # which crm gave to cust. c/b set for 3-22  
before end of business day. note to crm only\*\*\*\*possible amex check. susan  
washburn/cac/atx; 0; 385514359  
2002-03-28

crm placed c/b and spoke to cust who states repair was performed and he is satisfied.  
veh is running well. closing-sat  
susan washburn/cac/atx; 0; 386177053

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

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

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\*\*\*\*\*

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

PUNTA GORDA

FL

HOME PHONE:

CASE NUMBER: 03102752

VIN:

1G1YY32G5X5132782

DATE OPENED: 2001-02-05

MODEL YEAR:

1999

DATE CLOSED: 2001-02-05

SERIES:

CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE:

DELIVERY DATE:

ERC TYPE: No

DEALER NAME:

ERC PARENT:

DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
LOCKED CAN'T DRIVE CARA07 Referred to Dealer  
0 REPAIR ATTEMPT(S)Pre-Delivery Inspection  
DIAGNOSIS AND POSSIBLE REPAIRA01 Open Campaign  
0 REPAIR ATTEMPT(S)Product Campaign Claim  
REF TO DLR

## Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112  
Cadillac: 1 (800) 882-1112  
Chevrolet: 1 (800) 243-8872  
GMC: 1 (800) 223-7799  
Oldsmobile: 1 (800) 535-6537  
Pontiac: 1 (800) 762-2737

## ROADSIDE ASSISTANCE

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

CUST STS HIS VEH STEERING COLUMN IS LOCKED AND HE CAN'T DRIVE HIS VEH. CRM ADV CUST THAT HE NEEDS ROADSIDE ASSISTANCE AND CONNECTED CUST TO ROADSIDE ASSISTANCE. CRM ALSO ADV CUST OF OPEN CAMPAIGN # 2000034 WHICH HE STATED HE WILL TAKE CARE OF LATER. NO FURTHER ACTION REQUIRED.

BRENDA LOPEZ/CAC/ATX; 0; 350263708

## \*\*\*\*\*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: 0ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: 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:

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

332243

CASE NUMBER: 01695168 VIN: 1G1YY32G5Y5102652  
 DATE OPENED: 09/26/00 MODEL YEAR: 2000  
 DATE CLOSED: 09/26/00 SERIES: CORVETTE CONV  
 SOURCE: MILEAGE: 20000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: FL  
 BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: BOB TAYLOR CHEVROLET INC

BEC PARENT: DEALER ADDRESS: 5665 N AIRPORT PULING  
 RD., NAPLES, FL, 34109, USA

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

801 Service General	Other
1 REPAIR ATTEMPT(S)	VEHICLE STEERING PROBLEM NEEDS TO BE
CORRECTED	
801 Steering General	Inoperative
1 REPAIR ATTEMPT(S)	LOCKING UP
850 Roadside Assistance Complaint	Other
1 REPAIR ATTEMPT(S)	UNSATISFACTORY SERVICE

COMPLAINT ON ROADSIDE ASSISTANCE-- NO COMPLAINT ON DLR.

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

CUSTOMER STATES HE CALLED LAST NIGHT ON ROADSIDE ASSISTANCE COMPLAINT..ROADSIDE TOOK TOO LONG TO LOCATE TOW TRUCK...AND FINALLY HAD VEHICLE TOWED.....CUSTOMER STATES HE WOULD LIKE TO SPEAK WITH HIGHER AUTHORITY ON SAFETY ISSUE AS FOR STEERING LOCKING UP.....AT 105 MPH.....COULD BE DANGEROUS.....CPM INFORMED CUSTOMER OF DOCUMENTATION AND DID INFORM THAT DLR IS THE TECHNICAL.....CUSTOMER ASKED FOR HEADQUARTERS NUMBER.....CUSTOMER STATES HE WILL CALL ATTORNEY GENERAL.....CPM INFORMED THAT DLR MUST BE ALLOWED TO WORK ON VEHICLE.....EMMAS/TX: 0; 338829561

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

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

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

332143

## ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES:

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*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 &amp; BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

NAME:

332243

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4063431	VIN Number:	1G1YY32G5Y5103580
Date Opened:	7/17/2000	Model Year:	2000
Date Closed:	8/25/2000	Series:	Corvette
Dealer Code:	B11238	Mileage:	4885
Address:	GEO R GIBSON CHEV IN SOUTH HOLLAN	State:	IL
Dealer Phone:			

---

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN LOCK WON

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1—

UCC-1 DESCRIPTION— STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/17/2000 13:31:11 SBD TEMPLATE - ELERT

STRATEGY BASED DIAGNOSTICS

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

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

\_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.) SEE TEXT.

07/17/2000 13:31:11 HISTORY - ELERT

DEALER CONTACT: GLEN VANSWOL, TECH.

CUSTOMER CONCERN: INTERMITTENTLY, STEERING COLUMN WON'T UNLOCK, UNLESS CUSTOMER WIGGLES THE IGNITION KEY IN THE CYLINDER.

TECHNICIAN REPORTS THAT: HE HAS RETRIEVED ALL OF THE FOLLOWING HISTORY DTCS, BY MODULE: BCM- B2588, B2593. TECH. HAS NOT PERFORMED ANY OTHER DIAGNOSIS. HE HAS NOT DUPLICATED THE CONCERN.

TAC RECOMMENDATION: ADVISED TECH. TO PERFORM THE FOLLOWING TESTS/INSPECTIONS: [1] USING THE TECH 2, MONITOR THE KEY-IN-IGNITION SIGNAL; [2] ADVISED TECH. TO PERFORM A GENERAL GROUND SURVEY OF ALL UNDERHOOD AND UNDERDASH GROUNDS.

REPORT FINDINGS TO TAC.

BOB ELERT, 4-0580

08/25/2000 15:42:02 SAFFORD - FAXED IN CASE CLOSING ,  
REPLACED IGNITION LOCK CYLINDER .



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Franklin, TN

CASE NUMBER: 1-23066553 VIN: 1G1YY32G5Y5109875  
MODEL YEAR: 2000  
DATE OPENED: 2002-08-08 SERIES: Corvette  
DATE CLOSED: 2002-10-02 MILEAGE: 34000.00000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANc DEALER NAME: Walker Chevrolet-Olds, Inc.  
BRC PARENT: DEALER ADDRESS: 4210 S Carothers Rd, Franklin, TN, 37067, USA

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

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

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

cust veh steering wheel locked; ; 2002-08-08  
2002-08-09

call dlr in follow up if cust brought veh in; ; 2002-09-10  
2002-09-09

FORWARDING TO CRM HAMERTG; ; 2002-09-09  
2002-09-09

FORWARDING TO CRM HAMERTG; ; 2002-09-10  
2002-09-09

Service Request Ownership has changed FROM: QUILKOTD TO: HAMERTG; ; 2002-09-09  
2002-09-10

Outbound Call Dealer-Left message on the recorder for the svc dept.; ; 2002-09-10  
2002-09-10

Outbound Call Customer; ; 2002-09-10  
2002-09-10

Service Request has been Closed Satisfied.; ; 2002-09-10  
2002-09-12

CUST SEEKS CRM HAMERTG; ; 2002-09-12  
2002-09-16

Outbound Call Customer; ; 2002-09-16  
2002-09-16

Outbound Call Customer-Cellular Telephone #.

Outbound Call Cust; ; 2002-09-17  
2002-09-19

Outbound Call Customer; ; 2002-09-19  
2002-09-19

Inbound Call Customer; ; 2002-09-19  
2002-09-19

Service Request has been Closed Satisfied.; ; 2002-09-19  
2002-10-02

Outbound Call Customer; ; 2002-10-02  
2002-10-02

Service Request has been Closed Satisfied.; ; 2002-10-02

\*\*\*\*\*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: INSPECTOR'S NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 1-133169749 VIN: 1G1YY32G5Y5112923  
MODEL YEAR: 2000  
DATE OPENED: 2003-08-22 SERIES: Corvette  
DATE CLOSED: 2003-08-22 MILEAGE: 40000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/A Yes DEALER NAME: Chuck Hutton Chevrolet CO.  
BRC PARENT: DEALER ADDRESS: 2471 Mt Moriah Rd, Memphis, TN, 38115-1594, USA

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

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

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

Column Locked.; ; 2003-08-22  
2003-08-22

Recall 01044; ; 2003-08-22  
2003-08-22

DBC-Service; ; 2003-08-22  
2003-08-22

Service Request Ownership has changed FROM: TEMPVERO TO: COLLINSA; ; 2003-08-22  
2003-08-22

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: 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:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] STEVENVILLE MI [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05984220 VIN: 1G1YY32G5Y5118589  
DATE OPENED: 2001-12-05 MODEL YEAR: 2000  
DATE CLOSED: 2001-12-18 SERIES: UNKNOWN  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: WELLER CHEVROLET BUICK  
BRC PARENT: DEALER ADDRESS: 9630 RED ARROW HWY., BRIDGMAN, MI, 49106, USA

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

M02 Steering Linkage/Component Parts	Other
0 REPAIR ATTEMPT(S)	WHEEL LOCKED
N02 Battery	Charging/Lack of Charge
2 REPAIR ATTEMPT(S)	WON'T HOLD CHARGE

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 VEH WILL NOT START. CUST STATES VEH WILL NOT HOLD A CHARGE, CUST STATES VEH'S  
STEERING WHEEL IS LOCKED. CUST STATES VEH HAS BEEN TO DLR TWICE FOR THIS CONCERN. CUST SEEKS  
TO HAVE VEH TOWED TO DLR. CRM ADVISED CUST WOULD CALL ROADSIDE, CUST STATES SHE WANTS THE  
VEH TOWED TO DLR ON FRI. CRM ADVISED CUST OF ROADSIDE NUMBER. CRM ADVISED CUST WILL CALL DLR  
AND CALL CUST 12/11/01. 10 TO 12 PST. BETTY JAMIESON/CARS/PDX; 0; 376445511  
2001-12-11

CRM ADVISED CALLED FRANK IN SVC DEPT, FRANK STATES VEH HAS NOT BEEN TO DLR SINCE SEPT 2001.  
CRM WILL CALL CUST. BETTY JAMIESON/CARS/PDX; 0; 376942231



2001-12-11

CRM ADVISED CALLED CUST, CUST STATES VEH WAS TOWED TO WELLER CHEV, CUST STATES THEY STILL HAVE NOT DIAGNOSED VEH. CUST SEEKS TO HAVE SOME ONE W/ CORVETTE CALL DLR. CRM ADVISED CUST SVC DEPT DOES HAVE TECH ASSISTANCE THEY CAN USE. CRM ADVISED WILL CALL DLR, CRM ADVISED WILL CALL CUST TO FOLLOW UP. CUST STATES HE WILL NOT BE AVAILABLE. CUST SEEKS CRM TO KEEP IN TOUCH AND DISCONNECTED. CRM ADVISED WILL FOLLOW UP W/ DLR AND CALL CUST. BETTY JAMIESON/CARS/PDX; 0; 376948059  
2001-12-11

WELLER CHEV 6164653344. BETTY JAMIESON/CARS/PDX; 0; 376948120  
2001-12-18

CRM ADVISED CALLED SVC MGR, SVC MGR N/A. CRM SPOKE TO SVC ADVISER ISAC, SVC ADVISER STATES CUST BROUGHT THE VEH IN FOR DIAGNOSES. SVC ADVISER STATES THEY DID A DRAW TEST ON THE VOLTAGE. SVC ADVISER STATES VOLTAGE WAS NORMAL. SVC ADVISER STATES THEY KEPT THE VEH FOR THREE DAYS. SVC ADVISER STATES NO CONCERNS W/ THE VEH. CRM ADVISED CALLED CUST, CUST N/A. CRM LEFT MSG W/ DAUGHTER, CRM ADVISED TO HAVE CUST CALL CAC IF FURTHER ASSISTANCE WAS NEEDED. REQUEST CLOSED SATISFIED. BETTY JAMIESON/CARS/PDX; 0; 377564139

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:  
  
DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
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: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

SALISBURY

NC

HOME PHONE:

CASE NUMBER: 04854308 VIN: 1G1YY32G5Y5118642  
MODEL YEAR: 2000  
DATE OPENED: 2001-07-10 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-07-10 MILEAGE: 10000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: TEAM CHEVROLET-OLDSMOBILE-CADILLAC  
ERC PARENT: DEALER ADDRESS: 404 JAKE ALEXANDER BLVD  
SOUTH, SALISBURY, NC, 28147, USA

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKED UP
S01 Service General	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CUST COMPLAINT
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	DIAG & REPAIR

Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112  
Cadillac: 1 (800) 882-1112  
Chevrolet: 1 (800) 243-8872  
GMC: 1 (800) 223-7799  
Oldsmobile: 1 (800) 535-6537  
Pontiac: 1 (800) 762-2737

Roadside Assistance phone numbers

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

CUST STATES VEHICLE STEERING LOCKED UP , CUST STATES CONTACTED DLR, CUST STATES DLR TOLD HER CANNOT HELP HER TILL TOMORROW. CUST SEEKS ASSIST W/VEHICLE. CRM ADVISED CUST CRM CONF CUST W/ROADSIDE ASSIST FOR TOW FOR VEHICLE TO DLR FOR DIAG. BEVERLYLEHMAN/CARS/PDX; 0; 363657095

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

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

ALLEGED DEFECTIVE COMPONENT:

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

## INJURIES:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Urbandale

IA

HOME PHONE:

CASE NUMBER: 1-119591670

VIN: 1G1YY32G5Y5124912

MODEL YEAR: 2000

DATE OPENED: 2003-07-15

SERIES: Corvette

DATE CLOSED: 2003-09-10

MILEAGE: 16500.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AMO

DEALER NAME: Bob Brown Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 4224 Merle Hay Rd, Des Moines, IA, 50310-1317, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering column locked; ; 2003-08-15

2003-07-15

dlr contacted; ; 2003-07-15

2003-07-15

avm; ; 2003-07-15

2003-07-15

1st call; ; 2003-07-15

2003-07-17

2nd call to Avm; ; 2003-07-17

2003-07-22

Message rec'd; ; 2003-07-22

2003-07-22

Message rec'd; ; 2003-07-22

2003-07-22

Docs; ; 2003-07-22

2003-07-22

Docs; ; 2003-07-22

2003-08-01

1st attempt; ; 2003-08-01

2003-08-15

2nd attempt; ; 2003-08-15

2003-08-18

DOCS ATTACHED; ; 2003-08-18

2003-08-18

DOCS ATTACHED; ; 2003-08-19  
2003-08-18

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-08-18  
2003-08-18

REQUEST FOR ASSISTANCE INDEXED 8/18/03 Scanned: 2003-08-11-20.35.07.000000, MSXDocNum:  
0322303460; ; 2003-08-20  
2003-08-20

Docs; ; 2003-08-20  
2003-08-20

1st attempt; ; 2003-08-20  
2003-08-26

Closing file; ; 2003-08-26  
2003-08-28

Service Request has been Closed Satisfied.; ; 2003-08-28  
2003-09-09

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

docs attached; ; 2003-09-09  
2003-09-09

docs attached; ; 2003-09-09  
2003-09-09

REQUESTED DOCUMENTS indexed 9/9/03 Scanned: 2003-09-05-09.36.27.000000, MSXDocNum:  
0324801330; ; 2003-09-09  
2003-09-09

docs; ; 2003-09-09  
2003-09-09

original; ; 2003-09-09  
2003-09-09

Business Case; ; 2003-09-09  
2003-09-09

Making offer; ; 2003-09-09  
2003-09-09

Created: CAC\_RS0005. SR#1-119591670; ; 2003-09-09  
2003-09-09

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

Submitting Reim for review and approval; ; 2003-09-10  
2003-09-10

Service Request has been Closed Satisfied.; ; 2003-09-10

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

INCIDENT DATE:

INCIDENT TIME:



INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
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:  
  
DEALER ADMINISTRATION:  
RELEASE:  
  
REPLACEMENT VIN:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

October 21, 2003

[REDACTED]  
Urbandale, IA [REDACTED]

Service Request: S1-119591670

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2000 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 \$ 457.51. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Patricia Alarcon  
Customer Relationship Manager

RS0005-A/dkw

CLIVE, IOWA 52005-3400

GENERAL MOTORS  
CUSTOMER SERVICE

P.O. Box 33170

DETROIT, MICH 48232



Begin an Adventure  
Giant Proportions  
Collect Stamps



AUG 08 2003

48232+5170

Dear Sir

File # 1-119591670 8/4/03

Enclosed is copies of Petition,  
Invoice & Proof of Payment.

I Paid From my Personal Account  
& Have sent it back to

[REDACTED]

URBANA, ILL. [REDACTED]

THANK YOU

[REDACTED]

# BOB BROWN



BOB BROWN CHEVROLET, INC.  
4284 Maple Hwy Road  
Des Moines, Iowa 50310  
(515) 278-7844

POWER STEERING BRAKES AIR CONDITIONER

☐ NEW ☐ REPAIR ☐ MAINTENANCE ☐ TOTAL ALL SERVICES  
We know You can rely on  
COMPLETELY SATISFIED  
For more information call 1-800-762-7844

SERVICE  
INVOICE

Mo. *What you're looking for!*

SON 571639 DATE/TIME IN: 7/13/2003 8:24 DATE/TIME OUT: 7/13/2003 17:05  
TAG: DOC COUNT: 1 PAGE: 1

01 1G1YY32G5Y5124912  
2000 CHEVROLET CORVETTE SILVER  
ENGINE: L81 5.7LV8  
DES MOINES IA

MILES IN/OUT 16474 / 16474  
SVC DATE: 4/20/200

LINE 1 OJ OJ CUST STATES STEERING COLUMN LOCKED, UNABLE TO  
TURN STEERING WHEEL  
TECH COMM: SERVICE BULLETIN 01-02-38-008

REPAIR 1 REPLACE STEERING WHEEL THEFT HARNESS KIT  
OPCODE: N8505 SALE TYPE: CUSTOMER PA \$202.8  
PRIMARY TECH: Bret Johnson

PARTS	DESC	PP	QTY	PRICE	SALE TYPE	
GM	88952428 WIRE KIT	N	1	31.500	CUSTOMER PAYS T	\$31.5
GM	26050960 LOCK	N	1	171.250	CUSTOMER PAYS T	\$171.2
GM	26056108 NUT	N	1	11.910	CUSTOMER PAYS T	\$11.9
LINE TOTAL						\$417.4

CUSTOMER SIGNATURE

LABOR ..... \$202.8  
PARTS ..... \$214.6  
MISC MATERIALS ..... \$15.0  
TAX (IOWA SALES TAX) ..... \$25.0  
CUSTOMER TOTAL ..... \$457.5  
PAYMENT (CASH) ..... \$457.5

*Thanks!*  
*File #*  
*1-119591 620*

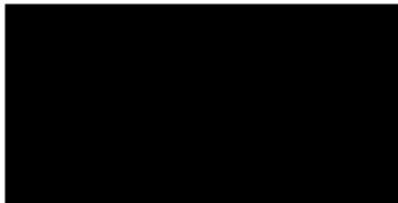
☐ CASH  
☐ CHECK  
☒ MASTERCARD  
☐ AMEX  
☐ DISCOVER  
☐ CHARGE  
☐ CASH REFUND  
☐ CHG. REFUND

Disclaimer of Warranty  
It is understood and agreed by the undersigned purchaser that the product described herein is sold by the dealer "AS IS" and that dealer makes no warranty that such product is fit for any particular purpose and that the express warranty relating to the products is merged into the purchase. The dealer and seller of the repair work herein set forth to be done (including parts and materials) and agree to make payment to dealer in CASH, unless it is otherwise agreed and set forth in this order. I understand that as a matter of Iowa law you may retain possession of the vehicle until such cash payment is made. You are not responsible for any damage caused by unavailability of parts or delays in parts shipment. No fee for loss or damage to vehicle or any articles left vehicle in case of fire, theft or any other cause beyond your control.



File #  
1-119591 670

SALES DRAFT



A handwritten stamp in an oval shape containing a checkmark icon and the word "COPY".

DATE

\$437.51



TO THE ORDER OF THE BANK OF AMERICA



1-119591670  
FEE #

TITLE NO. DUP REGISTRATION [REDACTED] \*\*EXPIRES 01-31-04  
[REDACTED] 18 FOLK COUNTY VALIDITY [REDACTED] 04  
ISSUE DATE 01-07-03 CODE 02 PLATE NO./YR. 571NID

STATE OF IOWA



OWNER'S  
COPY

CLIVE

IA [REDACTED]

CODE D VIN. 1G1YY32G5Y5124912 RAL 01  
TYPE AMAKE CHEV YR.2000 SERIES CRV MODEL 1YY67

STYLE CV CYL 08 COLOR SIL PUR. G WT. 03300 OR SN 11-02  
UP 045400 FEE .00  
PR 77-D36589 OTHER PERSONALTY .00  
YR. 03 SOL. FT. GVWR 003681 TOTAL .00  
NEXT YR. 04 FEE 467.00 ANNUAL 467.00

CUMULATIVE DAMAGE OR DEPRECIATION

41 00860 MARY MALCHER  
COUNTY TREASURER

CLIVE, IOWA



Begin on Address  
Grant Proportions  
Collect Stamp!

CHEVELOLET  
P.O. Box 33170  
DETROIT, MICHIGAN 48232  
SEP 04 2003

# BOB BROWN

Mo. of what you're looking for!

BOB BROWN CHEVROLET, INC.  
4824 Merle Hay Road  
Des Moines, Iowa 50316  
(515) 278-7844

When The Manufacturer Asks...

YES ☐ NO ☐ YES ☐ NO ☐ YES ☐ NO ☐ YES ☐ NO ☐ YES ☐ NO ☐

We hope You can say...  
COMPLETELY SATISFIED

Call (515) 278-7844 for more information

SERVICE  
INVOICE

BO# [REDACTED] DATE/TIME IN: 7/13/2003 8:24 DATE/TIME OUT: 7/13/2003 17:05  
TAG# [REDACTED] RA# [REDACTED] DOC COUNT: 1 PAGE: 1

[REDACTED] 01 1Q1YY32G5Y5124912  
2000 CHEVROLET CORVETTE SILVER  
DES MOINES IA [REDACTED] ENGINE: LS1 5.7LVS

MILES IN/OUT 16474 / 16474  
SVC DATE: 4/20/2000

LINE 1 OJ OJ CUST STATES STEERING COLUMN LOCKED, UNABLE TO  
TURN STEERING WHEEL.

TECH COMM: SERVICE BULLETIN 01-02-38-008

REPAIR 1 REPLACE STEERING WHEEL THEFT HARNESS KIT

OPCODE: N8505

SALE TYPE: CUSTOMER PA \$202.80

PRIMARY TECH: Brat Johnson

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	88952428 WIRE KIT	N	1	31.500	CUSTOMER PAYS T	\$31.50
GM	26050960 LOCK	N	1	171.250	CUSTOMER PAYS T	\$171.25
GM	26056108 NUT	N	1	11.910	CUSTOMER PAYS T	\$11.91

LINE TOTAL \$417.46

LABOR ..... \$202.80  
PARTS ..... \$214.66  
MISC MATERIALS ..... \$15.00  
TAX (IOWA SALES TAX) ..... \$25.05  
CUSTOMER TOTAL ..... \$457.51  
PAYMENT (CASH) ..... \$457.51

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

ORIGINAL

Thanks!

1-119591620

<input type="checkbox"/>	CASH
<input type="checkbox"/>	CHECK
<input checked="" type="checkbox"/>	MASTERCARD
<input type="checkbox"/>	AMEX
<input type="checkbox"/>	DISCOVER
<input type="checkbox"/>	CHARGE
<input type="checkbox"/>	CASH REFUND
<input type="checkbox"/>	CHG. REFUND

It is understood and agreed by the undersigned purchaser that the product described herein is sold by the dealer "AS IS" and that dealer makes no warranty that such product is fit for any particular purpose and that the express written warranty relating to the product is a contract solely between the factory and the purchaser. I hereby authorize the repair work herein set forth to be done (including parts and materials) and agree to make payment therefor in CASH, unless it is otherwise agreed and set forth in this order. I understand that as a major of Iowa law you may retain possession of the vehicle until such cash payment is made. You are not responsible for any delays caused by unavailability of parts or delays in parts shipments nor for loss or damage to vehicle or any articles left vehicle in case of fire, theft or any other cause beyond your control.

# North American Operations

General Motors Corporation

Disbursements (2013)

PO Box 82530

Phoenix, AZ 85082-2530



CHECK No. 900562946

2013  
25

DATE  
09/12/03

\*\*\*\*\*457 DOLLARS

\*\*\*\*\*51 CENTS

AMOUNT  
\*\*\*\*\*457.51

North American Operations  
General Motors Corporation  
Disbursement Approval

PAY  
TO THE  
ORDER  
OF

URBANDALE IA

SIGNATURE

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

A001

⑈900562946⑈ ⑆026309379⑆ ⑆01⑈2⑈62520⑈

## North American Operations

General Motors Corporation

Disbursements (2013)

PO Box 82530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900562946

PAYMENT  
DATE 09/12/03

VENDOR  
DUNS NO. 28 800909134

VENDOR NAME

QUANTITY DESCRIPTION	INVOICE DATE	PO# INVOICE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101Y73208VB1348	09/11/03	VN 1-2ASVY	00.0000	457.51	.00	457.51
12.1-110591079.1-2ASVY						
TOTAL				457.51	.00	457.51

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

LS

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4818946	VIN Number:	1G1YY32G5Y5125199
Date Opened:	6/14/2001	Model Year:	2000
Date Closed:	8/3/2001	Series:	Corvette
Dealer Code:	B25020	Mileage:	5313
Address:	BLOSSOM CHEV INC INDIANAPOLIS	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN LOCK A000265

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--

08/14/2001 09:37:07 SBD TEMPLATE - ZAJECHOWSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

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

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

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

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

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

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

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

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

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

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

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

08/14/2001 09:37:07 HISTORY - ZAJECHOWSKI

CONCERN:: TECH STATES STEERING COLUMN IS LOCKED.

DIAG:: NONE TECH HAS NOT CHECKED FOR CODES OR CHECKED SERVICE MANUAL FOR DIAG.

ADVISED:: TECH TO FIRST FOLLOW NORMAL SERVICE MANUAL DIAG THEN TO PERFORM ADDITIONAL DIAG IF ALL CHECKS OK AND READ TECH PI A000265.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

LOS ANGELES

CA

HOME PHONE: 000-000-0000

CASE NUMBER: 00850556

VIN: 1G1YY32G5Y5125834

MODEL YEAR: 2000

DATE OPENED: 2000-07-07

SERIES: CORVETTE CONV

DATE CLOSED: 2001-07-13

MILEAGE: 13922

SOURCE: Mail

DELIVERY DATE:

BRC TYPE:

DEALER NAME: LA BREA CHEVROLET-BUICK-OLDSMOBILE

BRC PARENT:

DEALER ADDRESS:

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

T22 CSI Reply  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
SURVEY RECEIVED 7-7-00J53 Starter  
4 REPAIR ATTEMPT(S)Other  
STARTING PROBLEMK30 Automatic Transmission  
2 REPAIR ATTEMPT(S)Other  
TRANSMISSION PROBLEMSF10 Front Suspension  
2 REPAIR ATTEMPT(S)Misaligned  
ALIGNMENT CONCERNSM01 Steering General  
2 REPAIR ATTEMPT(S)Excessive Effort  
JERK WHEN TURNINGLetter Request Auto-Text( Letter Request ) Accessed for this Request, with a M/M/Y of  
CHEVROLET CORVETTE CONV 2000 .

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

CRM PROCESSED CSI SIMPLE SALMS SURVEY.  
CRM REQUESTED SURVEY GENERAL ACKNOWLEDGMENT LETTER (SU0001).  
DANIEL CURRIE/SS/PDX; 0; 331880741  
2000-07-11Approval CRM reviewed file, letter & docs....submitting letter to MEX. Anny VanNatta/ app  
crm/pdx; 0; 332204254  
2001-07-13CRM RECEIVED AN ACTIVE BBB FILE CLAIM. CUSTOMER STATES THAT THE CONVERTIBLE TOP IS BEING  
CUT BY THE DOOR AND HE HAS HAVING VEHICLE LOCKED UP, STEERING WHEEL JERKING WHEN TURNING,  
ALIGNMENT CONCERNS, STARTING PROBLEMS, RADIO CONCERNS, AND TRANSMISSION PROBLEMS. CUSTOMER  
SEEKS A REPURCHASE OR REPLACEMENT.  
CEDRIC TRUSSELL//TAMPA//BRC\*\*ADR; 0; 363889826

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE • BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



July 11, 2000

[REDACTED]  
Los Angeles, CA [REDACTED]

Request: C00850556

Des: [REDACTED]

Thank you for taking the time to respond to our Customer Satisfaction Survey regarding your 2000 Chevrolet Corvette. Your valuable feedback will assist us in improving our products and services.

Customer satisfaction is extremely important to all of us at Chevrolet. Our objective is for all our customers to be completely satisfied with their dealer's services as well as their Chevrolet vehicle.

If we can be of further assistance, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Thank you for selecting Chevrolet.

Sincerely,

Daniel Currie  
Customer Relationship Manager

S101B-P/alv



# Purchase and Delivery Satisfaction Survey

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

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

Los Angeles CA

11111 Main St. 11111 Main St. 11111 Main St. 11111 Main St.

Home telephone

Change to: 1

Dear Mr Miguel Quintana:

Thank you for choosing Chevrolet! We greatly appreciate your business. 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 facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Chevrolet and La Brea Chevrolet toward meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,  
*Dawn Wright*  
Dawn L. Wright  
Director - Customer & Relationship Services

## Instructions

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

☐ Please check this box if you no longer own/lease this 2000 Corvette, and return the questionnaire.

## About Your Chevrolet Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with ...					
- The convenience of the dealership's showroom hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
- The cleanliness and attractiveness of the facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not At All Satisfied	Does Not Apply/Not Applicable
2. How satisfied are you that you were treated in a professional and courteous manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's ...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. When you picked up your 2000 Corvette, were you greeted with friendliness and enthusiasm?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. At the time of delivery, were you offered ...						
- An orientation tour of the dealership, including the Service Department?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive to become familiar with your new vehicle before taking it home?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

161Y73205Y5125824 20393 20000609

11019278148 00000114942

### About Your Sales Consultant - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
- Your vehicle's features and operation?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's Roadside Assistance?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Chevrolet?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant contacted you to thank you for your purchase and resolve any concerns?.....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know/No Answer <input type="checkbox"/>			
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

### About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with La Brea Chevrolet?.....	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input checked="" type="checkbox"/>
	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on your experience in date, how satisfied are you with your 2006 Corvette?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Do you have any comments/recommendations about your:					
Dealership: <u>BECAUSE OF MY OWN EXPERIENCE WITH ONE OF YOUR SALES PERSONS, I</u>					
<u>WILL NEVER RECOMMEND ANYONE ELSE TO LA BREA CHEVROLET. IN FACT, MY</u>					
<u>VEHICLE "MONTANA" ASK ME, SHOULD WE PURCHASE MY CORVETTE AT LA BREA?" I SAID</u>					
<u>NO. WE BOUGHT THE CORVETTE AT "GUNDERSON" I SHOULD HAVE NEVER MADE MY OWN W/</u>					
<u>LA BREA. I KNOW THAT I WAS GIVEN ADVANTAGE (I AM A VICTIM). I DIDN'T GET A GOOD DEAL AT ALL!!</u>					
18. Are you ... <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female (I made copies of this form)					
19. Your age ... <input type="checkbox"/> Under 25 <input checked="" type="checkbox"/> 26-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 or older					
20. May we include your name when providing this information to your dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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: 1-800-222-1030

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 19054, TOLEDO, OH 43623-0574

050599

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Poway, CA

CASE NUMBER: 1-125013689 VIN: 1G1YY3ZG5Y5129964  
MODEL YEAR: 2000  
DATE OPENED: 2003-07-30 SERIES: Corvette  
DATE CLOSED: 2003-07-31 MILEAGE: 43000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: FAA Poway G, Inc.  
BRC PARENT: DEALER ADDRESS: 13742 Poway Rd, Poway, CA, 92064-4706, USA

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

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

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

cust warranty coverage; ; 2003-07-30  
2003-07-30

dlr comments; ; 2003-07-30  
2003-07-31

dlr comment about reimbursement, sr#1-125013689; ; 2003-07-31  
2003-07-31

7148684668 cust #, SR#1-125013689; ; 2003-07-31  
2003-07-31

obtain dlr decision; ; 2003-07-31  
2003-07-31

cust info; ; 2003-07-31  
2003-07-31

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:

NUMBER OF PEOPLE:  
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:  
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:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

## **FIELD INFORMATION NETWORK DATABASE**

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<b>Case ID:</b>	0144B/2003/US
<b>VIN Number:</b>	1G1YY32G5Y5132928
<b>Dealer Name:</b>	
<b>Dealer No:</b>	
<b>Work Order No:</b>	
<b>Miles / KM:</b>	
<b>Contact Name:</b>	Personal Data Excluded
<b>Phone Number:</b>	Personal Data Excluded
<b>Comments:</b>	Steering Column locks

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