

EA02-031

GM

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Houston , TX 77026

CASE NUMBER: 1-114576261 VIN: 1G1YY32G615101418
DATE OPENED: 2003-06-30 MODEL YEAR: 2001
DATE CLOSED: 2003-06-30 SERIES: Corvette
SOURCE: Phone MILEAGE: 43000.0000000
BRC TYPE: N/Yes DELIVERY DATE:
BRC PARENT: DEALER NAME:
DEALER ADDRESS:

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

RFI recall; ; 2003-06-30
2003-06-30

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

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

Service Request Ownership has changed FROM: TEMPREVE TO: PEREZJSE; ; 2003-06-30
2003-06-30

column locking up; ; 2003-06-30
2003-06-30

contacting roadside; ; 2003-06-30
2003-06-30

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

*****PAR 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:
INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6709723	VIN Number:	1G1YY32G615118414
Date Opened:	8/18/2003	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B20053	Mileage:	41190
Address:	RYDELL AUTOMOTIVE GRNORTHBRIDGE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT-- STEERING ALLEDGED STRG LOCK WOULD NOT RELEASE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/18/2003 17:41:50 SBD TEMPLATE - ST.DENIS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) [REDACTED]

CUSTOMER CONCERN -ALLEDGED STRG LOCK WOULD NOT RELEASE

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

OWNER ALLEDGES STRG COLUMN LOCK WOULD NOT RELEASE AFTER STARTING CAR ONE TIME

TAC RECOMMENDATION -

TAC SUGG DLR FOLLOW ADDITIONAL DIAG PER A000285.

DLR TO ADVISE

08/18/2003 17:41:50 HISTORY - ST.DENIS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5931282	VIN Number:	1G1YY32G825108589
Date Opened:	10/2/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B26314	Mileage:	13809
Address:	ED MORSE CHEVROLET LAKE PARK	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING THEFT THEFTDETERRENT STE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/02/2002 10:18:29 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MICKEY CARDENA TECH

CUSTOMER CONCERN -

STEERING COLUMN LOCKED

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

UNABLE TO DUPLICATE COMPLAINT. HAS HISTORY U-CODES BUT TECH DID NOT RECORD THE CODES. TECH WANTS TO REPLACE THE ECL MOTOR.

TAC RECOMMENDATION -

ADVISE TECH TO REPLACE COLUMN LOCK RELAY PER RELATED CASES.

10/02/2002 10:18:29 HISTORY - RICHARDSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Crate No:	6218229	VIN Number:	1G1YY32G635113927
Date Opened:	1/31/2003	Model Year:	2003
Date Closed:		Series:	Corvette
Dealer Code:	B19076	Mileage:	5
Address:	CARR CHEVROLET INC BEAVERTON	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT---- COLUMN LOCK CHS20030001 COLUMN LOCKED NO CODE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

D1/31/2003 17:28:10 SBD TEMPLATE - HALLER

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) JOHN BOYLAN - TECH

CUSTOMER CONCERN - NEW STOCK ON SHOW ROOM FLOOR COLUMN LOCKED

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

DLR STS HE HAS VERIFIED THE CONCERN, HAS NO CURRENT OR HISTORY DTC'S AND NO COLUMN LOCK MESSAGE DISPLAYED. DLR SEEKING REPAIR SUGGESTIONS.

TAC RECOMMENDATION - ADV DLR DO NOT ATTEMPT A REPAIR YET AND WE WILL LEAVE MESSAGE WITH LIAISON.

01/31/2003 17:28:10 HISTORY - HALLER

02/04/2003 08:46:07 HALLER - RECEIVED VME FROM PHIL RACE -

PHIL STS HE WILL CONTACT THE DEALER FOR THIS CONCERN.

02/04/2003 14:50:46 RACE - CALLED DLR AND FOUND TECH. WAS

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NOT GIVEN PI INFO AS PER CHS20030006 WHICH CALLED FOR HAVING DLR CALL IN
A FIELD PRODUCT REPORT.

CALLED IN FPR MYSELF PER PI. APPARENTLY 6-SPEED CONVERTIBLE WAS BEING
MOVED FROM SHOWROOM FLOOR AND THE VEHICLE STEERING WHEEL LOCKED ON
PORTER-JIMMY LAMB. OVER THE WEEKEND HE FIDDLER WITH IT MORE AND NOW
NO MESSAGE OR PROBLEMS. VEH. IS SOLD TO A DLR IN CALIFORNIA, NOT GONE
YET.-MAY BE AVAIL. TILL END OF WEEK.

PHIL RACE/TAC

02/04/2003 18:48:37 RACE - BQM SAYS THAT THE DLR REPORTED
A FAILURE TO UNLOCK AS OPPOSED TO LOCKING AFTER UP TO SPEED LONG AFTER
ENGINE STARTED....AND SHOULD REPAIR AS NECESSARY. PGR

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Fayetteville

GA

HOME PHONE:

CASE NUMBER: 1-123364992

VIN: 1G1YY32G6W5101605

DATE OPENED: 2003-07-25

MODEL YEAR: 1998

DATE CLOSED: 2003-08-05

SERIES: Corvette

SOURCE: Phone

MILEAGE: 40000.00000000

BRC TYPE: N/ANO

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Terry Cullen Southlake Chevrolet, Inc.
DEALER ADDRESS: 1250 Battle Creek Rd, Jonesboro, GA, 30236-2410, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Compliant veh; ; 2003-07-25

2003-07-29

1-123364992 complaint veh... steering locking; ; 2003-07-31

2003-07-29

1-123364992 call dealer; ; 2003-08-04

2003-07-29

let message; ; 2003-07-29

2003-07-29

barbara marin, service manager; ; 2003-07-29

2003-07-29

Left message; ; 2003-07-29

2003-07-31

voice mail; ; 2003-07-31

2003-07-31

talked with kerri; ; 2003-07-31

2003-07-31

left message; ; 2003-07-31

2003-07-31

barbra marin, service manager; ; 2003-07-31

2003-07-31

research; ; 2003-08-04

2003-08-05

1-12334992 call dlr for more info; ; 2003-08-05

2003-08-04

barbra marin, service manager; ; 2003-08-04
2003-08-04

talked with cust; ; 2003-08-04
2003-08-04

dissatisfied approval; ; 2003-08-04
2003-08-04

see mgr review; ; 2003-08-04
2003-08-04

Closing Mr Kerri Cranford's file dissatisfied; ; 2003-08-04
2003-08-04

Service Request has been Closed Dissatisfied.; ; 2003-08-04
2003-08-05

Service Request has been Closed Dissatisfied.; ; 2003-08-05

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6795409	VIN Number:	1G1YY32G8W5102771
Date Opened:	9/22/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B13755	Mileage:	53733
Address:	KENNY ROSS CHEVROLETZELIENOPLE	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN LOCK PERFORMANCE COLUMN WOULDN'T UNLOCK

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/22/2003 11:30:24 SBD TEMPLATE - MEISSNER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) DAVE SHEEHAN TECH

CUSTOMER CONCERN - STEERING COLUMN WOULDN'T COME UNLOCK INTERMITTENT

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATED HE SCANNED FOUND NO DTC. TECH STATED HE COULDN'T DUPLICATE THE CONCERN. TECH STATED HE WANTS TO KNOW IF THE CAMPAIGN WOULD WORK FOR THIS CONCERN.

TAC RECOMMENDATION - TAC ADVISED NEED TO DUPLICATE THE CONCERN. TAC ADVISED IF THE CAMPAIGN DOESN'T FALL IN THE VIN BREAK POINTS NOT TO DO IT. TAC ADVISED TO TROUBLESHOOT THE CONCERN AS INOPERATIVE COLUMN LOCK. TAC ADVISED TO CALL BACK.

09/22/2003 11:30:24 HISTORY - MEISSNER

09/22/2003 12:35:35 KUEHNH -

EA02-031 / GM22C

CALLER'S NAME (FIRST, LAST, AND POSITION)
DAVE SHEEHAN TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH IS CALLING TO FIND OUT IF TSB 01-02-35-008 MAY REPAIR THE VEHICLE.

NEW RECOMMENDATIONS

**-INFORMED TECH THAT THE TSB MAY REPAIR THE CONCERN, AND HIS DTCS ARE FOR
DRIVER OUTPUTS A AND B.**

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

CASE NUMBER: 06788730 VIN: 1G1YY32G6W5102978
 DATE 04/29/02 MODEL 1998
 DATE 04/29/02 SERIES CORVETTE CONVERTIBLE
 SOURCE: NO MILEAGE 79000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MIAMI LAKES FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06788730 VIN: 1G1YY32G6W5102978
 DATE OPENED: 2002-04-29 MODEL YEAR: 1998
 DATE CLOSED: 2002-04-29 SERIES: CORVETTE CONVERTIBLE
 SOURCE: Phone MILEAGE: 79000
 BRC TYPE: No DELIVERY DATE:
 BRC PARENT: DEALER NAME: POTANKIN CHEVROLET INC
 DEALER ADDRESS: 16600 NW 57TH AVE, HIALEAH, FL, 33014, USA

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

890 Dealer Referred Customer to CAC 0 REPAIR ATTEMPT(S)	Dealer Referred Customer STEERING COLUMN LOCKED UP
M01 Steering General 3 REPAIR ATTEMPT(S)	Other STEERING COLUMN LOCKED UP
A01 Open Campaign 0 REPAIR ATTEMPT(S)	Customer Satisfaction 00034
T19 Campaign Correction Required 0 REPAIR ATTEMPT(S)	Customer Satisfaction 00034
C38 Seat Belt System 0 REPAIR ATTEMPT(S)	Other TWISTED WEBBING

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)

GM RESTRICTED

* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]
 * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 1) Review warranty history on "VIN Profile" tab
 2) Contact appropriate Service dealership to discuss
 3) Determine if TAC was previously contacted or is now necessary
 4) Establish & document a diagnosis and repair plan
 * Coordinate with dealership to assist with customer's repair request
 * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase
 Link RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

CUST STATES HIS 1998 CORVETTE CURRENTLY HAS ABOUT 79,000 MILES. CUST STATES HE IS THE ORIGINAL OWNER & HE PURCHASED THE VEH FROM POTAMKIN. CUST STATES THIS MORNING HE TRIED TO START HIS VEH & HIS STEERING COLUMN IS LOCKED UP & THIS IS THE THIRD TIME, THE LAST BEING BACK IN NOVEMBER, 2000. CUST STATES DLR ADVISED HIM TO CALL CAC. CUST STATES HE TALKED TO LEWIS QUE WHO ADVISED CUST TO CALL CAC. CUST SEEKS TO KNOW WHAT GM WILL DO FOR THIS REPEAT REPAIR AS IT COSTS HM ABOUT \$300-\$400 EACH TIME HE HAS THIS REPAIR. CRM ADVISED CONTACTED DLR TO TALK TO TOM MARINO, SVC MGR, BUT N/A. CRM ADVISED CUST THAT IT WOULD BE BEST IF CUST WOULD HAVE DLR DIAGNOSE VEH TO CONFIRM THAT CURRENT CONCERN IS THE SAME AS PAST CONCERNS & AT THAT TIME CUST CAN CALL CAC BACK & CRM CAN RESEARCH WHETHER GM CAN DO ANYTHING TO ASSIST CUST. CUST AGREED. NO FURTHER ACTION REQUIRED BY THIS CRM PENDING FURTHER CONTACT FROM CUST. CRM CLOSING SATISFIED.
 BARBARA BURGESSON/ATX/CAC; 0; 388954041
 2002-04-29

ADDITIONAL NOTE: CRM ADVISED CUST OF OPEN CAMPAIGN 00034.
 BARBARA BURGESSON/ATX/CAC; 0; 388954105

*****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:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

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

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:

W 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:

SARASOTA, FL

CASE NUMBER: 04967731 VIN: 1G1YY32G6W5104648
MODEL YEAR: 1998
DATE OPENED: 2001-07-18 SERIES: UNKNOWN
DATE CLOSED: 2001-07-27 MILEAGE: 41300
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SUNSET CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 910 TRAFFIC AVE., SUMNER, WA, 98390, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HE IS AT SUNSET DLR RIGHT NOW. CUST STATES HE HAS HAD THE STEERING COLUMN TO LOCK UP & THE ELECTRICAL SYSTEM GO OUT 4X. CUST STATES HE HAS HAD TO HAVE THE VEH TOWED EACH TIME. CUST STATES THE DLR SAID IT IS A DESIGN FLAW W/THE CORVETTES. CUST STATES THE DLR TOLD HIM THAT THERE IS A CAMPAIGN OUT FOR THIS SAME PROBLEM BUT HIS VIN# ISN'T W/IN THE PARAMETERS. CUST STATES THE DLR SAID IT WOULD BE \$200 TO REPLACE THE LOCKING MECHANISM. CUST STATES HE SHOULDN'T HAVE TO PAY FOR THIS IF HE IS HAVING THE SAME PROBLEMS AS THE RECALL IS FOR JUST B/C THE VIN# ISN'T W/IN THE PARAMETERS. CUST STATES HE DOESN'T WANT TO HOLD B/C HE IS ON HIS CELL PHONE. CUST SEEKS TO HAVE THE VEH REPAIRED AT NO COST TO HIM. CUST SEEKS TO HAVE SOMEONE CALL HIM BACK ON HIS CELL PHONE. CRM ADVISED ESCALATION TO TIER 2. CRM TRANSFERRING TO DAVID CRUZ. IRITA EDWARDS/TPA/TIER 1; 0; 364338180
2001-07-18

CRM RECEIVED THE FILE FROM A TIER 1 REP. CUST HAD LEFT THE LINE. CRM CONTACTED THE CUST & APPOLOGIZED THAT HE WAS EXPERIENCING CONCERNS. CRM ASKED IF HE WAS THE ORIGINAL OWNER. CUST STATED THAT HE WAS BUT IT WAS PURCHASED THROUGH HIS COMPANY SO IT IS HIS COMPANY'S VEH. CRM ADVISED THAT THE VEH HAS AN EXTENDED SERVICE CONTRACT FOR 72/100 & IT WOULD BE COVERED UNDER THAT WARRANTY. HE STATED THAT IT IS POSSIBLE & ASKED WHY HIS VEH WAS NOT INCLUDED IN THE RECALL. CRM STATED THAT HE WAS NOT SURE BUT THAT HE WILL TAKE THE INFO DOWN & INFORM GM OF THE SITUATION SO THAT IN THE FUTURE IT WOULD BE INVOLVED BUT HE WOULD CONTACT THE DLR TO MAKE SURE THAT EVERYTHING IS GOING OK. CUST UNDERSTOOD & ASKED TO CALL HIM BACK BECAUSE IT WAS A BAD TIME. CRM UNDERSTOOD & THANKED THE CUST FOR CALLING. CRM CONTACTED THE SVC MGR, LARRY MACK. HE STATED THAT THE CUST DOES HAVE AN EXTENDED SERVICE CONTRACT. CRM UNDERSTOOD & THANKED THE DLR FOR HIS TIME. CRM WILL CONTACT THE CUST IN THE MORNING AS REQUESTED.
DC/TPA/CAC/T2; 0; 364339296
2001-07-19

CRM ATTEMPTED TO CONTACT THE CUST BUT HE WAS NOT AVAILABLE. CRM LEFT A MESSAGE EXPLAINING THE SITUATION. NO OTHER ACTIONS NEEDED AT THIS TIME. CRM IS CLOSING THE FILE. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 364424658
2001-07-20

CRM RECEIVED A CALL FROM THE CUST AGAIN. HE STATED THAT HE HAS A \$200 DEDUCTABLE ON HIS EXTENDED SERVICE CONTRACT & WANTED TO KNOW IF THAT COULD BE WAIVED FOR THIS PARTICULAR REPAIR. CRM STATED THAT HE WOULD TRY TO THE BEST OF HIS ABILITY & STATED THAT HE WOULD CALL HIM BACK. CUST UNDERSTOOD & THANKED THE CUST FOR CALLING. CRM CONTACTED THE DLR BUT THEY STATED THAT THEY COULD NOT WAIVE IT. CRM UNDERSTOOD & THANKED THE DLR FOR THEIR TIME. CRM LEFT A MESSAGE FOR THE AVM. CRM WILL AWAIT A RESPONSE. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 364490468
2001-07-20

CRM RECEIVED A MESSAGE FROM THE AVM. HE STATED THAT HE WILL WAIVE THE \$200 DEDUCTABLE BECAUSE OF THE CONCERN. HE STATED TO HAVE LARRY MACK GIVE HIM A CALL IF HE HAS ANY QUESTIONS. CRM CONTACTED THE SVC MGR & RELAYED THE INFO. HE STATED THAT HE WANTED TO HEAR IT FROM THE AVM. CRM STATED THAT HE WOULD LEAVE ANOTHER MESSAGE RELAYING HIS REQUEST. CRM CONTACTED THE CUST & RELAYED THE INFO. CUST UNDERSTOOD & THANKED THE CRM. CRM THANKED THE CUST FOR HIS TIME. CRM WILL CHECK BACK TO SEE IF EVERYTHING WENT OK. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 364490629
2001-07-27

CRM CONTACTED THE CUST TO SEE HOW EVERYTHING WENT. HE STATED THAT EVERYTHING WENT FINE. HE STATED THAT THE DLR REALLY TOOK CARE OF HIM. HE STATED THAT HE SOLD HIS CORVETTE ON TUESDAY BUT HAS ALREADY PLACED AN ORDER FOR THE 50TH ANNIVERSARY EDITION. CRM UNDERSTOOD & THANKED THE CUST FOR HIS TIME. NO OTHER ACTIONS NEEDED AT THIS TIME. CRM IS CLOSING THE FILE. DAVID CRUZ/TAMPA/CAC/TIER2; 0; 365097297

*****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:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****TRADE INFORMATION*****

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

HOUSTON , TX

CASE NUMBER: 04649991 VIN: 1G1YY32G6W5104830
MODEL YEAR: 1998
DATE OPENED: 2001-06-21 SERIES: UNKNOWN
DATE CLOSED: 2001-06-21 MILEAGE: 83000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ALLEN SAMUELS CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 7000 SW FWY, HOUSTON, TX, 77074, USA

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

A01 Open Campaign Customer Satisfaction
0 REPAIR ATTEMPT(S) LAP BELT#2000034

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

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) TO HAVE DIAGNOSED

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 VEH STEERING WHEEL LOCKS. CUST ASKS IF STILL UNDER WARRANTY AND IF ANY OPEN CAMPAIGNS. CRM ADVISED CUST OF FILE# CRM ADVISED CUST OF OPEN CAMPAIGN #2000034 LAP BELT. CRM ADVISED CUST OF WARRANTY BY MILEAGE. CRM ADVISED CUST TO TAKE VEH TO DLR TO HAVE DIAGNOSED. CRM ADVISED CUST POSSIBLE CHARGE ASSESSED FOR DIAGNOSIS. CRM CLD DLR SVC DEPT @ ALLEN SAM TO GET RECOMMENDATIONS PER CUST REQST. SVC MGR JIM SMITH OR STEVE MAYFIELD BOTH WENT HOME FOR THE EVENING. CRM OFFERED TO FURTHER ASSIST CUST DECLINED. NO FURTHER ACTION NEEDED. CHRISTINE GRAY/CAC/PDX; 0; 362023112

*****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 HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

BLACKLICK

OH

HOME PHONE:

CASE NUMBER: 03196131

VIN: 1G1YY32G6W5107615

DATE OPENED: 2001-02-14

MODEL YEAR: 1998

DATE CLOSED: 2001-02-15

SERIES: CORVETTE

SOURCE: Phone

MILEAGE: 3000

BRC TYPE:

DELIVERY DATE:

BRC PARENT:

DEALER NAME: BOB MCDORMAN CHEVROLET INC

WINCHESTER, OH, 43110, USA

DEALER ADDRESS: 5885 GENDER RD AND RTE 33, CANAL

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

lockup

S55 Warranty Clarification

Other

0 REPAIR ATTEMPT(S)

is corvette steering lockup covered under

wnty

A07 Referred to Dealer

Other

0 REPAIR ATTEMPT(S)

contact dlr for info

cust seeking to find out if the corvette lock up is covered under warranty.

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

CUST STATES THAT THEIR STEERING WHEEL HAS LOCKED UP. CUST SEEKS TO FIND OUT IF THIS IS COVERED UNDER WARRANTY. CRM ADV THAT CUST IS OUTSIDE OF WRNTY AND THAT WE DO NOT HAVE ANY SP/ CAMPAIGNS. CRM ADV CUST THAT WE WILL CONTACT SVC MGR AND FIND OUT WHAT CAN DO FOR CUST. HOT NEWS STATES THAT CHEV DLR CAN POSSIBLY REPLACE W/ AN ENHANCED RELIABILITY COMPONENT. CRM ATTEMPTED TO CONTACT SVC MGR. SVC MGR NOT AVAIL NITHER IS ASST SVC MGR. CRM ADV CUST WILL CALL HIM BACK @ 3-5 EST AFTER CONTACTING SVC MGR. CASSEE ROCKS/PDX/CAC; 0; 351023604
2001-02-14

crm contacted svc mgr who stated that there was a blttn but it just stated to contact tac w/ these numbers A001328, A000914, A000265 svc mgr adv crm to call tac. crm spoke w/ tm who stated we are not able to contact tac dlr needs to contact tac. crm attempted to contac svc mgr back and adv him we are not able to contact tac he will have to contact them. svc mgr not avail. crm will contact cust and adv him that we are still looking into this concern. cassee rocks/pdx/cac; 0; 351031859
2001-02-14

crm attempted to contact svc mgr not avail. crm contacted cust and adv them we are still looking into his concern and will contact him back on 1/16/01 3-5 est 12-2 pst. cassee rocks/pdx/cac; 0; 351036741
2001-02-15

CRM CONTACTED SVC MGR WHO STATES THAT HE IS NOT ABLE TO CONTACT TAC UNLESS HE HAS VEH IN SHOP. SVC MGR STATES TO ADV CUST TO BRING VEH IN AND THEY WILL GO AHEAD AND ASST THE CUST W/ REPAIR AND CAN THEN CONTACT TAC. SVC MGR IS NOT ABLE TO PROVIDE ASST UNTIL VEH IS DIAG. CRM WILL CONTACT CUST AT SET CLLBCK TIME. CASSEE ROCKS/PDX/CAC; 0; 351118619
2001-02-15

CRM CONTACTED CUST AND ADV HIM THAT WE ARE UNABLE TO DO ANYTHING UNTIL CUST BRINGS VEH IN TO DLR. CUST STATES IT WOULD COST HIM MORE TO TAKE TO DLR THAN TO HAVE REPAIR HE HAD HEARD ABOUT DONE. CRM ADV CUST THAT IS HIS DECISION. CRM ADV CUST IF HE HAS ANYFURTHER CONCERNS TO CONTACT CAC. CASSEE ROOKS/PDX/CAC; 0; 351122751

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

MSRP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LINK PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

HOUSTON , TX

CASE NUMBER: 04419541 VIN: 1G1YY32G6W5108490
MODEL YEAR: 1998
DATE OPENED: 2001-06-04 SERIES: UNKNOWN
DATE CLOSED: 2001-06-05 MILEAGE: 20100
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LAWRENCE MARSHALL CHEVROLET
BRC PARENT: DEALER ADDRESS: 18900 NORTHWEST FREEWAY, JERSEY
VILLAGE, TX, 77065, USA

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

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

cust states his steering column is locked up...cust states he was checking to see if there were any recalls on his veh involving the steering column...cust seeks to know if there are any campaigns on his veh and if not since veh is just outside of warranty GM still offer assistance...crm advised cust that there are no campaigns involving the steering column but there is one on his seat belts..cust states he already took care of that problem...crm advised cust that if he is seeking assistance from GM he will need to have the veh diagnosed by a GM dlr...cust states he has an appointment tomorrow w/ a Chev dlr...crm advised cust to let dlr know that he is seeking assistance from GM and to first see if they are willing to cover the costs, and if not then after the diagnosis call us back and we will see about getting assistance offered...cust states he will call back tomorrow w/ the dlr diagnosis...eric yarbrough cwc/atx; 0; 360534143
2001-06-05

CUST STS HE WAS TOLD TO CALL BACK TODAY AFTER HE SPOKE TO THE DEALER FOR POSSIBLE COST ASSISTANCE THE DEALER HAS TOLD THE CUST THEY WOULD WAIVE THE PARTS COST BUT WOULD CHARGE 310.20 FOR LABOR CUST IS SEEKING COST ASSISTANCE FOR THAT AMOUNT CRM ADVISED TOTRANSFER TO TIER I

SERGIO DUKAS ATX CAC; 0; 360605240
2001-06-05

crm contacts dlr who states only 50/50. cust will call hback on my ext. out of warr by time/ richard wells/atx; 0; 360607771
2001-06-05

cust called back and crm explains that dlr stated 50/50 is final crm offered potential goodwill tools but cust is unsatisfied and will go to toyota... will contact tm slaughter to see if maybe we can cover it from this end. richard wells/atx; 0; 360613362

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3964608	VIN Number:	1G1YY32G8W5109123
Date Opened:	5/31/2000	Model Year:	1998
Date Closed:	7/11/2000	Series:	Corvette
Dealer Code:	B05113	Mileage:	19641
Address:	MORSE CHEVROLET INC OVERLAND PARK	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INOPERATIVE INTERMITTENT STEERING INTE

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/31/2000 11:22:29 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

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

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

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

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

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

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

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

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

05/31/2000 11:22:29 HISTORY - RADZIOCH

CUSTOMER CONCERN: INTERMITTENT COLUMN WONT UNLOCK

TECH DIAG: TECH STATES HAS DUPLICATE CONCERN, NO DTC AND AT THIS TIME COLUMN LOCK IS WORKING PROPERLY.

ADVISED TECH: PER P1 A000285,
07/11/2000 14:55:36 RUSSO - CALLED IN CASE CLOSING.
REPLACED STEERING COLUMN LOCK MOTOR.

GM RESTRICTED

375430

CASE NUMBER: 04882049 VIN: 1G1YY32G6W5109557
 DATE OPENED: 07/11/01 MODEL YEAR: 98
 DATE CLOSED: 07/13/01 SERIES: UNKNOWN
 SOURCE: [REDACTED] MILEAGE: 45000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 04882049 VIN: 1G1YY32G6W5109557
 MODEL YEAR: 1998
 DATE OPENED: 2001-07-11 SERIES: UNKNOWN
 DATE CLOSED: 2001-07-13 MILEAGE: 45000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: FRIENDLY CHEVROLET CO
 SRC PARENT: DEALER ADDRESS: 2754 N STEMMONS FWY, DALLAS, TX, 75207, USA

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

C07 Window	Other
0 REPAIR ATTEMPT(S)	MOLDING REPLACE
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	LOCKED UP

CAMPAIGN 01044

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

CUST CALLED IN STATING HIS STEERING COLUM WAS LOCKED UP AND HE COULD NOT UNLOCK IT DRIVE VEH. THIS CONCERN IS COVERED UNDER "CAMPAIGN 01044" BUT CUST DOES NOT HAVE ROADSIDE ASST. THIS CRM WANTS TO CL DLRSHF FRIENDLY CHEV IN DALLAS, TX 214-920-1900 AND ARRANGE FOR DLRSHF TO TOW VEH FROM CUST WORK LOCATION [REDACTED] COPPELL, TX [REDACTED] AND IMPLEMENT REPAIR OF STEERING COLUM UNDER CAMPAIGN AND AT "NO CHARGE" TO CUST. CUST WILL BE AT CELL# [REDACTED] UNTIL HE GETS TO WK [REDACTED] AT 9AM-2PM/EST AND WOULD LIKE A CALL FROM DLRSHF LETTING CUST KNOW WHEN VEH WILL BE TOWED, WHEN REPAIR CAN BE ACCOMPLISHED, AND WHEN CUST CAN PICK VEH UP. CRM WL LV MORNING CL REQ FORM AND CRM WL CL SET CL BK TO CUST ON CELL# FOR 12:00PM/PST. NANCY TRUJILLO/CAC/PDX; 0; 363757171
 2001-07-12

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

375430

CUST CALLED STATEING PREV CRM TRUJILLN SAID THAT SHE WAS GOING TO HAVE HER MGN TEAM CALL ROADSIDE FOR HIM SO THAT HE CAN GET HIS CAR FIXED. CUST ALSO STATE THAT THE MANUFACTURE WAS GOING TO PAY FOR THIS PROCESS. CRM GREENLA DIDNOT HAVE ANY PROOF IT WAS NOT DOC THAT THER WAS GOING TO BE ANY ASST SO I WAS NOT SURE WHAT TO DO AND ALSO IT WAS HARD TO UNDERSTAND THE WORK HISTORY. CRM WILL FORWARD FILE BACK TO PREV CRM. CUST STATED THAT HE WOULD RATHER SPEAK WITH YOU ON THIS MATTER. CAC CRM LATOYA GREEN ATX; 0; 363804807
2001-07-12

CRM CONTACTED CUST TO FIND OUT WHAT ACTION HAD BEEN TAKEN W/VEH.CUST STATES HE DID NOT RECEIVE PHONE CALL FROMCAC OR DLRSHF SO HE CLD DLRSHF TO FIND THAT CAC HAD NOT MADE CONTACT W/DLRSHF.THIS CRM CLD DLRSHF FRIENDLY CHEV AND LEFT V.M. MSG FOR STEVE ANDDENNIS JACKSON W/THIS CRM V.M.#1-8669324368X39167 AND ASKED FOR CONTACT.CRM RCVD V.M.MSG FROM DLRSHF DENNIS JACKSON AT 1:55PM/PST STATING HE COULD BE CONTACTED AND CUST VEH WAS AT DLRSHF FOR DIAGNOSIS.CRM RCVD V.M.MSG FROM STEVE W/DLRSHF AT 2PM/PST.CRM CLD DLRSHF FRIENDLY CHEV AND TRIED TO CONTACT BOTH STEVE AND DENNIS BACK BUT ONLY SUCCEEDED IN LVNG V.M.MSG'S FOR EACH.CRM WILL CL DLRSHF BK AGN AT 4:00PM/PST TODAY.NANCY TRUJILLO/CAC/PDX; 0; 363829822
2001-07-12

CRM RCVD CL FROM DENNIS JACKSON W/FRIENDLY CHEV WHO STATED DLRSHF TOWED CUST VEH IN AND PARTS ARE BEING ORDERED TO ADDRESS CAMPAIGN CONCERN/CRM SET CL BK TO DLRSHF FRIENDLY CHEV AND CL BK TO CUST FOR FRI 071301 2PM/PST. NANCY TRUJILLO/CAC/PDX; 0; 363831574
2001-07-12

CRM RCVD V.M. MSG FROM CUST REQ CL BK AT 6:49PM TODAY.CRM CLD CUST AND ADVISED THAT DLRSHF HAD ORDERED PARTS AND CRM WOULD CK W/DLRSHF FRI 071301 AT 2PM/PST FOR UPDATE ON REPAIR.CRM ASSURED CUST THIS WAS COVERED AND NO CHARGE WOULD BE TO CUST.CRM WL CL CUST BK AT PRE-SET CL BK TIME. NANCY TRUJILLO/CAC/PDX; 0; 363848544
2001-07-13

CRM CLD DLRSHF FRIENDLY CHEV AND SPOKE W/SVC MGR/DENNIS JACKSON WHO STATED CUST VEH REPAIR HAS NOT BEEN AFFECTED DUE TO PARTS DELAY UNTIL MONDAY 071601.CRM CLD CUST WHO STATED HE WOULD LIKE A RENTAL WHILE REPAIRS ARE BEING AFFECTED.CRM CLD DLRSHF FRIENDLY CHEV BACK TO SPEAK W/SVC MGR DENNIS JACKSON ABT POSS RENTAL OR LOANER CAR. SVC MGR NOT AVAIL.CRM LEFT V.M.# AND ADVISED CUST CRM WL CL DLRSHF BK 1HR AND THEN CL CUST.NANCY TURJILLO/CAC/PDX; 0; 363911443
2001-07-13

CRM RCVD CL FROM DLRSHF FRIENDLY CHEV SVC/MGR/DENNIS JACKSON WHO STATED DLRSHF DOES NOT HAVE LOANERS BUT WOULD ARRANGE RENTAL BUT CUST WOULD PAY \$30 P/DAY.CRM ADVISED CUST WHO DECLINED RENTAL.CRM SET CL BK TO DLRSHF FOR MON 071601 12:30PM/PST AND SET CL BK TO CUST MON 071601 12:30PMAFT TALKING TO DLRSHF.NANCY TURJILLO/CAC/PDX; 0; 363913700
2001-07-13

CRM RCVD V.M.MSG FROM CUST TO CL HIM AS HE STATES DLRSHF CLD AND SAID HIS VEH IS READY.CRM CLD CUST AND HE IS SATISFIED W/REPAIR AND IS NOW DRIVING VEH. NO FURTHER ACTION REQ. NANCY TRUJILLO/CAC/PDX; 0; 363929581

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

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

375430

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:

GM RESTRICTED

375430

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Chatsworth

GA

HOME PHONE:

CASE NUMBER: 1-21789623

VIN: 1G1YY32G6W5109557

MODEL YEAR: 1998

DATE OPENED: 2002-08-05

SERIES: Corvette

DATE CLOSED: 2002-08-06

MILEAGE: 68000.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A No

DEALER NAME: Lawson Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 822 N Third Ave, Chatsworth, GA, 30705-2100,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Excessive Effort

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

Vin Check; ; 2002-08-05

2002-08-05

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

2002-08-05

Steering Column Locked; ; 2002-08-05

2002-08-05

Svc mgr; ; 2002-08-05

2002-08-05

Follow up; ; 2002-08-05

2002-08-05

Service Request Ownership has changed FROM: BURCHW TO: VANLOOT; ; 2002-08-05

2002-08-06

Svc Mgr David Willis; ; 2002-08-06

2002-08-05

Follow up call; ; 2002-08-05

2002-08-06

Follow up; ; 2002-08-06

2002-08-06

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:
DRIVER 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:

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:

NAME:

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:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

EAGAN , MR

CASE NUMBER: 01368538 VIN: 1G1YY32G6W5110585
MODEL YEAR: 1998
DATE OPENED: 2000-08-24 SERIES: Corvette
DATE CLOSED: 2000-11-06 MILEAGE: 43000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

S13 Reimbursement Requested
1 REPAIR ATTEMPT(S)

Other
TOWING BILL

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

Broken
STEERING LOCKED BUT VEH WOULD STILL DRIVE

Request for Reimbursement

CRM INSTRUCTIONS:

- * Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
- * Encourage caller to see their dealer for reimbursement.
- * If caller is not satisfied document the problem.
- * If it is decided that a reimbursement is necessary:
- * Select the Additional Information tab
- * Document Complaint information
- * Select REIMBURSEMENT and follow the reimbursement process.

REIMBURSEMENT

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

CUST STATES HAD VEH TOWED TO DLRSHP. CUST STATES DLRSHP PAID FOR REPAIR. CST SEEKS REIMBURSEMENT FOR THE TOW BILL. CRM ADV WE NEED ORIGINAL BILL, PROOF OF PAYMENT, PROOF OF OWNERSHIP AND ADV OF THE ADDRESS TO MAIL INFO AND RQ # TO ATTATCH INFORMATION TO. CANDACE GORMAN PDX; 0; 99999
2000-09-16

CRM RECEIVED CORR FOR REIMBURSEMENT. CUST DID NOT SEND IN PROOF OF OWNERSHIP. CUST SEEKS REIMBURSEMENT FOR TOWING BILL SINCE VEH CONCERN IS A MANUFACTURERS DEFECT. CRM WILL CONTACT CUST & HAVE CUST SEND IN PROOF OF OWNERSHIP IN ORDER TO FINISH REIMBURSEMENT CASE. CRM WILL CONTACT CUST ON MONDAY W/THIS INFO SO THIS CAN BE FINISHED. KRIS LUCERO/PDX; 0; 337984012
2000-09-18

CRM CALLED TO SVC MGR @ SOUTHVIEW & HE STATES HE WOULD SUBMIT PAPERWORK FOR REIMBURSEMENT BUT HE WOULD NEED AN AUTHORIZATION # IN ORDER TO DO THAT. CRM CHECKED W/TM WHO STATES WE DO NOT HAVE THOSE. CRM WILL CALL CUST TO HAVE HER SEND IN PROOF OF OWNERSHIP IN ORDER TO SUBMIT REIMBURSEMENT. KRIS LUCERO/PDX; 0; 338160834
2000-09-18

CUST HAS TWO FILES FOR THIS SAME CONCERN. THE OTHER FILE # IS 01363900. KRIS LUCERO/PDX; 0; 338160898
2000-09-28

CRM RECIEVED VIA CORR PROOF OF PAYMENT.....WILL NOTIFY CRM OF CORR
RECIEVED.....TERESA SIGALA/PDX; 0; 339012288
2000-11-06

CRM CALLED CUST TO SEEK THE STATUS OF THIS CASE, NO ANSWER, LEFT CALL CAC MESSAGE ON HER
MACHINE
*****NEXT CRM***** WHEN THE CUST CALLS PLEASE TAKE OWNERSHIP OF THIS CASE
AND FIND OUT THE STATUS OF HER REIMBURSEMENT AND HANDLE IT ACCORDINGLY. THANK-YOU JOHN
ADKINS PDX.; 0; 342412084
2000-11-06

CRM ADVSD CUST THAT BECAUSE VEH WAS OUTSIDE OF WARRANTY AT TIME OF TOWE AND TOWE WAS DONE
THROUGH INDEPENDANT NO REIMB WILL BE GIVEN
CUST STATES THAT UNLESS SHE GETS HER MONEY BACK SHE WILL HAVE HER LAWYER CONTACT GM TOMORROW
CRM ADVSD CUST THAT NO REIMB WILL BE GIVEN
THAT BECAUSE OF THE NATURE OF THE REPAIR AND CUST LOYALTY AND TIME AND MILEAGE OF VEH, GM
MADE A GOODWILL GESTURE TO REPAIR HER VEH AT NO COST BUT REIMB FOR A TOWE OUTSIDE OF
WARRANTY BY AN INDEPENDANT TOWING CO WILL NOT HAPPEN/NOAHCOOKE/PDX; 0; 342415732

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



08-30-00P01:13 RLYD

Chevrolet
PO Box 33170
Detroit MI 48232-5170



Attachment 01368538

August 24, 2000

Denny Hecker Southview Chevrolet
Hwy 494 and South Robert Street
Inver Grove Heights MN 55077-1111

Dear Mr. Hecker and Southview Chevrolet:

I am writing to express my complete satisfaction with Southview Chevrolet and especially Mr. Dan Marvets. I own a 1998 Chevrolet Corvette and have all my service done at Southview Chevrolet.

Each and every time I have had questions or concerns regarding my vehicle Mr. Marvets has followed through promptly and completely. He has gone above and beyond to make sure I was completely satisfied.

Southview Chevrolet is lucky to have Mr. Marvets as a service manager, and I would like to express my gratitude to him and Southview Chevrolet.


Cc: Chevrolet

Each mn



Chevrolet
PO Box 33170
Detroit MI 48232-5170
Attn: Reimbursements

12-5170

44232-5170



September 11, 2000

Chevrolet
PO Box 33170
Detroit MI 48232-5170
Attn: Reimbursements

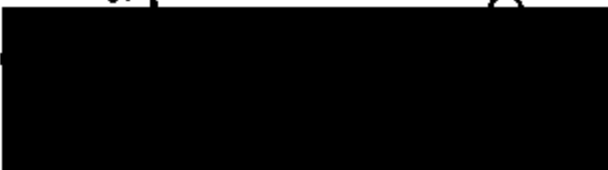
Dear Chevrolet:

On August 24, 2000 my 1998 Chevrolet Corvette had a message pop up on the console that said "service steering column" my steering wheel locked up and I could not turn the car right or left. It would go in drive and reverse. Fortunately, I was in a driveway and not going down the highway. I had to have my car towed to Southview Chevrolet.

The car is no longer under warranty, but the service manager and General Motors agreed to fix the car at no cost to me because this problem has not happened before at this dealership, according to the manager. He suggested I submit the receipts for towing to Chevrolet for reimbursement of the towing.

I am requesting reimbursement of \$117.15 for the cost of having the Corvette towed.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Began MN

A black rectangular redaction box covering the address of the sender.

Southview

1055 HIGHWAY 110
INVER GROVE HEIGHTS, MN 55077
(651) 461-2211



Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the seller disavows any quality and performance of the product to which the buyer. The dealer expressly disavows all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this dealer to its only effect the intent of the manufacturer's warranty. The dealer's responsibility being as indicated prior to the sale.

CLIENT/SALES NO.
11825

ADDRESS JAMES E. FEENEY	785	SEARCHED 498	SEARCHED DATE 08/24/00	SEARCHED BY CVC884/38
LABOR RATE 82.00	DESCRIPTION 43212	DATE 03/13/99	DATE 05/13/99	DATE 11/22/97
VEHICLE MAKE/MODEL 98/CHEVROLET/2DR/CORVETTE			VEHICLE COLOR SILVER/	
VIN 1-G1YV32H65110885			VEHICLE LICENSE NO. 10546	
DATE 08/24/00			REPRINT# 1	

EAGAN, MN

LABOR & PARTS
JOB # 1 Q/CVZ

STEERING UNIT# 4.00 TECH(S):413
STEERING COLUMN IS LOCKED-CAR STARTS AND RUNS-CANNOT STEER
OK OUT, STEERING LOCKED, CONNECT SCAN TOOL AND FOLLOW CHART
FOR DIAGNOSIS, GAIN ACCESS TO WIRING FOR TESTING AND FOUND
THE STEERING COLUMN LOCK SOLENOID FAULTY.
DISASSEMBLE COLUMN TO ACCESS SOLENOID AND REPLACE SOLENOID.
ALL WORKING NORMAL AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	26050960	LOCK 2.195	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

TOTALS

* PARTS MARKED WITH AN ASTERISK ARE COVERED BY
GENERAL MOTORS LIFETIME SERVICE GUARANTEE
SEE YOUR SERVICE CONSULTANT FOR DETAILS

WE APPRECIATE YOUR BUSINESS. SOON YOU WILL BE
RECEIVING A SURVEY FROM THE MANUFACTURER. THIS
IS A REPORT CARD FOR YOUR SERVICE DEPARTMENT.
IF YOU CANNOT FILL OUT YOUR SURVEY COMPLETELY
SATISFIED, PLEASE GIVE US A CHANCE TO CORRECT THE
PROBLEM BEFORE SENDING IN YOUR SURVEY. THANKS
AGAIN FOR CHOOSING SOUTHVIEW CHEVROLET/JEEP.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL O.D.O....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

224.00

YR.	MAKE
	CHEV
MODEL	COLOR
VET	BLUE
LICENSE NUMBER	
REQUESTED BY	
HOLD () YES () NO	

BUDGET TOWING INC. OF ST. PAUL

845 EARL ST. PAUL, MINN. 55108
24 HOUR SERVICE - RADIO DISPATCHED
CARS • TRUCKS
ROAD SERVICE • TOWING • STARTING
PHONE 771-8817

P.O. NO.

237410

R.O. NO.

DRIVER

TRUCK # 106

DATE 8-24-80

PHONE NO.

NAME

ADDRESS

CITY EAGAN MINN

LOCATION OF PICKUP: 1533 Loman - 11 - RIDE RO		DESCRIPTION		AMOUNT	
TAKEN TO: SOUTH VIEW CHRY					
EXTRA LABOR:					
SERVICE CALL ()	UNUSUAL ()	WINCH ()	UNLOCK ()	1st TOW (X)	80.00
START ()	TIRE CHANGE ()	DOLLY ()	2nd TOW ()		
ADDITIONAL TOWING:					
TIME IN:	TIME OUT:	TOTAL TIME:	MILES TOWED 10	EXTRA MILES	30.00
ADVANCE PAY OUT TO:					
STORAGE FROM:		TO	# DAYS	DAY	
COMMENTS:				SALES TAX	7.15
				ADMINISTRATION FEE	
REGISTERED OWNER:				CASH	CHARGE
				TOTAL	117.15

THE UNDERSIGNED DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN IN ITS PRESENT CONDITION AND AGREE NO FURTHER CLAIMS WILL BE MADE AGAINST BUDGET TOWING INC. OF ST. PAUL.

NOT RESPONSIBLE FOR DAMAGE TO VEHICLE
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SIGNATURE

CHECK HERE IF TAX DEDUCTIBLE ITEM <input type="checkbox"/>	
1175	
237410/2500	
BUDGET TOWING	
ONE HUNDRED SEVENTEEN AND 15/100	
U.S. FEDERAL CREDIT UNION	
EAGAN, MINN 55121	
75 + 3.00/MILE	
2960761081 8100118176 1175	
NOT NEGOTIABLE	

ORIGINAL

Sagan mn

MPLS MN 354 09

LITTON 75		
SEP 25 1980		
\$0.330	\$0.330	\$0.330
0.330 AF METER		
SEP 25 80 5857000		

09-27-00P01:30 RCVD

Chevrolet
ATTN: Reimbursements
PO Box 33170
Detroit MI 48232-5170

48232/5170



ref: C01368838

BUYER'S SIGNATURE _____ SALE DATE _____
 STREET ADDRESS _____
 CITY _____ STATE _____ ZIP CODE _____

STATE OF MINNESOTA CERTIFICATE OF TITLE TO A MOTOR VEHICLE

THIS TITLE IS BEING FACILITATED BY THE STATE OF MINNESOTA
 WITH THE ADDITION OF AN ALTERATION OF THE VEHICLE'S TITLE

1G1YV32G6N5110085		10546	CHEV	98	CV CVT
VEHICLE IDENTIFICATION NUMBER		ODOMETER	MAKE	YEAR	TYPE
[REDACTED]		06/14/99			
TITLE REQUEST		DATE ISSUED	NEW OR USED	IF NEW, DATE OF FIRST SALE	
FIRST SECURED PARTY 05/13/99		OWNER		FOR CENTRAL OFFICE USE ONLY	
USE CREDIT UNION		[REDACTED]		DQS [REDACTED]	
316 N ROBERT ST		[REDACTED]		[REDACTED]	
ST PAUL MN 55101		EAGAN		[REDACTED]	

ADDITIONAL LIENS 0

04 44990:CHP 162

ASSIGNMENT BY SELLER (TRANSFEROR)

FEDERAL AND MINNESOTA LAW REQUIRE THAT YOU STATE THE REASON IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE DISCLOSURES ABOUT POLLUTION CONTROL EQUIPMENT AND DAMAGE TO THE VEHICLE. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINE AND/OR IMPRISONMENT. SOME EXCEPTIONS MAY APPLY.

ODOMETER DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE
 [REDACTED] AND [REDACTED] MILEAGE AND TO THE BEST
 OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE
 DESCRIBED HEREIN UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

☐ (1) I HEREBY CERTIFY TO THE BEST OF MY KNOWLEDGE THE ODOMETER
 READING INDICATES THE AMOUNT OF MILEAGE IN EXCESS OF ITS
 MEASURED MILEAGE.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL
 MILEAGE.

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE
 VEHICLE ☐ HAS ☐ HAS NOT CHECK (AND) SUSTAINED DAMAGE IN
 EXCESS OF 7% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE
 THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED
 GASOLINE FPM ☐ HAS ☐ HAS NOT CHECK (AND) BEEN REMOVED
 ALTERED OR REMOVED IN ANY MANNER.

WARNING-ODOMETER DISCREPANCY IF BOX (1) OR (2) IS CHECKED. ASSIGNMENT. I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY
 INTERESTS, UNLESS TITLE AND ABOVE THE VEHICLE AND REGISTRATION PAID TO:

SELLER'S PRINTED NAME	DATE	BUYER'S PRINTED NAME
SELLER'S STREET ADDRESS	BUYER'S ADDRESS	
SELLER'S SIGNATURE	BUYER'S SIGNATURE	

COMPLETE REVERSE SIDE APPLICATION FOR TITLE BY BUYER (TRANSFEREE)

PRINT BUYER'S FULL NAME(S) LAST, FIRST, AND MIDDLE _____ DATE OF BIRTH _____

STREET ADDRESS	CITY	COUNTY	STATE	ZIP CODE
----------------	------	--------	-------	----------

IS THIS VEHICLE SUBJECT TO SECURITY INTEREST(S)? NO ☐ YES ☐ ADDITIONAL ☐ IF YES, COMPLETE SECTION BELOW

PRINT SECURED PARTY (PRINT NAME) _____ DATE OF SECURITY INTEREST _____

STREET ADDRESS	CITY	STATE	ZIP CODE
----------------	------	-------	----------

IF THERE IS AN ADDITIONAL SECURITY INTEREST(S) - COPY, JUNE AND ATTACH HEREIN. NAME OF SECURITY COMPANY _____ POLICY NUMBER _____

I (and, jointly I (we) and (we) of legal age, have bought this vehicle subject to liens shown and no others, this vehicle is and will continue to be insured while operating upon the
 public streets and highways, and all of my (our) disclosures are true and correct.

REMARKS - PLEASE PRINT ANY INFORMATION CONCERNING THIS VEHICLE'S CONDITION OR DAMAGE TO MY RECORD. I HAVE SIGNED A PROMISE TO IF THIS PERSONAL INFORMATION
 DOES NOT CHANGE FROM BE ON FILE FOR USE BY THE STATE OF MINNESOTA, AND ALL OTHERS, TO BE USED FOR THE PURPOSES OF THE STATE OF MINNESOTA.

X
 BUYER'S SIGNATURE (ALL BUYING SIGN) _____ SELLER'S DRIVER LICENSE NUMBER _____

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Naples , FL

CASE NUMBER: 1-23448307 VIN: 1G1YY32G6W5111390
MODEL YEAR: 1998
DATE OPENED: 2002-08-09 SERIES: Corvette
DATE CLOSED: 2002-08-09 MILEAGE: 45000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Ayes DEALER NAME: Bob Taylor Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 5665 N Airport Pulling Rd, Naples, FL, 34109, USA

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

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

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

corvett; ; 2002-08-09
2002-08-09

DLR; ; 2002-08-09
2002-08-09

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	1 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION SOUGHT:	

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

GM RESTRICTED

CASE NUMBER: 1-32285205 VIN: 1G1YY32G6W5111888
DATE 09/11/02 MODEL 1998
DATE 09/12/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 49000.
CUSTOMER [REDACTED]
ADDRESS [REDACTED]
HOME PHONE: STATE FL
BUS. PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Pompano Beach
FL [REDACTED]
HOME PHONE:

CASE NUMBER: 1-32285205 VIN: 1G1YY32G6W5111888
MODEL YEAR: 1998
DATE OPENED: 2002-09-11 SERIES: Corvette
DATE CLOSED: 2002-09-12 MILEAGE: 49000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Maroone Chevrolet, LLC
BRC PARENT: DEALER ADDRESS: 8600 Pines Blvd, Pembroke Pines, FL, 33024-
6534, USA

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

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

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

steering column; ; 2002-09-11
2002-09-17

1-32285205; ; 2002-09-12
2002-09-12

Steering colum locking; ; 2002-09-12
2002-09-12

Service Request Ownership has changed FROM: TURNERA TO: JENKINSK; ; 2002-09-12
2002-09-12

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

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

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

ENGINE TYPE:

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

MILEAGE @ BUY-BACK: 0
MSRP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
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:

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

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

PEORIA, AZ

CASE NUMBER: 05696601 VIN: 1G1YY32G6W5114211
MODEL YEAR: 1998
DATE OPENED: 2001-10-16 SERIES: UNKNOWN
DATE CLOSED: 2001-10-17 MILEAGE: 40000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: Yes DEALER NAME: LOU GRUBB CHEVROLET-ARROWHEAD, INC.
SRC PARENT: DEALER ADDRESS: 9055 W BELL RD., PEORIA, AZ, 85382, USA

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

M41 Steering Column/Lock/Attaching Parts
1 REPAIR ATTEMPT(S)Other
STEERING COLUMN LOCKUPA01 Open Campaign
0 REPAIR ATTEMPT(S)Product Campaign Claim
00034S85 Dealer Resolved With Goodwill
0 REPAIR ATTEMPT(S)Dealer Resolved With Good
100% cost assistance

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES THAT HE IS HAVE THE STEERING COLUMN LOCK PROBLEM ON HIS VEHICLE CUST ALSO STATES THAT HE HAD THE PROBLEM ON 7/10 AT 17,200 AND DEALERSHIP COULD NOT DIAGNOSE PROBLEM. CUST STATES THAT NOW HE IS OUT OF WARRANTY AND THAT HE SEEKS SOME FORM OF ASSISTANCE. CRM ADVISED CUST THAT SVM AGREED TO SOME FORM OF ASSISTANCE AND THAT HE WOULD REVIEW THE FILE AND SITUATION ACCORDINGLY. CUST STATED HE WOULD CALL CAC BACK IF HE WAS UNHAPPY WITH THE OFFER. RENE VILLARREAL/CAC/ATX; 0; 372114905
2001-10-17

CUST STATES THE VEH IS CURRENTLY @ DLR..CUST STATES THE DLR HAS OFFERED HIS APPROX 50% OFF ON THE REPAIR COST..CUST STATES HE IS AWARE THAT THERE HAS BEEN A RECALL FOR THIS CONCERN & DOES NOT UNDERSTAND WHY THIS IS NOT COVERED 100% ON HIS VEH..CUST SEEKS FOR THE REPAIR TO BE COVERED @ NO CHARGE TO HIM..CRM ADVISED CUST THAT DLR WILL NEED TO BE CONTACTED..CUST REQUESTS CRM C/B @ 623 362 8813..CUST STATES DLR TOLD HIM THAT THE ACTUATOR NEEDS TO BE REPLACED..CRM CONTACTED SVC MGR JIM SEPE WHO STATES HE HAS DECIDED TO GOODWILL IT 100%, AS THIS IS A ISSUE HE SEES OFTEN..CRM CONTACTED CUST & ADVISED THIS OFFER..CRM CLOSING FILE SATISFIED..JENNIFER GURZI/PDX/CAC; 0; 372191336

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:

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

ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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:

Port Jefferson Station,
NY

HOME PHONE:

CASE NUMBER: 1-113643182

VIN: 1G1YY32G6W5129579

DATE OPENED: 2003-06-26

MODEL YEAR: 1998

DATE CLOSED: 2003-06-27

SERIES: Corvette

SOURCE: Phone

MILEAGE: 34600.00000000

BRC TYPE: N/ANO

DELIVERY DATE:

BRC PART#: 1

DEALER NAME: W. Babylon Chevrolet-Geo, Inc.

DEALER ADDRESS: 670 Montauk Hwy, West Babylon, NY, 11704-8225, USA

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

S96 Non Component GM

0 REPAIR ATTEMPT(S)

Chevrolet

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

DEALERSHIP CONCERN.; ; 2003-06-26

2003-06-26

Service Request has been Closed Satisfied.; ; 2003-06-26

2003-06-26

SR in Status of Closed has been Re-Opened by RODGERSS; ; 2003-06-26

2003-06-26

steering column locking; ; 2003-06-26

2003-06-27

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

2003-06-27

SR in Status of Closed has been Re-Opened by STOVERD; ; 2003-06-27

2003-06-27

Cust Called; ; 2003-06-27

2003-06-27

Cust Seeks CRM; ; 2003-06-27

2003-06-27

STEERING WHEEL LOCKED UP.; ; 2003-06-27

2003-06-27

CRM CALLED DEALERSHIP.; ; 2003-06-27

2003-06-27

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

*****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 EAC:
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: 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:

DIV: CHEVROLET CASE 990548962 TYPE: G-GENERAL
NAME:
YE/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: SPRING HILL
VIN: 1G1YY32G6X5108832
RESP DEALER: 00000
MILEAGE: 4800
YEAR/MODEL: 1999/CORVETTE

STATE: FL ZIP: [REDACTED]
DELIVERY DATE:
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 10/19/1999 ORIG OPEN DATE: 10/19/1999
REOPENED: N
LAST ACTIVITY DATE: 10/22/1999 BY: DEBRA DIAZ-LARA
CLOSE DATE: 10/22/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N
CONTACTED DATE: 10/19/1999
DEALER CLOSED : 10/19/1999

DEALER NUMBER: 26124
NAME:
CITY: ST:

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC
M41 0 CUST STATES STEERING COLUMN KEEPS LOCKING

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/19/1999 17:05:35
CUSTOMER STATES MULTIPLE PROBLEMS WITH VEHICLE, STATES STEERING WHEEL
LOCKS X2, UNABLE TO TURN VEHICLE AND UNABLE TO TOW; STATES HAD BLOW OUT
T ON VEHICLE ON NON-BLOWOUT TIRE; STATES SERVICE HAS BEEN TERRIBLE IN
2 SEPERATE DEALERSHIPS; STATES SERVICE TECHNICIAN IS AT HOUSE NOW AND
CAN NOT GET WHEEL TURNED EITHER.CUSTOMER SEEKS RESOLUTION TO PROBLEMS,
SEEKS RENTAL VEHICLE IMMEDIATELY,SEEKS DETAILED EXPLANATION FROM DEALE
R WHAT PROBLEM WAS AND WHAT WAS DONE TO REPAIR IT. CRM ADVISED TO GIVE
DEALERSHIP TIME TO DO A DIAGNOSTIC TEST.CRM WILL CONTINUE TO FOLLOW WI
TH DEALERSHIP AND CONTACT CUSTOMER AFTER MORE INFORMATION IS AVAILABLE
.DEBRA DIAZ-LARA/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/20/1999 14:11:29
CRM SPOKE WITH DEBBIE- SERV MGR AT CRYSTAL CHEV. SERV MGR STATES HAVE
ORDERED IGNITION CYLINDER FOR VEHICLE , SHOULD BE IN 10/21/99. CRM THA
NKED SERV MGR FOR TIME, CRM LEFT MESSAGE WITH CUSTOMER OF REPAIR DIAGN
OSIS AND ESTIMATED TIME OF COMPLETION. DEBRA DIAZ-LARA/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/22/1999 00:00:01
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: SPRING HILL

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL ZIP: [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GM RESTRICTED

347098

CASE NUMBER: 01343997 VIN: 1G1YY32G6X5108832
 DATE OPENED: 08/23/00 MODEL YEAR: 99
 DATE CLOSED: 09/07/00 SERIES: CORVETTE CONV
 SOURCE: ADR MILEAGE: 9100
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] WEEKI WACHEE
 HOME PHONE: [REDACTED] FL [REDACTED]

CASE NUMBER: 01343997 VIN: 1G1YY32G6X5108832
 MODEL YEAR: 1999
 DATE OPENED: 2000-08-23 SERIES: CORVETTE CONV
 DATE CLOSED: 2000-09-07 MILEAGE: 9100
 SOURCE: DELIVERY DATE:
 BRC TYPE: ADR DEALER NAME: REGISTER CHEVROLET-OLDSMOBILE INC
 BRC PARENT: 01323411 DEALER ADDRESS: 14181 CORTEZ BLVD, BROOKSVILLE, FL, 34613, USA

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

A12 Miscellaneous - Not Classified Other
 0 REPAIR ATTEMPT(S) LEMON LAW

LEMON LAW/VIN 1G1YY3266X5108832

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

BBB FILE OPENED - SEEKS REPAIR/REPURCHASE. CRM CALLED DLR/REQUESTED ROS. PROBLEM IS
 LOCKING STEERING COLUMN - MAY BE UNFIXABLE... P BRYDER/ADR EXT 58017; 0; 335987225
 2000-08-30

CRM TO REQUEST FINAL REPAIR & MVDN...NEVER REC'D. LMFCB FROM BBB REP. P BRYDER/ADR/EXT
 58017; 0; 336515404
 2000-09-07

RECEIVED SETTLEMENT THIS DATE FROM BBB FOR MVDN & FINAL REPAIR. P BRYDER/ADR/EXT 58017; 0;
 337202218

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

INCIDENT DATE: INCIDENT TIME:

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INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

GM RESTRICTED

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DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

34709B

CASE NUMBER: 01557708 VIN: 1G1YY32G6X5108832
 DATE OPENED: 09/13/00 MODEL YEAR: 99
 DATE CLOSED: 11/28/00 SERIES: CORVETTE CONV
 SOURCE: MILEAGE: 10100
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: FL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

CASE NUMBER: 01557708 VIN: 1G1YY32G6X5108832
 MODEL YEAR: 1999
 DATE OPENED: 2000-09-13 SERIES: CORVETTE CONV
 DATE CLOSED: 2000-11-28 MILEAGE: 10100
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: DEALER NAME:
 BRC PARENT: DEALER ADDRESS:

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

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

Final Repair - FL

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

customer file defect notification about steering column.customer states steering wheel locks up and she cannot turn wheel.customer seeks repair of vehicle.crm contacted customer and was advised at this time she does not have a concern with the steering but knows it is not fix and will lock up again.cusotmer states she likes the vehicle and would like for chevrolet to find another way to repair because apparently neither of the dealers she want to know how to fix it.crm advised customer of needing to contact dealers to get their input and warranty information.customer states she does not believe concern is completely repaired and wanted to know what would happen if a few months from now steering would lock up again.crm advised cannot predict this will happen but if it did she would have to refile.customer was not satisfied with this answer.crm advised customer to let crm contact dealers first and then go from there.customer will wait for call back from crm on friday.louise gentile/legal corres/tampa x58150; 0; 337741230
 2000-09-15

crm contacted joe cracchiolo service manager and he advised they did repair the concern but he also knows customer is leary of concern happening again.su states customer is very

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nice and suggested (as tm did) maybe we could give her an extend warranty or component letter for any future concern with the steering column.crm advised sm of needing to contact avm gary o'shields to advise him of customer concern and obtain his input of what he may want to do.customer does not have concern at this time,nothing to be fixed.crm will contact avm.louise gentile/legal corres/tampa x58150; 0; 337896027
2000-09-15

crm left message for avm gary o'shields advising him of customer concern that steering may lock up again.crm requested advise of assisting the customer either with a component letter for the steering or if he could advise of some other assistance.crm will wait for response from avm.louise gentile/legal corres/tampa x58150; 0; 337910212
2000-09-18

left another message for avm to call back and give input.vehicle has been repaired nothing else to be done.customer confirms she is not having any problem with steering at this time but still wants dealer or another dealer to repair it so that it is a permanent fix.crm advised customer if there is nothing wrong dealer cannot duplicate and cannot repair something that is not broken,but customer very adamant of having another fix to vehicle.crm will wait for response from avm.louise gentile/legal corres/tampa x58150; 0; 338155436
2000-09-19

avm gary o'shields called back and advised crm he had spoken to sm.sm assured avm customer vehicle has been repaired and nothing more can be done.avm stated nothing can be done for final repair because vehicle is fix.customer even stated at this time nothing is wrong with vehicle.avm suggested because vehicle is still under warranty customer take vehicle to another dealer as a second opinion just to assure herself repair has been done.crm attempted to contact customer but she was not available.crm left message advising customer crm will call her back on thursday morning.louise gentile/legal corres/tampa x58150; 0; 338250932
2000-09-21

crm contacted customer and advised her per avm because vehicle does not have a concern, cannot do a final repair.crm also explained avm suggested customer take vehicle to another dealer for 2nd opinion if she is not comfortable with the repair that was done in august.customer wanted to know if she takes it for a 2nd opinion,would they repair the steering column,crm advised only if it has not been repaired.customer stated it has not been repaired, she knows it will break down again and cannot understand why chevrolet cannot permanently repair the concern.crm explained again because at this time it is not broken no repair can be done,customer insisted it is not repaired if she had to have it repaired in october '99 and august of this year,that confirms it is not working properly and will break down again.crm tried to explain to customer it cannot be predicted the steering column will break down in the future.(con't); 0; 338424917
2000-09-21

customer stated crm was not assisting her and wanted the address or speak to someone higher up who would agree vehicle was not repaired.crm advised customer there was no address to give her for her concern and crm could request avm call her but cannot guarantee he would call back.customer stated she was going to contact bbb to report crm and chevrolet was not helping her with her concern.crm referred customer to back of warranty book and advised customer to either call or write to the address in book.louise gentile/legal corres/tampa x58150; 0; 338425219
2000-09-21

footnote: crm did not contact avm because customer stated later on she did not want to speak to anyone over the phone anymore and was going to write to chevrolet and bbb about her concern.louise gentile/legal corres/tampa x58150; 0; 338426223

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2000-11-02

FORWARDING BACK TO CRM..NEED MILEAGE AND DEALER INFORMATION BEFORE CLOSING.
TARA MITCHELL/TM LEGAL CORR; 0; 342030568
2000-11-28

CLOSING FILE DISSATISFIED.
ROBERT AYALA/TAMPA LEGAL CORR; 0; 344287580

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

GM RESTRICTED

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

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

ACCOUNT NUMBER:
 INTEREST RATE:

ACCOUNT BALANCE:
 LEGAL:

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

[REDACTED]
Spring Hill, FL [REDACTED]



7000 0520 0016 1848 6093

Chevrolet Motor Div.

9-11-00P01:03 RLV

G M CHEVROLET CAC
P O BOX 33170
DETROIT, MI. 48232-5170
[REDACTED]
[REDACTED]
[REDACTED]

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
☒ 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) STEERING ~~and~~ Wheel Locked / Car
Locked CAN NOT TURN Wheel in any direction.
~~Grinding sound when car~~ - GRINDING NOISE WHEN CAR TURNS at low
speeds

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CORVETTE Model Convertible Year 1999

VIN 1G111Y113121G1G1X5110181812 Date of Delivery 10-31-98

Name and City/State of selling dealer or leasing company (if applicable)
Dimmitt CHEVROLET Clearwater FLA 34623

Name and City/State of authorized service agent(s) attempting previous repairs
(CRYSTAL RIVER) (Register Chev.
PERMAN BROOKSVILLE FL 34605)

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone [REDACTED]

SPRING HILL FL Signature [REDACTED]

Date Mailed 9-1-2000

White—manufacturer's copy, send by registered mail (if requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/02)

ORIGINAL

DIV: CHEVROLET CASE 990545375 TYPE: G-GENERAL
NAME: APPLEWAY CHEVROLET, INC.
YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: POST FALLS
VIN: 1G1YY32G6X5113626
RSP DEALER: 00000
MILEAGE: 9180
YEAR/MODEL: 1999/CORVETTE

STATE: ID ZIP: [REDACTED]
DELIVERY DATE: 02/13/1999

CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE : 10/15/1999

STATUS: C
ORIG OPEN DATE: 10/15/1999

REOPENED: N

LAST ACTIVITY DATE: 10/15/1999

BY: KAMECA

T JONES

CLOSE DATE: 10/15/1999

SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: DCC

OWNER DEMAND AMT: \$0.00

WARRANTY: I (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER : (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: I

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 36014

CONTACTED DATE: 10/15/1999

NAME: APPLEWAY CHEVROLET, INC.

DEALER CLOSED : 10/15/1999

CITY: SPOKANE

ST: WA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
E40	0		TIRE SENSOR STOP WORKING
M01	0		COLUMN LOCK LOCKS UP
N23	0		NOT READING TEMP
N42	0		DOOR LOCK NOT WORKING

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/15/1999 00:00:01
DEALER ADVISED
WORK
ALREADY TOOK CARE OF
DEALER FIXED CONCERN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/15/1999 13:01:50
10-15-99*****
CRM RECIEVED E-MAIL FROM CORR..CUST STATES ORIGINAL OMNER..CUST ADVISED
THAT HAS NUMEROUS PROBLEMS WITH VEH..CUST STATES PURCHASED VEH ON
2/14/99...CUST STATES HAS OIL TEMP SENDING UNIT PROBLEM & WASN'T READ
OIL TEMP..CUST STATES VEH LR TIRE SENSOR STOPPED WORKING..CUST STATES
DOOR LOCKS NOT WORKING & VEH WOULDN'T RUN BECAUSE COLUMN LOCK UP..
CUST ADVISED IRRITATED & TROUBLESOME PROBLEMS..CUST ADVISED THAT GMD
SHOULD MAKE DEFECT FREE VEH FOR OWNERS..CUST ADVISED IS RECALL ON
STEERING COLUMN CONCERN..CRM CALLED DEALER..DEALER SMGR BERNARD LONDON
ADVISED CONCERN HAVEN BEEN FIXED..DEALER ADVISED CRM OF FILE #...
CRM THANKED DEALER..
KAMEKA JONES TROY SITE

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY:

ADDRESS: [REDACTED]

CITY: POST FALLS

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: ID

HOME PHONE:

EXTENSION:

DATE:

DATE:

ZIP: [REDACTED]

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

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

ENNIS , TX

CASE NUMBER: 06312827 VIN: 1G1YY32G6X5115781
MODEL YEAR: 1999
DATE OPENED: 2002-02-06 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-02-06 MILEAGE: 32000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ALLEN SAMUELS AUTOPLEX
BRC PARENT: DEALER ADDRESS: 305 S I-45, ENNIS, TX, 75119, USA

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

N22 Fuel Gauge Other
0 REPAIR ATTEMPT(S) BOUNCES

N34 Electronic Instrument Cluster Other
0 REPAIR ATTEMPT(S) FLASHES

A01 Open Campaign Other
0 REPAIR ATTEMPT(S) 01044

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

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the 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, BROUGHT VEH INTO DLR: ALLEN SAMUELS FOR RECALL ON THE IGNITION AND TROUBLE W/
THE GAUGES AND COMPUTER NOT READING THE TIRES. DLR ADVSD CUST THAT CUST WOULD BE RESP FOR
THE COST DUE TO VEH OUTSIDE OF WARRANTY BY COUPLE OF WEEKS. CUST STATES, THIS IS THE FIFTH
CORVETTE CUST HAS OWNED AND SEEKS TO HAVE REPAIRS COVERED UNDER WARRANTY. CUST PURCHASED

VEH USED FROM DLR IN DALLAS, TX W/ 7K MILES. CUST DOES OWN MAINT WORK AT HIS SHOP. CRM CONTACTED DLR AND SPOKE TO CUST SVC ADVISOR 'CURRY WILLIAMS'. HE STATED, THAT CUST HAD CAMPAIGN 01044, AND CONCERNS W/ DASH LIGHT AND GAUGES. SVC ADVISOR STATED, CUST WILL BE RESP FOR DIAG FEES, THEN WE CAN DETERMINE IF COST ASSIST IS AVAILABLE. SVC ADVISOR STATED, SVC MGR 'GREG' MAKES THE DECISION, HOWEVER STILL IN A MEETING. CRM ADVSD THAT CRM WILL CALL BACK IN 2 HOURS. (((CONT)))); 0; 381864744

2002-02-06

* CRM ADVSD CUST OF INFO REC'D FROM THE DLR, THAT CUST WOULD BE RESP FOR DIAG FEES. CUST STATES, WILL WAIT UNTIL CRM SPEAKS TO SVC MGR BEFORE AUTHORIZING ANYTHING. CRM SET C/B W/ CUST ON 02/06/02 12:30 -1:30PM CST CUST TIME. CUST SATISFIED.DAVID NOLAN/PDX/CAC; 0;

381864784

2002-02-06

CRM CONTACTED DLR AND SPOKE TO SVC MGR GREG HARRISON. HE STATED, THAT THERE IS A GOOD POSSIBILITY OF COST ASSIST HOWEVER NO GAURANTEE W/OUT A AUTHORIZED DIAGNOSIS BY THE CUST. ONCE THE VEH HAS BEEN DAIG AND DLR HAS DETERMINED WHAT REPAIRS ARE NEEDED, THENWE CAN LOOK INTO COST ASSIST. HOWEVER, CUST WILL BE RESP FOR DIAG FEES. SVC MGR STATED, DIAG FEES RUN ABOUT \$60.00 HR. CRM TO CONTACT CUST ON SET APPT AND RELAY THE INFO. DAVID NOLAN/PDX/CAC; 0; 381870479

2002-02-06

CRM CONTACTED CUST AND ADVSD CUST OF INFO REC'D FROM THE DLR SVC MGR. CUST STATES, THAT HE IS JUST GOING TO LEAVE IT ALONE AND NOT AUTHORIZED THE REPAIRS. CUST UNDERSTOOD CRM RESEARCH. CRM CLOSING REQUEST SATISFIED. DAVID NOLAN/PDX/CAC; 0; 381872536

*****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:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

WOODRIDGE

IL

HOME PHONE:

CASE NUMBER: 05496577

VIN: 1G1YY32G6X5116185

DATE OPENED: 2001-09-11

MODEL YEAR: 1999

DATE CLOSED: 2001-09-11

SERIES: CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE: 3400

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: TEAM CHEV INC

DEALER ADDRESS: 720 KINGERY EXP (RTE 83), WESTMONT, IL, 60559, USA

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

A01 Open Campaign
0 REPAIR ATTEMPT(S)Customer Satisfaction
01044A07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
FOR LOCK ALTERNATIVEM41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Wear
LOCKS UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_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 STS HE HAS CAMPAIGN LETTER 01044 RE STEERING COLUMN LOCK. CUST STS LETTER DESCRIBES HOW, ON THE AUTOMATIC TRANSMISSION VEHs ONLY, THE STEERING SECURITY LOCK WOULD BE DISABLED. CUST STS THIS IS TAKING AWAY A FEATURE THAT HE ORIGINALLY PAID FOR AND INQUIRED IF THERE IS A PLAN IN PLACE THAT MIGHT EVENTUALLY REPLACE LOCK. CRM OFFERED TO CALL DLRSHP FOR MORE INFO. CUST DECLINED AND STATED HE WOULD CONTACT DLRSHP IN DUE TIME.
JEFF GORE/CAC/PDX; 0; 369088458

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

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:

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

335134

CASE NUMBER: 00441797 VIN: 1G1YY32G6X3116509
DATE OPENED: 05/25/00 MODEL YEAR: 1999
DATE CLOSED: 05/25/00 SERIES: CORVETTE CONV
SOURCE: NO MILEAGE: 48000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: NM
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME:

BRC PARENT: DEALER ADDRESS:

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

T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) CUST SEEK INFO ON RECALL

CUST SEEK INFO ON RECALL

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

CUST SEEK INFO ON RECALL. CUST STATED THAT STEERING COLUMN IN CAR LOCKS UP AND HE HAS HAD PROBLEM DIAGNOSED. CUST STATED THAT HE TOOK CAR TO 2 SHOPS AND MECHANICS STATED THAT THERE WAS A SERVICE BULLETIN OUT ON VEH. CRM RESEARCHED INFO FOR CUST AND FOUND NO RECALL OR SERVICE BULLETIN. CRM ADV CUST OF INFO AND REFERRED CUST TO CONTACT ORIGINAL DLR. PAMECIA FINDERBURKE ATX; 0; 328117522

*****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:

PROPERTY DAMAGE:

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

335134

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:

ACCOUNT BALANCE:
LEGAL:INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LEIN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

335134

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5777123	VIN Number:	1G1YY32G8X5130846
Date Opened:	7/31/2002	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B13038	Mileage:	10985
Address:	BAIERL CHEVROLET INC WEXFORD	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN INTERMITTENT LOCK OPERATION STEERING S

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/31/2002 09:54:53 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

15 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - STEERING COLUMN LOCK DOES NOT RELEASE AT TIMES

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

HAS HAD THE COLUMN LOCK REPLACED 3 TIMES FOR THIS AND OTHER CONCERNS. HAS ACTUALLY HAD SEVERAL OTHER COLUMN LOCK RELATED CONCERNS SINCE VEH WAS NEW. DLR HAS DUPLICATED ONCE BY GOING TO CUSTOMERS HOUSE WHEN HAPPENED. WHEN IT HAPPENED THE MESSAGE "REMOVE KEY AND WAIT 10 SECONDS" WAS ON DASH EVERYTIME KEY WAS PUT IN IGN. WHEN CONCERN HAPPENS, YOU CAN DISCONNECT AND RECONNECT BATTERY AND GET TO START WORKING. DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - P/I#A000265 WHICH IS LISTED:

07/31/2002 09:54:53 HISTORY - RICKETTS

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

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

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

10/16/2002 11:38:07 SHERMAN -

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

MIKE MALESKI SM

4+ NUMBER OF TIMES IN FOR THE SAME CONDITION

15+ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DEALER HAS REPLACED THE COLUMN LOCK HARNESS AND RELAY 2X. CUSTOMER STATES THAT THE CONCERN IS STILL PRESENT. WHEN THE BATTERY IS DISCONNECTED THE CONCERN IS CORRECTED.

NEW RECOMMENDATIONS

**TAC ADVISED TO PERFORM A VOLTAGE DROP TO THE BCM POWERS AND GROUND
TAC ADVISED TO REPLACE THE BCM.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3487721	VIN Number:	1G1YY32G8X5133021
Date Opened:	8/20/1999	Model Year:	1999
Date Closed:	8/20/1999	Series:	Corvette
Dealer Code:	D07572	Mileage:	575
Address:	FRANK PARRA AUTOPLEXIRVING	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- IGNITION LOCK COLUMN LOCK WOULD NOT UNLOCK

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

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/20/1999 13:37:26 SBD TEMPLATE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N (Y/N) IS THE VEHICLE 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) SSM SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

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

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

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

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

08/20/1999 13:37:26 HISTORY

RUSTY CALLED AND STATES STEERING COLUMN LOCKED IN SHOW ROOM.

RUSTY STATES HE DISCONNECTED BATT AND LOCK WORKED OK.

AFTER DELIVERY VEHICLE HAD SERVICE STEERING COLUMN LOCK MESSAGE ON DIC AND TURN SIGNAL SWITCH SHORTED OUT RUSTY STATES WHILE HE WAS RPL TURN

SIGNAL SWITCH HE RPL LOCK MOTOR TO REPAIR MESSAGE ON DIC.

RUSTY ALSO HAD 6 OTHER CASE OF SERVICE STEERING COLUMN LOCK MESSAGE WITH VIN #'S

1G1YY22G0W5111346

1G1YY12G4X5123230

1G1YY32G4X5116010

1G1YY22G8W5105438

1G1YY22G3X5128787

1G1YY22G8X5120778

INCLUDED OTHER VIN'S PER JOHN ZAJACS REQUEST.

09/21/1999 08:30:58 NICHOLS

- DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Boca Raton

FL

HOME PHONE: 5613385278

CASE NUMBER: 1-90723305

VIN: 1G1YYE2G5Y5107231

MODEL YEAR: 2000

DATE OPENED: 2003-04-16

SERIES: Corvette

DATE CLOSED: 2003-04-16

MILEAGE: 22000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Lou Bachrodt Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 1801 W Atlantic Blvd, Pompano Beach, FL, 33069-

2799, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering Wheel Column Locked; ; 2003-04-16

2003-04-16

Service Request has been Closed Satisfied.; ; 2003-04-16

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
 CURRENT LOCATION OF VEHICLE:
 NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
 REQUEST TYPE:
 REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

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

DAVEY , FL

CASE NUMBER: 02504997 VIN: 1G1YY32G6Y5107262
MODEL YEAR: 2000
DATE OPENED: 2000-12-11 SERIES: CORVETTE CONV
DATE CLOSED: 2000-12-12 MILEAGE: 23700
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: MAROONE CHEVROLET OF PEMBROKE PINES
BRC PARENT: DEALER ADDRESS: 8600 PINES BLVD,, PEMBROKE PINES, FL, 33024, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative
1 REPAIR ATTEMPT(S) STEERING WHEEL LOCKS

STEERING WHEEL LOCKS

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

CUST STATES AFTER THE VEH SITE, THE STEERING WHEEL LOCKS UP. CUST STATES THAT IT WILL NOT TURN. CUST STATES THAT THIS HAS HAPPENED BEFORE AND THE DLRSHIP TOLD HIM TO TURN THE STEERING WHEEL AND THE KEY. CUST STATES THAT IT UNLOCKED IT. CUST STATES THAT THIS TIME HE HAD THE VEH TOWED TO MAROONE CHEV (954-433-3300) CUST STATES THAT HE WOULD LIKE SOMEONE TO CONTACT THE DLRSHIP AND MAKE SURE THAT THEY ARE GOING TO REPAIR IT. CUST STATES HE HAS BEEN TOLD THAT THIS IS AN ON GOING CONCERN WITH THE CORVETTES. CRM SPOKE WITH SVC MGR, CHRIS. CHRIS STATES THAT THEY ARE REPLACING THE STEERING LOCK. CHRIS STATES THAT THE VEH SHOULD BE READY TO PICK UP LATE THIS AFTERNOON AND THE CUST SHOULD CONTACT HIS SVC ADVISOR, MANDY. CRM LEFT MESSAGE FOR CUST ON HIS CELL PHONE. CRM INFORMED CUST OF THE INFORMATION FOUND OUT. CRM INFORMED CUST I WILL CONTACT HIM TWM BETWEEN 1-3PM ET, TO TOUCH BASES AND SEE IF HE HAD PICKED UP HIS VEH. TRINA KELLAR/PDX/CARS; 0; 345409280
2000-12-12

CUST STATES THAT HE PICKED UP THE VEH TODAY. CUST STATES THAT HE WAS TOLD EVEN THOUGH THEY REPLACED THE STEERING LOCK THAT IT MOST LIKELY WILL HAPPEN AGAIN. CRM GAVE CUST FILE NUMBER. TRINA KELLAR/PDX/CAC; 0; 345497363

*****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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6637698	VIN Number:	1G1YY32G8Y5108525
Date Opened:	7/21/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B08805	Mileage:	46156
Address:	EDWARDS CHEVROLET EABIRMINGHAM	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/21/2003 15:25:16 SBD TEMPLATE - [REDACTED]

STRATEGY BASED DIAGNOSTICS

_ MIS PROMTE

07/21/2003 15:25:16 HISTORY [REDACTED]

07/21/2003 15:33:10 ROAT -

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

TIM HALL- TECH

CUSTOMER CONCERN -

SERVICE COLUMN LOCK/ COLUMN IS LOCKED

DEALER COMMENTS/DIAGNOSIS -

TECH HAS REPRODUCE COLUMN BEING LOCKED. HAS PERFORMED NO REPAIRS.

TAC RECOMMENDATION -

FOLLOW BULLETIN, 01-02-35-008. TRY TO UNLOCK USING TECH 2 , INSPECT

G201,G200.

SYMPTOM ABSTRACT--- COLUMN COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/21/2003 15:25:16 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

_ MIS PROMTE

07/21/2003 15:25:16 HISTORY - [REDACTED]

EA02-031 / GM22C

07/21/2003 16:25:16 HISTORY

07/21/2003 15:33:10 ROAT

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

TIM HALL- TECH

CUSTOMER CONCERN -

SERVICE COLUMN LOCK/ COLUMN IS LOCKED

DEALER COMMENTS/DIAGNOSIS -

TECH HAS REPRODUCE COLUMN BEING LOCKED. HAS PERFORMED NO REPAIRS.

TAC RECOMMENDATION -

FOLLOW BULLETIN, 01-02-35-008. TRY TO UNLOCK USING TECH 2 , INSPECT

G201,G200.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

ATLANTA , GA

CASE NUMBER: 06726262 VIN: 1G1YY32G6Y5120576
MODEL YEAR: 2000
DATE OPENED: 2002-04-17 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2002-05-07 MILEAGE: 26000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: COBB PARKWAY CHEVROLET
BRC PARENT: DEALER ADDRESS: 2155 COBB PKY SE, SMYRNA, GA, 30080, USA

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

M41 Steering Column/Lock/Attaching Parts 0 REPAIR ATTEMPT(S)	Interference STEERING COLUMN LOCKED UP
T17 Request for Past Model Information 0 REPAIR ATTEMPT(S)	Customer Satisfaction CAMPAIGN INQUIRY
T02 Product Suggestion 0 REPAIR ATTEMPT(S)	Customer Satisfaction SEPERATE ASSIST FOR CORVETTE OWNER'S
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction FOR REPAIRS
N10 Lamps/Signal/General 1 REPAIR ATTEMPT(S)	Other States they could be brighter

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

"Recalls are vehicle identification (VIN) specific. If you provide me with a VIN, I can check and see if your specific vehicle is involved."
AGENT INSTRUCTIONS: CHECK VIN PROFILE TAB FOR OPEN CAMPAIGNS. IF THERE IS NOT AN OPEN RECALL ON THE VEHICLE INFORM THE CALLER:
"I have checked your vehicle identification number and at this time there are no open recalls on your vehicle. If there should ever be a recall, XXX division will attempt to notify you by first class mail.

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

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

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

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

My vehicle is not involved in a Recall Campaign

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

CUST STS THE STEERING COLUMN LOCKED UP ON HIS VEH YESTERDAY, HE CONTACTED CHEV ROADSIDE AT 6:50PM. CUST ALSO STS WHEN THE FIRST TRUCK GOT THERE, HE HAD A FLATBED WHICH ALL CORVETTE OWNER'S KNOW W/THIS CONCERN YOU CAN'T TOW IT ON A FLATBED SO HE LEFT. CUST THEN STS ANOTHER TRUCK WAS SENT OUT WHICH WAS ANOTHER FLATBED AND THE GUY WAS PERSISTENT AND PUT THE VEH ON THE FLATBED AND SCRATCHED THE UNDERLINING OF THE BUMPER, A FEW AROUND THE CAR AND SCRATCHED HIS MAGNESIUM WHEELS AS WELL WHO TOWED THE VEH AT 4:00AM THIS MORNING. CUST STS HIS VEH WASN'T INCLUDED IN THE RECALL BECAUSE OF WHEN HIS VEH WAS PRODUCED AND HE'S GOING TO MAKE

SURE HE GETS THE PARTS ON THE CAMPAIGN PUT ON HIS VEH, HE KNOWS THE GM OF THE DLR-MIKE LEE VERY WELL. CUST SKS A COMPLAINT REGARDING THE SRV ROADSIDE HAS AND A SUGGESTION THAT CORVETTE OWNER'S SHOULD HAVE A SEPERATE SRV W/EDUCATED CORVETTE PEOPLE. CRM ADV THE CUST CRM WOULD DOCUMENT THE INFO HE ADV AS HE REQUESTED ALONG W/THE CONCERN HIS VEH EXPERIENCED. CRM CLOSING THE FILE; 0; 387904151
2002-04-17

CONT... SATISFIED. JOANNE SURITA/ATK CARS; 0; 387904166
2002-04-17

CRM ASKED THE CUST FOR HIS ADDRESS, CUST STS IT SHOULD ALREADY BE IN THE SYSTEM AND WENT ON TO THE CONCERN. JOANNE SURITA/ATK CARS; 0; 387904235
2002-05-06

***** EXEC HANDLING***** Exec recived contact from customer stating some concerns with overall Corvette owning experience. Customer states he loves the vehicle but states the service leaves something to be desired. Customer states that he has owned other luxury cars and always receives premium treatment. Customer states that he had a concern with column lock and called roadside at 7pm and did not get vehicle to dealership until 4am. Cusotmer states he is not upset about this but states that Chevrolets Premium car owners should be treated as such. Customer states that he is looking for a large Corvette dealer in the Atlanta area. Customer states cusotmer assistance could not provide that. Exec advised research and contact back tomorrow. Cusotmer states a few suggestions would be to have a seperate 800 line for Corvette owners and and all whell drive Corvette to compete with foregin vehicles. Customer thanked Exec
Chad Bailey.Exec; 0; 389564689
2002-05-07

Exec contacted customer and advised customer of three local dealers in area: Tom Jumper Chevrolet, Maxie Price Chevrolet and Walley Chevrolet. Cusotmer thanked Exec. Cusotmer states that he would also like to present a product suggestion that the headlights on the vehicle be brighter. Closing Satisfied
Chad Bailey.Exec; 0; 389638911

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****AIR 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:

Council Bluffs

IA

HOME PHONE:

CASE NUMBER: 1-120817954

VIN: 1G1YY32G6Y5121758

DATE OPENED: 2003-07-18

MODEL YEAR: 2000

DATE CLOSED: 2003-08-07

SERIES: Corvette

SOURCE: Phone

MILEAGE: 31000.0000000

BRC TYPE: N/ANO

DELIVERY DATE:

DEALER NAME: Tim O'Neill Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 1010 34th Ave, Council Bluffs, IA, 51501-8076, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

veh column lock....; , 2003-07-18

2003-07-18

heads up; , 2003-07-18

2003-07-22

column locked; , 2003-07-22

2003-07-22

status; , 2003-07-22

2003-07-22

no phone; , 2003-07-22

2003-07-24

status/2nd attempt; , 2003-07-31

2003-07-24

cust wants to fax; , 2003-07-24

2003-07-24

cust adv a good time between 11 -12pm at [REDACTED] , 2003-07-31

2003-07-31

status; , 2003-07-31

2003-08-04

2nd attempt steering; , 2003-08-04

2003-08-01

status; , 2003-08-01

2003-08-06

unable to contact ltr; , 2003-08-07

2003-08-07

status; ; 2003-08-07
2003-08-07

status; ; 2003-08-07
2003-08-07

home number; ; 2003-08-07
2003-08-07

Service Request has been Closed Satisfied.; ; 2003-08-07

*****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: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

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:	3589938	VIN Number:	1G1YY32G8Y5123400
Date Opened:	4/2/2002	Model Year:	2000
Date Closed:	4/5/2002	Series:	Corvette
Dealer Code:	B06330	Mileage:	28413
Address:	JN CHEVROLET HONOLULU HI	State:	HI
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT LOCK UNABLE TO UNLOCK A000265A

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---

04/02/2002 12:54:45 SBD TEMPLATE - SAVOY

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

N__ (Y/N) CAN COMPLAINT BE DUPLICATED

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

04/02/2002 12:54:45 HISTORY - SAVOY

CALLER'S NAME (FIRST, LAST, AND POSITION) AARON INOUE (TECH)

CUSTOMER CONCERN - CUSTOMER STATES THAT THE STEERING WHEEL DOES NOT UNLOCK AT TIMES.

DEALER COMMENTS/DIAGNOSIS - AARON SAYS THAT HE IS NOT ABLE TO DUPLICATE

THIS CONCERN AND SAYS THAT THERE ARE NO CODES STORED. AARON SAYS THAT HE WAS CALLING TO SEE IF THERE WAS ANY INFORMATION ON THIS CONCERN.

TAC RECOMMENDATION -

ADVISED;

TAC ADVISED DEALER OF NO OTHER CASES FOR THIS CONCERN.

TAC ADVISED DEALER OF PI # A000285A 5-22-01 SUPERSEDES A000265 9-7-99

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

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

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

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC

04/05/2002 17:10:08 LESZCYNski - CALLED IN CASE CLOSING

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Pasadena , MD

CASE NUMBER: 1-138818507 VIN: 1G1YY32G6Y5123963
MODEL YEAR: 2000
DATE OPENED: 2003-09-09 SERIES: Corvette
DATE CLOSED: 2003-09-09 MILEAGE: 12200.0000000
SOURCE: Phone DELIVERY DATE:
BHC TYPE: N/AYes DEALER NAME: Gladding Chevrolet, Inc.
BHC PARENT: DEALER ADDRESS: 7327 Ritchie Hwy, Glen Burnie, MD, 21061-3195, USA

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

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

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

cust seeks cost assistance; ; 2003-09-09
2003-09-09

cust seeks cost assistance; ; 2003-09-09
2003-09-09

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

PALM DESERT

CA [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 05309657

VIN: 1G1YY32G6Y5125B74

MODEL YEAR: 2000

DATE OPENED: 2001-08-14

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-09-21

MILEAGE: 6000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: SIMON MOTORS, INC.

BRC PARENT:

DEALER ADDRESS: 78-611 HWY 111, LA QUINTA, CA, 92253, USA

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

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

No Power
STEERING COLUMN LOCKED UP

T44 Maintenance Certificate (Oil Change)
0 REPAIR ATTEMPT(S)

Customer Satisfaction
WHEEL ALIGNMENT

S86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)

CAC Resolved With Goodwill
MAINT CERT

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
 - * Determine Customer's expectation
 - * Validate feature is on vehicle
 - * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb\wabknowledge]]. Click the Product Center Tab
 - * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
 - * Validate with dealership if necessary
 - * Coordinate with dealership to compare with another vehicle if necessary
 - * Schedule a follow up if issue is not resolved during call
- Vehicle operation or design

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

CUST SEEKS TO EXPRESS HIS CONCERN RE HIS 2000 CHEV CORVETTE, CURRENTLY @ 6,000 MILES...CUST STATES THAT ON 7/1/01, CUST PARKED VEH TO GO TO LUNCH, & WHEN HE CAME OUT, THE VEH WOULD NOT START...CUST WAS ADVSD THAT THE SERVICE COLUMN LOCKED...CUST STATES THAT HE TOOK THE VEH TO SIMON MOTORS, INC (78-611 HWY 111 LA QUINTA, CA 92253/PH 760-346-2345), FOR SERVICE...CUST STATES THAT HIS UNHAPPY @ THIS POINT, B/C HE WAS INCONVENIENCED...CRM CONTACTED HERB RAUCH, SVC ADVISOR, TO VERIFY THAT CUST HAD VEH SERVICED THERE...CRM WOULD LIKE TO OFFER CUST A MAINT CERTIFICATE FOR HIS INCONVENIENCE, SINCE CUST ALREADY HAS A MAJOR GUARD...CRM BUILDING BUSINESS CASE FOR GOODWILL IN THE FORM OF MAINT CERTIFICATE...

1. CUST SECOND OWNER, PURCHASING VEH W/ 2100 MILES
 2. STEERING COLUMN LOCKED, BUT VEH NOT INVOLVED W/ OPEN CAMPAIGN 01044
 3. SVC ADVISOR, HERB RAUCH, VERIFIED THAT VEH WAS SERVICED @ SIMON MOTORS
 4. CUST FEELS INCONVENIENCED
 5. CRM WOULD LIKE TO OFFER MAINT CERTIFICATE
-JESSICA JOHNSON/ATX/CARS/CAC; 0; 366658888
- 2001-08-14

CUST EXPERIENCED INCONVENIENCE WHEN THE STEERING COLUMN ON HIS 2000 CHEV CORVETTE LOCKED...SVC ADVISOR STATES THAT THERE WAS NOTHING THE CUST COULD HAVE DONE TO CAUSE OR PREVENT THIS...VEH DIAGNOSED & REPAIRED @ DLR...CRM WOULD LIKE TO OFFER GOODWILL IN THE FORM OF A MAINT CERTIFICATE...CRM WAITING FOR APPROVAL FROM TM...JESSICA JOHNSON/ATK/CARS/CAC; 0; 366659039
2001-08-14

CRM REVIEWED FILE W/ TM...CRM REC'D PRE-AUTH FOR GOODWILL IN THE FORM OF AN OIL CHANGE MAINT CERTIFICATE...JESSICA JOHNSON/ATK/CARS/CAC; 0; 366679811
2001-08-17

CRM REVIEWED FILE W/ GOODWILL LIAISON, DELIAH JONES...GOODWILL LIAISON APPROVED GOODWILL IN THE FORM OF MAINT CERTIFICATE FOR WHEEL ALIGNMENT...CUST TRIED TO CONTACT CUST TO OFFER GOODWILL, BUT CRM REC'D NO ANSWER OR VME...CRM WILL TRY AGAIN TO CONTACT CUST TO OFFER GOODWILL...JESSICA JOHNSON/ATK/CARS/CAC; 0; 366927779
2001-09-17

CRM CONTACTED CUST TO OFFER MAINT CERTIFICATE...CRM VERIFIED CUST ADDRESS TO BE CORRECT...CUST STATES THAT HE WILL ACCEPT THE MAINT CERTIFICATE...CRM IS UNABLE TO EDIT LTR DUE TO OLE MSG...CRM FORWARDING FILE TO GOODWILL LIAISON ANGLE TO PROCESS CERTIFICATE...JESSICA JOHNSON/ATK/CARS/CAC; 0; 369597758
2001-09-17

Liaison reviewing request for one free wheel alignment and will submit to queue for further processing. goodwill liaison/angle pezzi/austin, tx; 0; 369606890
2001-09-17

LIAISON HAS REVIEWED REQUEST FOR MAINTENANCE CERTIFICATE AND WILL SUBMIT FOR FINAL APPROVAL. KERRIE LINDEHOLM/ATK/GOODWILL LIAISON; 0; 369620455
2001-09-17

LIAISON REVIEWED THE REQUEST FOR ONE COMPLIMENTARY WHEEL ALIGNMENT AND WILL GRANT FINAL APPROVAL. THE OFFER HAS BEEN MADE AND ACCEPTED AND GM WILL HONOR THAT COMMITMENT. PERCY EDWARDS/AUSTIN/LIAISON.; 0; 369624348
2001-09-28

MAINT. LTR FOR A WHEEL ALIGNMENT WAS MAILED OUT ON 9-18-01. PERCY EDWARDS/AUSTIN/LIAISON.; 0; 370543182

*****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: ,

LOCATION:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	1 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:	
RESOLUTION REQUEST:	

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

September 17, 2001

[REDACTED]
Palm Desert, CA [REDACTED]

Request: C05309657

Dear [REDACTED]

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

Because you are a loyal Chevrolet customer, we are providing you with one complimentary wheel alignment for your General Motors vehicle. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Jessica Johnson
Customer Relationship Manager

RS0022-A/kjl

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY WHEEL ALIGNMENT**

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

GM RESTRICTED

375143

CASE NUMBER: 04736904 VIN: 1G1YY32G6Y5126071
 DATE OPENED: 06/28/01 MODEL YEAR: 00
 DATE CLOSED: 07/09/01 SERIES: CORVETTE CONVERTIBLE
 SOURCE: YES MILEAGE: 15000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] EL PASO, TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04736904 VIN: 1G1YY32G6Y5126071
 DATE OPENED: 2001-06-28 MODEL YEAR: 2000
 DATE CLOSED: 2001-07-09 SERIES: CORVETTE CONVERTIBLE
 SOURCE: Phone MILEAGE: 15000
 BRC TYPE: Yes DELIVERY DATE:
 BRC PARENT: DEALER NAME: RUDOLPH AUTOMOTIVE CORPORATION
 DEALER ADDRESS: 3003 N MESA, EL PASO, TX, 79902, USA

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

L01 Fuel System Other
 1 REPAIR ATTEMPT(S) THERE SEEMS TO BE A LEAK IN THE GAS
 SYSTEM HE SAYS

 M40 Steering Wheel Other
 1 REPAIR ATTEMPT(S) THE STEERING COLUMN SEEMS TO BE LOCKED
 UP

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

GM RESTRICTED

375143

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

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

CUST STATES THAT HE HAS TWO PROBLEMS-ONE THE STEERING WHEEL COLUMN KEEPS LOCKING UP ON HIM AND THE OTHER PROBLEM IS THAT THERE IS A GAS LEAK IN THE VEHICLE. CUSTOMER SEEMS TO BE VERY UPSET AND HE USED TO WORK FOR GM AS A DESIGNER AND NOW WORKS FOR ABC'S 20-20 AND SAYS THAT IF WE DO NOT HAVE SOMEONE FROM THE DEALERSHIP CALL HIM THAT THIS PROBLEM IN THESE VEHICLES WILL GET ON 20-20. CUSTOMER SEEKS SOME TECHNICAL ASSISTANCE FROM THE DEALERSHIP AND WANTS THEM TO CALL HIM ON BOTH PROBLEMS BEFORE HE WILL TAKE IT IN TO BE SEEN. CRM ADVISED THAT WE ARE NOT A TECH CENTER AND OUR DEALERSHIPS ARE OUR EYES AND EARS. CUST STATES THAT HE DID NOT WANT TO HEAR THAT AND SAID THAT SOMEONE IN A TECHNICAL AREA CAN CALL HIM BECAUSE HE USED TO BE A DESIGNER IN THE TECHNICAL AREA AND WAS A LOYAL GM EMPLOYEE FOR A LONG TIME. CRM ADVISED THAT SHE WOULD DEFINITELY GET A DEALERSHIP SERVICE MANAGER TO CALL HIM TO GET ISSUES RESOLVED AND THAT SHE WOULD FOLLOW UP WITH HIM ON 7/02/2001 TO SEE IF PROBLEM IS TAKEN CARE OF. PAM PUGH/CAC/PDX; 0; 362629329
2001-07-02

CRM CALLED THE DEALERSHIP AND SPOKE TO STEVE THE SERVICE MANGER AND HE STATED THE VEHICLE WAS IN THERE TODAY TO FIX THE STEERING CONCERN AND THEY FIXED IT. HE SAID THE VEHICLE WAS NOT BOUGHT THERE. HE SAID THE LAST TIME ON MAY 4 THEY FIXED THE FUEL TANKCROSSOVER VALVE/TUBE AND SAID WHEN THEY CHECKED IT TODAY THAT THEY DID NOT FIND THAT IT WAS NOT FIXED. THEY STATED THEY COULD NOT DUPLICATE CUSTOMERS CONCERN ON THE FUEL LEAK PROBLEM. STEVE INDICATED TO HAVE THE CUSTOMER FILL UP THE VEHICLE AND BRING IT IN IMMEDIATELY AND THAT THEY MAY HAVE A BETTER CHANCE OF DUPLICATING THE CONCERN. CRM WILL CALL CUSTOMER. PAMELA PUGH/CAC/PDX; 0; 362965557
2001-07-03

CRM CALLED AND TRIED TO GET THE CUSTOMER AND LEFT WORD ON HIS VOICE MAIL. PAMELA PUGH/CAC/PDX; 0; 363052754
2001-07-05

CUST STATES THAT HE IS RETURNING CALL TO PREVIOUS CRM. CUST SEEKS UPDATE. CRM ADVISED CUST THAT THE DLR HAD REPAIRED THE STEERING COLUMN. CRM ADVISED CUST THAT THE DLR COULD NOT DUPLICATE THE GAS LEAK CONCERN. CRM ADVISED CUST THAT THE DLR WOULD LIKETO HAVE CUST FILL UP GAS TANK AND BRING IT IN IMMEDIATELY. CUST STATES THAT THE VEH IS AT THE DLR NOW AND HE IS GOING TO PICK VEH UP. CUST SEEKS TO HAVE PREVIOUS CRM CONTACT HIM. CRM ADVISED CUST THAT CRM WOULD SEND MESSAGE TO PREVIOUS CRM IN HOPES THAT PRE CRM WILL CONTACT CUST. CUST SATISFIED W/ THIS. RACHEL CONLEY/CAC/PDX; 0; 363201865
2001-07-05

CRM CALLED CUSTOMER ON VM AND ADVISED HIM TO CALL A LITTLE BEFORE 8PM PACIFIC TIME/11PM HIS TIME. PAMELA PUGH/CAC/PDX; 0; 363224321
2001-07-09

CRM CALLED AND DISCUSSED MATTER OF WHAT SERVICE MANAGER TOLD CRM AND CUSTOMER WAS FINE WITH THAT. OVER THE WEEKEND CUSTOMER STATES HE TOOK VEHICLE INTO A DIFFERENT GAS STATION AND CHANGED THE QUALITY OF THE GASOLINE HE WAS USING AND TOOK IT IN TO THE DEALERSHIP AND THEY DETERMINED THAT THERE WERE NO MORE FUMES BEING EMITTED FROM THE VEHICLE AND CUSTOMER AGREED WITH THAT. HE SAYS IT HAS BEEN 3 DAYS AND THERE HAS BEEN NO PROBLEMS WITH THE VEHICLE. CRM ADVISED THAT IF HE HAS FUTURE PROBLEMS WITH THE VEHICLE TO CALL US. PAMELA PUGH/CAC/PDX; 0; 363575098

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

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

375143

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:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0

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

375143

MSRP: NADA: 0
 SALES TAX:
 DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH: NAME:
 ACCOUNT NUMBER:
 INTEREST RATE: INTEREST PAID:
 DEALER BUYOUT:
 ACCOUNT BALANCE:
 LEGAL: LEGAL TYPE:
 LEMON LAW:
 DEALER ADMINISTRATION: VEHICLE DESTINATION:
 RELEASE: LIEN PAYOFF:
 TITLE BRAND:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

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

GM RESTRICTED

375143

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MASSAPEQUEA

NY

HOME PHONE:

CASE NUMBER: 05714296 VIN: 1G1YY32G6Y5126524
MODEL YEAR: 2000
DATE OPENED: 2001-10-18 SERIES: UNKNOWN
DATE CLOSED: 2002-01-02 MILEAGE: 41000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DOBLER CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 257 N FRANKLIN ST., HEMPSTEAD, NY, 11550, USA

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

B12 Roof Other
3 REPAIR ATTEMPT(S) LEAKS ON DRIVE AND PASSENGER SIDE

N12 Back-up Lamps Inoperative
2 REPAIR ATTEMPT(S) BACK BLINKERS DO NOT WORK

M01 Steering General Other
2 REPAIR ATTEMPT(S) COLUMN LOCKED UP

B14 Door (Including Sliding Other
0 REPAIR ATTEMPT(S) RT SIDE DOES NOT CLOSE PROPERLY

J34 Fan/Belt/Pulley Squeal
3 REPAIR ATTEMPT(S) SQUEAL

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HE HAS HAD NUMEROUS COMPLAINTS ON CORVETTE ROOF LEAKS, BACK BLINKERS DON'T WORK 3 STEERING COLUMN LOCKED, DOOR ON RT SIDE DOES NOT CLOSE, AUTO LING LITE ON, AND BELTS SQUEAL CUST SEEKS REPAIR CRM ADVISED WILL RESEARCH WITH DEALER AND CALL CUST 10/19/01 CELL PHONE 516-578-2385/DONMUNSON/PDX/CAC; 0; 372306331
2001-10-19

CRM CONTACTED DEALERSHIP AND SPOKE WITH SERVICE MANAGER TONY AND HE SAID THEY ARE AWAITING THE ARRIVAL OF WEATHER STRIPPING PARTS FOR ROOF HE BACK BLINKERS AND STEERING FIXED HE SAID LFT DOOR IS OKAY AND HE IS NOT ABLE TO DUPLICATE BELT PROBLEM HE SAID HE IS CONTACTING HIS AVM ABOUT REAR PAINT CONCERNS.DONMUNSON/PDX/CAC; 0; 372378041
2001-10-19

CRM TRIED TO CONTACT CUST ON CELL PHONE CRM LEFT MESSAGE TO CONTACT CAC FOR INFO FROM DEALER SERVICE MANAGER CRM WILL FOLLOW UP WITH CUST ON 10/22/01DONMUNSON/PDX/CAC; 0; 372378216
2001-10-22

CRM CONTACTED CUST AND ADVISED HIM THAT DEALER HAS PARTS ORDERED FOR ROOF AND THEY ARE CONTACTING THEIR ARRA REP FOR THE PAINT CONCERNS CUST SAYS HE IS GOING BACK INTO DEALER.DONMUNSON/PDX/CAC; 0; 372630126
2002-01-02

CUST STATES THAT HE HAS SEVERAL CONCERNS ABOUT VEH. HAS A PAINT CONCERN WHERE CONVERTABLE TOP RUBS AGAINST VEH, DOOR ON VEH IS CRACKED AND WON'T CLOSE RIGHT. CUST STATES THERE IS AN ENGINE NOISE. CUST COMPLAINS ABOUT DLRSHIP AND STATES LAST TIME WENT IN THE DLR HAVE VEH A WEEK AND DID NOTHING ON IT, CUST STATES THAT HE CAN'T GET HIS VEH INTO DLRSHIP AND KEEPS GETTING TOLD TO CALL BACK. ALSO STATES HAS ALREADY CONTACTED CONSUMER AFFAIRS AND WILL GIVE GM ONE MORE CHANCE BEFORE FILING LEMON LAW. CUST SEEKS ALL WORK DONE ON VEH WITHOUT COST TO HIM, AND TO HAVE AN APPOINTMENT MADE AT DLR FOR HIM. ***CONT***; 0; 378852640
2002-01-02

CRM CALLED SVC MNG TONY HORNOW, HE STATES THAT HAS ORDERED A CONVERTABLE MODIFICATION FOR VEH AND WILL DO UNDER GOODWILL, THAT IS FOR THE VEH TOP RUBBING OFF PAINT. STATES THAT WHAT IS CAUSING NOISE IN ENGINE HAS NOT BEEN DETERMINED YET BUT ONCE WHY IS DISCOVERED WILL TAKE CARE OF FOR CUST AT NO COST TO HIM, ALSO STATES THAT THE AVM HAS BEEN OUT TO SEE THE VEH ABOUT THE DOOR, AND HAS DETERMINED THAT THE DOOR WILL NOT BE COVERED UNDER WRNTY AS IT IS NOT A FACTORY DEFECT. NOT SURE WHY CONCERN WITH DOOR BUT POSSIBLE REASONS COULD BE DOOR WAS LEANED ON OR HIT. SVC MNG STATES CUST WAS ALREADY AWARE THAT DOOR BEING COVERED WAS ALREADY DENIED. CUST BOUGHT VEH NEW AT THIS DLR, DOESN'T HAVE NORMAL MAINT DONE AT DLR, DONE AT JIFFY LUBE. CRM ADVISED CUST OF ALL THIS. CUST IS NOT SATISFIED AS HE WANTS DOOR COVERED UNDER WRNTY AND ALREADY DENIED. CUST HAS AN APPT FOR MONDAY ACCORDING TO SVC MNG, BUT CUST STATES HE DOESN'T. CRM PUT CUST ON HOLD SO CAN SPEAK TO TM ABOUT CUST SITUATION ***CONT***; 0; 378853067
2002-01-02

WHILE ON HOLD 1 MIN CUST DISCONNECTED PHONE CALL. HAVE TM MARY BECKETTE PERMISSION TO CLOSE DISSATISFIED. REQUEST CLOSED DISSATISFIED/NOT SENDING BBB LETTER AS OUT OF ORIG WRNTY. CHRISTINE STIVENS/CAC/PDX; 0; 378853133

*****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:

*****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:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Medford , NJ

CASE NUMBER:	1-29348926	VIN:	1G1YY32G6Y5131982
DATE OPENED:	2002-08-30	MODEL YEAR:	2000
DATE CLOSED:	2002-09-30	SERIES:	Corvette
SOURCE:	Phone	MILEAGE:	20000.00000000
BRC TYPE:	N/AYes	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	Lucas Chevrolet-Geo, Inc.
		DEALER ADDRESS:	1622 Rte 38, Mount Holly, NJ, 08060-2920, USA

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

M40 Wheel / Touch Controls
0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

wheel locked; ; 2002-08-30
2002-08-30

called dlr for input; ; 2002-08-30
2002-09-04

1-29348926 steering lock up; ; 2002-09-04
2002-09-05

1-29348926 steering lock up; ; 2002-09-04
2002-09-05

2nd attempt contact cust; ; 2002-09-05
2002-09-05

Created: CAC_RS0006. BR#1-29348926; ; 2002-09-05
2002-09-05

Submit Letter for Approval; ; 2002-09-12
2002-09-12

Letter Approved; ; 2002-09-12
2002-09-12

Service Request has been Closed Satisfied.; ; 2002-09-12
2002-09-16

Service Request Ownership has changed FROM: HEISERM TO: PALMERJ; ; 2002-09-16
2002-09-20

Unable to contact; ; 2002-09-20
2002-09-20

unable to contact letter - approved on 9/12/02; ; 2002-09-20
2002-09-20

Service Request has been Closed Satisfied.; ; 2002-09-20
2002-09-30

cust contact CAC; ; 2002-09-30
2002-09-30

contact Svc Mgr; ; 2002-09-30
2002-09-30

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

*****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:
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:

ADDRESS:

CONTACT PHONE:

October 21, 2003

[REDACTED]
Medford, NJ [REDACTED]

Service Request: SI-29348926

Dear [REDACTED]

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

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

Sincerely,

Mary Heiser
Customer Relationship Manager

RS0006-A/rl

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:

ADDRESS:

Winter Springs

FL

HOME PHONE:

CASE NUMBER: 1-138109005

VIN: 1G1YY32G715108099

MODEL YEAR: 2001

DATE OPENED: 2003-09-05

SERIES: Corvette

DATE CLOSED:

MILEAGE: 20000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Roger Holler Chevrolet CO.

BRC PARENT:

DEALER ADDRESS: 860 W Fairbanks, Winter Park, FL, 32789-4789, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Cust states ignition column lock; ; 2003-09-05

2003-09-10

Call to dlr to follow up repair and discuss 1-138109005; ; 2003-09-10

2003-09-10

Call to dlr to follow up repair and discuss 1-138109005; ; 2003-09-10

2003-09-08

Cust call to change C/B date; ; 2003-09-08

2003-09-08

CRM C/B to confirm C/B date change; ; 2003-09-08

2003-09-10

Call to dlr for diagnosis; ; 2003-09-10

2003-09-11

Call to follow up repair 1-138109005; ; 2003-09-11

2003-09-10

Call to advise cust on progress; ; 2003-09-10

2003-09-11

1-138109005 repair steering column lock; ; 2003-09-11

2003-09-11

Call to dlr for info; ; 2003-09-11

2003-09-11

CRM call to cust on followup; ; 2003-09-11

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Winston, GA

CASE NUMBER: 1-130182867 VIN: 1G1YY32G715108331
MODEL YEAR: 2001
DATE OPENED: 2003-08-14 SERIES: Corvette
DATE CLOSED: 2003-09-11 MILEAGE: 30000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANc DEALER NAME: Thornton Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1971 Thornton Rd, Lithia Springs, GA, 30122-2633, USA

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

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

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

Veh complaint/multiple repairs; ; 2003-08-15
2003-08-14

Veh; ; 2003-08-15
2003-08-18

Veh Complaint/Multiple repairs SR#1-130182867 Follow-up; ; 2003-08-15
2003-08-15

Veh complaint/multiple repairs SR#1-130182867 Follow-up; ; 2003-08-15
2003-08-14

Multiple repairs.; ; 2003-08-14
2003-08-14

cust requesting a call back.; ; 2003-08-14
2003-08-14

Veh complaint/multiple repairs; ; 2003-08-15
2003-08-14

Veh complaint/multiple repairs; ; 2003-08-14
2003-08-15

Veh complaint/multiple repairs; ; 2003-08-15
2003-08-15

Sending BBB letter due to cust. dissatisfaction; ; 2003-09-06
2003-08-28

Service Request Ownership has changed FROM: BENNETT TO: HARRINGT; ; 2003-08-28
2003-09-05

AVM; ; 2003-09-06
2003-09-06

BBB CAC_MN0001. SR#1-130182867; ; 2003-09-06
2003-09-06

Created: CAC_MN0001. SR#1-130182867; ; 2003-09-06
2003-09-06

Disregard; ; 2003-09-06
2003-09-06

BBB CAC_MN0001. SR#1-130182867; ; 2003-09-11
2003-09-11

AVM response; ; 2003-09-11
2003-09-11

Service Request has been Closed Dissatisfied.; ; 2003-09-11

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

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

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

SOURCE: TRANSACTION:

REQUEST TYPE:
 REPURCHASE REASON:

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

DATE:
 \$ BUSINESS: 0
 DATE OF ACCIDENT:
 DATE OF PURCHASE/LEASE:
 PURCHASE/LEASE AS:

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

NAME:
 COMPANY:

CONTACT NUMBER: 1
 CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

October 21, 2003

[REDACTED]
Winston, GA [REDACTED]

Service Request: S1-130182867

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2001 Chevrolet Corvette. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Tammara Harrington
Customer Relationship Manager

MN0001-A/crs

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

Roanoke , TX

CASE NUMBER: 1-21941322 VIN: 1G1YY32G715112900
MODEL YEAR: 2001
DATE OPENED: 2002-08-05 SERIES: Corvette
DATE CLOSED: 2002-08-06 MILEAGE: 11318.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Classic Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 1101 Highway 114 West, Grapevine, TX, 76099-1717, USA

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

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

No Symptom Indicated

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

Cust sta veh steering column locked up...; ; 2002-08-05
2002-08-05crm contacted svc mgr Tim Brogan; ; 2002-08-05
2002-08-05Svc mgr Tim Brogan returning CAC call...; ; 2002-08-05
2002-08-06

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

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

WAS VEHICLE INSPECTED:
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:

LOCATION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADP INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BU9INB88:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE A5:

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:

METHUEN, MA

CASE NUMBER: 05295025 VIN: 1G1YY32G715115845
MODEL YEAR: 2001
DATE OPENED: 2001-08-13 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-08-21 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: CHEVROLET OF LOWELL INC
BRC PARENT: DEALER ADDRESS: 831 ROGERS ST., LOWELL, MA, 01852, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
LOCKED950 Roadside Assistance Complaint
0 REPAIR ATTEMPT(S)Customer Satisfaction
VEH DAMAGED BY TOWING COMPANY

Roadside Assistance: Miscellaneous complaint

CRM INSTRUCTIONS:

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

[[Phone List RUN C:\Progra~1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/plists/]]

Roadside Assistance: Miscellaneous complaint

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

CUST STATES SHE CALLED ROADSIDE THE OTHER DAY TO HAVE VEH PICKED UP. CUST STATES THE STEERING COLUMN WAS LOCKED AND THE VEH WOULDN'T DRIVE. CUST STATES THE TOWING COMPANY THAT PICKED UP VEH HAD TO WENCH THE VEH ONTO THE RAMP TRUCK B/C IT COULD NOT BE DRIVEN. THEAT DAMAGED THE VEH. CUST STATES THE HOOKS THAT WERE APPLIED TO THE VEH FRONT END DAMAGED THE PAINT AND THE VEH ENDED UP SCRAPING ON THE TRUCK AND THE PAVEMENT. CUST STATES THE TOW TRUCK DRIVER THAT PICKED UP THE VEH WAS SWINGING A CHAIN AND THE CHAIN HIT THE DRIVER SIDE DOOR. CUST STATES THERE IS A 4-5 INCH GOUGE IN THE DOOR NOW. CUST STATES SHE HASN'T SEEN THE VEH SINCE THE TOW TRUCK DRIVER TOOK IT, BUT THE SVC MGR AT CHEVROLET ON LOWELL IS SUPPOSED TO LOOK AT VEH AND SEE HOW MUCH DAMAGE THERE IS. CUST STATES SHE IS NOT AWARE OF THE DAMAGE THE TOW TRUCK CAUSED THE VEH AT THIS POINT. CRM ADVISED I WOULD CONTACT ROADSIDE ASST AND FILE THE COMPLAINT W/ THEM AND HAVE THEM CONTACT CUST. CUST THANKED. (CONT)---> 0; 366582720
2001-08-13

(CONT)---> CRM CONTACTED ROAD SIDE AST. OSCAR SHANNON FROM ROADSIDE TOOK CALL. CRM ADVISED OSCAR OF SITUATION AND ADVISED OSCAR OF ALL INFO I HAD GOTTEN FROM CUST. OSCAR STATES THIS WILL NEED TO BE PROCESSED AT PAR CASE ON THEIR END AND THEY WILL NEED TO SEND AN ADJUSTER OUTTO SURVEY THE VEH DAMAGE. OSCAR ADVISED THAT ROADSIDE WILL CONTACT CUST AND ASST FURTHER W/ CASE. CRM ADVISED I WOULD CONTACT DLR SHP AS PLANNED AND ADVISED THE SVC MGR THAT ROADSIDE WILL BE IN CONTACT W/ THE DLR SHP. OSCAR SHANNON INDICATED THAT ROADSIDE WILL BE CHECKING INTO THIS AND WILL BE CALLING THE CUST. CRM CALLED DLR SHP CHEVROLET OF LOWELL (978-458-2526) SPOKE TO JACK SVC MGR. JACK STATES THAT HE DIDN'T REALLY SEE ALL THE DAMAGE THE CUST WAS INDICATING THAT THERE WAS, BUT HE WILL HAVE THE BODY SHOP MGR LOOK AT VEH IN THE MEANTIME TO ASSES THE DAMAGE. CRM ADVISED THAT ROADSIDE WILL MOST LIKELY BE IN CONTACT W/ THE DLR SHP AND THE CUST. JACK THANKED FOR HEADS UP. CRM WILL CALL CUST BACK IN ABOUT A WEEK TO SEE IF ROADSIDE HAS (CONT); 0; 366583167

2001-08-13

(CONT)-> CONTACTED HER IN REGARDS TO THE SITUATION. CRM WILL CALL CUST ON 8/21/01 BETWEEN 1-3 PM PST...KATIE INFANTE/CAC/PDX; 0; 366583238
2001-08-21

CRM CALLED CBT TO MAKE SURE THAT ROADSIDE HAD CONTACTED HER ABOUT THE DAMAGE DONE TO VEH.
CUST STATES THEY DID A MD EVERYTHING SHOULD BE TAKEN CARE OF. CM ADVISED I WOULD NOTE FILE.
CUST THANKED. KATIE INFANTE/CAC/PDX; 0; 367285025

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:
MILEAGE @ BDY-BACK: 0
MSRP:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4883985	VIN Number:	1G1YY32G715117014
Date Opened:	7/16/2001	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B14250	Mileage:	8500
Address:	HAMPTON MOTOR CORP	State:	VA
Dealer Phone:	HAMPTON		

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN WON'T UNLOCK A000

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/16/2001 08:01:52 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

07/16/2001 08:01:52 HISTORY - RADZIOCH

CUSTOMER CONCERN: STEERING COLUMN WON'T UNLOCK

TECH DIAG: KEVIN STATES THE COLUMN WON'T UNLOCK, TECH WANT TO KNOW IF THE NEW SERVICE KITS WORK FOR THE 2001 YB.

ADVISED TECH: NO, FOLLOW THE SERVICE MANUAL AND PER PI A000265.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4978261	VIN Number:	1G1YY32G715117403
Date Opened:	8/20/2001	Model Year:	2001
Date Closed:		Series:	Corvette
Dealer Code:	B09373	Mileage:	9599
Address:	JEFF SCHMITT AUTO GRFAIRBORN	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- CAMPAIGN 01044

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/20/2001 12:41:00 SBD TEMPLATE - JASKULA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

N (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

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

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

08/20/2001 12:41:00 HISTORY - JASKULA

DEALER STATES STRG COLUMN WONT LOCK AND A SERVICE LIGHT ON CLUSTER.

REC DEALER TO ADDRESS PI A000285.

A000285A 5-22-01 SUPERSEDES A000285 9-7-99

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

CORRECTION/RECOMMENDATION: THE TECH SHOULD FIRST BE ADVISED TO FOLLOW

THE PROCEDURES OUTLINED IN APPLICABLE YB SERVICE INFORMATION. ADDITIONAL DIAGNOSTICS STEPS ARE AS FOLLOWS:

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

IF THE ABOVE DIAGNOSTICS INDICATE EVERYTHING IS OK, REPLACE THE ELECTRONIC COLUMN LOCK MOTOR ACTUATOR ASSEMBLY. THERE HAVE BEEN ONGOING IMPROVEMENTS MADE TO THE ELCM. HOWEVER, THERE ARE NO VIN BREAK POINTS TO ASSIST IN IDENTIFICATION OF AN "OLDER" VERSION PART. ALSO, THERE IS NO COSMETIC DIFFERENCE BTWN OLD & NEW PARTS. ANY PARTS OBTAINED FROM GMSPO AFTER JUNE OF 2000 SHOULD BE THE LATEST.

THE PI NUMBER (#) MUST BE INCLUDED ON THE TAC CASE NON KEYWORD LINE, WHENEVER IT'S RECOMMENDED TO A TECHNICIAN.

MODELS:

1997 - 2001 CHEVROLET CORVETTE

PI SOURCE - NAME/PHONE [REDACTED]

GM LIAISON/AUTHOR NAME/PHONE: DALE BRIGGS 8-244-3523

GM CON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5926075	VIN Number:	1G1YY32G715117501
Date Opened:	9/30/2002	Model Year:	2001
Date Closed:	12/2/2002	Series:	Corvette
Dealer Code:	B14031	Mileage:	18229
Address:	BARRETT CHEV-OLDS INBERLIN	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT--- STEERING COLUMN WILL NOT UNLOCK
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--

09/30/2002 15:55:51 SBD TEMPLATE - MOCERI
STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION
2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)
JOE BERAN TECH

CUSTOMER CONCERN -
COLUMN WILL NOT UNLOCK AT TIMES

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)
JOE STATES THIS VEHICLE CAME BACK WITH THE COLUMN LOCKED. TECH STATES THE
FIRST TIME THEY COULD NOT DUPLICATE THIS CONCERN. JOE STATES THE COLUMN
LOCK RELAY WAS NOT WORKING UNTIL HE UNPLUGGED THE BCM.

TAC RECOMMENDATION -
I ADV JOE TO A POSSIBLE RELAY CONCERN. I ALSO ADV JOE TO P/I A000265
09/30/2002 15:55:51 HISTORY [REDACTED]
12/02/2002 12:31:24 WARNER - CASE CLOSED BY VME
EA02-031 / GM22C

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

MORGAN HILL

CA

HOME PHONE:

CASE NUMBER: 04909988 VIN: 1G1YY32G715118695
MODEL YEAR: 2001
DATE OPENED: 2001-07-13 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-07-13 MILEAGE: 4000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SOUTH COUNTY CHEVROLET
BRC PARENT: DEALER ADDRESS: 17100 LAUREL RD, MORGAN HILL, CA, 95037, USA

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

M01 Steering General
0 REPAIR ATTEMPT(S)Other
LOCKA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
CORVETTE STEERING LOCK

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUST STATES IS EXPERIENCING STEERING LOCK UP. CUST STATES HE HAS A 2001 CORVETTE, CRM RECOGNIZED HOT NEWS REGARDING CUST CONCERN IN WEB KNOWLEDGE. CRM ADVISED CUST WOULD NEED TO HAVE VEH TOWED TO DLR FOR REPAIR. CRM CONTACTED SVC MANAGER GEORGE AT DLR AND INFORMED OF CUST CONCERN. GEORGE REQUESTED COPY OF DOCUMENT, WHICH CRM FAXED. CRM ADVISED GEORGE 2002 MODELS ARE NOT IN THE VOLUNTARY CAMPAIGN, THAT I KNEW OF, THAT THIS WAS SIMPLY AN FYI ARTICLE IN RESPONSE TO COMPLAINTS. GEORGE STATES COULD LOOK AT VEH TODAY. CRM SPOKE W/CUST TO ADVISE VEH WOULD BE LOOKED AT TODAY, THEN CONTACTED ROADSIDE ASSISTANCE TO HAVE CUST VEH TOWED. CUST SATISFIED. CRYSTAL ROBECK/CRM/PDX; 0; 363896007

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

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

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:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6679792	VIN Number:	1G1YY32G725104474
Date Opened:	8/6/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	P32123	Mileage:	8118
Address:	HADDAD CHEVROLET PONPITTSFIELD	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— COLUMN STEERING STEERING COLUMN LOCKS WILL NO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/06/2003 09:58:35 SBD TEMPLATE [REDACTED]

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) RAY GISPERT (ASM)

CUSTOMER CONCERN - INTERMITTENT ON THE FIRST START UP THE STEERING COLUMN WILL NOT UNLOCK.

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

RAY STS THEY HAVE NOT DUPLICATE THE CONDITION AND HAVE NO STEERING COLUMN LOCK CODES.

TAG RECOMMENDATION -

1. ADVISE TO DUPLICATE THE CONDITION BEFORE ANY PARTS REPLACED.
2. ADVISE TO PARK THE VEHICLE OUTSIDE TODAY AND TRY TO DUPLICATE THE CONDITION AND LET VEHICLE SIT OUTSIDE TONIGHT AND TRY IN THE MORNING SEE IF THE STEERING COLUMN WILL NOT UNLOCK.
3. CALL BACK WITH RESULTS. NICHOLS 40744

08/06/2003 09:58:35 HISTORY - NICHOLS

EA02-031 / GM22C

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6578189	VIN Number:	1G1YY32G725104541
Date Opened:	6/26/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B26386	Mileage:	24848
Address:	AUTOWAY CHEVROLET CLEARWATER	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN LOCK INOP INT.

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/28/2003 10:58:29 SBD TEMPLATE - JACOB

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)

DAVE SHERIN TECH.

CUSTOMER CONCERN -

CUSTOMER STS THE STEERING COLUMN LOCK WILL NOT UNLOCK INT.

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

TECH STS HE DID REPLACE THE STEERING COLUMN LOCK ABOUT 9 MONTHS AGO

TECH STS HE CANNOT DUPLICATE THE CONCERN AND HE DOES HAVE A U1160, AND A U1064 IN THE DDM ONLY

TAC RECOMMENDATION -

TAC ADVISES TECH OF THE U1064 IN THE DDM POSSIBLE BCM CONCERN , HE STS THAT ITS ONLY IN THE DDM AND HE IS GOING TO INSTALL ANOTHER COLUMN LOCK

06/28/2003 10:58:29 HISTORY - JACOB

EA02-031 / GM22C

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6000487	VIN Number:	1G1YY32G725109173
Date Opened:	10/30/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B06496	Mileage:	4145
Address:	CUTTER CHEVROLET HONOLULU	State:	HI
Dealer Phone:			

SYMPTOM ABSTRACT-- STEERING STAYS LOCKED WITH ENGINE RUNNING

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/30/2002 13:01:27 SBD TEMPLATE - WILSON

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)RICHARD SOON TECH

CUSTOMER CONCERN -STEERING WHEEL STAYS LOCKED

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

DLR CANT DUP THIS CONCERN AND IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -DLR NO PI OR TSB FOR THIS CONCERN. DLR TO TRY AND DUP THIS CONCERN . DLR TO ADV WW

10/30/2002 13:01:27 HISTORY - WILSON

11/06/2002 09:44:46 RATHKA -DEALER SURVEY WAS PERFORMED

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

HOUSTON , TX

CASE NUMBER: 05553657 VIN: 1G1YY32G7W5102312
MODEL YEAR: 1998
DATE OPENED: 2001-09-20 SERIES: UNKNOWN
DATE CLOSED: 2001-09-26 MILEAGE: 59616
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MAC HAIR CHEVROLET
BRC PARENT: DEALER ADDRESS: 11711 KATY PWAY, HOUSTON, TX, 77079, USA

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

M01 Steering General Other
0 REPAIR ATTEMPT(S) price inquiry
M41 Steering Column/Lock/Attaching Parts Inoperative
2 REPAIR ATTEMPT(S) LOCKED UP
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) FOR GMPP DEDUCTABLE

Service department price concern

CRM ACTIONS:

CRM to advise customer that GM does not set parts prices. The dealerships are independently owned and thus set their own prices for parts and service. CRM may refer customer to dealership for possible further assistance.

Service department price concern

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

Cust stated that he has had to pay \$200 for a steering lock repair 2 times, cust aware of campaign 01044 for 98-00 Vettes, crm contacted listed dealer to inquire why cust was charged for this repair, cust veh does not fall under this campaign and the \$200 was for his GMPP deductible, crm contacting cust to advise of findings, greg founal/cars/pdx; 0; 369875136
2001-09-20

Crn attempted to contact cust, wrong number, crm to review theultimates.com for updated listing, greg founal/cars/pdx; 0; 369875274
2001-09-20

Crn found listing for cust in 411.com, however was for cust son, crm was given cust work number, when attempted to contact, all circuits busy, ***NEXT CRM***, please advise cust of dealer findings if he calls back in, greg founal/cars/pdx; 0; 369875511
2001-09-21

Crn attempted to contact cust, no answer, sending call car letter, ***NEXT CRM***, please explain why cust was charged \$200 as per previous notes, greg founal/cars/pdx; 0; 369972548
2001-09-21

APP CRM APPROVING LETTER AND SENDING TO MSX FOR PRINTING.

JOSHUA WALTER/CAC/PDX/APP; 0; 369981154
2001-09-26

CUST CALLED IN AND ASKED TO GET ANSWER. CRM ADVISED CUST THAT THIS IS NOT GOING TO BE REIMB FOR BECAUSE THE VEH HAS A GMPP THAT COVERED THE REPAIRS AND THE COST IS FOR THE DEDUCTABLE,

BUT THE CAMPAIGN DOES NOT INCLUDE THE VEH. CUST DOES NOT AGREE WITH THIS ANSWER. CRM ADVISED CUST THAT THERE IS A POSSIBILITY THAT THE CAMPAIGN COULD BE EXTENDED TO INCLUDE MORE VEHES BASED ON THE CALLS WE GWT AND HE COULD SUBMIT FOR REIM IF THAT HAPPENS IN THE FUTURE. CUST SEEKS TO ESCALATE CALL. TM TOOK CALL AND ACCIDENTLY DISCONNECTED CUST. ANGELA KIMBALL/PDX/CAC; 0; 370384039

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

September 21, 2001

[REDACTED]
Houston, TX [REDACTED]

Request: C05553657

Dear [REDACTED]

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

Sincerely,

Gregory Fournal
Customer Relationship Manager

RS0006-P/jlw

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Alta Loma CA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-21114534 VIN: 1G1YY32G7W5102701
MODEL YEAR: 1998
DATE OPENED: 2002-08-01 SERIES: Corvette
DATE CLOSED: 2002-08-01 MILEAGE: 23566.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Richard Hibbard Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 191 S Indian Hill Blvd, Claremont, CA, 91711-4993, USA

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

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

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

Check for open campaigns/special policies; ; 2002-08-01
2002-08-01
Service Request has been Closed Satisfied.; ; 2002-08-01

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

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

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

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5813554	VIN Number:	1G1YY32G7W5109105
Date Opened:	8/14/2002	Model Year:	1998
Date Closed:	10/8/2002	Series:	Corvette
Dealer Code:	B44550	Mileage:	43196
Address:	WINK CHEVROLET COMPADARBORN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK DOES NOT UNLOCK A000285

RESOLUTION ABSTRACT- WIRING (ECAS) JUMPER HARNESS - INSTALL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/14/2002 15:52:09 SBD TEMPLATE - SAVOY

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) GEORGE BROWN - SM

CUSTOMER CONCERN - CUSTOMER STATES THAT THE COLUMN LOCK DOES NOT UNLOCK.

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

GEORGE SAYS THAT HE IS ABLE TO DUPLICATE THIS CONCERN AND SAYS THAT HE WAS CALLING TO SEE IF THE CAMPAIGN 01034 CAN BE DONE ON THIS VEHICLE.

TAC RECOMMENDATION -

TAC ADVISED DEALER OF BULLETIN # 01-02-35-008.

TAC ADVISED DEALER OF PI # A000285 INFORMATION.

TAC ADVISED DEALER THAT THE CAMPAIGN ONLY APPLIES TO THE VEHICLES IN THE VIN BREAK PER PI # A001782.

08/14/2002 15:52:09 HISTORY - SAVOY

09/24/2002 09:52:05 MEYERS -DEALER SURVEY WAS PERFORMED

EA02-031 / GM22C

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Dublin , OH

CASE NUMBER: 1-7865917 VIN: 1G1YY32G7W5103539
MODEL YEAR: 1998
DATE OPENED: 2002-06-12 SERIES: Corvette
DATE CLOSED: 2002-06-12 MILEAGE: 43000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AMc DEALER NAME: Byers Dublin Chevrolet, Llc
BRC PARENT: DEALER ADDRESS: 6801 Village Pky, Dublin, OH, 43017-2074, USA

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

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

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

Cust states that he has had the steering column lock on him twice.; ; 2002-06-12
2002-06-12

Service Request has been Closed Satisfied.; , 2002-06-12

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: 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:
REC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
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:

FREDERICKSBURG

VA

HOME PHONE:

CASE NUMBER: 05273777

VIN: 1G1YY32G7W5107283

DATE OPENED: 2001-08-10

MODEL YEAR: 1998

DATE CLOSED: 2001-08-10

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 9137

BRC TYPE: Yes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: RADLEY CHEVROLET

DEALER ADDRESS: 3670 JEFFERSON DAVIS

HWY, FREDERICKSBURG, VA, 22408, USA

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

M41 Steering Column/Lock/Attaching Parts

Inoperative

1 REPAIR ATTEMPT(S)

LOCKED UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

*Probe to identify failed item/component

* Determine Customers Expectation

* Using delivery date, establish if vehicle is within any warranty coverage

* Listen carefully to evaluate cause of failure - defect or damage

(If damage, consider explaining the consumers responsibility)

* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]

* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://carsweb/webknowledge/CARS/CP/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/CARS/CP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

Vehicle repair request - Repair not done

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

CUST STATES THAT THE VEH CRUISE CONTROL DOES NOT WORK, THE LOCK IN THE STEERING WHEEL, CUST ALSO STATES THAT THE VEH ALSO ATTEMPTED TO PURCHASE A WARRANTY BUT DID NOT. CUST SEEKS ASST ON THE REPAIR OF THE STEERING COLUMN, CRUISE CONTROL. CUST SEEKS ACCL BCK. CRM ADVSD CUST OF FILE #. CRM CONTACTED THE DLR & SVC WAS UNAVAIL. CRM WILL ATTEMPT LATER. JAIMESANDAGE PDX CAC; 0; 366309426

2001-08-10

CRM CLLD THE DLR & SPOKE TO AL. ALL STATES THAT THE CUST VEH DOES NOT FALL UNDER THE CAMPAIGN THEREFOR THERE WILL BE NO ASST OFFERED. CRM TO ADVS CUST TO KEEP ORIGINAL RECEIPTS, PROOF PP PYMT & OWNERSHIP FOR REPAIR B/C IF THERE EVER IS A CAMPAIGN IN CUST VEH HE CAN SEEK REIM. CUST STATES THAT HE FEELS THAT THE PART SHOULD BE COVERED. CUST SEEKS A

SUPERVISOR CRM ADVSD CUST THAT CRM IS A MGR & THAT THERE IS NO FURTHER STEPS THAT CAN BE
TAKEN THROUGH CAC. JAIMESANDAGE PDX CAC; 0; 366316111

*****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: 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:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

SALES TAX:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LYNN 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:

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

CASE NUMBER: 1-21076903 VIN: 1G1YY32G7W5108823
DATE 08/01/02 MODEL 1998
DATE 08/08/02 SERIES CORVETTE
SOURCE: N/AYES MILEAGE 55000.
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: AZ
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Fountain Hills
AZ [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-21076903 VIN: 1G1YY32G7W5108823
MODEL YEAR: 1998
DATE OPENED: 2002-08-01 SERIES: Corvette
DATE CLOSED: 2002-08-08 MILEAGE: 55000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Russ Rogers Chevrolet Company, Inc.
BRC PARENT: DEALER ADDRESS: 3800 Adams Rd, Bartlesville, OK, 74006-8405, USA

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

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

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

Corvette steering column locked up.; ; 2002-08-08
2002-08-01

Crm contacted dealer.; ; 2002-08-01
2002-08-08

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

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

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER 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:

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

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:

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

CASE NUMBER: 1-9799044 VIN: 1G1YY32G7W5110572
 DATE 06/19/02 MODEL 1998
 DATE 07/10/02 SERIES CORVETTE
 SOURCE: N/AYES MILEAGE 14000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 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]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-9799044 VIN: 1G1YY32G7W5110572
 MODEL YEAR: 1998
 DATE OPENED: 2002-06-19 SERIES: Corvette
 DATE CLOSED: 2002-07-10 MILEAGE: 14000.0000000
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: N/AYes DEALER NAME: Paradise Chevrolet Cadillac Oldsmobile
 BRC PARENT: DEALER ADDRESS: 27360 Ynez Rd, Temecula, CA, 92591, USA

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

REPAIR ATTEMPT(S)

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

veh steering not turning; ; 2002-06-19
 2002-06-19

Contacting dlrship/svc mgr steve fauls; ; 2002-07-10
 2002-06-19

2ND ATTEMPT TO CONTACT SVC MGR STEVE FAULS; ; 2002-06-19
 2002-06-19

Svc mgr Steve solve; ; 2002-06-19
 2002-06-19

Svc mgr called; ; 2002-07-10
 2002-06-25

Service Request Ownership has changed FROM: DAASZ TO: MCCULLOA; ; 2002-06-25
 2002-07-10

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

1-9799044 Follow up to make sure cust. sat.; ; 2002-07-10
2002-07-10

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

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

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

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

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Stockbridge GA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 1-131388871 VIN: 1G1YY32G7W5112242
MODEL YEAR: 1998
DATE OPENED: 2003-08-18 SERIES: Corvette
DATE CLOSED: 2003-08-18 MILEAGE: 26000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Martin Burke Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 113 Forest Pky, Forest Park, GA, 30297-2045, USA

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

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

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

Steering Column Locked Up; ; 2003-08-18
2003-08-18
Steering Column lock; ; 2003-08-18
2003-08-18
Lee Powell; ; 2003-08-18
2003-08-18
Review for Dissatisfied closing w/out BBB ltr; ; 2003-08-18
2003-08-18
Service Request has been Closed Dissatisfied.; ; 2003-08-18

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

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

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

IF SO, WHERE:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Miami, FL

CASE NUMBER: 1-27312935 VIN: 1G1YY32G7W5112676
MODEL YEAR: 1998
DATE OPENED: 2002-08-23 SERIES: Corvette
DATE CLOSED: 2002-09-10 MILEAGE: 25000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A Yes DEALER NAME: Grand Prize Motors, Inc.
BRC PARENT: DEALER ADDRESS: 11701 S.W. 152ND Street, Miami, FL, 33177-1601,

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

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

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

steering wheel lock-up; ; 2002-08-23
2002-11-10

seeking update; ; 2002-09-10
2002-09-10

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

WAS VEHICLE INSPECTED: 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:

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

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

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

HOUSTON , TX

CASE NUMBER: 05413481 VIN: 1G1YY32G7W5117831
MODEL YEAR: 1998
DATE OPENED: 2001-08-28 SERIES: UNKNOWN
DATE CLOSED: 2001-10-22 MILEAGE: 48000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: AUDIA MOTOR SALES INC
BRC PARENT: DEALER ADDRESS: 3692 RTE 44,, MILLBROOK, NY, 12545, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
1 REPAIR ATTEMPT(S) STEERING WHEEL LOCKED

A07 Referred to Dealer Customer Satisfaction
1 REPAIR ATTEMPT(S) REPAIR

B13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) \$100.00 DED

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S) \$100.00 DEDUCTIBLE

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

DLR 713-794-2500
steering lock

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

CUST STS THAT HE HAD THE STERRING LOCKING MODULE CUST STS THAT THE VEH HAS ALREADY; 0;
367882966
2001-08-28

CUST STS THAT HIS STEERING WHEEL LOCKED ON THE VEH CUST STS THAT HE TOOK VEH TO CHUCK DAVIS WHICH STS THAT THE CAMPAIGN DOES NOT APPLY TO HIS VEH CUST STS THAT HE HAD TO PAY 100 DOLLAR DEDUCTIBLE ON HIS INDEPENT(GE) EXTENDED WARRANTY COMPANY CUST STS THAT HE FEELS AS THOUGH THIS SHOULD BE COVERED CUST SEEKS FOR HIS 100 DEDUCTIBLE TO BE REIMBURSED CRM ADVISES CUST THAT THE VEH IS NOT PART OF A CAMPAIGN CRM ADVISES CUST TO PRODUCT SPECIALIST FOR RESEARCH WITH DLR AND AVM FOR COVERED AS ADVISED BY TM JONATHAN SLAUGHTER CHRIS CANNON/ATX; 0; 367884096
2001-08-28

CUST STS THAT HE HAD THE STEERING LOCKING MODULE REPLACED IN HIS VEH ON 8-24-01. CUST STS THAT THE VEH HAS THE PROBLEMS THAT WERE INDICATED IN CAMPAIGN #01044. CUST STS THAT GM IS AWARE OF THE PROBLEM AND SHOULD TAKE CARE OF THE CONCERN. CUST BELIEVES THAT HE SHOULD NOT HAVE TO PAY HIS DEDUCTIBLE FOR A PROBLEM THAT IS EVIDENT WITH CHEVROLET CORVETTE'S. CRM CONTACTED DLR AND SPOKE WITH JEREMY IN REGARD TO CUST CONCERN'S. CRM VERIFIED WITH CUST THAT THE PARTS REPLACED AT THE DLR WERE THE SAME THAT WERE USED TO CORRECT THE CAMPAIGN. CRM CONTACTED DLR A SECOND TIME AND SPOKE WITH SVC MGR JIM IN REGARD TO CUST CONCERN. SVC MGR STS THAT THE CUST BOUGHT THE CORVETTE USED FROM AN INDIVIDUAL.. SVC MGR STS THAT THE CUST NEVER HAS IT SERVICED AT THE DLR. SVC MGR STS THAT THE CUST DID NOT PURCHASE THE EXTENDED SERVICE CONTRACT FROM GMPP. SVC MGR STS THAT HE WILL NOT OFFER ANY FURTHER ASSISTANCE IN REGARD TO CUST COMPLAINT. SVC MGR STS THAT HE WILL CONTACT AVM IN REGARD TO THE ISSUE.; 0; 367887532
2001-08-28

NO FURTHER ACTION TAKEN. DEVIN BAILEY/ATX/TIER2; 0; 367887604
2001-08-30

BUSINESS CASE FOR CONSIDERING MAINT CERT. IN THE AMOUNT OF \$50.00.....1.....CUST VEH EXHIBITED THE SAME PROBLEM AS INDICATED IN CAMPAIGN #01044.....2.....CUST VEH DID NOT FALL WITHIN VIN BREAKPOINTS INCLUDED IN THE CAMPAIGN.....3.....CRM VERIFIED THAT THE PARTS REPLACED (88952427 AND 26050960) ON CUST'S VEH WERE THE SAME PARTS THAT WERE USED IN THE CAMPAIGN.....4.....CRM BELIEVES THAT THIS MAINT CERT WILL HELP RESTORE FAITH IN THE OVERALL VEH AND GM AS A WHOLE.....5.....SVC MGR STS THAT CUST DID EXPERIENCE THE SAME PROBLEM THAT WAS INDICATED IN THE CAMPAIGN.....6.....COMPONENT FAILURE IS RECOGNIZED BY GM.....7.....CUST IS A LOYAL GM CUSTOMER.....8.....CUST OWNS TWO CORVETTES.....9.....CUST WAS INCONVENIENCED BY THE COMPONENT FAILURE THAT IS DESCRIBED IN CAMPAIGN #01044.....; 0; 368035978
2001-08-31

CRM CONTACTED CUST AND ADVISED THAT FURTHER RESEARCH WOULD NEED TO BE CONDUCTED IN REGARD TO HIS CONCERN. CRM WILL CONTACT CUST ON 9-5-01 BETWEEN 10-12 PM. CST. DEVIN BAILEY/ATX/TIER2; 0; 368141821
2001-08-31

TM is reviewing file. TM notes that contract is independent, and per policies and procedures of GM, we do not provide goodwill for veh with independent svc contract. Cust had opportunity to purchase GMPP, and chose independent contract. Cust is not eligible for assistance based upon this. However, TM also notes that cust veh experienced the same problem as the campaign and the parts replaced were identical. Based upon this, and mileage of veh, TM feels reimb of the ded is warranted. TM notes that documentation is needed for processing TM is forwarding back to CRM to contact cust and request original RO, copy of title and proof of payment, for review of possible reimb. Upon receipt, will contact cust and make offer of reimb of 100.00 ded. Jonathan slaughter/ATX/TM; 0; 368150818
2001-09-04

CRM CONTACTED CUST AND ADVISED HIM TO SEND IN APPROPRIATE DOCUMENTATION FOR POSSIBLE REIM. NO FURTHER ACTION TAKEN AT THIS TIME. DEVIN BAILEY/ATX/TIER2; 0; 368465744
2001-09-13

CUST CORRESPONDENCE RECEIVED. LETTER, COPY OF RO, COPY OF VEHICLE TITLE. ATTACHING DOCS AND FORWARDING FOR FURTHER ACTION. JOHN DONALD CORR TAMPA; 0; 369230816
2001-09-13

CRM NOTED THAT CUST HAS SENT IN A COPY OF HIS ORIGINAL REPAIR ORDER FROM DAVIS CHEVROLET. CRM CONTACTED DLR AND SPOKE WITH SVC ADV JEREMY WEELEY WHO ASSISTED THE CUST WITH THIS REPAIR. SVC ADV JEREMY WEELEY'S NAME IS ALSO ON THE INVOICE. SVC ADV WAS ABLE TO CONFIRM THAT CUST PAID \$100.00 DED FOR THE REPAIR MADE TO HIS STEERING COLUMN. CUST VEH EXHIBITED THE SAME CONDITIONS THAT WERE INVOLVED IN CAMPAIGN #01044.; 0; 369238262
2001-09-13

BUSINESS CASE FOR CONSIDERING \$100.00 REIM ON DED.....1.....CUST VEH EXHIBITED THE SAME PROBLEM AS INDICATED IN CAMPAIGN #01044.....2.....CUST VEH DID NOT FALL WITHIN VIN

BREAKPOINTS INCLUDED IN THE CAMPAIGN.....3.....CRM VERIFIED THAT THE PARTS REPLACED (88952427 AND 26050960) ON CUST'S VEH WERE THE SAME PARTS THAT WERE USED IN THE CAMPAIGN.....4.....CRM BELIEVES THAT REIM WILL HELP RESTORE FAITH IN THE OVERALL VEH AND GM AS A WHOLE.....5.....SVC MGR STS THAT CUST DID EXPERIENCE THE SAME PROBLEM THAT WAS INDICATED IN THE CAMPAIGN.....6.....COMPONENT FAILURE IS RECOGNIZED BY GM.....7.....CUST IS A LOYAL GM CUSTOMER.....8.....CUST OWNS TWO CORVETTES.....9.....CUST WAS INCONVENIENCED BY THE COMPONENT FAILURE THAT IS DESCRIBED IN CAMPAIGN #01044.....; 0; 369238443
2001-09-13

BUSINESS CASE FOR CONSIDERING \$100.00 REIM ON DED.....1.....CUST VEH EXHIBITED THE SAME PROBLEM AS INDICATED IN CAMPAIGN #01044.....2.....CUST VEH DID NOT FALL WITHIN VIN BREAKPOINTS INCLUDED IN THE CAMPAIGN.....3.....CRM VERIFIED THAT THE PARTS REPLACED (88952427 AND 26050960) ON CUST'S VEH WERE THE SAME PARTS THAT WERE USED IN THE CAMPAIGN.....4.....CRM BELIEVES THAT REIM WILL HELP RESTORE FAITH IN THE OVERALL VEH AND GM AS A WHOLE.....5.....SVC MGR STS THAT CUST DID EXPERIENCE THE SAME PROBLEM THAT WAS INDICATED IN THE CAMPAIGN.....6.....COMPONENT FAILURE IS RECOGNIZED BY GM.....7.....CUST IS A LOYAL GM CUSTOMER.....8.....CUST OWNS TWO CORVETTES.....9.....CUST WAS INCONVENIENCED BY THE COMPONENT FAILURE THAT IS DESCRIBED IN CAMPAIGN #01044.....; 0; 369238482
2001-09-14

TM reviewing file. TM notes the copy RO. TM contacted cust and asked why a copy, and cust stated that he was told to send in original RO, but his independent svc contract req'd he keep the original for his wtty to be good on the part. TM thanked cust for update and stated would continue review for possible assistance. Cust thanked and TM ended call. TM approves based upon business case and interest of cust assistance. TM forwards back to CRM to make offer, verify address, and forward to liaison for processing. Jonathan slaughter/ATX/TM; 0; 369341667
2001-09-14

TM notes that certificate screen was built and saved, so had to be voided. TM will reference this file in work history of new file for the reimb screen completion. Jonathan Slaughter/ATX/TM; 0; 369342207
2001-09-17

CRM ATTEMPTED TO CONTACT CUST TO MAKE OFFER OF \$100.00 REIM. CUST WAS NOT AVAILABLE. CRM LEFT MSG FOR CUST TO CALL CAC. NEXT CRM PLEASE MAKE OFFER OF REIM AND VERIFY ADDRESS AND ACCEPTANCE. NEXT CRM PLEASE FORWARD BACK WITH RESPONSE. DEVIN BAILEY/ATX/TIER2; 0; 369594199
2001-09-17

cust called in response to previous crm's message. crm advised cust gm was offering a \$100 reim. cust accepted offer and is very satisfied. cust verified that documented address is correct. crm is forwarding file to previous crm. KEVIN LAMB/pdx/crm; 0; 369616522
2001-09-18

CRM RECEIVED MSG FROM PREVIOUS CRM INDICATING THAT THE REIM OFFER WAS MADE AND ACCEPTED. CRM VERIFIED MAILING ADDRESS AS WELL. CRM WILL FORWARD TO GOODWILL LIAISON FOR REVIEW. DEVIN BAILEY/ATX/TIER2; 0; 369679362

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS: