

**EA02-031**

**GM**

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

**ATTACHMENT 4F  
BOOK 21 OF 22  
PART 1 OF 4**

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

**ATTACHMENT "4F" Cont**

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

HOUSTON , TX

CASE NUMBER: 05517329 VIN: 1G1YY32G7W5117831  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-14 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-22 MILEAGE: 48597  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DAVIS CHEVROLET  
BRC PARENT: DEALER ADDRESS: 301 N MAIN ST., SAINT ELMO, IL, 62456, USA

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

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

A01 Open Campaign Customer Satisfaction  
0 REPAIR ATTEMPT(S) 01044... out of breakpoints

S13 Reimbursement Requested Customer Satisfaction  
0 REPAIR ATTEMPT(S) 100.00 ded for svc contract output

S86 CAC Resolved With Goodwill CAC Resolved With Goodwill  
0 REPAIR ATTEMPT(S) reimb of ded

Vehicle reimbursement or Goodwill decision - Repair already done

## INSTRUCTIONS TO CRM:

- \* Identify and Determine Customer's expectation
- \* Determine Customer's expectation
- \* Determine if any manufacturer / parts warranty remains in effect
- \* Probe to determine if consumer has an "Extended Warranty" GMPP or other
- \* Reference WKC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe  
[http://carsweb/webknowledge/Goodwill/Goodwill\\_Main.htm](http://carsweb/webknowledge/Goodwill/Goodwill_Main.htm)]] section on how to make decision,  
review warranty history, and other appropriate documents.
- \* Validate repair has already been performed and whether by dealer or independent
  - ( If not repaired - Change call type to "Repair Request")
  - ( If already repaired at Dealership - Review with Service management to determine cause of failure and consider reimbursement at dealership.)
  - ( If already repaired at Independent - Review all relevant materials per SOG and P&P and make appropriate "Goodwill" decision.
  - ( Note: Never make a "Final" commitment without appropriate documentation.)

- \* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN  
C:\Progra-1\Plus!\Micros-1\Iexplor.exe  
<http://carsweb/webknowledge/Quickref/content/goodwill.htm>]]
  - \* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN  
C:\Progra-1\Plus!\Micros-1\Iexplor.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm>]]
- Vehicle reimbursement or Goodwill decision - Repair already done

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

See comments in 05413481 for work history as certificate screen had to be voided and needed to create new file to fill out reimb screen. Forward this file to liaison and document acceptance and address in here as well. Jonathan Slaughter/ATX/TM; 0; 369342583  
2001-09-14

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 FAIL 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; 369352284  
2001-09-14

TM is reviewing file. TM notes that contract is independent, and per policies and procedures of GM, we do not 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; 369352320  
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 reqd he keep the original for his wty 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; 369352376  
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; 369352394  
2001-09-18

CRM HAS INDICATED PREVIOUSLY THAT THE OFFER OF REIM HAS MADE TO THE CUST AND ACCEPTED. CUST STS THAT HE APPRECIATES THE REIM REQUEST BEING MADE IN A FAVORABLE DECISION. CRM HAS ALSO INDICATED THAT THERE ARE OTHER NOTES LOCATED IN FILE #05413481. DEVIN BAILEY/ATX/TIER2; 0; 369679762  
2001-09-18

CRM WILL FORWARD CASE #05513481 AND #05517329 TO GOODWILL LIAISON FOR FURTHER PROCESSING. DEVIN BAILEY/ATX/TIER2; 0; 369679825  
2001-09-18

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; 369679875  
2001-09-18

CRM WILL INDICATE THAT THE FILE WITH THE REIM REQUEST IS #05517329. DEVIN BAILEY/ATX; 0; 369680003  
2001-09-19

CALLED THE DLR AND SPOKE TO THE WARRANTY ADMINISTRATOR LAINIE ASKED HOW THE CUST PAID FOR THE DEDUCTABLE AND WAS TOLD THAT HE PAID WITH AN AMERICAN EXPRESS. THERE ISNT A RECEIPT FOR THE AMERICAN EXPRESS CARD. IN ORDER TO GET THE REIM TO THE CUST IN A TIMELY MANNER AND SINCE I DID VERIFY THAT THE CUST HIM SELF PAID THE DED WITH HIS AM EXP AND I DID CHECK W/ ONE OF THE FINAL APPROVERS WHO SAID THAT AS LONG AS I HAVE VERIFIED THE INFORMATION THEN WE CAN SEND THE REQ THROUGH. THEREFORE THIS REQUEST WILL BE SENT TO THE GOODWILL QUB FOR 1ST

LEVEL APPROVAL... CRM WILL BE COACHED FOR FUTURE REFERENCE. DORISWINN/AUSTIN/LIAISON; 0;  
369763134  
2001-09-20

LIAISON HAS REVIEWED REQUEST AND WILL SUBMIT FOR FINAL APPROVAL. KERRIE  
LINDHOLM/ATX/GOODWILL LIAISON; 0; 369860068  
2001-09-24

Processed Final Approval.....Goodwill Liaison\*/Tim Christian Austin\*,TX.; 0; 370190306  
2001-09-27

CHECK #900485726 IN THE AMOUNT OF \$100.00 WAS MAILED OUT ON 9-25-01. PERCY  
EDWARDS/AUSTIN/LIAISON.; 0; 370480071

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



September 24, 2001

[REDACTED]  
Houston, TX [REDACTED]

Request: C05517329  
[REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$100.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Devin Bailey  
Customer Relationship Manager

RS0005-A/dkw



Houston, TX



09-10-01P01:09 RQVD

*Customer Service  
Chevrolet Motors  
Box 33170  
Detroit, Michigan*

*48232-5170*

48232/5170



Customer Service  
Chevrolet Motors  
Box 33170  
Detroit, Michigan 48232-5170

September 4, 2001

Claim # 33170

Enclosed please find copies of my towing bill, paid repair bill and duplicate title to my 1998 Corvette.

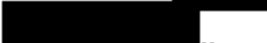
I am requesting reimbursement for the \$100.00 deductible I incurred due to the problematic steering column module. The week I had the car towed to Davis Chevrolet they had a total of 5 like failures. When I was picking my car up the fellow in line Mr. Henry S. Platts Jr., an attorney, was picking up his 1997 Corvette, which experienced the same problem. He and I have corresponded and he advised he is also submitting a claim for reimbursement.

The people at your Customer Assistance 800 number were friendly and professional flooded me when they advised only certain module failures were covered depending on the "product line". What difference does it make which plant made the part that failed, it failed!

In addition the failure is dangerous, the day of the failure the car started and although the steering was stiff I was able to pull away from the curb to the middle of the street when I realized the wheel was frozen. No amount of effort could budge it one millimeter. If there had been traffic I needed to avoid I would have been out of luck. I hastily put it in reverse and of course it went back to where I parked where I left it until the wrecker towed it.

Your prompt review and reimbursement for this product defect is appreciated.

  
  
Houston, TX 

  
cch1967@comcast.net (incidentally the 1967 in my e mail is for the two 1967 Corvettes I own, one since 1968)

W5117831

205368

## DAVIS CHEVROLET

2277 SOUTH LOOP WEST

HOUSTON, TEXAS 77064

(713) 784-2500

\*INVOICE\*

PAGE 1

HOUSTON TX

SERVICE ADVISOR: 40 JEREMY DAVID WISLEY

SILVER 1998 CHEVROLET CORVETTE 1G1YY32K7P5117831 48597/48597 74631

01JAN1998 17:06 24AUG11 CASH 24AUG2001

OPTIONS: DLR:30161

15:00 21AUG01 14:34 24AUG01

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

B302 REPLACED COLUMN LOCK MODULE

1 26050960 LOCK

162.68 162.68 162.68

48597 1.8 REPLACE COLUMN LOCK MODULE.

B\*\* GE WARRANTY 100DED

99 CPC 0.00

0.00 0.00

GE EXTENDED WARRANTY 100 DED

THANK YOU FOR YOUR BUSINESS

AL#A010803880--APPROVAL INFO

BE FAXED TO US \$328.38

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor disclaims any other person to deliver for it any liability in connection with the sale of this hardware.

NOTICE PURSUANT TO TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS DELEGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPAIRS IN ACCORDANCE WITH THE REPAIR AGREEMENT AND THAT THE REPAIRS WILL BE MADE IN ACCORDANCE WITH THE REPAIR AGREEMENT. I HAVE READ AND UNDERSTAND THE REPAIR AGREEMENT AND HAVE AGREED TO SIGN IT. I HAVE READ AND UNDERSTAND THE REPAIR AGREEMENT AND HAVE AGREED TO SIGN IT.

SIGNATURE OF PERSON RESPONSIBLE FOR PAYMENT FOR PERSON RESPONSIBLE FOR PAYMENT

X

ON BEHALF OF SERVICE CENTER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE AND TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF. I HAVE READ AND UNDERSTAND THE REPAIR AGREEMENT AND HAVE AGREED TO SIGN IT. I HAVE READ AND UNDERSTAND THE REPAIR AGREEMENT AND HAVE AGREED TO SIGN IT.

DESCRIPTION	TOTAL
LABOR AMOUNT	135.00
PARTS AMOUNT	271.02
GAS, OIL, LUBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	406.02
LESS INSURANCE	0.00
SALES TAX	22.36
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Aim in

1. DATE OF RECEIPT <b>2001/08/10</b>				2. VALIDATION NUMBER <b>2001</b>		3. EXPIRATION DATE MONTH <b>08</b> YEAR <b>2002</b>		4. TEXAS LICENSE PLATE NO. <b>T363248</b>	
5. TRANSFER OF CURRENT REGISTRATION <input checked="" type="checkbox"/>		6. REGISTRATION FEE PAID - NO PLATE ISSUED <input type="checkbox"/>		7. REGISTRATION FEE PRO - NO PLATE ISSUED <input type="checkbox"/>		8. FUEL CLASS <b>25</b>		9. FORD CLASS <b>3500</b>	
10. CLEARED FOR SALE <b>5864772NC</b>		11. CLEARED FOR SALE <b>5864772NC</b>		12. CLEARED FOR SALE <b>5864772NC</b>		13. CLEARED FOR SALE <b>5864772NC</b>		14. CLEARED FOR SALE <b>5864772NC</b>	
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## Product Suggestions



Thanks for taking the time to offer a product suggestion. If you have a product question or comment, please contact the Chevrolet Customer Assistance Center.

My suggestion pertains to:

Corvette

Title:

First Name:

Last Name:

Street Address:

Apartment No.:

City:

Houston

State:

TX

ZIP Code:

Phone No.:

Phone Ext.:

Email Address:

Product

Suggestions:

I am really looking for a warranty contact concerning my 1996 Corvette. The steering column locked and required \$428.00 of repair plus towing. While there I met another customer with a 1997 Corvette with the same problem. In addition the service department advised they had 5 Corvettes the week of August 20 with the same problem! I paid the \$100.00 deductible but plan to pursue a refund



學

UNITED STATES DOLLARS

**\*\*\* End of Report \*\*\***

**AMOUNT**[illegible]

North American Operations  
General Motors Corporation  
Warren, Michigan 48090

**PAY  
TO THE  
ORDER OF**

**HOUSTON TX**

**INDEX**

One Client: Manhattan Park, N.Y.  
Bureau, New York

154

76-51-91PUS:NY ACYD

0900485726# 0021309379: 601-2-62520#

1

\_\_\_\_\_

**North American Operations**  
General Motors Corporation  
Disbursements (2513)  
PO Box 82630  
Phoenix, AZ 85082-2630

DETACH SURFOL DEPOSITING CLUSTERS

[illegible]

PAYMENT DATE 09/25/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
181YY329TWS117481	09/24/51 08517829	VN 005000000002267E 010000000002267E	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782			NS	100.00	.00	100.00
TOTAL				100.00	.00	100.00

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Sugar Land

TX

HOME PHONE:

CASH NUMBER: 1-4143435

VIN: 1G1YY32G7W5119367

MODEL YEAR: 1998

DATE OPENED: 2002-05-28

SERIES: Corvette

DATE CLOSED: 2002-07-18

MILEAGE: 25000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/A

DEALER NAME: Bill Heard Chevrolet Corporation

BRC PARENT:

DEALER ADDRESS: 13115 SW Fwy At Hwy 90A, Sugar Land, TX, 77487, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

column locked up; ; 2002-05-28

2002-05-28

call cust back; ; 2002-05-30

2002-05-29

call cust back; ; 2002-07-18

2002-06-04

cust seeks call back ASAP at daytime number.; ; 2002-07-18

2002-06-04

CUST SEEKS UPDATE; ; 2002-06-04

2002-06-05

Service Request Ownership has changed FROM: STARKERR TO: RODRIGUS; ; 2002-06-05

2002-06-05

No one has returned call; ; 2002-06-05

2002-06-05

called svc advisor; ; 2002-06-05

2002-07-18

Service Request has been Closed Satisfied.; ; 2002-07-18

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
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:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:



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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

\*\*\*\*\*ADN 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:	5904764	VIN Number:	1G1YY32G7W5120177
Date Opened:	9/20/2002	Model Year:	1998
Date Closed:	4/2/2003	Series:	Corvette
Dealer Code:	B32284	Mileage:	12592
Address:	GEORGE LUDDY CHEVROLDHOLDEN	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN STEERING CUSTOMER ALLEGES LOCKED UP I

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/20/2002 13:35:28 SBD TEMPLATE - STRETLIEN

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JIM RABOIN SD

CUSTOMER CONCERN - CUSTOMER ALLEGES STEERING WHEEL LOCKED UP

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

DEALER IS HAVING VISS CONCERNS, ASKING TAC TO RUN VISS TO CHECK FOR CAMPAIGN 01044

TAC RECOMMENDATION - TAC ADVISED DEALER PER PI 000850, PERFORM CAMPAIGN 01044

09/20/2002 13:35:28 HISTORY - STRETLIEN

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Hawthorne

CA

HOME PHONE:

CASE NUMBER: 1-118988188

VIN: 1G1YY32G7W5121331

DATE OPENED: 2003-07-14

MODEL YEAR: 1998

DATE CLOSED: 2003-07-18

SERIES: Corvette

SOURCE: Phone

MILEAGE: 26000.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Champion Chevrolet, LLC

DEALER ADDRESS: 707 N Sepulveda, Manhattan Beach, CA, 90266-5960, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

complaint steering; ; 2003-07-14

2003-07-14

Roadside-Virginia; ; 2003-07-14

2003-07-18

1-118988188; ; 2003-07-18

2003-07-18

repair update; ; 2003-07-18

2003-07-18

Service Request has been Closed Dissatisfied.; ; 2003-07-18

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

PONTE VEDRA BEACH  
FL

HOME PHONE:

CASE NUMBER: 05097896

VIN: 1G1YY32G7W5121801

DATE OPENED: 2001-07-27

MODEL YEAR: 1998

DATE CLOSED: 2001-10-03

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 49984

SRC TYPE: No

DELIVERY DATE:

SRC PARENT:

DEALER NAME: GEORGE MOORE CHEVROLET INC

DEALER ADDRESS: 711 BEACH BLVD., JACKSONVILLE BEACH, FL, 32250, USA

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

S13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
paid for campaign workA01 Open Campaign  
0 REPAIR ATTEMPT(S)Product Campaign Claim  
01044M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Other  
LOCK

reimbursement for campaign work

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

cust steering column locked. cust had vehicle towed to chevy dealer. cust states paid for repair, then found out about a campaign concerning steering column locking (#01044). cust seeks reimbursement for repair. crm advised creating file and forwarding over to a specialist who can research more for cust. mandi cole/tier1/tampa; 0; 365118811  
2001-07-27

CRM VERIFIED CUST CONCERNS AND WHAT CUST IS SEEKING. CRM CALLED DLR WHERE VEHICLE WAS REPAIRED, AND SPOKE TO SVC MGR, CHUCK JONES, WHO STATED THAT CUST IS OUTSIDE THE PARAMETERS OF THE RECALL. SVC MGR STATED THAT PART REPAIRED WAS NOT INCLUDED IN THE RECALL. CRM CALLED SERVICING DLR AND SPOKE WITH SVC MGR, Dennis Durocher, WHO STATED THAT HAD CUST BEEN IN HIS DLR HE WOULD HAVE ASSISTED CUST 100% DUE TO THE FACT THAT THIS IS A KNOWN PROBLEM. SVC MGR STATED THAT THIS IS A DEFECTIVE PART, THAT THERE WAS NOTHING THAT THE CUST COULD HAVE DONE TO CAUSE THIS PART TO FAIL. SVC MGR ALSO NOTED THAT THERE IS NOT PROVISION IN THE RECALL FOR REIMBURSEMENT, ALTHOUGH CUST IS NOT INCLUDED. CRM CALLED CUST AND OFFERED 100% REIMBURSEMENT. CUST SATISFIED. CUST REQUESTED CRM CALL HOME # AND LEAVE INFO REGARDING PAPERWORK THAT IS NEEDED AND ADDRESS TO SEND INFO. CRM CALLED HM # AND L/M W/INFO. DIRA DAVIS.TAMPA.CARS.TIER2; 0; 365121802  
2001-08-11

TM RESUMED FILE TO CHECK FOR DOCS. NONE RECEIVED. NOTHING FOUND IN VI SEARCH. FORWARDING BACK TO CRM TO CALL CUSTOMER. JENNIFER JARRITT/TM/TAMPA; 0; 366423803  
2001-08-17

CRM CALLED CUST TO FOLLOW UP ON REIMBURSEMENT DOCS THAT ARE NEEDED, CUST WAS NOT AVAIL. CRM L/M W/CONTACT INFO. CRM WILL CALL CUST AGAIN ON 08/24/01 BETWEEN 10-12. DIRA DAVIS.TAMPA.CARS.TIER2; 0; 366908942  
2001-08-20

CRM RECEIVED VM MSG FROM CUST STATING THAT HE HAD SENT DOCS IN, AND WILL RESEND THEM AGAIN TODAY. CRM SUSPENDING FILE WAITING FOR DOCS. CRM WILL RESUME IN 9 DAYS (08/29/01) TO SEE IF DOCS ARE IN. DIRA DAVIS.TAMPA.CARS.TIER2; 0; 367177314  
2001-08-29

CRM RESUMED FILE TO SEE IF SECOND SET OF DOCS HAVE ARRIVED, NO DOCS IN, CRM RE-SUSPENDING FILE FOR 9 DAYS. DIRA DAVIS.TAMPA.CARS.TIER2; 0; 367942664  
2001-09-18

-----WHITE MAIL-----CRM attaching docs to file containing ROs' and forwarding back to handling CRM.  
PAUL GRENIER/CORR/TAMPA; 0; 369667075  
2001-09-20

CRM REVIEWED DOCS AND CUST DOES NOT HAVE ORIG RO, PROOF OF PAYMENT AND REGISTRATION IS ILLEGIBLE. CRM ATTEMPTED TO CONTACT CUST TO ADVISE OF CORRECT DOCS NEEDED TO PROCESS REIM BUT NUMBER LISTED HAS BEEN DISCONNECTED. CR WILL TRANSFER BACK TO DAVIS FOR ADDITIONAL FOLLOW-UP.  
AMY GIBSON/TPA/CAC; 0; 369873240  
2001-09-21

CRM WILL ATTEMPT TO COTACT CUST AGAIN 9/24 10-12PM EST.  
AMY GIBSON/TPA/CAC; 0; 369960078  
2001-09-24

CRM CALLED CUST AGAIN AND THIS TIME RECEIVED VME. CRM LEFT MESSAGE ADVISING THAT STILL NEED ORIG RO, COPY OF PROOF OF PAYMENT AND THAT PROOF OF OWNERSHIP IS NOT LEGIBLE. CRM ADVISED CUST OF REQUEST AND CAC NUMER. CRM ADVISED IF PROVIDING THESE DOCS IS NOT POSSIBLE TO PLEASE CONTACT US. \*\*\*\*IF CUST CALL JUST ADVISE AGAIN OF WHAT HE NEEDS TO SEND, IF CUST DOES SEND IN DOCS AGAIN TO PLEASE FORWARD TO ME\*\*\*CRM NLL CALL ONE MORE TIME 10/3 2-4PM EST.  
AMY GIBSON/TPA/CAC; 0; 370197540  
2001-10-03

CRM CALLED CUST AGAIN AND LEFT VME OF NEEDING ORIG RO (NOT COPY), PROOF OF PAYMENT AND PROOF OF OWNERSHIP AS PERV ONE WAS NOT LEGIBLE. CRM LEFT ADDRESS AND REQUEST NUMBER. CRM SENDING UNABLE TO CONTACT LETTER.  
AMY GIBSON/TPA/CAC/57189; 0; 370985211  
2001-10-03

auditor approving letter/telicia henderson/tpa; 0; 370996125

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:



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

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

October 3, 2001

[REDACTED]  
Ponte Vedra Beach, FL [REDACTED]

Request: C05097896  
[REDACTED]

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

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

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

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

Sincerely,

Amy Gibson  
Customer Relationship Manager

SU0003-T/th

2w  
309 Pablo Rd.  
Pt. Bch, Fl. 32082

09-12-01P02:11 RCVD



Chevrolet  
P.O. Box 33170  
Detroit, MI 48232  
attn: Dina Davis  
C05097896

11/11/11

# CHEVROLET

## AT THE AVENUES JAX, FL

10880 Phillips Highway Jacksonville, Florida 32256  
(904) 260-7777

CUSTOMER NO. 52248	ADDRESS STEVEN ELBERT 1771	VA3 NO 50R	DATE OF BIRTH 07/27/01	PROPERTY CVC68077
	DATE OF SALE 7/20/01	MODEL 40071	RECEIPT DATE	DEPOSIT IN LINE
	YEAR & MAKE / MODEL BRIDGEVEHICLE CORVETTE		DATE OF SALE	PRODUCT OF DATE
	VIN 1G1YV326XW5121801		DATE OF SALE	
PORT VEDRA BEACH, FL			DATE OF SALE	
PHONE NO.	BUSINESS PHONE			

LABOR & PARTS  
JOB # 18CVZ BODY ELECTRICAL CHK HOURS: TECH(S): 2971 212.80  
STEERING COLUMN LOCK SHOWS ON DISPLAY HEAD... IS THIS  
COVERED BY RECALL  
STEERING COLUMN LOCK ACTUATOR SHORTED INTERNALLY  
REPLACED STEERING COLUMN LOCK ACTUATOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	26060960	LOCK 2.195 A	195.22
JOB # 1 TOTAL PARTS				195.22
JOB # 1 TOTAL LABOR & PARTS				408.02

JOB # 241CVZ PERFORM RECALL CHECK HOURS: TECH(S): 2971 WARRANTY  
PERFORM RECALL CHECK  
FOR RECALL  
INSTALLED SEAT BELT GUIDE KITS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	10306414	GUIDE KIT 14.875 A	0.00	0.00
JOB # 2 TOTAL LABOR & PARTS				0.00	0.00

MISC CODE DESCRIPTION CONTROL NO  
JOB # A SS SHOP SUPPLIES/HAZARDOUS WASTE CHG TOTAL - MISC 21.28

TOTALS  
\*\*\*\*\*  
PAYMENT METHOD  
CASH [ ] CHECK [ ] CHARGE [ ]  
DISCOVER [ ] GPP [ ]  
TOTAL LABOR 212.80  
TOTAL PARTS 195.22  
TOTAL MISC CHG 21.28  
TOTAL MISC DISC 30.00  
TOTAL TAX 30.00  
TOTAL INVOICE \$ 459.38

STATE REGISTRATION NUMBER HV 27982  
ALL PARTS AND LABOR GUARANTEED FOR 1 YEAR OR 12,000 MILES  
ALL REPAIRS ARE PRICED AT A FLAT RATE  
PARTS DESIGNATED WITH AN (S) INDICATES LIFETIME GUARANTEE  
APPLIES FOR CUSTOMER PAY REPAIRS.  
THANK YOU!!

CUSTOMER SIGNATURE DUPLICATE INVOICE

Dir.  
For our phone  
conversation, please  
refund this amount.  
Thank you.  
If you have questions  
please call me  
at 499-0178  
(904)

Copy



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

OLDSMAR , FL

CASE NUMBER: 01245372 VIN: 1G1YY32G7W5123418  
MODEL YEAR: 1998  
DATE OPENED: 2000-08-15 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-08-15 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

CUST STATES HE WAS TOLD BY DLR THAT STEERING COLUMN LOCKS UP OFTEN AND HAPPENS TO 2-3  
CORVETTES A DAY/CUST FEELS GM TAKE ACTION AND NOTIFY CUST OF PROB AND HAVE PROB FIXED  
\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST CALLED IN AND STATES THAT VEH'S STEERING COLUMN LOCKED UP/CUST STATES HE WAS TOLD BY  
SVC MGR THAT PROB IS COMMON AND 2-3 CORVETTES ARE TOWED IN PER DAY FOR SAME PROB/ CUST  
STATES THAT VEH OWNERS SHOULD BE NOTIFIED OF PROB AND TOLD TO TAKE VEH INTO DLR FOR REPAIR  
SINCE THAT WILL BE CHEAPER THAN TOWING EVERYONE IN AND THEN HAVING REPAIR DONE/CUST STATES  
THAT NOTIFYING CUST WILL ALSO IMPROVE CUST SATISFACTION/CUST SEEKS TO HAVE SUGGESTION  
SUBMITTED INTO GM/CRM ADVISED CUST THAT FILE HAS BEEN STARTED AND CONCERNS HAVE BEEN  
DOC'D/CRM ADVISED CUST THAT CUST FEEDBACK IS VERY IMPORTANT AND INITIATES A LOT OF WHAT  
OCCURS AT GM/CRM ADVISED CUST OF FILE #//ADRIANCASTILLO/ATX, 0, 335204392

\*\*\*\*\*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:  
FAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

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

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

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

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



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 05423908 VIN: 1G1YY32G7W5124634  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-29 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-29 MILEAGE: 21000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) STEERING COLUMN  
M01 Steering General Other  
0 REPAIR ATTEMPT(S) COLUMN LOCKED UP

Notification of open campaigns or special policies.

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

AGENT INSTRUCTIONS:

For further information please click on the step-by-step for campaign status request  
[[Campaign Status Request RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest\_Corepoint.htm]]  
Notification of open campaigns or special policies.

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

CUST STATES THE STEERING IS LOCKED UP ON HIS VEH. CRM INFORMED CUST THAT THERE IS AN OPEN  
CAMPAIGN ON HIS VEH AND TO TAKE THE VEH INTO THE NEAREST DLR FOR REPAIR. KEVIN ALLEN/CAC/PDX;  
0; 367976133

\*\*\*\*\*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  
MERP:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

**RESTRAINT:**

IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	3595768	VIN Number:	1G1YY32G7W5125203
Date Opened:	11/23/1999	Model Year:	1998
Date Closed:	11/26/1999	Series:	Corvette
Dealer Code:	B09210	Mileage:	16779
Address:	BOB PULTE CHEVROLET LEBANON	State:	OH
Dealer Phone:			

---

SYMPTOM ABSTRACT— LOCK STEERING STEERING COLUMN LOCK INOP B2587

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--

11/23/1999 18:02:25 SBD TEMPLATE - STEWART

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)

\_Y\_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.) B2587 B2592

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

11/23/1999 18:02:25 HISTORY - STEWART DLR CALLED MARK

(TECH) STATES THE COLUMN LOCK MESSAGE IS ON AND COLUMN IS LOCKED. TECH STATES THE TROUBLE CHART IS LEADING HIM NO WERE.

TAC ADVISED TECH TO CHECK STAR CONNECTIONS AND LOCK RELAY IF OK REPLACE LOCK MOTOR.

11/23/1999 17:04:48 BEERE -

DEALER CONTACT NAME (WHO ARE YOU TALKING TO) MARK

1 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE  
TECH STATES SM MANUAL IS INCORRECT.

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

ADVISED TECH I WOULD RESEARCH AND CALL HIM BACK TOMORROW.

11/24/1999 09:40:05 EHLERT -

DEALER CONTACT NAME (WHO ARE YOU TALKING TO) MARK

2 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE  
TECH FOUND OPEN CKT IN 1603 ORN.

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

TECH IS TRYING TO USE 98 SCHEMATIC AND IT DOES NOT SHOW THE COLUMN LOCK  
RELAY IN THAT SCHEMATIC. I ADVISED TECH THAT RELAY WAS IN THAT CKT AND TO  
USE EITHER 2000 YB BOOK PAGE 8-491 OR ESI FOR CORRECT SCHEMATIC. I ALSO  
ADVISED TECH TO REMOVE CKT 1601 AND CKT 150 FROM MOTOR CONNECTOR AND  
JUMPER TOGETHER. IF SYSTEM BECOMES OPERATIVE THEN REPLACE MOTOR ASSY FOR  
FAILED FEEDBACK SWITCH...MME

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

Chicago , IL

CASE NUMBER: 1-102885040 VIN: 1G1YY32G7W5126495  
MODEL YEAR:  
DATE OPENED: 2003-05-27 SERIES: Corvette  
DATE CLOSED: 2003-06-14 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/A Yes DEALER NAME: Lynch Chevrolet, Inc.  
SRC PARENT: DEALER ADDRESS: 5333 W Irving Park Rd, Chicago, IL, 60641-2529, USA

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

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

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

checking for recall with his steering column; ; 2003-05-27  
2003-05-27

Service Request has been Closed Satisfied.; ; 2003-05-27  
2003-05-29

SR in Status of Closed has been Re-Opened by BELMA; ; 2003-05-29  
2003-05-29

Service Request Ownership has changed FROM: KARALISJ TO: BELMA; ; 2003-05-29  
2003-05-29

Cust. seeks reimbursement for recall.; ; 2003-06-14  
2003-05-29

Verify repair/ payment; ; 2003-05-29  
2003-05-29

speak with cashier about cust. payment; ; 2003-05-29  
2003-05-30

Follow up on reimbursement of deductible.; ; 2003-05-30  
2003-05-30

Follow up with cust.; ; 2003-05-30  
2003-05-30

update; ; 2003-05-30  
2003-05-31

verify repair for reimbursement; ; 2003-05-31  
2003-05-31

reimburse for recall repair; ; 2003-05-31  
2003-05-31

seeking reimbursement for recall repair; ; 2003-05-31  
2003-06-04

follow up; ; 2003-06-14  
2003-06-04

retrieved message; ; 2003-06-04  
2003-06-04

follow up; ; 2003-06-04  
2003-06-05

reimbursement; ; 2003-06-05  
2003-06-05

follow up; ; 2003-06-05  
2003-06-10

follow up; ; 2003-06-10  
2003-06-10

follow up; ; 2003-06-10  
2003-06-14

Service Request has been Closed Satisfied.; ; 2003-06-14

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
 REQUEST TYPE:  
 REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
 ACCOUNT NUMBER:  
 INTEREST RATE:

NAME:  
 INTEREST PAID:  
 DEALER BUYOUT:

ACCOUNT BALANCE:  
 LEGAL:

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

DEALER ADMINISTRATION:  
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

NAME:  
 ADDRESS: ,  
 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

DATE:  
 % BUSINESS: 0  
 DATE OF ACCIDENT:  
 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:

DIV: CHEVROLET CASE 990615947 TYPE: G-GENERAL  
NAME: BAY CHEVROLET-GEO  
YR/MDL: 1999/CORVETTE

## Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: GREATNECK STATE: NY ZIP: [REDACTED]  
VIN: 1G1YY32G7X5102473 DELIVERY DATE: 09/20/1998  
RESP DEALER: 00000  
MILEAGE: 24000 CORPORATE CASE #:  
YEAR/MODEL: 1999/CORVETTE

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 12/20/1999 ORIG OPEN DATE: 12/20/1999  
REOPENED: N  
LAST ACTIVITY DATE: 12/24/1999 BY: RACHAEL WISE  
CLOSE DATE: 12/24/1999 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRNT  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRNT  
LETTER 99-04, THROTTLE CONTROL SYSTEM  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM  
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: Y  
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: 12/20/1999  
DEALER CLOSED : 12/20/1999

DEALER NUMBER: 02043  
NAME: BAY CHEVROLET-GEO  
CITY: DOUGLASTON ST: NY

## REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
K40	0		FAILED 2 X'S
M41	0		LOCKS UP WHILE VEH IS ON
N20	0		CONSTANTLY ON

## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 12/20/1999 11:53:18  
CUST CALLED IN AND WANTED TO GET OUT OF HIS VEH. I CALLED THE DLR AND  
SPOKE TO JIM SCHOELLING, THE ASM HE STATED HE HAD TO CHECK THE VEH OMM  
ONCE AGAIN FOR THE TRANSMISSION. HE WILL GET A REP INVOLVED IF HE HAS  
TO BUT FOR RIGHT NOW I CANNOT DO ANYTHING UNTIL HE GETS THE CAR THERE  
I TRIED TOCALL THE CUST BUTHIS COMP HUNG UP ON ME TWICE SAYING HE IS N  
OT THERE. SO I WILL TRY LATER. THERE WILL NOT BE A RENTAL AVIALABLE UN  
TILT HE VEH IS ACTUALLY BEING WORKED ON. KRISTY GUTIERREZ-CASTILLO/ATS  
X

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 12/24/1999 00:00:01  
CASE CLOSED BY SYSTEM  
CASE CLOSED BY SYSTEM  
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 01/20/2000 11:35:50  
CRM RECEIVED E-MAIL FROM CUST. CUST STATES THAT THE VEHICLE HAS  
BEEN IN THE SERVICE DEPARTMENT FOR ALMOST A MONTH. CUST STATES  
THAT NOONE HAD EVER GOTTEN BACK TO HIM. CUST STATES THAT DEALER  
DOESNT WANT TO WORK WITH HIM SINCE THE VEHICLE WASNT PURCHASED THERE.  
CUST SEEKS TO HAVE VEHICLE TAKEN BACK. CRM ADVISED CUST VIA E-MAIL  
TO CONTACT CAC. SCOTT OAKES/TAMPA KANA

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 01/26/2000 16:03:55  
CUST STATED: HAS HAD TO HAVE SEVERAL REPAIRS PERFORMED ON THE VEH..  
VEHICLE HAS BEEN NOTHING BUT A PROBLEM SINCE HE PUR-  
CHASED IT..  
CURRENTLY HAVING TRANSMISSION,STERRING, AND FUEL GAUGE  
CONCERNS..  
CUST SEEKS: CHEVROLET PAY ONE OF HIS LEASE NOTES OF \$847.00 TO  
COMPENSATE HIM FOR THE TIME THAT THE VEHICLE WAS  
INOPERABLE..  
CRM ADVISED: SPOKE TO JIM (SVM) ADVISED THAT CHEV HAS ACCONADATED HIM  
TO THE UPMOST WHEN HIS VEHICLE IS IN FOR REPAIR..  
HE HAS BEEN PROVIDED A RENTAL EACH TIME HIS VEHICLE HAS  
BEEN IN FOR REPAIR..THEY ARE WAITING ON HIM NOW TO BRING  
THE VEHICLE BACK TO INSTALL PARTS THAT HAVE BEEN IN FOR  
2WEEKS NOW..  
WE WILL NOT BE ABLE TO PAY HIS LEASE NOTE AND WE WILL  
CONTINUED: CONTINUE TO WORK UNDER THE 3/36 WARRANTY..  
CUST STATED: HE WANTS IT NOTED THAT THIS IS THE LAST GM VEHICLE HE  
PURCHASE, AND THAT HE FEELS HE RECIEVED A 50,000 PIECE  
OF JUNK..HE FEARED GOING TO JAIL OR HE WOULD SET IT ON  
FIRE..  
CRM ADVISED: APOLOGIZED FOR THE INCONVENIENCE, AND I WILL DOCUMENT  
HIS CONCERNS..  
RACHAEL WISE,AUSTIN,TX

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: RICHARD KLEIN

COMPANY:

ADDRESS: 40 KNIGHTS BRIDGE RD

CITY: GREATNECK

STATE: NY ZIP: 11021-0000

AGE: 000

HOME PHONE: (516) 504-1486

BUSINESS PHONE: (516) 466-1200 EXTENSION:

INDEMNIFICATION DECISION: DATE:

INDEMNIFICATION REQUEST: 0 DATE:

**Injured Parties**

No Injured Party Data available for this case.  
Repurchase

No Repurchase Data available for this case.

**DMAC Correspondence**

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

WAUKAUA, WI

CASE NUMBER: 04674190 VIN: 1G1YY32G7X5104255  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-25 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-06-25 MILEAGE: 37500  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HEISER CHEV INC  
BRC PARENT: DEALER ADDRESS: 10200 N ARTHUR AVE, WEST ALLIS, WI, 53227, USA

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

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

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

C:\Progra-1\Plus\Micros-1\explore.exe

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

Final Repair Attempt

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

CUST STATES THAT HIS 99 CORVETTES STEERING COLUMN LOCKS UP AND THEN HE CAN'T START HIS CAR. CUST SEEKS TO SPEAK TO THE AVM BECAUSE HE HAS ATTEMPTED TO HAVE THIS PROBLEM RESOLVED NOW 3 TIMES. CRM ADVISED CUST, AFTER SPEAKING WITH THE CORVETTE SRV MGR, THAT ALL HE HAS TO DO IS BRING OR TOW IN HIS VEHICLE AND THEY'LL ATTEMPT TO REPAIR HIS VEHICLE ONCE AGAIN.

SAM PADGITT/ATX/CAC; 0; 362332007

2001-06-25

CUST STATES CONCERN NOT THE STERRING COLUMN LOCKING UP. CUST STATES CAR WONT START. CUST STATES AFTER A FEW MINUTES IT WILL. CONCERN IS INTERMITTENT. CUST STATES PREVIOUS CRM ADVSD THAT SOME OTHER DLRSHPS WOULD NOT ACCEPT HIM BECAUSE VEH OUT OF WARRANTY AND DID NOT WANT TO WORK WITH VEH. CUST SEEKS TO KNOW HOW HE CAN GET HIS VEH FIXED. CRM ADVSD WILL CONTACT DLRSHIP AND INQUIRE IF THEY HAVE CONTACTED TAC OR THEIR AVM. CUST SEEK CALL BACK IN A FEW HOURS (1 PM CST). KRISTOPHER ZITZEWITZ/CAC/PDX; 0; 362342366

2001-06-25

CRM SPOKE TO RON THE SVC MGR. RON STATES HE UNDERSTANDS CUST FRUSTRATIONS HOWEVER HE CANNOT DUPLICATE CONCERN. CRM INQUIRED IF TAC OR AVM COULD HAVE BEEN PRE-MATURLY CONTACTED TO SEE IF THEY HAD ANY INFORMATION ABOUT THAT CONCERN. RON STATES THEY HAVE NOT. RON STATES UNTIL HE CAN DUP,PLICATE THAT CONCERN NO REASON TO CONTACT AVM OR TAC FOR HELP. CRM TO ADVISE THIS TI CUST DURING CALL BACK. KRISTOPHER ZITZEWITZ/CAC/PDX; 0; 362343088

2001-06-25

CRM CALLED CUST BACK TO ADVISE OPTIONS WE HAVE OF CONTACTING ZONE RKP AND LETTING THEM SEE IF THEY HAVE ANY KNOWLEDGE OF CONCERN, OR LETTING DLRSHP ATTEMPT TO DUPLICATE CONCERN. CUST STATES HE WANTED ZONE REP ANSWER BY NOW. CRM ADVISED COULD ONLY LEAVE A MSG WITH THEM NO DIRECT WAY TO CONTACT THEM FROM OUR SIDE. CUST STATES WILL CONTACT ZONE REP HIMSELF TO GET ASISST. NO FURTHER ACTION FROM CAC. KRISTOPHER SITZEWITZ/CAC/PDX; 0; 362347778

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Staten Island  
NY

HOME PHONE:

CASE NUMBER: 1-76148013

VIN: 1G1YY32G7A5105325

DATE OPENED: 2003-02-26

MODEL YEAR: 1999

DATE CLOSED: 2003-02-26

SERIES: Corvette

SOURCE: Phone

MILEAGE:

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Sullivan Chevrolet Inc  
DEALER ADDRESS: 10 West Westfield Ave, Roselle Park, NJ, 07204-2249,

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

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

Sticks

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

Steering wheel lock; ; 2003-02-26  
2003-02-26

Dirship; ; 2003-02-26  
2003-02-26

Service Request has been Closed Satisfied.; ; 2003-02-26

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6799496	VIN Number:	1G1YY32G7X5107768	
Date Opened:	9/23/2003	Model Year:	1999	
Date Closed:		Series:	Corvette	
Dealer Code:	B11456	Mileage:	23010	
Address:	RIDGEWAY CHEV INC LANSING	IL	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— COLUMN STEERING COLUMN LOCK MESSAGE AND COLUM

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/23/2003 11:59:19 SBD TEMPLATE - MOCERI

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 VONBORSTEL - TECH

CUSTOMER CONCERN -

COLUMN LOCK MESSAGE AND COLUMN WILL NOT UNLOCK

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

DAVID STATES HE CAN MANUALLY COMMAND THE COLUMN TO UNLOCK. TECH STATES HE CAN SEE THE COLUMN FEEDBACK ACTIVE AND INACTIVE. BUT THE COLUMN DOES NOTHING.

TAC RECOMMENDATION -

1 ADV DAVID TO REPLACE THE BCM.

09/23/2003 11:59:19 HISTORY - MOCERI

GM RESTRICTED

361682

CASE NUMBER: 04405196 VIN: 1G1YY32G7X5109813  
 DATE OPENED: 06/01/01 MODEL YEAR: 99  
 DATE CLOSED: 06/08/01 SERIES: CORVETTE CONVERTIBLE  
 SOURCE: YES MILEAGE:  
 CUSTOMER: TERRELL, LARRY A  
 ADDRESS:  
 HOME PHONE: 706 937-4242 STATE: GA  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED] RINGGOLD, GA [REDACTED]  
 HOME PHONE: [REDACTED]

CASE NUMBER: 04405196 VIN: 1G1YY32G7X5109813  
 DATE OPENED: 2001-06-01 MODEL YEAR: 1999  
 DATE CLOSED: 2001-06-08 SERIES: CORVETTE CONVERTIBLE  
 SOURCE: Phone MILEAGE:  
 SRC TYPE: Yes DELIVERY DATE:  
 SRC PARENT: DEALER NAME:  
 DEALER ADDRESS:

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

M01 Steering General Inoperative  
 0 REPAIR ATTEMPT(S) LOCKED AND WONT MOVE

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 [SOLUTIONS RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/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/chronic\\_repair.htm](http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.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

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

361682

\* 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/sbs customer requests vehicle  
 repurchase.htm]]

Vehicle repair request - Repair not done

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

CUST STATES THAT STEERING COLUMN IS LOCKED AND WON'T UNLOCK. CUST SEEKS TECH INFORMATION  
 THAT CRM CANNOT SUPPLY. CRM ADVSD CUST THAT APPOINTMENT COULD BE SET UP FOR INSPECTION.  
 CUST STATED THAT HE WOULD CALL THEM HIMSELF TO SET UP APPOINTMENT. CRM SET UP FOLLOW UP  
 CALLBACK FOR THURSDAY 6/7/01 FROM 6 TO 8 PM EST BRIAN BARBEAU/CAC/PDX; 0; 360302119  
 2001-06-01

UPDATE TO PREV FILE..... CRM DID ALSO ADVISE CUST OF PENDING CAMPAIGN ON VEH. CRM ADVSD  
 CUST TO TAKE VEH IN ASAP FOR REPAIRS. BRIAN BARBEAU/CAC/PDX; 0; 360302318  
 2001-06-08

CRM CALLED CUST FOR FOLLOW-UP. CRM GOT VM AND LEFT MESSAGE FOR CUST WITH REQ# AND PH#  
 FOR CAC. BRIAN BARBEAU/CAC/PDX; 0; 360883398

\*\*\*\*\*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:

GM RESTRICTED

361682

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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



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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

FAIRVIEW, TX

CASE NUMBER: 03268942 VIN: 1G1YY32G7X5113716  
MODEL YEAR: 1999  
DATE OPENED: 2001-02-21 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-03-15 MILEAGE: 28000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: DEALER NAME: EL DORADO MOTORS INC  
BRC PARENT: DEALER ADDRESS: 2300 N CENTRAL EXPRESSWAY, MC  
KINNEY, TX, 75070, USA

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

A12 Miscellaneous - Not Classified Other  
0 REPAIR ATTEMPT(S) RENTAL VEH  
M41 Steering Column/Lock/Attaching Parts Wobble  
0 REPAIR ATTEMPT(S) LOCKS UP

RENTAL - STEERING

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

CUST STATES HE HAD A READOUT ON HIS CORVETTE WHICH STATES PULL KEY AND WAIT 10 SEC. CUST STATES THIS HAS HAPPENED ABOUT 10 TIMES LATELY. CUST STATES IT NOW DISPLAYS STEERING COLUMN LOCK. CUST STATES HE CALLED ROADSIDE AND WHILE WAITING HE PLAYED WITH THE STEERING COLUMN IT UNLOCKED. CUST STATES IT NOW WOBBLER AND WILL NOT LOCK. CUST STATES HE TOOK VEH TO DLR SHP WHERE IT SAT ALL DAY. CUST STATES DLR STATES THEY WERE SHORT AND COULD NOT GET TO VEH. CUST STATES HE WOULD LIKE TO GET A RENTAL BUT DLR SHP HAS CHANGED HANDS AND THEY HAD A 24 HOUR WAIT NOW. CRM CALL MIKE BROOKS, SVC MGR, WHO STATES THEY HAVE NOT HAD A CHANCE TO DIAGNOSE VEH YET. CUST STATES HE MAY TAKE VEH FROM DLR SHP AND GO TO ANOTHER DLR SHP. CUST STATES HE ORDERED PARTS AND THEY HAVE BEEN IN THE DLR SHP BUT CUST STATES HE HAS NEVER REC'D A CALL BACK FROM THE DLR SHP. SINCE CUST HAS NOT MADE DECISION ON WHICH WAY TO GO, SO CRM ADVISED CUST TO CALL BACK TONIGHT TO INPUT FILE. IF CUST DOES NOT HAVE INFO IN FILE, CRM WILL CALL CUST IN AM ON THURS.; 0; 351652454  
2001-02-21

JFRANCO/CAC/PDX; 0; 351652462  
2001-02-22

Cust called in to update file:

Cust sts that he is P.O'd at the dealership. Cust sts that they are barley working on veh. Cust seeks to tow the veh to another dealership. Cust wants to know if he can do that. CRM advised that roadside will tow veh to the nearest dealership, and being that he is already at a dealer the cust may responsible to pay for a tow somewhere else. Cust understands.

Cust sts that the last CRM is going to call him sometime today. Cust sts he will wait for her call.

\*\*\*\*\*NO FURTHER ACTIONS WILL BE TAKEN BY THIS CRM\*\*\*\*\*

Maria Pizano/ Austin/ CAC; 0; 351710936  
2001-02-22

cust called seeking to know if previous crm called, crm did not see that previous crm called, cust states that dlr is given him a loaner, but they have not diagnosed it yet, crm will forward file back to francoj, just to let her know he called, he is not requesting a

call back, he will call back if any more concerns arrive  
cynthia hanna/cac/pdx; 0; 351718040  
2001-02-22

CRM OPENED FILE TO DO CALLBACK AND NOTED THAT CUST HAS ALREADY CALLED IN. CRM CALLED DLRSEP  
AND WAS ADVISED THAT DLR WAS WORKING ON VEH AT THIS TIME. SVC STATES MIKE BROOKS IS WORKING  
ON VEH AND COULD NOT COME TO PHONE. CRM WILL NOTE IN FILE AND WILL CALL BACK LATER.  
JFRANCO/CAC/PDX; 0; 351719217  
2001-02-22

CRM LEFT MSG ON CUST WORK VM THAT SVC WAS WORKING ON VEH AT THIS TIME. JFRANCO/CAC/PDX; 0;  
351719373  
2001-03-15

CRM CHECKED VIN PROFILE AND VERIFIED WITH DLR THAT REPAIR HAS BEEN DONE AND THERE APPEAR TO  
BE NO OTHER ISSUES. CRM CALLED CUST HOME NUMBER AND RELAYED MSG THAT IF CUST HAS ANY FURTHER  
ISSUES WITH VEH TO CALL IN TO CUST ASSISTANCE. JFRANCO/CAC/PDX; 0; 353542069

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:  
CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] CHILLICOTHE OH [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05147327 VIN: 1G1YY32G7X5116437  
DATE OPENED: 2001-08-01 MODEL YEAR: 1999  
DATE CLOSED: 2001-08-07 SERIES: CORVETTE CONVERTIBLE  
SOURCE: Phone MILEAGE: 60000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: MCALLISTER CHEVROLET INC  
DEALER ADDRESS: 60 N PLAZA BLVD, CHILLICOTHE, OH, 45601, USA

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

T19 Campaign Correction Required	Customer Satisfaction
0 REPAIR ATTEMPT(S)	CAMPAIGN 01044
M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	ACTUATOR/ ELEC MOTOR

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

- VIN required to check for recalls.
1. First check VIN profile tab for recalls
  2. Refer to [[Campaigns RUN C:\Progra-1\Plus1\Micros-1\Iexplor.exe  
http://carsweb/webknowledge/]] for recall details, Go under the Bulletins tab.
  3. If the vehicle is involved in a campaign recall, advise customer to contact their dealer to take action necessary to correct concern.
- Vehicles involved in product recall campaigns

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

CUST STATES VHS STEERING LOCKED UP DAY BEFORE THEY RCVD THE LETTER. CUST STATES VEH WAS TOWED TO CLOSEST DLR. CUST STATES DLR DID PERFORM CAMPAIGN FOR STEERING LOCK. CUST STATES HE WAS ADVISED THE PART THAT CAUSED THIS TO LOCK IS NOT ON THE CAMPAIGN FOR HIS VEH. CUST STATES HE WAS ADVISED HE WILL HAVE TO PAY FOR REPAIRS. CUST SEEKS FOR GM TO PAY FOR PART. CRM ADVISED CALLED MIKE SVC MGR, MIKE STATES THE PART IS ON THE CAMPAIGN FOR MANUAL AND EXPORT VHS, NOT AUTOMATICS. CRM ADVISED CUST OF PART NOT BEING ON THE CAMPAIGN. CUST STATES HE MAY HAVE EXTENDED WRNTY, W/INDEPENDENT COMPANY. CRM ADVISED CALLED SELLING DLR, CRM SPOKE W/ RICK CONTI. RICK STATES HE WILL CHECK FOR CUST AND CALL CUST BACK W/INFO. CRM ADVISED CUST CRM WILL FOLLOW UP W/ CUST ON TUES 8/7/01. 9 TO 11 PST. BETTY JAMIESON/CARS/PDX; 0; 365549166  
2001-08-01

CUSTOMER CALLED IN AND STATES THAT HE SPOKE WITH ANOTHER REPRESENTATIVE AND WOULD LIKE TO SPEAK TO HER REGARDING HIS CONCERN ABOUT HAVING GM COVER THE PART AND HE PAY FOR LABOR. CRM ADVISED CUSTOMER THAT PREVIOUS REPRESENTATIVE IS WORKING ON FILE AND HAS A CALL BACK APPOINTMENT SET UP. CUSTOMER INTENDS TO PAY TO GET THE VEHICLE OUT OF SHOP AND IS GOING TO WAIT FOR PREVIOUS REPRESENTATIVES FOLLOW UP CALLS. CRM CONTACT SERVICE DEPARTMENT AND DOUBLE CHECKED THAT THE IGNITION LOCK THAT WAS THE FAILED PART AND HAD TO BE REPLACED WAS NOT COVERED UNDER CAMPAIGN 01044 ON AUTOMATIC VEHICLES, HOWEVER IT IS COVERED ON MANUAL, VEHICLES. CUSTOMER IS PLANNING ON PICKING UP HIS VEHICLE AND THEN WAITING FOR PREVIOUS CRM TO CALL HER BACK IN ORDER. CRM ADVISED CUSTOMER THAT IS FINE AND WILL NOTE ON CALENDER TO

CHECK FILE AND SEE IF CUSTOMER HAS RECEIVED A CALL BACK. JENESSA MCCATHERON/CAC/PDX; 0;  
365552762  
2001-08-07

CRM ADVISED CALLED CUST, CUST STATES HE PICKED VEH UP FROM DLR. CUST PAID FOR PART AND  
LABOR. CUST STATES HE CHECKED AND DOES NOT HAVE A EXTENDED WRNTY ON VEH. CRM REVIEWED AND TM  
E ABBOTT APPROVED THAT GM WILL REIM CUST FOR THE PART. CUST WILL BE RESPONSIBLE FOR LABOR.  
CRM ADVISED CUST TO SEND DOCUMENTS TO CHEVROLET FOR REIM. BETTY JAMIESON/CARS/PDX; 0;  
366055463  
2001-08-07

\*\*\*\*\*NEXT CRM\*\*\*\*\*  
PLEASE FORWARD FILE BACK TO PREV CRM AS CRM IS WAITING FOR REIM DOCS. BETTY  
JAMIESON/CARS/PDX; 0; 366055512

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:





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

HUMBLE TX

CASE NUMBER: 04022391 VIN: 1G1YY32G7X5117457  
MODEL YEAR: 1999  
DATE OPENED: 2001-05-01 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-05-17 MILEAGE: 25000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MUNDAY CHEVROLET  
BRC PARENT: DEALER ADDRESS: 17800 NORTH FREEWAY, HOUSTON, TX, 77090, USA

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

T04 General Information  
0 REPAIR ATTEMPT(S)Other  
SEEKING BUY BACKM01 Steering General  
3 REPAIR ATTEMPT(S)Inoperative  
LOCKING/INOPERATIVEM41 Steering Column/Lock/Attaching Parts  
3 REPAIR ATTEMPT(S)Broken  
LOCKING UP ON CUST

## Final Repair Attempt

## CRM INSTRUCTIONS:

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

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

C:\Progra~1\Plus!\Micros-1\Iexplor.exe

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

Vehicle operation or design

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

CUST STATES THAT HIS VEHICLE HAS HAD PROBS WITH STEERING COLUMN LOCKING UP TO THE POINT OF VEHICLE BEING INOPERATIVE....CUST STATES THAT IT EVEN HAD TO BE TOWED FROM GARAGE BECAUSE CUST COULD NOT GET IT OUT....CUST STATES THAT IT HAS BEEN REPAIRED TWICE BY DLRSHP BUT NO SOLUTION...CUST STATES THAT HE IS CONCERNED BECAUSE WIFE DOESN'T FEEL SAFE IN VEHICLE....CUST SEEKS ASSISTANCE...CUST SEEKS SATISFACTION...CUST STATES THAT HE WOULDN'T MIND BEING PUT INTO A CADILLAC ESCALADE....CUST SEEKS OPTIONS...PLEASE ASSIST CUST FURTHER...CRM TRANSFERRING TO TIER 2 SPECIALIST FOR FURTHER ASSISTANCE...ROB CANTU ATX; 0; 357599146  
2001-05-04

CUST CALLED BACK SEEKING UPDATE, PREVIOUS CRM SAID TAKING TO TIER 2, HOWEVER, NO ACTIVITY ON FILE TODAY SO CRM TOOK OWNERSHIP. CRM TOLD CUST WOULD CONTACT SRV MGR AT MUNDAY CHEV 281-397-8600 AND ADVISE HIM CUST WANTED OUT OF VEH. CRM TOLD CUST NOT SURE WHAT COULD BE DONE AT THIS TIME, BUT WOULD FOLLOW UP AND CALL CUST BACK AFTER 2PM TUESDAY (CUST AT 281-540-1414 FROM 2 TO 7 PM). BARBARA FLEMING/PDX/CARS; 0; 357870604  
2001-05-07

CRM TALKED TO SRV MGR, KEVIN, AND HE SAID THEY DID A FIX ON STEERING IN APRIL AND THERE SHOULD BE NO FURTHER CONCERNS WITH IT. KEVIN SAID THEY HAVE UPDATED PARTS THAT SHOULD CORRECT THE CONCERN, AND GM WILL NOT BUYBACK WHEN CAN BE FIXED. KEVIN SAID IF STILL HAVING CONCERNS, TO LET HIM KNOW. BARBARA FLEMING/PDX/CARS; 0; 358110170  
2001-05-08

CRM LEFT VM WITH CUST RELATING INFO FROM SRV MGR, KEVIN, AND REQUESTING HE CALL KEVIN IF HE IS STILL EXPERIENCING CONCERNS WITH STEERING. BARBARA FLEMING/PDX/CARS; 0; 358200147  
2001-05-08

CUST SEEKING TO SPEAK W/PREV CRM. CUST STATED THAT SHE WAS TO CALL CUST TODAY. CUST JUST WONDERING WHAT WHAT GOING ON. CRM ADV CUST OF NOTES THAT PREV CRM HAD LEFT. CRM ADV CUST THAT PREV CRM WILL BE NOTIFIED AND FORWARDED TO HER. CUST THANKED CRM FOR ASST. RENE' NEELY TEAMCARS; 0; 358211877  
2001-05-08

CRM GIVEN MESSAGE TO CALL CUST, DID SO AT WORK NUMBER. CUST SAYS HAS NOT DRIVEN VEH SINCE GOT BACK, AFRAID WILL LOCK UP AGAIN. CRM EXPLAINED REVISED PARTS USED, AND SHOULD HAVE NO CONCERNS. CUST UNWILLING TO TRUST SINCE SAID HAS FAILED 4 TIMES. CUST SAYS NOT REQUESTING BUYBACK, AND FIRST CRM MISUNDERSTOOD WHEN SAID HE WANTED INTO A CAD IN PLACE OF VET. CUST SAYS IF CAN GET OUT OF VET, WILL BUY AN ESCALADE. CUST WISHES TO SPEAK TO AVM CONCERNING HIS VEH. CRM ADVISED WOULD TALK TO DLR AND GET BACK TO CUST THURSDAY. BARBARA FLEMING/PDX/CARS; 0; 358213474  
2001-05-09

CRM CALLED SRV MGR, KEVIN, HE SAID WITH A CUST REQUESTED CALL BACK IN FEW MINUTES. BARBARA FLEMING/PDX/CARS; 0; 358283838  
2001-05-09

CRM TRIED SRV MGR AGAIN, HE DID NOT PICK UP. BARBARA FLEMING/PDX/CARS; 0; 358296117  
2001-05-09

CUST CALLED BACK REQUESTING ADDRESS. CRM ADVISED DID NOT HAVE LOCAL ADDRESS, BUT HE COULD SEND TO CHEVY AND GAVE HIM ADDRESS. BARBARA FLEMING/PDX/CARS; 0; 358305804  
2001-05-17

AVM RESPONDED STATING VEH HAD BEEN REPAIRED PER THE TERMS OF THE WARRANTY. AVM STATED IF CUST WANTS TO UPGRADE, HE WOULD NEED TO TRADE OUT OF CURRENT VEHICLE. REPURCHASE WOULD NOT BE AVAILABLE. BARBARA FLEMING/PDX/CARS; 0; 358993122

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE: 0  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

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: ,

LOCATION:

PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

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

CICERO, IL

CASE NUMBER: 01809206 VIN: 1G1YY32G7X5119435  
DATE OPENED: 2000-10-05 MODEL YEAR: 1999  
DATE CLOSED: 2001-11-01 SERIES: CORVETTE CONV  
SOURCE: Phone MILEAGE: 600  
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\*\*\*\*\*

T55 Protection Plan Administration (GM Purchase) Customer Satisfaction  
0 REPAIR ATTEMPT(S) avm req gmpp mg 60/75 0 deduct

J01 Engine Other  
1 REPAIR ATTEMPT(S) replaced

H40 Master Cylinder Other  
1 REPAIR ATTEMPT(S) failed

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

avm req gmpp mg 60/75 0 deduct

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

avm, Mike Lawless, 800-823-0055 x 8141, req gmpp mg 60/75 0 deduct due to early failure of the complete engine at 400 miles and other failures such as master cylinder and steering column lock. avm states the cust feels unsafe and has lost confidence in veh. Tiffany Baker/avm group/tpa; 0; 99999  
2000-10-05

AVM STATES HE HAS OFFERED GMPP TO CUST AND CUST HAS ACCEPTED. TIFFANY BAKER/AVM GROUP/TPA;  
0; 339633894  
2000-10-05

CUST HAS OTHER FILES; C01617624, C01586036, C01390148, C01365724, C01045134.

\*\*\*COPIED FROM C01617624 9/19/00\*\*\*

CUST STATED THAT HE WANTED TO MAKE SURE THAT IN HIS WARRANTY HE QUALIFIED FOR A RENTAL CAR--  
CRM ADVISED CUST THAT HE DID QUALIFY FOR A RENTAL CAR---CUST STATED THAT HE WANTED TO MAKE  
SURE BEFORE HE BROUGHT IT UP TO THE DLRS---CRM ADVISED HIM THAT IF HEHAD ANY OTHER PROBLEMS  
TO PLEASE FEEL FREE TO CALL US...

YOLANDA PRIMM/AUSTIN TX; 0; 339633974  
2000-10-05

\*\*\*COPIED FROM FILE C01390148 8/28/00\*\*\*

CUST STATES CUST HAS CALL CAC TWICE AND IS NOT GETTING IN SATISFACTION. CUST STATES THE DLR  
HAS BEEN CALL BUT THE DLR HAS FIXED THE PROBLEM THEN IT RETURNS. CCUST STATES THE SLG MGR  
HAS TOLD CUST OTO GO SOMEWHERE ELSE BECAUSE OF BEING SO PICKY. CUST SEEKS TO GET REPAIRS.  
CUST STATES HAS CALL DLR NEARBY BUT NO ONE HAS WORK ON CORVETTES AND STATED THAT THE DLR IS  
IN A BAD AREA AND COULD NOT LOCK UP VEH. CUST STATES THIS DLR WHERE VEH HAS BEEN BOUGHT HAS  
LEFT VEH DIRTY, HAVE PUT BRATCHEDS ON CUST VEH. CUST STATES THAT CUST IS STILL HAVING A OIL  
LEAK (REAR MAIN SEAL) AND ALSO THE LIGHT COMING ON W/STEERING COLUMN. CUST WANTS THIS FIX

OR WILL GET RID OF VEH. CUST HAS HAD 24 CORVETTES AND THIS IS THE ONLY ONE THAT IS GIVING PROBLEMS. CUST WANTS TO KNOW CAN THIS BE FIXED. CUST ALSO WOULD LIKE TO SPEAK W/YOU OR HELP HIM FIND A DLR THAT IS IN CUST AREA THAT CAN WORK ON CORVETTES. CUST STATES HE FEELS IF BUYING A VEH AT THE DLR SHOULD BE ABLE TO FIX IT. CUST STATEDS HAS BEEN I; 0; 339634054  
2000-10-05

\*\*\*COPIED FROM FILE C01390148 8/28/00\*\*\*

NOT FIXED. CUST STATES CUST CDS WAS TAKEN OUT OF VEH AND ALSO VEH WINDOWS LEFT DOWN AND ALSO SOMEONE WAS EATING IN VEH. CRM ADV CUST WOULD DOCUMENT CUST CONCERN AND LEAVE A MESS TO AVM.

PAT WALTERS/AUSTIN CARS; 0; 339634098  
2000-10-05

\*\*\*COPIED FROM FILE C01390148 8/28/00\*\*\*

CUST STATES HAS A STERRING COLUMN LIGHT COMING ON AND AN OIL LEAK FROM THE REAR MAIN SEAL THAT IS NOT GETTING FIXED. VEH HAS BEEN IN TWICE FOR EACH CONCERN.

PAT WALTERS/AUSTIN CARS; 0; 339634149  
2000-10-05

\*\*\*COPIED FROM FILE C01390148 8/31/00\*\*\*

MIKE LAWLESS LEFT MESS FOR CRM TO CALL HIM. CRM PLACE CALL AND WAS OUT OF POCKET SO CRM WILL PLACE CALL LATER.

PAT WALTERS/AUSTIN CARS; 0; 339634182  
2000-10-05

FILE 1390148 8/31 CRM CALL AND SPOKE W/MIKE LAWLESS ABOUT CUST VEH. MIKE STATED HAD THE SVC MGR BEEN CALL. CRM ADV MIKE THAT THERE WAS A FILE STATING THAT THE CRM HAD CALL SVC MGR AND THE VEH WAS TAKEN IN. CUST IS STILL HAVING THE PROBLEMS. MIKE STATED CALL SAM ERWING SVC MGR AND SEE WHAT HE IS STATING BECAUSE THIS VEH NEEDS TO BE CHECK OUT TO SE WHERE THE LEAK IS. MIKE STATED HE DOESN'T KNOW ANY CASES OR TROUBLE IN THE CORVETTES ABOUT THE STEERING COLUMN. CRM THEN CALL SAM SVC MGR AND STATED THE CUST HAS NOT CALL THE SVC DEPT FOR ANY CONCERNS SINCE AUG 1. SAM STATED HAS NO PROBLEM IN CHECKING THE VEH OUT AND IF CUST WANTS TO USE ANOTHER DLR IT WAS FINE W/HIM. CRM ADV SAM WOULD CALL CUST TO LET HIM KNOW CUST NEEDS TO BRING IN VEH. CRM CALL CUST TO LET CUST KNOW TO TAKE VEH IN. CUST CONCERN IS GETTING VEH BACK WITHOUT DAMAGE AND SRATCHES LIKE LAST TIME. CRM ADV CUST WHEN SPEAKING W/SAM LET SAM KNOW OF YOUR CONCERNS AND IF NOT GETTING SATISFACTORY W/DLR GIVE US A CALL BACK.

PAT WALTERS/AUSTIN CARS; 0; 339634255  
2000-10-05

FILE C01390148 9/13/00

cci and stated that he had his vehicle at the shop..cust stated that he was experiencing an oil leak and it was on the oil pan..cust stated that the dealership had replaced the oil pan, bolts, and the gasket around with new partsand it was still leaking..cust stated that the dealer had relayed that if need be they would replace the entire engine..cust seeking to have concerns documented..cust concerned with different engine in the vehicle, then the casting numbers will not match the vehicle and it may cause problems if the cust tries to sell the car..cust also stated that he does not want us to call the dealership until the cust requests us to do so after he picks his car up....crm informed cust of documentation.....Aaron Correll/pdx; 0; 339634306  
2000-10-05

FILE C01390148 9/15/00

cust states that the does not want a new engine he states that the veh will not be the same. Cust is very upset, seeks a trade, extended warranty, or for the dealer to purchase the veh. Crm will call the cust back on wed the 20th to update the file. Debora Perez/pdx; 0; 339634347  
2000-10-05

FILE C01390148 9/15/00

CUST CALLED IN WITH A COUPLE OF QUESTIONS FOR PREVIOUS CRM TO WORK ON SINCE PREVIOUS CRM WILL BE CALLING CUST WED THE 20TH....QUESTION 1: WILL CUST BE ABLE TO KEEP OLD ENGINE FOR PROOF TO WHOEVER HE SELLS VEH TO THE REASON WHY ORIGINAL ENGINE IS NOT IN VEH..QUESTION 2: WHAT TYPE OF ENGINE IS GOING IN VEH IF DLR ADV CUST THAT THERE ARE NO MORE 99 CORVETTE ENGINES AVAILABLE ? WILL IT BE MORE HORSEPOWER? LESS ?.....BUYBACK.....CRM WILL FORWARD THESE QUESTIONS TO PREVIOUS CRM'S ATTENTION.....PABLO CABEZUDO.PDX; 0; 339634373  
2000-10-05

FILE C01390148 9/15/00

CUST CALLED IN WITH A COUPLE OF QUESTIONS FOR PREVIOUS CRM TO WORK ON SINCE PREVIOUS CRM WILL BE CALLING CUST WED THE 20TH....QUESTION 1: WILL CUST BE ABLE TO KEEP OLD ENGINE FOR PROOF TO WHOEVER HE SELLS VEH TO THE REASON WHY ORIGINAL ENGINE IS NOT IN VEH..QUESTION 2: WHAT TYPE OF ENGINE IS GOING IN VEH IF DLR ADV CUST THAT THERE ARE NO MORE 99 CORVETTE ENGINES AVAILABLE ? WILL IT BE MORE HORSEPOWER? LESS ?.....BUYBACK.....CRM WILL FORWARD THESE QUESTIONS TO PREVIOUS CRM'S ATTENTION.....PABLO CABEZUDO.PDX; 0; 339634425  
2000-10-05

FILE C01390148 9/18/00

CUST WANTS TO TALK WITH AVM.FALLONJ/PDX; 0; 339634448  
2000-10-05

FILE C01390148 9/18/00

MIKE LAWLESS LEFT CELL PH# 630 531 7417. CRM CLLD BACK, LEFT MESS. I DON'T KNOW IF AVM WANT'S ME TO GIVE THAT CELL# TO CUST, I WILL CLL AGAIN RATHER THAN GIVE IT TO CUST WITHOUT PERMISSION. FALLONJ/PDX; 0; 339634471  
2000-10-05

FILE C01390148 9/19/00

CRM CLLD MIKE LAWLESS BACK 9/19/00 8:50AM. HE ASKED CRM FOR CUST'S HOME PH#. HE STATES HE WILL CALL CUST AFTER HE HAS GATHERED SOME MORE INFO ON THE ENGINE, HOPEFULLY TODAY SOMETIME. REQ, CRM TO CLL MIKE BACK LATER TODAY. FALLONJ/PDX; 0; 339634501  
2000-10-05

FILE C01390148 9/21/00

CRM CLLD MIKE AVM, HE STATES TALKED WITH CUST. STATES DLRSHD CAN GET A NEW ENGINE TO REPLACE THE LEAKING ONE, BUT IT DOESN'T HAVE A VIN#. CUST IS A COLLECTOR OF FINE CARS AND THIS VIN# FOR THE ENGINE MEANS SOMETHING TO HIM. AVM STATES WILL DISCUS WITH OTHER ADMINISTRATIVE EXPERTS BEFORE MAKING A FINAL OFFER TO CUST. THERE IS A VERY STRONG POSSIBILITY OF A BUYBACK. BUT CUST DOESN'T KNOW THIS YET. WAIT TO HEAR FROM MIKE. FALLONJ/PDX; 0; 339634522  
2000-10-09

CRM CREATED THIS FILE DUE TO THE CUST'S NAME BEING MISPELLED ON THE OTHER FILES. TIFFANY BAKER/AVM GROUP/TPA; 0; 339971385  
2000-10-09

TEAM LEAD REVIEWED REQUEST FOR GMPP MAJOR GUARD 60/75,000 WITH ZERO DEDUCTIBLE DUE TO ENGINE FAILURE AT LOW MILEAGE. REQUEST FROM AVM MEETS SOG GUIDELINES...SHARON IKRI/TEAM LEAD FOR AVM CAC/TAMPA; 0; 339972622  
2000-10-10

FILE HAS BEEN PRE-APPROVED BY JOY NIXON-TAMPA APPROVAL GROUP; 0; 340047300  
2000-10-11

FINAL APPROVAL. BOB RIVELLI/TPA APPROVED GMPP MAJOR GUARD FOR 60/75/0 PER AVM MIKE LAWLESS. FORWARDING TO APPROVAL TEAM FOR LTR PROCESSING.; 0; 340130134  
2000-10-12

Gmpp on its way letter requested on 10/12/00, reference 158802. Jan Hawthorne/tpa/goodwill auditor; 0; 340216536  
2000-10-12

Gmpp on its way letter released. Lara Dubose/Approver Group/Tpa; 0; 340231552



2000-10-28

CRM received copy of gmpp and attached to the request. glen orcutt/tampa; 0; 341605081  
2000-11-06

AVM CALLED IN TO CHECK ON REQUEST CRM INFORMED LETTER WAS SENT ON 10-12-00 . LISA MAIER ATX  
CARS; 0; 342397297  
2000-11-30

AVM MICHAEL LAWLESS CLMD IN RE TO LETTER FROM CAC INFORMING CUST OF GMPP. CUST STATES HE  
HAS NOT RCVD ANYTHING FROM US OR GMPP. AVM IS CONCERNED. CRM CONTACTED GMPP WHO ADVISED THAT  
ON OCT 24, 2000 PACKET WAS SENT TO CUST. THEY ADVISED DELIVERY IS NORMALLY 3-4 WEEKS. WITH  
THE HOLIDAY IN THE MIST CUST COULD POSSIBLY BE RCVING IT ANYDAY. SPOKE WITH SANDRA AT  
GMPP. CRM ADVISED AVM THAT PACKET WAS SENT OUT ON 24OCT AND TO CHECK WITH CUST TOWARD END OF  
NEXT WEEK TO CONFIRM HE RCVD IT. IF NOT GMPP HAS SUBMITTED NEW PACKET TO CUST BUT IT WOULD  
BE AGAIN 3-4 WEEK WAIT. THIS IS FOR BACKUP. AVM VERY HAPPY. SUZANNE SUTHERLAND/CAC/PDX;  
0; 344474561  
2001-01-04

confirmed that gmpp was sent out to the correct address with the zip code suffix. that  
will ensure that it went out. niko gutierrez/field; 0; 347476396  
2001-09-14

cust seeks to have his engine back so he can sell veh. CRM advised cust that AVM states  
that he can not get engine back for cust. CRM advised cust that cust did accept GMPP Major  
Guard. cust states that the GMPP was unsatisfactory. CRM is closing file dissatisfied with  
a letter. jphropshire/cac/atx; 0; 369337579  
2001-11-01

TM REVIEWING FILE.

CLOSING FILE DISSATISFIED/ NO BBB LETTER.  
MICHAEL A. FLORES/TM/AUSTIN; 0; 373500630

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

**EXTERNAL CASE NUMBER:**

**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 12, 2000

[REDACTED]  
Cicero, IL [REDACTED]

Request: C01809206  
[REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks.

The GMPP Major Guard plan is for the following:

- 60 months/75,000 miles
- a standard rental
- a \$0.000 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact them at 1-800-631-5590 if you have additional questions.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Janet Hawthorne  
Customer Relationship Manager

R35-T

**GMPP REQUEST FOR PROCESSING**

**Motors Insurance Corporation  
National Mechanical Service Center  
P.O. Box 6856  
Chicago, IL 60680-6856**

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

10-20-00P07:52 RCVD

**Customer Name:** \_\_\_\_\_

**File Number:** C01809206

**Personal Use:** ☒ **Commercial Use:** \_\_\_\_\_

**Reason for offering GMPP:** avm reg due early failure of engine, master cylinder, steering column lock

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

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

**VIN #** 1G1YY3267X5119435

**Year:** 1999 **In service Date:** 2/10/99 **Mileage:** 600

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

Pontiac - 16-89101  
Buick - 11-89001

GMC Truck - 48-61764  
Chevrolet - 13-70011

Oldsmobile - 16-89001  
Cadillac - 12-89000

**Payment Approval and Type:**

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

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

**Payment Approval:** TIFFANY BAKER **CRM (decision maker):** AVM-Mike Unless

**Plan Selection:** MAJOR GUARD 60/75 @ deduct

**Team Manager/Supervisor:** Carroll Webster **Date:** 10/9/00

976112430

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY3267X5119435

YEAR

1999

MAKE

Chevrolet

MODEL

Corvette

CURRENT ODOMETER

00600

PLAN PURCH. DATE

10/5/00

COMM.

EMER.

4WD

OBJECT ONLY ONE

GMW\*

X

MAR\*

MAJOR GUARD\*

X

CUSTOM

POWERTRAIN

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

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

MECHANICAL TERM

VEHICLE IN SERVICE DATE

2/10/99

MONTHS

MILES

36

48

60

72

OPTIONAL DEDUCTIBLE

\$100

\$200

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

MECHANICAL TERM

OPTIONAL DEDUCTIBLE

12/12,000

24/24,000

36/36,000

\$100

\$200

SmartCare and Mech. Coverage

TOTAL \$

00

MECHANICAL COVERAGE

PRICE \$

00

TAX \$

00

TOTAL \$

00

SMARTCARE™ TERM

MONTHS

MILES

MONTHS

MILES

MONTHS

MILES

12

12,000

36

36,000

36

36,000

24

15,000

48

48,000

48

48,000

36

24,000

60

60,000

60

60,000

48

30,000

72

72,000

72

72,000

SMARTCARE™

PRICE \$

00

TAX \$

00

TOTAL \$

00

FIRST NAME

M.I.

LAST NAME

NAME OF BUSINESS OR MUNICIPALITY

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

1907 S. Austin Blvd

CITY

CICERO

STATE

IL

ZIP

60804

The Plan provider is authorized to charge my account for the cost of the agreement and my share of any subsequent cancellations.

DEALER NAME

Chevrolet Motor Division

DEALER CODE

13-7001

ADDRESS

P.O. Box 33170

CITY

DETROIT

STATE

MI

ZIP

48232

MAIL TO

Chevrolet Motor Division

P.O. Box 33170

DETROIT

MI

48232

Date of Sale

10/9/00

Mailed to National Mechanical Service Center, P.O. Box 6855, Chicago, Illinois 60680-6855  
In the state of Arizona, the service company for the MARP program is MIC Services Corporation.

Submitted by GM Access (CDR).

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ORIGINAL COPY

DATE

# GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation  
National Mechanical Service Center  
P.O. Box 8855  
Chicago, IL 60680-8855

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

10-20-00P07:52 RCVD

Customer Name: [REDACTED]

File Number: C01809206

Personal Use: ☒ Commercial Use: ☐

Reason for offering GMPP: avm reg doc early failure of engine, master cylinder, steering column lock

Vehicle Information: ( Circle one below )

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN # 1G1YY3267X5119435

Year: 1999 In service Date: 2/10/99 Mileage: 600

Division Dealer Code Information: ( Circle one below )

Pontiac - 16-89101  
Buick - 11-89001

GMC Truck - 48-61784  
Chevrolet - 13-70017

Oldsmobile - 15-89001  
Cadillac - 12-89000

Payment Approval and Type:

General Motors has agreed to: ( Check one below )

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

Payment Approval: TIFFANY BAKER CRM (decision maker): AVM-Mike unless

Plan Selection: Major Guard 60/75 0 deduct

Team Manager/Supervisor: C. White Date: 10/9/00

976112430

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1YY32G7X5119435

YEAR

1999

MAKE

Chevrolet

MODEL

Corvette

CURRENT ODOMETER

00600

PLAN PURCH. DATE

10/5/00

COMM.

EMER.

4WD

SELECT ONLY ONE

GNP\*

MRP\*

MAJOR GUARD\*

CUSTOM

POWERTRAIN

X

X

X

X

X

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

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

MECHANICAL TERM

VEHICLE IN SERVICE DATE

2/10/99

MONTHS

MILES

36

48

60

72

OPTIONAL DEDUCTIBLE

\$100

\$200

50,000 60,000 75,000 100,000

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

MECHANICAL TERM

12/12,000

24/24,000

36/36,000

\$100

\$200

SmartCare and Mech. Coverage

TOTAL \$

00

MECHANICAL COVERAGE

PRICE \$

00

TAX \$

00

TOTAL \$

00

## SMARTCARE™ TERM

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

SMARTCARE™

PRICE \$

00

TAX \$

00

TOTAL \$

00

FIRST NAME

George

M.I.

LAST NAME

HURSTAK

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE &amp; PHONE NUMBER

708-656-0049

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

1907 S. Austin Blvd

CITY

CICERO

STATE

IL

ZIP

60804

The Plan provider is authorized to charge my account for the cost of the agreement and my share of any subsequent cancellations.

DEALER NAME

Chevrolet Motor Division

ADDRESS

P.O. Box 33170

CITY

DETROIT

STATE

MI

ZIP

48232

OLDER NAME

Chevrolet Motor Division

ADDRESS

P.O. Box 33170

CITY

DETROIT

STATE

MI

ZIP

48232

Date of Sale

10/9/00

- ☐ Mailed to National Mechanical Service Center, P.O. Box 6855, Chicago, Illinois 60680-6855  
In the state of Arizona, the service company for the MRP program is MEC Services Corporation.
- ☐ Submitted by GM Access (CDR).

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ORIGINAL COPY

Date



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

O'FALLON, MO

CASE NUMBER: 05406965 VIN: 1G1YY32G7X5120648  
MODEL YEAR: 1999  
DATE OPENED: 2001-08-27 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-08-27 MILEAGE: 16000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: LOU FUSE CHEVROLET  
BRC PARENT: DEALER ADDRESS: 5120 N I-70 SERVICE RD, SAINT  
PETERS, MO, 63376, USA

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

A01 Open Campaign Product Campaign Claim  
0 REPAIR ATTEMPT(S) 01014 - STEERING COLUMN  
M02 Steering Linkage/Component Parts Other  
0 REPAIR ATTEMPT(S) OPEN CAMPAIGN

Campaign Recalls performed at any Dealership

## INFORM THE CALLER:

"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."

Campaign Recalls performed at any Dealership

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

CUST STATES HE RECD A LETTER FOR THE STEERING COLUMN LOCK. THIS HAPPENED TO HIS WIFE LAST WEEK END. THE VEH WAS TOWED TO HIS HOME BECAUSE IT WAS THE WEEKEND AND HE IS ALSO IN THE AREA WHICH IS ON STRIKE. CUST CONTACTED GASTORF-SCHUMPF /636-456-3318/ TOMAKE AN APPT BUT THEY DID NOT HAVE PART NUMBERS. CRM PULLED UP CAMPAIGN AND CALLED TOM IN SVC. HE STATES HE WAS JUST GETTING READY TO CALL CUST AS HE HAD BEEN ABLE TO FIND THE PART NUMBERS. CRM ADVISED CUST OF INFO AND GOT OFF LINE. JUDY FRANCO/CAC/PDX, 0; 367805715

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

## INCIDENT RESULT:

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

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

**LOCATION:**

RESTRAINT:

IF SO, WHERE:

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

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

## \*\*\*\*\*REC CONTACT INFORMATION\*\*\*\*\*

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

PEORIA, AZ

CASE NUMBER: 04928612 VIN: 1G1YY32G7K5122321  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-16 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-07-16 MILEAGE: 11000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: LOU GRUBB CHEVROLET-ARROWHEAD, INC.  
BRC PARENT: DEALER ADDRESS: 9055 W BELL RD,, PEORIA, AZ, 85382, USA

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

M01 Steering General Broken  
0 REPAIR ATTEMPT(S) STERRING IS LOCKED UP  
  
A07 Referred to Dealer Customer Satisfaction  
0 REPAIR ATTEMPT(S) POSSIBLE CAMPAIGN ISSUE

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST SEEKS TO EXPRESS HER CONCERN ON HER 1999 CORVETTE. CUST IS HAVING PROBLEMS WITH THE STERRING BEING LOCKED UP. CRM HASN REVIEWED VIN PROFILE FOR POSSIBLE CAMPAIGN INFORMATION ON 1999 VEH. CUST STATES THAT VEH MILEAGE IS 11000. CRM WAS IN CONTACT WITH JOHN WHO IS THE SERVICE MANAGER FOR LOU GRUBB CHEVROLET AND HE STATES THAT IT WILL BE 1 TO 2 DAYS BEFORE HE CAN LOOK AT VEH. CRM HAS INFORMED CUST THAT SVR MGR JOHN WILL BE EXPECTING VEH TO BE TOWED IN FROM CHEVROLET CUSTOMER ASSISTANCE. CRM TRANSFERRED CUSTOMER TO CHEVROLET CUSTOMER ASSISTANCE.

MICHAELLED/AUSTEX/CARS/CAC; 0; 364164159

\*\*\*\*\*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 HAC:

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:

NAME:

BRANCH:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL TYPE:

LEGAL:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4161882	VIN Number:	1G1YY32G7X5129043
Date Opened:	8/28/2000	Model Year:	1999
Date Closed:	10/6/2000	Series:	Corvette
Dealer Code:	B44250	Mileage:	11679
Address:	LOU LARICHE CHEVROLETPLYMOUTH	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING SERVICE STEERING COLUMN

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/28/2000 14:16:22 SBD TEMPLATE - RUSSO

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

08/28/2000 14:16:22 HISTORY - RUSSO

CUSTOMER CONCERN; COLUMN WOULD NOT UNLOCK.

DEALER COMMENTS; DEALER UNABLE TO DUPLICATE.

TAC RECOMMENDATIONS; PROVIDED DEALER WITH DIAGNOSTIC INFO. ONLY.



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

LEBANON , NJ

CASE NUMBER: 05422667 VIN: 1G1YY32G7X5131990  
MODEL YEAR: 1999  
DATE OPENED: 2001-08-29 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-08-29 MILEAGE: 14000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: KEVIN CHEVROLET-OLDS  
BRC PARENT: DEALER ADDRESS: 412 RTE 46 W., RUDD LAKE, NJ, 07828, USA

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

A01 Open Campaign Customer Satisfaction  
0 REPAIR ATTEMPT(S) #001044  
T04 General Information Other  
0 REPAIR ATTEMPT(S) ROADSIDE SERVICE  
M01 Steering General Inoperative  
0 REPAIR ATTEMPT(S) STEERING LOCK

## Roadside Assistance phone numbers:

Buick: 1 (800) 252-1112  
Cadillac: 1 (800) 882-1112  
Chevrolet: 1 (800) 243-8872  
GMC: 1 (800) 223-7799  
Oldsmobile: 1 (800) 535-6537  
Pontiac: 1 (800) 762-2737

## Roadside Assistance phone numbers

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

CUST ORIGINAL OWNER ....CUST STS STEERING COLUMN IS LOCKED UP ....CUST SEEKS ASSIST WITH  
UNLOCKING STEERING CUST STS SHE CONTACTED DLR AND THEY ADVISED THEY HAD NO INFO ON UNLOCKING  
STEERING VEH WILL NEED TO BE TOWED IN .....CRM ADVISED CUST OF OPEN CAMPAIGN ON  
STEERING LOCK AND ADVISED HER WE WILL NEED TO CONTACT ROADSIDE TO HAVE VEH TOWED INTO DLR  
....CRM CONFRENCD CUST INTO ROADSIDE FOR ASSIST .....ROLAND FORD/CAC/ATX; 0;  
367970276  
2001-08-29

CUST. STS. VEH IS BEING TOWED TO DLRSHP FOR STEERING LOCK CONCERN. CUST. SEEKS. RENTAL VEH.  
CRM CONTACTED ROGER SVR MGR. STS. NO DIAGNOSIS SO HE CANNOT MAKE DETERMINATION OF RENTAL  
VEH. CRM ADV. THAT IT WAS THE CUST. DECISION WETHER SHE OBTAINS A RENTAL.. CRM ADV. AFTER  
DIAGNOSIS OF VEH. DLR WOULD BE ABLE TO ADV. OF RENTAL.  
MARK ARRIAGA/ATX/CAC; 0; 367976361

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

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:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4014435	VIN Number:	1G1YY32G7X5132833
Date Opened:	6/22/2000	Model Year:	1999
Date Closed:	12/14/2000	Series:	Corvette
Dealer Code:	B11441	Mileage:	12802
Address:	PIEMONTE'S DUNDEE CHEAST DUNDEE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- ACTUATOR ENGAGE LOCK STEERING STEERING LOCK A

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/22/2000 11:05:31 SBD TEMPLATE - MONTEMAYOR

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

06/22/2000 11:05:31 HISTORY - MONTEMAYOR

CONCERN ---- TECH SHAWN STS THIS VEHICLE WAS TOWED IN WITH THE STEERING LOCK ENGAGED AND IS STILL ENGAGED AT THIS TIME. HE STS HE HAS FOLLOWED THE SM. CHART WHICH LEAD HIM TO CHECK THE LOCK CKT GROUND BUT DID FIND ANYTHING WRONG WITH THIS GROUND AT THIS TIME.

RELAYED INSTRUCTIONS FROM PI A000914 WHICH INCLUDES A PHONE NUMBER TO CALL FOR THIS CONCERN. ALSO WILL REVIEW THIS CASE WITH LIAISON DALE BRIGGS FOR INSTRUCTIONS.

TL ADRIAN MONTEMAYOR

08/28/2000 12:57:45 BRIGGS

- LEFT VME FOR YB BCM DAVE PEACY

ON SITUATION.

BCM ADVISED PI ONLY APPLIES TO VEHICLES THAT WERE DRIVING. DAVE MADE RECOMMENDATION TO FOLLOW NORMAL SVC MAN DIAGNOSTICS. ELECTRONIC COLUMN LOCK UNIT MOST LIKELY ROOT CAUSE. FORWARDED VME ONTO ADRIAN M.

08/28/2000 16:49:20 MONTEMAYOR

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

TECH SHAWN SCANLON

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

1

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

5

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

NONE — SHAWN STS HE HAD NOT HAD A CHANCE TO WORK ON THIS VEHICLE YET.

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

RELAYED INSTRUCTIONS FROM PI A000285 AS SHOWN BELOW. TL ADRIAN MONTEMAYOR

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 98 YB SERVICE MANUAL ON PAGE 2-68 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

1. CHECK BOTH 'A' PILLAR GROUNDS G201 AND G202.
2. CONNECT A TECH 2 AND CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 AND 98) DO NOT UTILIZE THE STRG COLUMN LOCK RELAY, IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON T2. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.
3. CHECK IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.
4. IF NO PROBLEMS ARE FOUND, REPLACE THE STEERING COLUMN LOCK MOTOR ASM.

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5754450	VIN Number:	1G1YY32G7Y5104242
Date Opened:	7/22/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	G21472	Mileage:	19000
Address:	FLETCHS, INC. PETOSKEY MI	State:	MI
Dealer Phone:			

---

SYMPTOM ABSTRACT-- COLUMN LOCK B2578 B2583 B2587 B2592 B01-02-35

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/22/2002 15:02:24 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

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

\_8\_ 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) GORDON MARSHAL TECH

CUSTOMER CONCERN - STEERING WHEEL WILL NOT UNLOCK INT.

DEALER COMMENTS/DIAGNOSIS - TECH STS HE DID THE SPECIAL POLICY

01-02-35-008 AND REPLACED THE BCM. TECH STS WHEN THE CAR CAME IN HE HAD CODES B2578 B2583 B2587 B2592. TECH STS HE HASNO CODESBUT GETS THE MESSAGE AND THE CAR STALLS WHEN MOVED.

(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TAC RECOMMENDATION - ADVISE TO CHECK BOTH A PILLAR GROUNDS. ADVISE TO MONITER THE IGN KEY IN AND OUT . ADVISE BCM FUSE 25 TO BE PULLED FOR 15 SECONDS.

07/22/2002 15:02:24 HISTORY - HOFFMAN

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5701575	VIN Number:	1G1YY32G7Y5105380
Date Opened:	6/27/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B11248	Mileage:	19059
Address:	PRIME CHEVROLET HUNTLEY	IL	State: IL
Dealer Phone:			

---

SYMPTOM ABSTRACT-- COLUMN LOCK COLUMN LOCKED UP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/27/2002 16:35:45 SBD TEMPLATE - VAVRA

STRATEGY BASED DIAGNOSTICS

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

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

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

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

BRIAN MISHKE TECH

CUSTOMER CONCERN -

YES DUPLICATE - STEERING COLUMN LOCKED.

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

- HAS ALREADY PERFORMED THE CAMPAIGN.

- TECH STS THAT THE MOTOR WILL NOT RUN AND DIDN'T GET NEW MOTOR WITH CAMPAIGN.

- TECH STS THAT HAS GONE THROUGHT ALL THE WIRING AND ALL IS CHECKING GOOD.

TAG RECOMMENDATION -

- ADVISED TECH THAT IF IS MANUAL TRANS THAT SHOULD HAVE RECIEVED A MOTOR WITH THE CAMPAIGN.

06/27/2002 16:35:45 HISTORY - VAVRA

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Cincinnati

OH

HOME PHONE:

CASE NUMBER: 1-90966803

VIN: 1G1YY32G7Y5112387

MODEL YEAR: 2000

DATE OPENED: 2003-04-17

SERIES: Corvette

DATE CLOSED: 2003-04-18

MILEAGE: 24407.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Jerry Heflin Courtesy Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 3161 Madison Rd, Cincinnati, OH, 45209-1335, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

Cust seeks to have the locked steering column repaired; ; 2003-04-17

2003-04-17

Flashed veh to the dlr for repair longtime loyal cust; ; 2003-04-17

2003-04-17

Called cust to verify the dlr picked up the veh from the cust's home; ; 2003-04-17

2003-04-18

Service Request has been Closed Satisfied.; ; 2003-04-18

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

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

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 RESTRICTED

CUSTOMER:

ADDRESS:

Oklahoma City

OK

HOME PHONE:

CASE NUMBER: 1-124668526

VIN: 1G1YY32G7Y5114799

MODEL YEAR: 2000

DATE OPENED: 2003-07-29

SERIES: Corvette

DATE CLOSED: 2003-07-31

MILEAGE: 35200.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/Ayes

DEALER NAME: Sonic - West Reno Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 5000 West Reno, Oklahoma City, OK, 73127-6397, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Excessive Effort

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

Corvette Steering Column Locked; ; 2003-07-29

2003-07-29

Svc Adv Randy Wallace; ; 2003-07-29

2003-07-30

1-124668526 - Bolinger - 7/30/03 4:00-6:00 p.m. EST; ; 2003-07-31

2003-07-31

1-124668526 - Bolinger - 7/31/03 7:00-9:00 p.m. EST; ; 2003-07-31

2003-07-30

Svc Mgr Ross Burk; ; 2003-07-30

2003-07-31

SR update; ; 2003-07-31

2003-07-31

Service Request has been Closed Satisfied.; ; 2003-07-31

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:  
NUMBER OF PEOPLE:  
INJURIES:

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6128320	VIN Number:	1G1YY32G7Y5115791
Date Opened:	12/26/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B14505	Mileage:	34777
Address:	SPORT CHEVROLET COMPSILVER SPRIN	State:	MD
Dealer Phone:			

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SYMPTOM ABSTRACT— COLUMN INOPERATIVE LOCK STEERING STEERING COL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/28/2002 15:32:04 SBD TEMPLATE - GARBARINO

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)

RANDY CHISWELL S.M.

CUSTOMER CONCERN -

CUST. STS. THAT THE STEERING COLUMN WILL NOT UNLOCK.

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

DLR. HAS NOT DIAG. THE SYSTEM AND IS LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

ADVISED DLR. OF SEVERAL LOCK ACTUATORS BEING REPLACED.

12/28/2002 15:32:04 HISTORY - GARBARINO

01/02/2003 13:27:25 GARBARINO -

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

TOM CANNON TECH.

EA02-031 / GM22C

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

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

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

DLR. HAS REPLACED THE VP FUSE BLOCK. DLR. STS. THAT THE PWR. FROM THE  
BCM 2 FUSE IS OPEN IN THE FUSE BLOCK.

**NEW RECOMMENDATIONS**

ADVISED DLR. TO REPLACE THE FUSE BLOCK AGAIN AND TO TEST THE CIRCUIT WITH  
A HALOGEN BULB.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

North Haledon

NJ

HOME PHONE:

CASE NUMBER: 1-114261655

VIN: 1G1YY32G7Y51166634

DATE OPENED: 2003-06-28

MODEL YEAR: 2000

DATE CLOSED: 2003-06-28

SERIES: Corvette

SOURCE:

MILEAGE: 20000.0000000

BRC TYPE: N/AMC

DELIVERY DATE:

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Steering system is locked.; ; 2003-06-28

2003-06-28

Service Request has been Closed Satisfied.; ; 2003-06-28

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:



CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6489742	VIN Number:	1G1YY32G7Y5117854
Date Opened:	5/22/2003	Model Year:	2000
Date Closed:	5/28/2003	Series:	Corvette
Dealer Code:	D33770	Mileage:	23914
Address:	THE WALLINGFORD AUTOWALLINGFOR	State:	CT
Dealer Phone:			

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SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN LOCKED

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--

05/22/2003 08:48:28 SBD TEMPLATE - WROBEL

STRATEGY BASED DIAGNOSTICS

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

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

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

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

BILL LATHROP

CUSTOMER CONCERN -

DLR STATES THE STEERING COLUMN IS LOCKED.

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

DLR STATES:

THE CONDITION IS INTERMITTENT.

THERE ARE HISTORY DTC'S U1016, U1096, AND U1064.

TAC RECOMMENDATION -

ADVISED DLR TO PERFORM 01-02-35-008

05/22/2003 08:48:26 HISTORY - WROBEL

05/23/2003 12:12:35 RICKETTS -CASE UPDATE

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

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

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

**EA02-031 / GM22C**

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

DLR HAVING TROUBLE INSTALLING THE RELAY PER THE BULLETIN. DLR LOOKING FOR  
SUGG.

NEW RECOMMENDATIONS- WENT OVER INFORMATION AS NEEDED, DLR TO INSTALL  
RELAY AS NEEDED.

05/28/2003 18:02:26 LESZCZYNSKI - CALLED IN CASE CLOSING

SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCKED

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--

05/22/2003 08:48:28 SBD TEMPLATE - WROBEL

**STRATEGY BASED DIAGNOSTICS**

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

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

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

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

**BILL LATHROP**

**CUSTOMER CONCERN -**

**DLR STATES THE STEERING COLUMN IS LOCKED.**

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

**DLR STATES:**

**THE CONDITION IS INTERMITTENT.**

**THERE ARE HISTORY DTC'S U1016, U1096, AND U1064.**

**TAC RECOMMENDATION -**

**ADVISED DLR TO PERFORM 01-02-35-008**

**05/22/2003 08:48:28 HISTORY - WROBEL**

**05/23/2003 12:12:35 RICKETTS -CASE UPDATE**

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

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

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR HAVING TROUBLE INSTALLING THE RELAY PER THE BULLETIN. DLR LOOKING FOR  
SUGG.

NEW RECOMMENDATIONS- WENT OVER INFORMATION AS NEEDED. DLR TO INSTALL  
RELAY AS NEEDED.

05/28/2003 18:02:26 LESZCYNski - CALLED IN CASE CLOSING

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Stillwater

OK

HOME PHONE:

CASE NUMBER: 1-119582076

VIN: 1G1YY32G7Y5118397

DATE OPENED: 2003-07-15

MODEL YEAR: 2000

DATE CLOSED: 2003-07-29

SERIES: Corvette

SOURCE: Phone

MILEAGE: 5967.0000000

BRC TYPE: N/ANO

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Wilson Chevrolet, Inc.

DEALER ADDRESS: 4850 W Sixth Ave, Stillwater, OK, 74074-1552, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

steering column locking; ; 2003-07-15

2003-07-15

&gt;Call transfer from Temp Team; ; 2003-07-15

2003-07-15

&gt;; ; 2003-07-29

2003-07-17

Dlr - \*\*\*cst, 07/16, 3-5pm/est: Research with dlr; ; 2003-07-17

2003-07-18

Cust - cst, 07/16, 7-9pm/est: Update cust about the request; ; 2003-07-18

2003-07-15

Attn of Svc Mgr Pat Pittman; ; 2003-07-15

2003-07-16

Please assume SR; ; 2003-07-16

2003-07-16

Service Request Ownership has changed FROM: TEMPCATA TO: DEVERAFD; ; 2003-07-16

2003-07-21

Dlr - cst, 07/16, 3-5pm/est: Follow up on AVM response; ; 2003-07-21

2003-07-23

Check after 5 days; ; 2003-07-24

2003-07-24

Dlr - cst, 07/24, 3-5pm/est: Follow up on AVM response; ; 2003-07-24

2003-07-24

Created: CAC\_RB0006. SR#1-119582076; ; 2003-07-24

2003-07-24



Call CAC letter to letter approval queue; ; 2003-07-29  
2003-07-29

Letter approved; ; 2003-07-29  
2003-07-29

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

PRODUCT CODE:

BODY TYPE:

ENGINE TYPE:

TRIM:

MILEAGE @ BUY-BACK: 0

TRANSMISSION:

MSRP:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIES 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]  
Stillwater, OK [REDACTED]

Service Request: 1-119582076  
[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,

Fidel DeVera  
Customer Relationship Manager

RS0006-P/dag

# TECHNICAL ASSISTANCE SYSTEM

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

---

Case No:	3897953	VIN Number:	1G1YY32G7Y5118809
Date Opened:	4/27/2000	Model Year:	2000
Date Closed:	5/26/2000	Series:	Corvette
Dealer Code:	B02522	Mileage:	349
Address:	WILTON MOTORS CORP WILTON	State:	CT
Dealer Phone:			

---

SYMPTOM ABSTRACT— INACCURATE INTERMITTENT LOCK STEERING WILL NO  
RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1—

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION--

04/27/2000 18:23:12 SBD TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

04/27/2000 18:23:12 HISTORY - JOHNSON

CONCERN: THE STEERING WHEEL WILL NOT UNLOCK

TECH FRANK CARTER CALLED ABOUT INFORMATION ON PI #A000285

TAC READ THE CONTENTS OF PI #A000285, HAD TECH CARTER VOLT DROP THE 200 SERIES GROUNDS (LOADED), CHECK THE IGNITION SWITCH HARNESS, AND REPLACE THE LOCK MOTOR ASSEMBLY IF ALL ELSE IS OK, AND ADVISE TAC AS TO THE OUTCOME

04/28/2000 11:11:52 MILLER -

DEALER CONTACT NAME (WHO ARE YOU TALKING TO)

2 DAYS - HOW LONG HAS THIS VEHICLE BEEN OUT OF SERVICE

1 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS CONDITION

WHAT WERE THE RESULTS FROM THE PREVIOUS SUGGESTION THAT TAC MADE  
TRIED A COLUMN LOCK AND NO CHANGE REVIEWED DATA WITH THE TECH. FOLLOWED  
DIAGNOSTIC CHART AND LEADS HIM TO BCM.

WHAT IS YOUR RECOMMENDATION (BE SPECIFIC)

PER TECH'S INFORMATION ADVISED DEALER TO REPLACE THE BCM.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

BRADENTON

FL

HOME PHONE:

CASE NUMBER: 04672580 VIN: 1G1YY32G7Y5119615  
MODEL YEAR: 2000  
DATE OPENED: 2001-06-25 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-09-06 MILEAGE: 10000  
SOURCE: DELIVERY DATE:  
BRC TYPE: RRP No DEALER NAME: AUTOWAY CHEVROLET  
BRC PARENT: 04498780 DEALER ADDRESS: 1700 E HILLSBOROUGH AVE., TAMPA, FL, 33610, USA

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

M01 Steering General 3 REPAIR ATTEMPT(S)	Other locks up
A12 Miscellaneous - Not Classified 3 REPAIR ATTEMPT(S)	Other gas door
B14 Door (Including Sliding 3 REPAIR ATTEMPT(S)	Other driver's door leaks
B12 Roof 1 REPAIR ATTEMPT(S)	Other convertible torn by dealer
F10 Front Suspension 1 REPAIR ATTEMPT(S)	Other veh sways left & right

## FINAL-FL

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

\*\*\*\*\*EXECUTIVE  
SUMMARY\*\*\*\*\*

DECISION MAKER: DON REEVES  
TRANSACTION: STRAIGHT  
REASON: STEERING COLUMN CONCERNS  
DEALER CONTACT: RON MELVIN; 0; 362354086  
2001-06-25

1ST CALL MADE TO CUST @ 941-747-0686, CUST GAVE 800 X 58467 AND FAX 4061  
KIM BUTERA IS CONTACT PERSON @ BANK.; 0; 362354714  
2001-06-26

CALL MADE TO CUST @ 941-747-0686, CUST WANTED TO KNOW IF FAX DOCS WERE RCVD; 0; 362438502  
2001-06-26

CALL MADE TO BANK CONTACT KIM BUTERA, VME LEFT; 0; 362438569  
2001-06-27

OFFER AND RELEASE SENT TO DLR CONTACT @ 813-238-5019  
CUST @ 941-748-3148; 0; 362506309  
2001-06-27

CUST CALLED AND STATES THAT HE IS STILL MISSING ABOUT \$900.00 OR SO IN FEES, CUST TOLD TO  
CALL BANK AND HAVE THEM FAX TO 4061 OFFICIAL FEES ON LOAN; 0; 362507428  
2001-06-27

CUST AHS CALLED AGAIN AND STATES THAT HE HAS BANK WORKING ON CASE FORM THEIR END WITH FEES  
AND LOAN AMOUNT ACTUALLY TO BE PAID; 0; 362509774  
2001-06-28

OFFER AND RELEASE RCVD; 0; 362609740  
2001-06-28

\*\*\*\*\*REFURCHASE  
SUMMARY\*\*\*\*\*  
GM SUPERVISOR AUTHORIZED A STRAIGHT REPURCHASE DUE TO STEERING WHEEL LOCK. VEHICLE MEETS  
CONSUMER PROTECTION LAW. MSRP51,289.00  
PURCHASE PRICE.....\$51289.00  
PLUS BANK FEES.....\$1049.04  
PLUS TAX.....\$3786.40  
PLUS REG.....\$186.00  
PLUS AFTERMARKET.....\$275.00  
PLUS FIN CHRGs.....\$6397.44  
PLUS DLR ADMIN.....\$100.00  
LESS USAGE .....\$3846.68  
TOTAL COST CHEV.....\$59136.20; 0; 362610045  
2001-07-02

file sent to rvdc; 0; 362939090  
2001-07-06

CHK RCVD; 0; 363280333

\*\*\*\*\*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: AVN TRANSACTION: Straight Repurchase  
REQUEST TYPE: Non-legal/General  
REPURCHASE REASON: STEERING WHEEL LOCK CONCERNS

DEALER BAC:  
DEALER NAME: AUTOWAY CHEVROLET  
DEALER ADDRESS: , ,  
CONTACT: Sales, RON MELVIN  
PHONE NUMBER: 813-238-3161  
PRODUCT CODE:

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

ENGINE TYPE:  
MILEAGE @ BUY-BACK:  
MSRP:

DEPRECIATION: USE FL BBB FORMULA/ 120,000

UPGRADE: NA  
AFTERMARKET: NA  
LEASE TERM: NA  
DAMAGE: NA  
OTHER:

BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL: N

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

DEALER ADMINISTRATION: N  
RELEASE: N

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

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:

SEA, USA AIRMAIL 8282 1444 8078

07/2/01

[REDACTED]

TAMPA FL [REDACTED]

07-09-01P08&amp;19, RCVD

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Priority Mail Service		
<input type="checkbox"/> Priority Mail Overnight	<input type="checkbox"/> Priority Mail Signature	<input type="checkbox"/> Priority Mail Express
<input type="checkbox"/> Priority Mail	<input type="checkbox"/> Priority Mail Registered Mail	<input type="checkbox"/> Priority Mail Return Receipt
Insurance		
<input type="checkbox"/> Insured by USPS	<input type="checkbox"/> Insured by Private Carrier	<input type="checkbox"/> Insured by Air Carrier
Signature Required		
<input type="checkbox"/> Signature Required	<input type="checkbox"/> Signature Not Required	<input type="checkbox"/> Signature Not Required
Postage		
<input type="checkbox"/> Postage Paid	<input type="checkbox"/> Postage Due	<input type="checkbox"/> Postage Due
Tracking		
<input type="checkbox"/> Tracking	<input type="checkbox"/> Tracking	<input type="checkbox"/> Tracking
Certification		
<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Certified Mail
Return Receipt		
<input type="checkbox"/> Return Receipt	<input type="checkbox"/> Return Receipt	<input type="checkbox"/> Return Receipt
Postage		
<input type="checkbox"/> Postage Paid	<input type="checkbox"/> Postage Due	<input type="checkbox"/> Postage Due
Tracking		
<input type="checkbox"/> Tracking	<input type="checkbox"/> Tracking	<input type="checkbox"/> Tracking
Certification		
<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Certified Mail	<input type="checkbox"/> Certified Mail
Return Receipt		
<input type="checkbox"/> Return Receipt	<input type="checkbox"/> Return Receipt	<input type="checkbox"/> Return Receipt

World of Time  
**BOX**

PRIORITY OVERNIGHT

866. 1844 8878

48146 -MI-US

DTW XH NEB

BRC Repurchase

Corepoint Request

#04672580

***PLEASE AUTO-LINK***

# Repurchase Approval/Check Approval Form

Original VIN	1B1YY3887V6118818	Vehicle is going to:	Is Vehicle Drivability?	Form 1000 7
SAC (optional number Code)	114212	<input checked="" type="checkbox"/> Auction	Yes	No
Customer Name		<input type="checkbox"/> Swap/Donate/VIP	Dealer Admin Fee Applies	Form Release
Dealer Name	AUTOWAY CHEVROLET	<input type="checkbox"/> Re-Bid	Yes	No
Dealer Contact/Title	RON MELVIN/GRV MGR	This vehicle was repurchased as a result of a: (Check One)		
Dealer Phone	(813) 238-8181 Ext.	Voluntary mediated customer satisfaction repurchase		
Dealer Fax	(813) 238-8018	Reviews Sales Tax?	Loan Payoff Required?	This Award?
Year	2000 Make CHEVROLET	No	Yes	Yes
Model & Trim level	CORVETTE	Reason for not receiving Sales Tax Other		
Body Type	2 DR COUPE	INSUFFICIENT REPAIR ORDER#		
Delivery Date	08/28/2000	Vehicle Meets Prescription of LEMON LAW Yes		
Buyback Mileage	8000	Vehicle located at repurchase Dealership Yes		
Transmission	AUTOMATIC	If no, where is Dealership? Please enter SAC		
Engine (in Liter)	5.7	Dealership Name:		
Product Code	1Y00	Contact Name:		
UCC Code(s)	M41	Address:		
MSRP	\$12895.00	Address:		
MSRP (dealer's value)	\$11750.00	City: State: ZIP:		
Case Number	04672880	Phone #: Ext:		
Type of Transaction	R	Fax #:		
Type of Case	GENERAL	Special Instructions? No		
Replacement VIN		Comment:		
Repurchase Source	PRA AVM DONALD REEVE			

Reason for Repurchase: STEERING WHEEL LOCK CONCERN

## Check Information

Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	\$612.71	Check Amt:	40823.40	Check Amt:	\$0.00
Check Made Payable to (1st):	AUTOWAY CHEVROLET AND JOSEPH BARNIER	Check Made Payable to (1st):	FIRST UNION BANK 81-808-808-820	Check Made Payable to (1st):	
Address1:	7705 16TH AVE NW	Address1:	8075 N LOCKWOOD	Address1:	
Address2:		Address2:	RODGE RD	Address2:	
City - State:	BRADENTON FL	City - State:	SARASOTA FL	City - State:	State
ZIP - ZIP4:	34208	ZIP - ZIP4:	34240	ZIP - ZIP4:	
Phone #:	(841) 747-0888 Ext:	Attention:	LOAN PAYOFF	Attention:	
Fax #:	(841) 748-8148	Phone #:	(841) 351-8828 Ext:	Phone #:	Ext:
		Fax #:		Fax #:	
		Account #:	01-800-898-828	Ref Tax ID:	
Case ID:	22784	Description: The submission was successful The Case ID is on the left.		Broken Out:	No
				Firm Name:	

Printed SAC Name: COREY DANIEL

Ext: 0047

Date: 08/28/2001

Authorized SAC Signature:

*A.M. L. (Signature)* 6-29-01

Form 1000 7  
1-9-98

MAKE COPY FOR YOUR FILE

Form 1000 7



# GM Vehicle Inquiry System

## Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

[Help](#)

VIN:	1G1YY32G7Y5119615
------	-------------------

### VEHICLE INFORMATION

Merchandising Model:	1YY67 - 2000 CORVETTE CONVERTIBLE	Warranty Start Date:	02/28/2000				
RARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161	Selling Source:	13 - CHEVROLET				
		Site Code:	26010				
		Business Associate Code:	114712				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	False

### CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.
---

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36 BUMPER TO BUMPER - NO DEDUCTIBLE	02/28/2000	5 miles	2/28/2003	36005 miles
72/100 SHEET METAL RUST-THROUGH	02/28/2000	5 miles	2/28/2006	100005 miles
36/36 CORROSION	02/28/2000	5 miles	2/28/2003	36005 miles
96/80 PCM/CC EMISSIONS	02/28/2000	5 miles	2/28/2008	80005 miles
36/36 FEDERAL EMISSIONS	02/28/2000	5 miles	2/28/2003	36005 miles

### CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
04/10/2001	061599	#	Z7906 - DEALER SERVICE LOANER REIMBURSEMENT (OVER FIVE DAYS)	9140 miles
04/10/2001	061599	#	E7501 - STEER LOCK PART RPL	9140 miles
04/10/2001	061599	#	B3775 - CONVERTIBLE TOP ASSEMBLY - RPL	9140 miles

04/10/2001	061599	#	E0428 - WHEEL & OR TIRE RPL	9140 miles
04/10/2001	061599	#	L2597 - MUFFLER-DUAL BOTH	9140 miles
04/10/2001	061599	#	N2411 - SEAT ADJ SWITCH RPL	9140 miles
04/03/2001	060987	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	8575 miles
03/20/2001	060024	#	B7571 - WDSHLD SIDE PILLAR	8575 miles
03/20/2001	060024	#	C6041 - BUCK ST ADJ R&R/RPL	8575 miles
03/20/2001	060024	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	8575 miles
03/20/2001	060024	#	R0950 - RR REAR SHELF	8575 miles
03/20/2001	060024	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	8575 miles
03/09/2001	059251	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	8302 miles
03/08/2001	059128	#	C6041 - BUCK ST ADJ R&R/RPL	8302 miles
03/08/2001	059128	#	C0101 - LEFT FRONT DOOR - ALGN.	8302 miles
03/08/2001	059128	#	R4490 - RMT DR LOCK TRANS	8302 miles
03/08/2001	059128	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	8302 miles
02/27/2001	058410	#	C1061 - L/F DR W/STP AGN/RP	8039 miles
01/18/2001	194268	#	R4490 - RMT DR LOCK TRANS	7129 miles
02/10/2000	519615	1	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

# GM Vehicle Inquiry System

## Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	1G1YY32G7Y3119615
------	-------------------

### CLAIM HISTORY

Repair Order Date:		04/10/2001		Repair Order Number:		061599		Odometer Reading:		9140 miles	
Service By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161					Selling Source:		13 - CHEVROLET			
						Site Code:		26010			
						Business Associate Code:		114712			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
05/08/2001	167	01	#	Z7906 - DEALER SERVICE LOANER REIMBURSEMENT (OVER FIVE DAYS)		N/A	W	N/A	\$300.00	Y	
05/04/2001	166	02	#	E7501 - STEER LOCK PART RPL		26030960 - LOCK	N/A	N/A	\$223.45	N	
05/04/2001	166	03	#	H3775 - CONVERTIBLE TOP ASSEMBLY - RPL		N/A	P	N/A	\$255.00	N	
05/04/2001	166	04	#	E0420 - WHEEL & OR TIRE RPL		N/A	P	N/A	\$586.46	Y	
05/04/2001	166	05	#	L2597 - MUFFLER-DUAL BOTH		N/A	EP	N/A	\$134.57	N	
05/04/2001	166	06	#	N2411 - SEAT ADJ SWITCH RPL		12133166 - SW-SL/WDO	N/A	N/A	\$94.34	N	

Repair Order Date:	04/03/2001	Repair Order Number:	060987	Odometer Reading:	8575 miles
Service By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161			Selling Source:	13 - CHEVROLET
				Site Code:	26010
				Business Associate Code:	114712



Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/20/2001	162	01	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	N/A	N/A	N/A	\$90.00	N

Repair Order Date:	03/20/2001	Repair Order Number:	060024	Odometer Reading:	8575 miles
Serviced By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161			Selling Source:	13 - CHEVROLET
				Site Code:	26010
				Business Associate Code:	114712

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/24/2001	163	01	#	B7571 - WHEEL SIDE PILLAR	10236377 - W/STR-WDO	PEP	N/A	\$294.10	Y
04/20/2001	162	02	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	88895126 - MODULE KI	B	N/A	\$331.20	N
04/13/2001	160	01	#	C6041 - BUCK ST ADJ R&R/RPL	N/A	B	N/A	\$73.18	N
04/13/2001	160	04	#	R0950 - RR REAR SHELF	10278959 - SPEAKER	N/A	N/A	\$42.69	N
04/13/2001	160	05	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	N/A	N/A	N/A	\$90.00	N

Repair Order Date:		03/09/2001		Repair Order Number:		059251		Odometer Readings:		8302 miles	
Serviced By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161					Selling Source:		13 - CHEVROLET			
						Site Code:		26010			
						Business Associate Code:		114712			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
03/13/2001	154	01	#	L1200 - SENDER/PUMP ASSEMBLY. FUEL (TANK UNIT) - REPLACE		12459861 - MODULE KI	B	N/A	\$422.76	N	

Repair Order Date:		03/08/2001		Repair Order Number:		059128		Odometer Reading:		8302 miles	
Serviced By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161					Selling Source:		13 - CHEVROLET			
						Site Code:		26010			
						Business Associate Code:		114712			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
03/23/2001	154	01	#	C6041 - BUCK ST ADJ R&R/RPL		12455495 - ADJUSTER	N/A	N/A	\$650.24	N	
03/23/2001	154	02	#	C0101 - LEFT FRONT DOOR - ALIGN.		N/A	N/A	N/A	\$43.40	N	
03/23/2001	154	03	#	R4490 - RMT DR LOCK TRANS		10432147 - TRANSMITT	N/A	N/A	\$97.02	N	
03/23/2001	154	04	#	L1200 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE		12459861 - MODULE KI	N/A	N/A	\$441.36	N	

Repair Order Date:		02/27/2001		Repair Order Number:		058410		Odometer Reading:		8039 miles	
Serviced By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161					Selling Source:		13 - CHEVROLET			
						Site Code:		26010			
						Business Associate Code:		114712			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/16/2001	152	01	#	C1061 - L/F DR W/STP AGN/RP		10236327 - W/STR-WDO		N/A	N/A	\$54.82	N

Repair Order Date:		01/18/2001		Repair Order Number:		194268		Odometer Reading:		7129 miles	
Serviced By:	RED HOAGLAND PONTIAC-GMC, INC. 5325 14TH ST W BRADENTON, FL 34207-3307 (941) 756-9544					Selling Source:		16 - PONTIAC			
						Site Code:		17175			
						Business Associate Code:		117830			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
01/23/2001	137	01	#	R4490 - RMT DR LOCK TRANS		N/A	N/A	N/A	\$30.47	N	

Repair Order Date:	02/10/2000	Repair Order Number:	519615	Odometer Reading:	0 miles				
Serviced By:	AUTOWAY CHEVROLET 1700 E HILLSBOROUGH AVE TAMPA, FL 33610-8234 (813) 238-3161			Selling Source:	13 - CHEVROLET				
				Site Code:	26010				
				Business Associate Code:	114712				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/15/2000	39	01	I	27000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N/A	N/A	\$93.00	N

## CHECK HISTORY

Vehicle Has No Associated Check History.

## GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -  
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

VIN:	1G1YY32G7Y5119615
------	-------------------

### VEHICLE BUILD

Merchandising Model:	1YY67 - 2000 CORVETTE CONVERTIBLE		
Gross Vehicle Weight Rating:	1686 kg (3718 lb)	Order Number:	CDRVF1
Build Date:	02/10/2000	Build Plant:	1Y3Y - BOWLING GREEN

### OPTION CODES

AAB - DRIVER CONVENIENCE PACKAGE	AQ2 - PASS 6WAY POWER SEAT
AK3 - INFLAT RESTRAINT DR/PAS	AQ9 - FRT BKT, LUXURY
BGR - BOWLING GREEN, KY, USA	B34 - FLOOR MATS, CARPETED INSERT
B84 - EXTERIOR	C32 - AIR CONDITIONING
C05 - CONVERTIBLE ROOF	DL5 - ROADSIDE SERVICE INFORMATION
DL8 - DR/PASS REMOTE ELEC	FE3 - SPORT
FR9 - FEDERAL EMISSIONS	G90 - REAR AXLE RATIO
G92 - 3.15 REAR RATIO	IL3 - INTERIOR DESIGN (L3)
IL4 - ACTIVE BRAKE	IL9 - ANTILOCK BRAKES
K63 - ALTERNATOR 110 AMP DELCO	LS1 - 5.7 LITRE V8 MPI
MX0 - AUTO TRANS W/OVERDRIVE	M30 - 4L60 AUTO TRANS
NF2 - FEDERAL, TIER 1	NK4 - SPORT LEATHER
N37 - TILT & TELESCOPIC COL	QF5 - 17 X 8.5, FRT & 18 X 9.5 RR, ALUM POLISHED
TE2 - AUTOMATIC ON-OFF	TY6 - FOG LAMPS
UL0 - RADIO 2001-AM/FM, CAS8	UV6 - HUD HEAD UP DISPLAY
UZ6 - 6, PREMIUM	UIS - 12 DISC CHANGER/MAGAZIN
US2 - ELECTRONIC I/P CLUSTER	U75 - POWER ANTENNA
VM3 - CONSUMER. CONTAINS BPR IMP STANDARD FOR FRT 5 MPH & RR 5 MPH	V49 - FRAME

V73 - USA/CANADA	XGG - P245/45R17-87Y BW TL SHR 1PW4 EMT
YGH - P275/40R18-94Y BW TL HW4 SHR EMT	Z51 - HANDLING
1BA - OPTION 01	19I - EBONY (I) (00)
193 - LEATHER, EBONY (3) (00)	41T
41U - EXTERIOR, GREEN MET (CATERA)	

TPR010

VEHICLE DELIVERY/INCENTIVE HISTORY  
PROCESSING SOURCE: CHEVROLET

04/15/01

00:05:07

PAGE: 1

~~1G1FF22G7 Y5119615~~ ~~SHLSE SCE: 13~~ ~~MDL YR: 00~~ ~~ORD NO: 00RVF1~~

ATE: 12/10/99 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26010  
ATE: 02/28/00 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

JY DOE: 03/01/00 ORDER BY:

SC:

SC DOE:

ADE: DLVY TO: JA BARBIERE  
J DOE: 7708 13TH AVE NW  
VC IN: BRADENTON

FL 34209

VC OUT: CANC SRVC IN:

SO ORD DT: BPSO CUST:

ICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

DE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FC	01	13 26010	00017041739	03/02/00	19.40	CA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
TA SCE: DLVY INC MEMO NO: 00017041739 AUTH FOR CD:  
SC DATE: MISC:  
ALICY PYMT CMNT: ACTV TYPE: 6

Worksheet filled out by:  
Conny David

**Old Vehicle VIN:**  
**1G1YY2237Y5119615**

**New Vehicle VIN:**

**Date:**  
**6/27/16**

TRADE-IN PURCHASE			LEASE PURCHASE			LEASE PURCHASE			
						Lease Terms MO	MI	Lease Usage Mo	MI
1	Acct. 231/237 Vehicle Costs	\$0.00	1	Base Price	\$51,288.00	1		Dealer Buyout Price	
2	Adjustment to line 1		2	Official Fees/Bank/Doc Stamps	\$1,049.04	2		Payments (opt)	
3	Conversion Cost		3	Tax	\$3,786.40	3		Pre-Payment(s) (Pro-rate)	
4	Tax	\$0.00	4	Reg./Lic./Title (opt)	\$188.00	4		Cap Cost Reduction	
5	Reg./Lic./Title (opt)	\$0.00	5	Aftermarket Items	\$275.00	5		Tax	
6	Aftermarket Items		6	Finance Charges	\$8,397.44	6		Reg./Lic./Title (opt)	
7	Other		7	Incentives (deduct)	\$0.00	7		Other	
8			8	Total Purchase Price	\$62,982.88	8		Total Additions	\$0.00
9	Total Replacement Price	\$0.00	9			9			
10	Usage/Depreciation	\$0.00	10	Usage/Depreciation	\$3,546.88	10		Usage/Depreciation	
11	Damage	\$0.00	11	Damage		11		Damage	
12	Upgrade	\$0.00	12	Over Allowance	\$0.00	12		Over Allowance	
13	Add-Ons		13	Negative Equity		13		Negative Equity	
14	Downgrade (deduct)		14			14		Security Deposit	
15			15	Total Deductions	\$3,546.88	15		Incentives	
16	Total Customer Cost	\$0.00	16			16		Total Deductions	\$0.00
17			17			17			
18			18	Total Repurchase Amount	\$59,136.20	18		Total Repurchase Amount	\$0.00
19			19			19			
20	Trade Repurchase Amount	\$0.00	20	Total Payoff Amount	\$49,823.40	20		Dealer Buyout Price (From Line 1)	\$0.00
21			21			21			
22			22	Total Refund to Customer	\$9,912.71	22		Total Refund to Customer	\$0.00
23			23			23			
24			24			24			
25	Estimated Auction Price	\$0.00	25	Estimated Auction Price	\$41,750.00	25		Estimated Auction Price	
26	Projected Loss	\$0.00	26	Projected Loss	(\$17,388.20)	26		Projected Loss	\$0.00

### PAYMENT METHOD

Payee(s)		Amount	Contact(s)	BAC Code	Dealer Name	
A	Credit to Dealership					114712
B	Check to Customer					
C	Check to Lienholder & Customer					
D	Check to Lienholder					
E	Check to Attorney (1099 Info)					
F	Check to Other					
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>revised 8/14/2000</p> </div> <div> <p><i>[Signature]</i> G.M. Signature</p> </div> <div> <p>6/21 Date</p> </div> </div>						

## PRELIMINARY REPURCHASE AUTHORIZATION (PRA)

BUICK ☐  
 CADILLAC ☐  
 CHEVROLET ☒  
 OLDSMOBILE ☐  
 PONTIAC-GMC ☐  
 DEALER BAG CODE: \_\_\_\_\_

DATE: 06-22-01

DEALER NAME & CITY: Autoway Chevrolet Tampa  
 DEALER CONTACT/PHONE NO: 813-238-3161 Ron Mahlin / Serv. mgr.  
 CUSTOMER NAME: Joseph Barbieri  
 CUSTOMER DAY PHONE NO.: wk. 841-747-0888 evening Hm 841-751-1368  
 GAC CASE NO. (if available): yes 04498780  
 TAC CASE NO. (if available): \_\_\_\_\_

## VEHICLE INFORMATION:

OLD VIN: 1 8 1 Y Y 8 2 G 7 Y 5 1 1 8 0 1 5  
 CURRENT MILEAGE: 8000

NEW VIN: \_\_\_\_\_

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

Specific Product Reason for Repurchase: Steering wheel lock concerns. Top. Wheels and numerous others. Days out of service.

Detail your agreement with the customer on the following items:

Usage/Depreciation: Calculate usage of Florida bbb Formula Purchase price x mileage / 120,000 = usage 3,846.68

Upgrade/Downgrade: \_\_\_\_\_

Additional Items: battery, 40. window tint 165 (per AVM conv.)

Lease Termination: Customer qualifies for layman law.

Vehicle Damage / Special Instructions: Refund all taxes, fees and earned interest paid to date. contact me with questions on interest.

## Recommended Disposition of Repurchased Vehicle:

Auction ☒ Scrap/Donate/Vehicle Recovery ☐ Other ☐ Explain: \_\_\_\_\_

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

☐ Taxes & Fees ☐ Negative Equity ☐ Over Allowance

☐ No Rebates/Cash incentives of any kind will be allowed on replacement vehicle.

☐ Special Lease Rates and Financing will be allowed on replacement vehicle.

☐ Current GM Card points may be applied on replacement vehicle.

☐ GM Card points will never be refunded in cash.

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

Authorization: Donald R. Reeves

404082

8122

06-22-01

(Print Name)

VINE

Model/Make/Year

Date

Information on this form must be communicated to the Business Repurchase Center (BRC) to initiate the Process. \*\*\*FAX to 1-813-635-4282\*\*\*



CORVETTE CONVERTIBLE  
BLACK /V8G  
INT EBONY INTERIOR TRIM  
HR NO. CDRVF1/TEE STOCK NO.  
G1 YY32 G7 Y5119615

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1001  
VEHICLE INVOICE 1AD42783885  
\*\*\*\*\*KA\*\*\*\*\*13\*260108

HL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
67 CORVETTE CONVERTIBLE	45555.00	39860.63	INVOICE 02/10/00
MEMORY PACKAGE	150.00	129.00	SHIPPED 02/10/00
SIX-WAY POWER PASSENGER SEAT	305.00	262.30	EXP I/T 02/25/00
ADJUSTABLE SPORT BUCKET SEATS	700.00	602.00	INT COM 02/25/00
WITH LEATHER TRIMMED SEATING SURFACES			PRC EFF 02/04/00
COLOR-KEYED FRONT FLOOR MATS, CARPETED INSERTS	25.00	21.50	KEYS S170B S170B
1 BODY SIDE MOLDINGS	75.00	64.50	WFF-P QTR OPT-1
2 AIR CONDITIONING-ELECTRONIC DUAL ZONE	365.00	313.90	BANK: GMAC - 029
3 FEDERAL EMISSIONS	N/C	N/C	CHG-TO 26-010
2 PERFORMANCE AXLE RATIO	300.00	258.00	SHIP WT: 3204
1 ACTIVE HANDLING SYSTEM	500.00	430.00	HP: 48.7
1 5.7L LITER SFI, V8	0.00	0.00	GMS: 43355.20
0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	DAN: W50
7 STEERING COLUMN - POWER	350.00	301.00	MEMO 2534.45
TELESCOPING & MANUAL TILT			
5 POLISHED ALUMINUM WHEEL	895.00	769.70	
2 TWILIGHT SENTINEL	60.00	51.60	
6 FOG LAMPS	69.00	59.34	
6 HEAD UP DISPLAY	375.00	322.50	
8 COMPACT 12 DISC CHANGER, REMOTE	600.00	516.00	
3 LICENSE PLATE FRAME	15.00	12.90	
FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	
REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	
1 PERFORMANCE HANDLING PACKAGE	350.00	301.00	
BLACK-BLACK	N/C	N/C	

VEAL MODEL & OPTIONS	50689.00	44275.87	ACT 231	43355.20
ESTIMATION CHARGE	600.00	600.00	H/B 261	1520.67
DEALER CO-OP ADVERTISING		506.89	ADV 261	506.89

VEAL	51289.00	45382.76	PAY 310	45382.76
END: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		43178.76		

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

WAY CHEVROLET

REMIT TO GMAC NO. 029  
VIN 1G1YY32G7Y5119615  
\$ 45382.76 INV 1AD42783885  
DUE 02/25/00 DEALER 26-010

☐ Transfer Tag☐ Transfer & Renew☐ Buy New Tag☐ Newspaper☐ Radio☐ TV

AutoWay

CHEVROLET

1700 E. Hillsborough Avenue  
Tampa, Florida 33610  
Phone (813) 238-2151

VIN 1G1YY32B7Y319815		PHILIP A JACKSON 1934		182787	
2001 CHEVROLET CORVETTE		CON		DATE 02/22/00	
5210162		BLACK		VEHICLE INFORMATION	
Vending Discharge - Vehicle Represented To Be		PRICE OF UNIT 51289.00		CUSTOMER NAME JOSEPH A. BARRATIERE	
NEW DEMO CUSED CLEAVE				ADDRESS 1 7700 13TH AVE N.W.	
CODE		OPTIONAL EQUIPMENT		ADDRESS 2	
TAX BREAKDOWN		STATE TAX 6.00		CITY	
LUXURY TAX		3181.67		STREET ADDRESS	
900/1416		684.73		CITY, STATE & ZIP	
		N/A		MODEL	
		N/A		YEAR	
		N/A		MAKE	
		N/A		MODEL	
				BALANCE OWED TO	
				VEHICLE NUMBER	
				COODMETER	
				VEHICLE INFORMATION	
				PAYOR INSTITUTION	
				STREET ADDRESS	
				CITY, STATE & ZIP	
				ACCOUNT NUMBER	
				ACCOUNT	
				CODE UNIT	
				PHONE NO.	
				NON-TITLED	
				PAY AND AMOUNT	
				TO KNOW	
				VERIFIED BY	
				VERIFIED BY	
				LICENHOLDER INFORMATION	
				NAME	
				ADDRESS	
				CITY	
				STATE	
				ZIP	
				AMOUNT OF CHECK	
				DATE OF LEND	
				PHONE NO.	
				CONFIRMED BY	
				SIGNATURE OF CUSTOMER	
				SALES MANAGER	

**CERTIFIED OR CASHIER'S CHECK UPON DELIVERY**

**Kimberly L. Rutere**  
Financial Specialist  
Insurance Agent  
University Parkway Financial Center  
FLA000  
8078 North Loderwood Ridge Road  
Sarasota, Florida 34237  
24 Hour Customer Service 888-ASH-FUNG  
Bus. 941 361-6328 Fax 941 361-6798

**FIRST UNION**  
Credit limits and other services are offered through First Union Securities Services, Inc. (FUS) a registered broker-dealer, member NYSE and the National Securities Financial Markets Association and Equal Housing Lender. First Union Securities Services (FUS) is an Equal Housing Lender. First Union Securities Services is an Equal Housing Lender. First Union Securities Services is an Equal Housing Lender.

THE SALES MANAGER HAS A LIMITED WARRANTY OF THE VEHICLE'S CONDITION AND PERFORMANCE. THE SALES MANAGER HAS A LIMITED WARRANTY OF THE VEHICLE'S CONDITION AND PERFORMANCE. THE SALES MANAGER HAS A LIMITED WARRANTY OF THE VEHICLE'S CONDITION AND PERFORMANCE.

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JUN 26 2001 12:17

# Suncoast Window Tinting

8416 9th St. W. • Bradenton, FL 34205  
 744-0865 - 9:00 am - 5:00 pm • Saturday 9:00 am - 12:00 pm

NAME Y. Len! Auto Rndr (Joe)

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

DATE 4-16-00

SOLD BY	CASH	C.O.D.	CHANGE	CN ACCT	RETURN	PAID OUT	
QUAN.	DESCRIPTION				PRICE	AMOUNT	
	2000 corvette						
	Tint Window						
	20% 35% Plat. Ph.						
	Lifetime N.W. Warrant.				165	00	
	Layover 2 time						
	PAID 11/15/01						
	SUNCOAST WINDOW TINTING						
	8416 9TH ST. W. • BRADENTON, FL 34205						
	744-0865						

**Thank You**

PLEASE PAY FROM THIS INVOICE

SUB-TOTAL	165	00
SALES TAX	9	90
TOTAL	174	90

JUN 28 01 12:48p

ALBION NEWS PRESS

TOTALS TO DATE

L-11

941 748 3148

PAGE: 02

Jun 28 01 12:05p

X-Lent Auto Body

18711748-3148

P.01

JUN 26 2001 12:21 FR JIM GUINLAN CHEV NIS727 531 B483 TO 19417483148

P.01/01

**Parts Nissan Dodge Jeep Parts Specialists**

Alan Jenkins	ext. 323	Gary Albritton	ext. 269
Bud Wernes	ext. 324	Jeff Hall	ext. 281
Dave Kelly	ext. 325	Jeff House	ext. 267
Dock (Steve) Engle	ext. 337	JJ (Jeff) John	ext. 322
Danny Wilson	ext. 330	Jon Benz	ext. 340
Doug Carson	ext. 327	Larry Hurst	ext. 321
Dwight Heath	ext. 345	Richard Sweet	ext. 339
Fred Kelleher	ext. 320	Steve Blair	ext. 328

**AutoWay**  
Parts Center Clearwater  
1865 US HWY 19 N - CLEARWATER, FL 34615

**LOCAL****NATIONAL****FAX**

892	5182038759260	2000 VETTE	CASH	STEVE BLAIR	03/30/01	652952
	941-747-0486					CW
	1820					

X-LENT AUTO BODY  
1422 9TH ST W  
BRADENTON, FL 34205-7210

THANKS FOR THE CALL  
STEVE EXT 326

941-748-3148

1	0	70-7YR BATTERY	1A2278	110.54	95.58	95.58
---	---	----------------	--------	--------	-------	-------

*PAID*

Vehicle is due and payable when receipt of statement. Payments not received by the 15th of month will be added a late charge of 1.5% per month. Purchaser agrees to pay all costs of collecting this bill including money's loss at the 1st and 15th day of month. The buyer, having read, hereby expressly declares all warranties, other equipment or liquid, including any original warranty in handling or service for a full term of year, and declares Chevrolet dealer services are not subject to payment or it is shown clearly to collector and the sale of this product.

BUS-TOTAL 95.58

TAX 0.00  
FREIGHT 0.00

PAY THIS AMOUNT 95.58

CERVED BY

---CARTYMPH COPY

1 OF 1  
TOTAL PRICE: 01

741 748 3148

941 748 3148

PAGE 04

Jun 27 01 05:03p

XLent Ruta Body

(941)748-3148

JUN 27 2001 16:59 FR 00

8136354861 TO 919417483148

P.81/83

P.1

**Genuine Chevrolet**

17 Jun 01

Joseph Barbieri  
1700 13<sup>th</sup> Ave NW  
Bridgeton, NJ 08410

**SETTLEMENT OFFER**

Subject: Repurchase of 1G1YY3207Y219618 2000 CHEVROLET CORVETTE

Dear Joseph Barbieri:

We regret that you are dissatisfied with your 2000 CHEVROLET CORVETTE and that our attempt to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$39,136.36. This offer is arrived at by using the following figures:

Purchase Price	\$51,249.00
Plus tax	\$ 3,786.48
Plus alternatives	\$ 279.00
Plus finance charges	\$ 6,377.44
Plus title, license fees	\$ 194.50
Plus official fees/bank	\$ 1,049.04
Less usage	\$ 7,846.66
<b>TOTAL CHEVROLET REPURCHASE PRICE</b>	<b>\$39,136.36</b>

Please return this document to fax number (813) 636-0941 or the address below by 29 Jun 01. The conditions of the repurchase are as follows:

- the vehicle is free from any structural damage or alterations which may impact its resale value
- all factory installed equipment are intact and functional
- a free and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for title correction, if needed (supplied by Chevrolet)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 11,000 miles at the time the transaction is completed
- the authorized release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Autoway Chevrolet. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841-ext38467 if you have any questions or concerns.

Sincerely,

  
Corey Daniel  
Business Resource Center

\_\_\_\_\_  
I hereby release the Joseph Barbieri release of liability stemming from

\_\_\_\_\_  
H&M International, 1404 John A. Poyden Drive, Lakota Park 341 481148

COMPLETED 04:27 PM CS SI ACCRUAL-REBATE STATUS 08/28/01  
 TRANS: ARS ACCOUNT: 01 80098528 ADDITIONAL DATA: 070801

ACCT: 01 80098528 SHORT NAME: BARBIERI JA INTEREST TYPE: V

FLOOD: NO

STOP ACCR CD: A LOAN FEE: 843.49 FEE TERM: 078 RM TERM: 000  
 O & PRINCIPAL: 49181.15 FEE REBT: .00 FEE DATE: 00 PER DIEM: 10.21  
 DAILY INT RT: .00020787 ACCRUED LIFE A&H DEALER EARNINGS  
 INT RECVBL: 330.87228 DAILY RT: .00000000 .00000000 PERCENT:  
 TWREC MEMO: .00000 RECEIVBL: .00000 .00000 PRPD RS:  
 INT EARN MTD: 255.33800 EARN MTD: .00000 .00000 MTD:  
 INT EARN YTD: 2180.78146 EARN YTD: .00000 .00000 YTD:  
 INT EARN LTD: 8728.31229 EARN LTD: .00000 .00000 OPRE RS: .00000  
 LOSSHR: REN: 0 NONACC: .00000 .00000 EXT CHG 1 MO: 40.00  
 CURR PAYOFF: 49880.10 NEXT PAYOFF: 48782.23 GOOD UNTIL: 07/06/01  
 PREPAID LIFE A&H VSI STATUS INT RT EFT DT  
 PREMIUM: NONACC INT: .00000 7.580 08/01/01  
 REBATE: TYNONACC INT: .00000 9.080 05/01/01  
 ORIG TERM: INT PD YTD: 1979.56 9.580 04/01/01  
 REM. TERM: TWINT PD YTD: 100 9.080 03/01/01  
 ORIG INT TERM: 078 INT PD LVR: 4425.80 9.580 02/01/01  
 REMAINING TRM: 000 TWINT PD LVR: 100 RATE CHG FREQ: 01

*Documentary Stamps collected included in loan  
 \$197.05*

*\$56,247.79 Loan  
 55,207.25 Proceeds - Check to Country Chevrolet  
 843.49 Loan Fee  
 197.05 Documentary Stamps paid to State of Fla.*

*Jim Butera  
 Financial Specialist*

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Smithtown

NY

HOME PHONE:

CASE NUMBER: 1-112833734

VIN: 1G1YY32G7Y5122529

DATE OPENED: 2003-06-24

MODEL YEAR: 2000

DATE CLOSED: 2003-07-09

SERIES: Corvette

SOURCE: Phone

MILEAGE: 32000.0000000

BRC TYPE: N/AYes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Williams Chevrolet Inc.

DEALER ADDRESS: 390 E. Jericho Turnpike, Smithtown, NY, 11787-2968,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

steering column lock; ; 2003-06-24

2003-06-24

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

2003-07-01

SR in Status of Closed has been Re-Opened by ADAMSC; ; 2003-07-01

2003-07-01

RE: SR#1-112833734; ; 2003-07-01

2003-07-01

Voice Mail Received from CRM in CAC; ; 2003-07-01

2003-07-01

Voice Mail Received from Cust; ; 2003-07-09

2003-07-01

voice mail follow up; ; 2003-07-01

2003-07-02

call to cust; ; 2003-07-02

2003-07-08

Checking file in 5 days for update; ; 2003-07-09

2003-07-09

Case Assessment; ; 2003-07-09

2003-07-09

Service Request has been Closed Dissatisfied.; ; 2003-07-09

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MERP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

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



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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

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

RESTON , VA

CASE NUMBER: 05567859 VIN: 1G1YY32G7Y5124037  
MODEL YEAR: 2000  
DATE OPENED: 2001-09-24 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-24 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PART#: DEALER ADDRESS:

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) STEERING COLUMN LOCKED , ERROR CODE CAME  
UP

Associate VIN with customer

## AGENT INSTRUCTIONS:

Select the VIN Browse button on the Contact Registration screen and associate the VIN with the customer.

Associate VIN with customer

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

CUST STATES JUST PURCHASED VEH AND WANTED TO REGISTER W/CUST ASSISTANCE.. CUST STATES ONE DAY WHEN TURNING VEH ON THE STEERING COLUMN LOCKED AND ERROR MESSAGE "STEERING COLUMN LOCK" CAME UP ON CONTROL PANEL.. CUST STATES A FRIEND TOLD HIM THERE WAS A RECALL OUT FOR THIS PROB.. CUST SEEMS TO KNOW WHAT TO DO..

CRM ADVISED THAT HIS VEH IS NOT INVOLVED IN THE RECALL(CRM CHECKED VIN BREAKPOINTS), CRM ADVISED THAT CUST WOULD NEED TO TAKE VEH TO DLR FOR DIAGNOSIS AND IF DLRSHIP FINDS A PROBLEM THEY WILL REPAIR UNDER THE WRNTY... CUST WILL CALL DLR..

LEAH WILLIAMS/CAC/ATX; 0; 370208877

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,

LOCATION:

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

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

HOBOKEN , NJ

CASE NUMBER: 04882864 VIN: 1G1YY32G7Y5124247  
MODEL YEAR: 2000  
DATE OPENED: 2001-07-11 SERIES: CORVETTE CONV  
DATE CLOSED: 2001-08-05 MILEAGE:  
SOURCE: E-Mail DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: LYNN CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 461 KEARNY AVE., KEARNY, NJ, 07032, USA

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

A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	GEN. INFO.
M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	LOCKED UP
S50 Roadside Assistance Complaint	Other
0 REPAIR ATTEMPT(S)	STATEMENT MADE BY

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.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\*\*\*\*\*

CRM RCVD ELECTRONIC CONTACT 7/11/01. CUST STATES. "You really ought to make a SAFER car. Today the steering column in my 2000 C-5 locked up. I called 1-800 chev usa for a tow and the guy says "Vettes do it all the time." What kind of crap is that???" CRM TO INQUIRE FOR MORE INFO ABOUT SITUATION AND INTERACTION W/ROADSIDE. CRM REESE HARRILL/CARS/ATX/IRC; 0; 363762514  
2001-08-05

Closing file due to inactivity---Evangalina Ybarra-CRM-ATX-CARS-IRC; 0; 365907383

\*\*\*\*\*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:

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BEC 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:

LYMON 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:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6605685	VIN Number:	1G1YY32G7Y5128788
Date Opened:	7/9/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B16469	Mileage:	15929
Address:	MCKENNEY CHEVROLET BELMONT	State:	NC
Dealer Phone:			

---

SYMPTOM ABSTRACT--- LOCK 01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/09/2003 09:05:15 SBD TEMPLATE - SANFORD

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) JERRY GAINNEY TECH

CUSTOMER CONCERN - BATTERY DEAD AND STEERING COLUMN WAS FOUND LOCKED UP

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

TECH REQUESTING INFO ON WHY VEHICLE IS NOT IN CAMPAIGN

TAC RECOMMENDATION - ADVISED BULLETIN # 01-02-35-008 REGARDING THIS ISSUE

VEHICLE HAS DRIVEN APPROX 5K MILES IN APPROX 2 YRS, PROPER BATTERY MAINT  
IS REQ'D BY THE CUSTOMER/OWNER.

07/09/2003 09:05:15 HISTORY - SANFORD

SYMPTOM ABSTRACT— LOCK 01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/09/2003 09:05:15 SBD TEMPLATE - SANFORD

STRATEGY BASED DIAGNOSTICS

EA02-031 / GM22C

**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) JERRY GAINEY TECH**

**CUSTOMER CONCERN - BATTERY DEAD AND STEERING COLUMN WAS FOUND LOCKED UP**

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

**TECH REQUESTING INFO ON WHY VEHICLE IS NOT IN CAMPAIGN**

**TAC RECOMMENDATION - ADVISED BULLETIN # 01-02-35-008 REGARDING THIS ISSUE**

**VEHICLE HAS DRIVEN APPROX 5K MILES IN APPROX 2 YRS, PROPER BATTERY MAINT**

**IS REQ'D BY THE CUSTOMER/OWNER.**

**07/09/2008 09:05:15 HISTORY - SANFORD**

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Harrison Township

MI

HOME PHONE:

CASE NUMBER: 1-127697646

VIN:

1G1YY32G7Y5126824

MODEL YEAR:

2000

DATE OPENED: 2003-08-07

SERIES:

Corvette

DATE CLOSED: 2003-08-07

MILEAGE:

11720.00000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Moran Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 35500 Gratiot Ave, Clinton Township, MI, 48035-

2847, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

Steering Concern - Locked Up; ; 2003-08-07

2003-08-07

Pete Miceli - Service Director; ; 2003-08-07

2003-08-07

Pete Miceli - Service Manager; ; 2003-08-07

2003-08-07

Follow-up; ; 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:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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:

MOUNT VERNON

TX

HOME PHONE:

CASE NUMBER: 06008954

VIN: 1G1YY32G7Y5126872

DATE OPENED: 2001-12-10

MODEL YEAR: 2000

DATE CLOSED: 2001-12-19

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 36500

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME: RELIABLE CHEVROLET

DEALER ADDRESS: 800 N CENTRAL EXPY, RICHARDSON, TX, 75080, USA

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

M41 Steering Column/Lock/Attaching Parts

Interference

0 REPAIR ATTEMPT(S)

LOCKED UP

A07 Referred to Dealer

Customer Satisfaction

0 REPAIR ATTEMPT(S)

DLRSHR RECOMMENDATION

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

cust stated that his steering column locked up. cust seeks to get it unlocked. crm contacted the SANDLIN MTR. dlrs and spoke w/ GARY CUNNINGHAM the srv mgr who stated that they'll resolve the cust issues sometime next week. have him give us a call and set up an appt. crm advised the cust to this info. cust satisfied.

smpadgitt/atx/cac; 0; 376870251

2001-12-17

CUST STATES THAT HIS STEERING WHEEL LOCKED UP AND THE CUST SEEKS TO TAKE HIS VEH TO ANOTHER DLRS THAT SVCS CORVETTES ON A REGULAR BASIS. CRM ADVISED THE CUST THAT HE MAY TAKE HIS VEH TO ANY DLRS THAT THE CUST WOULD LIKE TO. CUST STATES THAT HE SPOKE TO SCOTT BOWLING, ADVISOR, AT RELIABLE CHEVROLET, AND HE HAD REQUESTED THAT THE CUST CALL CAC AND ADVISE OF THE CHANGE OF PLANS. CRM CALLED RELIABLE AND SPOKE TO SCOTT. CRM WAS ADVISED THAT THE VEH SHOULD BE DIAGNOSED BY APPROXIMATELY 9 AM. CRM ADVISED THAT SHE WOULD BE UNABLE TO CALL THE DLRS UNTIL APPROXIMATELY 10-11 CST. SCOTT STATED UNDERSTANDING. CRM ADVISED THE CUST OF THE ABOVE, AND THE CUST STATED HIS UNDERSTANDING. CRM ALSO ADVISED THE CUST THAT UNTIL CRM EXTENDS AN OFFER, THE CUST NEEDS TO HAVE EXPECTATIONS THAT THE CUST WILL BE PAYING FOR THE REPAIRS. CUST STATED HIS UNDERSTANDING. DEOW LINDSAY/PDX/CAC; 0; 377483545

2001-12-18

CRM CALLED DLRS AND SPOKE TO SCOTT BOWLING. SCOTT ADVISED CRM THAT THE DLRS HAS ASSISTED THE CUST W/ FULL COST ASSISTANCE FOR HIS REPAIRS. CRM CALLED CUST AT CUST HOME NUMBER LISTED. CRM LEFT VME REQUESTING THAT THE CUST CALL CAC. CRM WILL MAKE ANOTHER ATTEMPT ON 12/19 BETWEEN 2-4 CST. DEON LINDSAY/PDX/CAC; 0; 377546206  
2001-12-19

CRM CALLED CUST. CUST STATES THAT VEH IS REPAIRED, AND THE DLRS DID NOT CHARGE CUST FOR REPAIR. CRM CLOSING FILE SATISFIED. DEON LINDSAY/PDX/CAC; 0; 377647083

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER HAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,

PHONE NUMBER:  
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:  
  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

FT LAUDERDALE

FL

HOME PHONE:

CASE NUMBER: 02772432

VIN:

1G1YY32G7Y5130016

DATE OPENED: 2001-01-05

MODEL YEAR:

2000

DATE CLOSED: 2001-01-05

SERIES:

CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE:

8000

BRC TYPE: No

DELIVERY DATE:

DEALER NAME: LOU BACHRODT CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1801 W ATLANTIC BLVD,, POMPAHO BEACH, FL, 33069, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKUP PROBLEM

A07 Referred to Dealer

Other

0 REPAIR ATTEMPT(S)

CALLED DEALER

## COLUMN LOCKOUT CONCERN

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

CUST STATES HIS STEERING WHEEL IS LOCKED UP WITH THE STEERING LOCKOUT FEATURE. WANTS TO KNOW IF THERE IS A BY PASS. CUST STATES HE LOOKED IN OWNER'S MANUAL THAT STATES HAVE THE CAR TOWED. CRM CALLED DEALERSHIP SPOKE TO BOB LEPLER, SERVICE MANAGER WHO ADVISED THAT THERE IS NO WAY TO BY PASS THE LOCKOUT & ADVISED THE CUST TO GET THE CAR TOWED TO THE DEALERSHIP. CRM RELAYED MESS. CUST WILL CALL ROADSIDE. CAROLE MILSTEAD/PDX/CAC; 0; 347588697

## \*\*\*\*\*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:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

TREATED:

IF SO, WHERE:

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

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

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

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