

**EA02-031**

**GM**

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

**ATTACHMENT 4F  
BOOK 21 OF 22  
PART 2 OF 4**

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

CASE NUMBER: 05665043 VIN: 1G1YY32G815116258  
 DATE OPENED: 10/10/01 MODEL YEAR: 2001  
 DATE CLOSED: 01/09/02 SERIES: UNKNOWN  
 SOURCE: NO MILEAGE: 7282  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: CA  
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 05665043 VIN: 1G1YY32G815116258  
 MODEL YEAR: 2001  
 DATE OPENED: 2001-10-10 SERIES: UNKNOWN  
 DATE CLOSED: 2002-01-09 MILEAGE: 7282  
 SOURCE: Phone DELIVERY DATE:  
 BRC TYPE: No DEALER NAME: GRAHAM CHEVROLET-OLDSMOBILE-CADILLAC  
 BRC PARENT: DEALER ADDRESS:

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

J60 Emission Device Other  
 3 REPAIR ATTEMPT(S) VEH IS TAKING 1QUART TO 779MILES

M03 Steering Gear/Pitman Arm/Rack and Pinion Other  
 0 REPAIR ATTEMPT(S) veh reacts a little snappier when  
 turning to the left

H73 Traction Control Other  
 0 REPAIR ATTEMPT(S) INTERMITTANT TURN-ON

## 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/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
- \* Validate with dealership if necessary

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

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

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

CUST STATES THAT HE IS HAVING A PROBLEM W/HIS VEH COMPSUMING OIL.CUST STATES THAT HE IS GETTING 1QUART TO 779MILES.....CUST STATES THAT VEH HAS A APPT W/DRL 10-11 CUST SEEKS JUST FOR US TO DOCUMENT HIS CONCERN ABOUT HIS OIL CONSUMPTION.....CRMADVISED CUST THAT I WILL DOCUMENT CONCERN AND IF HE HAS ANYMORE TO CALL BACK IN REF TO CASE # GIVEN TO HIM

CUST SATISFIED

ALEAH SPIVEY/CAC/ATX; 0; 371600526

2001-10-23

CUST STTS HE WENT TO DLR AND EXPRESSED HIS CONCERN.

OIL CONSUMPTION QUART @780 MILES ON AVERAGE.

AND OTHER MINOR CONCERNS.

DLR IS GOING TO MONITOR.. THEY CHANGED OIL FOR NOW.

CUST DOESNT WANT TO DRIVE VEHICLE IN THE WINTER IN CALIFORNIA.

CATALYTIC CONVERTER CAN BE AFFECTED.. THE O2 SENSORS.. VALVES... ETC.. THE WHOLE EXHAUST PROCESS.

CUST IS AFRAID OF WHAT WILL HAPPEN WHEN OUT OF WARRANTY.

CUST STTS NO DISCUSSION AS TO ANY POSSIBLE SOLUTION ONCE THE OIL CONSUMPTION TESTING IS DONE.

CUST STTS THAT THE PROBLEM WILL NOT GO AWAY.

CUST STTS THERE IS AN ADHERENT PROBLEM ON SITE WWW.c5registry.com , just for corvettes.

Cust stts that dlrship Not duplicating experience is a joke.

Cust stts that there is no variation in a/c noticeable to the human hand. Cust stts that if that is the case why have this option.

Cust stts that everyone stts they will monitor this and that but where is the resolution.

Cust stts veh steering locked up on him, veh was not on a recall. Dealer sttd would not fix veh; 0; 372728116

2001-10-23

because... it was not duplicated.

The only thing dlr has done is change the oil.

customer thinks the problem lies with the rings.

Christine Desaulnier Davis

Atx/cars/cac; 0; 372728373

2001-10-23

transfer file back to me.; 0; 372728672

2001-10-31

CUST STATES ORIGAL OWNER OF A '01 VETTE PURCH MAR 15TH FROM GRAHM CHEV. AND THIS VETTE IS THE DAILY DRIVER. CUST STATES THE CONCERNS ARE 1) ACTIVE HANDLING LIGHT IS COMING ON, 2) THE R/F HEAD LIGHT IS RUBBING THE HOOD AND IS CAUSING THE FIBERGLASS TO SHOW THRU, 3) CUST STATES THE OIL CONSUMPTION TEST HAS BEEN INITIATED BY GRAHM CHEV, 4)THE "STEERING EFFORT" FOR ONE DIRECTION IS SNAPPIER THEAN THE OTHER, 5) CUST STATES A MULTITUDE OF ELECTRICAL ISSUES.

CUST SEEKS THE ISSUES WITH THE VEH TO STOP.

14 JULY CUST LEFT STRANDED DUE TO THE STEERING LOCK.

CUST STATES THE DLR WILL BE SEEING THE VEH 10/31/01

CRM WILL CALL CUST CELL 805-895-9972 ON 11/01/01 AT 2-4PM PST.

KEN PETERSEN/CAC/PDX; 0; 373395625

2001-11-01

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

CRM CONTACTED GRAHM (DLR). AND SPOKE WITH STEVE , SRV MGR. STEVE STATES THE VEH IS CURRENTLY AT THE DLR FOR:

- 1) ACTIVE HANDLING WARNING LIGHT- FUNCTION TEST CHECKED OUT "OK". FAULT CODE WAS STORED FOR A CIRCUIT WAS TESTED AND THE CIRCUIT TESTED "CLEAR- NO PROB FOUND"
- 2) RIGHT HEAD LAMP RUBBING - DLR MAY ORDER NEW HEADLIGHT CAPSULE AND MAY NEED TO BE PAINTED. THE HEAD LIGHT ISSUE IS STILL BE LOOKED AT.

CRM THEN SPOKE WITH ROM, SRV ADV, STATES THE VEH IS 400 MILE FROM OIL CHECK.

KEN PETERSEN/CAC/PDX; 0; 373506840

2001-11-01

CRM ATTEMPTED TO CONTACT CUST. CRIL CUSTOMER WAS UNAVAIL. KEN PETERSEN/CAC/PDX; 0; 373506866

2001-11-07

CRM ATTEMPTED TO CONTACT CUST AT 805-745-1957 AND THE NUMBER WAS BUSY. KEN PETERSEN/CAC/PDX; 0; 374029926

2001-11-12

CUST STATES THAT HE HAS AN OIL CONSUMPTION PROBLEM. CUST STATES THAT HE WAS SUPPOSED TO HEAR FROM THE 2 PREV CRMS AND NEVER DID. CUST SEEKS TO KNOW WHAT WILL HAPPEN TO THE VEH IF THERE IS AN OIL PROBLEM. CRM ADVISED CUST THAT IF THE VEH IS CONSUMING EXCESSIVE OIL THE DLR WILL REPAIR NECESSARY COMPONENTS TO CORRECT THE ISSUE. CUST ALSO INQUIRED ABOUT THE REMATL POLICY. CRM ADVISED CUST OF GM'S REMATL CAR POLICY. CUST SATISFIED. LASHUANA MAXWELL ATX CARS; 0; 374435013

2001-11-30

CUST STS: PURCHASED VEH IN MARCH VEH APPEARS TO BURN A QUART OF OIL EVERY 779 MILES VEH HAS LEFT CUST STRANDED ON SIDE OF FREE WAY BEFORE. VEH HAD RAN OUT OF GAS THE GAS GAUGE GAVE FALSE READING. WHEN VEH WAS GIVEN BACK ON THE 12TH AND CUST FOUND DAMAGE ON VEH CRACKS IN PAINT ON BUMPER. CUST ALSO CLAIMS DLR FAILED TO DOCUMENT CONCERNS ON R.O. WHICH WAS STEERING EFFORT AND WIND NOISE. VEH IS @ DLR FOR BODY DAMAGE FRONT DAMAGE CRACKS IN PAINT, HOOD WAS MISALIGNED, THE RIGHT HEAD LIGHT NEEDS TO BE FIXED TO CUST SATISFACTION. YESTER DAY CUST WENT ACCROSS TO BODY SHOP WORK WAS NOT DONE CUST VEH LEFT IN ALLEY WINDOW DOWN IN POORING RAIN INTERIOR IS WET RUG IS WET. CUST IS SO UPSET W/DLR HAS LOST CONFIDENCE IN VEH AND DLR. CUST SKS TO GET OUT OF VEH. CRM ADVISED THESE ARE WORKMANSHIP ISSUES THAT NEED TO BE RESOLVED AS FAR AS THE DEFECTS FROM GM VEH NEEDS TO BE REPAIRED FIRST CRM CAN NOT GAURANTEE A BUYBACK SINCE THAT IS THE LAST RESORT. CRM SET UP A FOLLOW UP FOR 12-6-01 1:00-4:00; 0; 375990569

2001-11-30

\* CONT \*

ACTION PLAN: CRM WILL CONTACT SVM TO GET INFO ON VEH CONCERNS GAS GAUGE, OIL CONSUMPTION, STEERING COLUM, ELECTRICAL, AND TSB. CRM LOOKING INTO RESTORING CUST CONFIDENCE INTO VEH AND DLR IF BUYBACK IS NOT AN OPTION.

CRM CONTACTED SVM STEVE BRIONES . CUST WAS UNAVAIL. CRM LEFT VOICEMAIL FOR SVM TO RETURN CALL TO CRM

CRM-ANGELA BUENROSTRO-ATX -47569; 0; 375990819

2001-11-30

NOTE:

SVM STEVE BRIONES CALLED CRM. HEADLIGHT HAD DEFECT WITH THE WAY IT OPEND THE HOUSING OF THE HEADLIGHT WAS RUBBING AGAINST THE HOOD MORE PAINT OFF ON EDGE DLR REPAIRED IT AND BASICALLY TOUCHED UP WHERE IT WAS RUBBING. SVM CONFIRMS NO WIND NOISES/ GAS GUAGE DLR RPL FUEL SENDING UNIT UNABLE TO DUPLICATE BUT DID IT ANYHOW CUST CLAIMS THERE IS STILL A GAS GAUGE CONCERN. ACTIVE HANDLING WARNING MESSAGE DISPLAYS ON IPC IT IS A NORMAL CONDITION AS DISCLOSED IN OWNERS MANUAL ( CUST STS IT COMES ON THAT IT IS NOT NORMAL ) EVERYTHING

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

CHECKS OFF NORMAL AT DLR. NEW TSB THAT CAME OUT DLR HAS TO RPL PISTON RINGS WHICH IS A MAJOR JOB. SVM WENT ON WITH A LIST OF CONCERNS CUST HAS THAT CAN NOT BE DUPLICATED TOO MUCH EFFORT FOR STEERING SVM DID NOT FEEL ANYTHING ( LTR HE WROTE HE DIDNT WANT SOME OF THESE THINGS FIXED JUST DOCUMENTED ) SVM STS IF CUST NOT SATISFIED W/DLR CUST SHOULD GO TO ANOTHER DLR FOR MECHANICAL WORK. SVM FEELS THAT CUST IS TRYING TO GET OUT OF VEH AND TO GET INTO AN ESCALADE.; 0; 375997569

2001-11-30

CRM CONTACTED CUST AND ADVISED CUST OF TSB.; 0; 375997582

2001-11-30

CUST SEEKS # FOR AVM. CRM ADVISED I HAVE NO SUCH #'S. CUST STATES HE WOULD LIKE AVM TO CALL HIM. CRM ADVISED I CAN PLACE MESSAGE ASKING AVM TO CALL BUT NO GUARANTEES. CUST STATES HE WOULD LIKE THIS.

JEFF BIRD/PDX/CAC; 0; 376002951

2001-11-30

CRM LEFT MESSAGE W/AVM OF GRAHAM CHEV, 80509/58679, ADVISING OF CUSTS REQUEST FOR A CALLBACK. CRM FORWARDING TO PREV CRM FOR SCHEDULED CALLBACK. JEFF BIRD/PDX/CAC; 0; 376003846

2001-12-07

CRM CALLED CUST FOR FOLLOW UP. CUST WAS UNAVAIL. CRM LEFT VOICE MAIL.

CRM CALLED TO FIND OUT IF ALL BODY WORK WAS DONE W/VEH ( WORKMANSHIP ISSUES) AFTER THIS IS DONE CUST SHOULD TAKE VEH IN FOR THE MECHANICAL CONCERNS CUST HAS AND FOR TSB SVM REFERRED TO.

CRM WILL SET ANOTHER CALL BACK FOR 12-12-01 1:00-4:00 CENTRAL TIME

\*\* NEXT CRM IF CUST CALLS IN PLS DOCUMENT COMMENTS ASSIST IF POSSIBLE IF NOT FWD BACK TO ME \*\*

CRM/ANGELA BUENROSTRO-ATX; 0; 376615319

2001-12-13

CRM CONTACTED CUST AGAIN. CUST WAS UNAVAIL. CRM LEFT MSG TO CALL INTO CAC CRM WILL TRY CUST HOME # 745-1757 ON 12-18-01 1:00-4:45 CENTRAL; 0; 377135058

2001-12-28

crm is assisting previous crm with open files. crm found that the handling crm is trying to contact cust at this time. crm will forward file to handling crm for further review. devin bailey/atx/pilot/48198; 0; 378403739

2002-01-04

CRM GOING THRU FILE CUST HAS NOT CALLED IN CRM WILL CONTACT DLR FOR AN UPDATE ON 1-9-02 CRM WILL CALL CUST ON 1-9-02/ 1:00-3:00 CENTRAL TIME FOR AN UPDATE.

CRM-ANGELA BUENROSTRO-ATX; 0; 379012280

2002-01-09

Legal - NISM

INSTRUCTIONS TO CRM:

This is a BRC request. Do not resume. Refer all calls to 800-231-1841. Do not disclose any information on this request. CRM Michael R. Dobbins, ext 58471; 0; 379451380

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

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

DRIVER NAME:  
DRIVER DISABILITY:  
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:  
POLICE REPORT:  
NUMBER OF PEOPLE: 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:

## GM R E S T R I C T E D

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

## GM RESTRICTED

CASE NUMBER: 06152869 VIN: 1G1YY32G815116258  
 DATE 01/09/02 MODEL 2001  
 DATE 05/06/02 SERIES UNKNOWN  
 SOURCE: LEGAL NO MILEAGE 7282  
 CUSTOMER:  
 ADDRESS:  
 HOME PHONE: 805 895-9972 STATE: CA  
 BUS. PHONE:

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER:  
 ADDRESS:  
 HOME PHONE:

GOLETA , CA

CASE NUMBER: 06152869 VIN: 1G1YY32G815116258  
 MODEL YEAR: 2001  
 DATE OPENED: 2002-01-09 SERIES: UNKNOWN  
 DATE CLOSED: 2002-05-06 MILEAGE: 7282  
 SOURCE: DELIVERY DATE:  
 BRC TYPE: LEGAL No DEALER NAME: GRAHAM CHEVROLET-OLDSMOBILE-CADILLAC  
 BRC PARENT: 05665043 DEALER ADDRESS:

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

J60 Emission Device Other  
 3 REPAIR ATTEMPT(S) VEH IS TAKING 1QUART TO 779MILES  
 M03 Steering Gear/Pitman Arm/Rack and Pinion Other  
 0 REPAIR ATTEMPT(S) veh reacts a little snappier when  
 turning to the left  
 H73 Traction Control Other  
 0 REPAIR ATTEMPT(S) INTERMITTANT TURN-ON

Vehicle operation or design

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

AFTER REVIEW OF CASE WILL RECOMMEND REMOVER FROM ER PROGRAM. BERNIE LUDWIG/BRC LEGAL  
 58508; 0; 389549311  
 2002-05-06

CALLED ATTY PROUDFOOT OFFICE AND SPOKE WITH NANCY. ADVISED HER BASED ON REVIEW THIS CASE  
 WOULD BE REMOVED FROM ER PROGRAM. BERNIE LUDWIG/BRC LEGAL 58508; 0; 389549387  
 2002-05-06

BUSINESS SUMMARY. CASE ASSIGNED 4-5-02, DECISION MADE REMOVE FROM ER PROGRAM, DECISION-  
 MAKER, BERNIE LUDWIG & AMY COY. BERNIE LUDWIG/BRC LEGAL 58508; 0; 389551597



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

2002-01-09

Legal - NISM

## INSTRUCTIONS TO CRM:

This is a BRC request. Do not resume. Refer all calls to 800-231-1841. Do not disclose any information on this request. CRM Michael R. Dobbins, ext 58471; 0; 379451459  
2002-01-09

CRM NOTES ONE PREVIOUS FILE: 05665043; 0; 379451481

2002-01-09

CRM faxed first contact to PC requesting Lien Information; 0; 379454302

2002-01-09

CRM CALLED DEALERSHIP (MASSEY) AND REQUESTED REPAIR ORDERS AND SALES DOCS.; 0; 379454647

2002-01-09

SERVICE MANAGER STATES THE CUSTOMER HAS INDICATED HE WOULD LIKE A NEW CORVETTE.; 0;  
379454758

2002-01-09

CRM CALLED AVM AND INFORMED HIM (JIM HILL) OF THE CASE ASSIGNMENT.; 0; 379455086

2002-01-10

CRM CALLED SALES MANAGER TO DISCUSS POSSIBILITY OF A TRADE REPURCHASE. SALES MANAGER DENNIS NIE, STATED THEY MIGHT, BUT WANTED TO CONFIRM WITH DEALER OWNER.; 0; 379536025

2002-01-10

SALES MANAGER, MR. NIE, LEFT VOICE MAIL REQUESTING A RETURN CALL (805-898-2400) AND INDICATED THEY WOULD DO A CORVETTE TRADE REPURCHASE.; 0; 379547850

2002-01-15

CRM COMPLETED ASSESSMENT AND FAXED OFFER TO PC.; 0; 379974835

2002-01-22

CRM SENT 7 DAY LETTER TO PC.; 0; 380560962

2002-01-31

CRM RECEIVED REJECTION. CRM SENDS DENIAL LETTER.; 0; 381364204

2002-04-05

\*\*\*\*\*ATTENTION\*\*\*\*\*  
THIS IS AN OPEN BREACH OF WARRANTY CASE NOW BEING HANDLED BY THE BRC LEGAL.

DO NOT TALK TO THE CLIENT.....PLEASE REFER ALL CALLS TO BERNIE LUDWIG

1 800 231 1841 PROMPT 9 EXT58508

\*\*\*\*\*; 0; 386871894

2002-04-05

FAX LOCAL COUNSEL, ATTY COLEMAN TO ADVISE I HAVE CASE. BERNIE LUDWIG/BRC LEGAL 58508; 0;  
386873200

2002-04-05

FAX ATTY MAKLER TO ADVISE I HAVE ACCOUNT IN ER PROGRAM. BERNIE LUDWIG/BRC LEGAL 58508; 0;  
386873234

2002-04-05

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

CALLED AVM JIM HILL, 8509-58679 TO ADVISE OF LAW SUIT. BERNIE LUDWIG/BRC LEGAL 58508; 0;  
386873277  
2002-04-05

ATTY MARKER CALLED TO ADVISE SHE RECEIVED FAX. EXPLAINED HOW ER PROGRAM WORKED. SHE GAVE  
NEW ADDRESS OF 800 GARDEN STREET SUITE L BERNIE LUDWIG/BRC LEGAL 58508; 0; 386878304

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

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

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:

CONTACT NUMBER: 1  
CONTACT TYPE:

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

CONTACT PHONE:

ADDRESS:



**GMC**

**GENERAL MOTORS BUSINESS RESOURCE CENTER**

**VIA FAX ONLY**

January 30, 2002

Juliana R. Makler, Esq.  
Makler & Makler  
33 West Mission Street  
Suite 201  
Santa Barbara, California 93101

Re: James Richards v General Motors Corporation  
2001 Chevrolet Corvette VIN: 1G1YYJ2G815116258

Dear Ms. Makler:

This letter will serve as a follow-up to our correspondence of January 15, 2002 and January 22, 2002 about General Motors Corporation's offer of settlement for James Richards concerns.

We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity and request a response within the next three (3) days. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the below-referenced number. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately to further discuss resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, I look forward to your client's response to our offer.

Sincerely,

Michael R. Dobbins  
BRC Legal Case Manager  
PH# 800-231-1841, prompt 9, prompt 5, extension 58471  
FAX# 866-234-3027

cc: FILE

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000  
1426 Pacific Drive, Auburn Hills, MI 48326

LAW OFFICES  
**FERNEY KELLETT WIENNER & BUSH, LLP**

100 South Los Robles Avenue, Suite 400  
PASADENA, CALIFORNIA 91101

TELEPHONE (800) 449-8750  
FAX (800) 449-8708

PATRICIA M. COLEMAN  
E-mail address: ColemanP@fkw.com

March 29, 2002

**VIA FEDERAL EXPRESS**

Brenda J. Horchler  
Legal Assistant  
GMC, BRC Legal  
c/o MSX International  
MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326

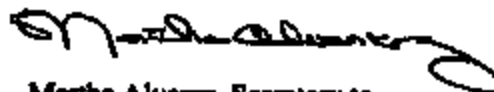
RE: *James Richards v. General Motors Corporation, et al.*  
SBSC Case No. 01070237

Dear Ms. Horchler:

Enclosed is a copy of Summons and Complaint in the above-referenced action for your file.

If you have any questions, please do not hesitate to call our office.

Very truly yours,



Martha Alvarez, Secretary to  
Patricia M. Coleman

mea  
Enclosures

**SUMMONS  
(CITACION JUDICIAL)**

**NOTICE TO DEFENDANT: (Aviso a Acusado)**  
General Motors Corporation



**YOU ARE BEING SUED BY PLAINTIFF:**  
(A Ud. le está demandando) James Richards

FOR CLERK USE ONLY  
SOLO PARA USO DE LA CORTE

You have **30 CALENDAR DAYS** after this Summons is served on you to file a typewritten response at this court.

A letter or phone call will not protect you; your typewritten response must be in proper legal form if you want the court to hear your case.

If you do not file your response on time, you may lose the case, and your wages, money and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may call an attorney referral service or a legal aid office (listed in the phone book.)

Después de que le entreguen esta citación judicial usted tiene un plazo de **30 DÍAS CALENDARIOS** para presentar una respuesta escrita a máquina en esta corte.

Una carta o una llamada telefónica no le ofrecerá protección; su respuesta escrita a máquina tiene que cumplir con las formalidades legales apropiadas al usted quiere que la corte atienda su caso.

Si usted no presenta su respuesta a tiempo, puede perder el caso, y le pueden quitar su salario, su dinero y otras cosas de su propiedad sin aviso adicional por parte de la corte.

Existen otras regulaciones legales. Puede que usted quiera llamar a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de referencia de abogados o a una oficina de ayuda legal (vea el directorio telefónico).

The name and address of the court is (El nombre y dirección de la corte es)

Superior Court of California, Santa Barbara County  
1100 Anacapa Street  
Santa Barbara, CA 93101

Court Reporter: Plaintiff and Court

01070237

**PLAN 7**

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:  
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es)

Julianne R. Makler, MAKLER & MAKLER LLP  
800 Garden Street, Suite L  
Santa Barbara, CA 93101 Telephone: 805-882-4822

**GARY M. BLAIR, EXECUTIVE OFFICER**

DATE March 18, 2002

Clerk, by **Gary M. Blair JOSH CHAN**, Deputy  
(Atestado) (Abogado)

Printed



**NOTICE TO THE PERSON SERVED: You are served**

- ☐ as an individual defendant.
- ☐ as the person sued under the fictitious name of (specify):
- ☐ on behalf of (specify):  
under ☐ CCP 418.10 (corporation)  
☐ CCP 418.20 (defunct corporation)  
☐ CCP 418.40 (association or partnership)  
☐ other:
- ☐ by personal delivery on (date):

- ☐ CCP 418.50 (minor)  
☐ CCP 418.70 (conservatee)  
☐ CCP 418.90 (individual)

Form Approved by Rule 802  
Judicial Council of California  
Revised October, January 1, 1994

(See reverse for proof of Service)  
**SUMMONS**

CCP 418.90

[www.sdcourtforms.net](http://www.sdcourtforms.net)

1 **MAKLER & MAKLER LLP**  
2 **JULIANNA R. MAKLER (SBN 189138)**  
3 **WILLIAM C. MAKLER (SBN 186114)**  
4 **800 Garden Street, Suite L**  
5 **Santa Barbara, CA 93101**  
6 **Tel: (805) 892-4922**  
7 **Fax: (805) 892-4722**

8 **Attorneys for Plaintiff JAMES RICHARDS**

9  
10  
11 **SUPERIOR COURT IN THE STATE OF CALIFORNIA**  
12 **FOR THE COUNTY OF SANTA BARBARA**

13 **[REDACTED]**  
14 **Plaintiff**

15 **v.**

16 **GENERAL MOTORS CORPORATION,**  
17 **a corporation; and DOES ONE through**  
18 **TWENTY,**

19 **Defendant(s).**

20 **Case number:**

21 **COMPLAINT FOR DAMAGES**

22 **VIOLATIONS OF SONG-BEVERLY**  
23 **WARRANTY ACT; MAGNUSON-**  
24 **MOSS WARRANTY ACT; CONSUMER**  
25 **LEGAL REMEDIES ACT; and UNFAIR**  
26 **BUSINESS PRACTICES ACT**

27 **The Purchase**

28 1. On January 15, 2001, Plaintiff JAMES RICHARDS, took delivery of a new  
[REDACTED] Vehicle Identification Number (VIN) 1G1YY32G815116258  
from GRAHAM CHEVROLET (hereafter "GRAHAM") under a written purchase  
agreement under which Plaintiff agreed to pay initially \$16,088.66 and \$708.10 per month  
for a term of 72 months.

29 **The Parties**

30 2. Plaintiff is and was at all times relevant a resident of Santa Barbara County.  
Plaintiff is a "consumer", as defined in Civil Code section 1761(d) and Code of Civil  
Procedure section 395(b), and a "buyer" under Civil Code sections 1791(a) and 2981(c).  
Plaintiff is a "customer" and an "individual" as defined under Business and Professions



1 Code sections 9884.7 and 9884.18, respectively.

2 3. Defendant GENERAL MOTORS CORPORATION (hereafter "GM") is a  
3 corporation doing business in California. Defendant GM was a "manufacturer", "seller",  
4 and "supplier", within the meaning of Civil Code section 1791(j), (l) and Commercial Code  
5 section 2103(d).

6 Fictitious Defendants

7 4. DOES ONE through TWENTY are entities which participated in the  
8 transactions complained of herein in ways which are unknown to Plaintiff. The true names,  
9 capacities and nature and extent of participation in the alleged activities complained of  
10 herein by DOES ONE through TWENTY, inclusive, are unknown to Plaintiff. Therefore,  
11 Plaintiff designates those Defendants by fictitious names under Civil Procedure Code section  
12 474. Plaintiff will amend this complaint to allege true names and capacities when  
13 ascertained.

14 Agency

15 5. Each of the Defendants, whether actually named or fictitiously named, was an  
16 agent of the other Defendants, whether actually named or fictitiously named, and each other,  
17 and was at all times acting within the purpose and scope of such agency.

18 The Warranty

19 6. GM provided Plaintiff an express written warranty on the vehicle in effect at  
20 all times relevant. GM warranted that the vehicle was free of all defects in materials and  
21 workmanship and, if any defect was discovered within the warranty period, GM would  
22 provide for repair of the vehicle free of charge to Plaintiff. Plaintiff has met all of the  
23 obligations and the preconditions of the express warranty.

24 Implied Warranty of Merchantability

25 7. Defendant was a merchant in the sale of the vehicle and there was in the sale  
26 an implied warranty that the vehicle was merchantable and fit for ordinary uses, which  
27 warranty had a duration of 36 months or 36,000 miles, whichever ever occurs first.

28

**Defendant Breached the Warranties**

8. Defendant have been unable to conform the vehicle to the express warranty or make it merchantable by repairing its defects.

9. The vehicle has defects, which substantially impair its use, value and safety to the Plaintiff.

10. Plaintiff has returned the vehicle to GRAHAM on seven (7) separate occasions for the same defects relating to ~~engine transmission~~ and ~~electrical system~~ ~~and fuel system~~.

11. Plaintiff notified GM directly of the defects specified herein on January 4, 2002.

12. Defendant has had sufficient opportunities to repair or replace the vehicle and have either been unable or have refused to do so.

**Notice of Revocation of Acceptance**

13. On or about January 4, 2002, Plaintiff gave Defendant Notice of Revocation of Acceptance and/or Rejection of the vehicle.

**Damages to Plaintiff**

14. Plaintiff's damages include the amount paid and payable under the purchase agreement, sales tax, and DMV license fees and other incidental damages.

**Jurisdiction and Venue**

15. Defendant was and is authorized to and are doing business in California, have regularly conducted business in California, and have supplied products to buyers in California.

16. Venue is proper in this county as Plaintiff is a resident, Defendant does business in this county, the purchase agreement was entered into in this county and the claim for relief arose within this county.

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///

1 **FIRST CAUSE OF ACTION**

2 **BREACH OF IMPLIED WARRANTY UNDER THE SONG-BEVERLY ACT,**  
3 **CIVIL CODE SECTION 1792**

4 17. Plaintiff incorporates and realleges each and every allegation in the  
5 preceding paragraphs.

6 18. Defendant's breach of the implied warranty is a violation of the Song-  
7 Beverly Act, Civil Code section 1792.

8 19. Defendant is liable for damages pursuant to Civil Code section 1794.

9 **SECOND CAUSE OF ACTION**

10 **SONG-BEVERLY ACT, REIMBURSEMENT UNDER THE "LEMON LAW,"**  
11 **CIVIL CODE SECTIONS 1793.2(D), 1794**

12 20. Plaintiff incorporates and realleges each and every allegation in the preceding  
13 paragraphs.

14 21. As an express warrantor and manufacturer, [REDACTED] had certain  
15 obligations under the Song-Beverly Consumer Warranty Act, Civil Code section 1790 et  
16 seq., and in particular, Civil Code sections 1793.2(b) and (d), to conform the vehicle to the  
17 express warranty.

18 22. The defendant manufacturer VOLVO and its agent dealers have been unable  
19 to conform the vehicle to the express warranty after a reasonable number of attempts at  
20 repair. The defendant manufacturer VOLVO is therefore required to reimburse Plaintiff the  
21 total of purchase price, incidental and other damages in return for the vehicle pursuant to  
22 Civil Code sections 1793.2(d) and 1794.

23 23. The defendant manufacturer VOLVO also had the mandatory duty to  
24 replace or repurchase the vehicle pursuant to Civil Code section 1793.2(d). Plaintiff  
25 requested that the defendant manufacturer VOLVO replace or repurchase the vehicle, but  
26 the manufacturer willfully refused to do so.

27 24. The defendant manufacturer VOLVO is therefore liable for not only damages,  
28 but also a civil penalty pursuant to Civil Code section 1794.

1 **THIRD CAUSE OF ACTION**

2 **BREACH OF WRITTEN WARRANTY UNDER MAGNUSON-MOSS**  
3 **WARRANTY ACT, 15 U.S.C. § 2310**

4 25. Plaintiff incorporates and realleges each and every allegation in the  
5 preceding paragraphs.

6 26. The [REDACTED]'s breach of the express, written  
7 warranty is a violation of the Magnuson-Moss Warranty Act, 15 U.S.C. section 2301 et seq.

8 27. The defendant manufacturer VOLVO is liable for the total of the purchase  
9 price, incidental and other damages in return for the vehicle.

10 **FOURTH CAUSE OF ACTION**

11 **BREACH OF IMPLIED WARRANTIES UNDER THE MAGNUSON-MOSS**  
12 **WARRANTY ACT, 15 U.S.C. § 2310(d)**

13 28. Plaintiff incorporates and realleges each and every allegation in the preceding  
14 paragraphs.

15 29. The [REDACTED] of the implied warranty is a violation  
16 of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2310 et seq.

17 30. The defendant manufacturer VOLVO is liable for the total of the purchase  
18 price, incidental and other damages in return for the vehicle.

19 **FIFTH CAUSE OF ACTION**

20 **WILLFUL VIOLATION OF THE CONSUMER LEGAL REMEDIES ACT,**  
21 **CIVIL CODE SECTION 1750, ET SEQ.**

22 31. Plaintiff incorporates and realleges each and every allegation in the preceding  
23 paragraphs.

24 32. The vehicle was purchased in California and hence the transaction is subject  
25 to the Consumer Legal Remedies Act, Civil Code § 1750 et seq.

26 33. Plaintiff is informed and believes and thereon alleges that at all times relevant  
27 [REDACTED] had active participation in the creating, drafting, disseminating and  
28 marketing the purchase of the subject vehicle to the public.

34. Defendant's conduct in selling Plaintiff the subject vehicle was deceptive,

1 misleading, and inaccurate in many aspects, including without limitation the following:

- 2 a. Representing that the vehicle had characteristics and benefits that it did  
3 not, was in violation of Civil Code sections 1770(a)(5).
- 4 b. Representing that the vehicle was of a particular quality, when it was  
5 of another quality or condition was in violation of Civil Code sections  
6 1770(a)(7).
- 7 c. Representing that a transaction confers, or involves rights, remedies,  
8 or obligations which it does not have or involve, or which are  
9 prohibited by law in violation of Civil Code sections 1770(a)(14).
- 10 d. Representing that the subject of a transaction had been supplied in  
11 accordance with a previous representation when it had not in violation  
12 of Civil Code sections 1770(a)(16).

13 35. As a proximate result of the misleading conduct and deceptive practices of the  
14 Defendant, its agents and employees, Plaintiff has suffered actual damages in an amount  
15 which exceeds the jurisdictional minimum of the Superior Court. Plaintiff's damages  
16 include all amounts paid at the time of lease, including the fair market value of his trade-in  
17 vehicle, all loan payments, license fees, registration, insurance fees, additional incidental and  
18 consequential damages, prejudgment interest, and statutory attorney's fees incurred in  
19 bringing this action to enforce her rights and grant him the remedies to which she is entitled  
20 by law.

21 36. Plaintiff has satisfied all terms of the contract, statutory notices and  
22 requirements except as may be excused by misconduct of the defendant. This complaint  
23 shall serve as further notice of the statutory violations described herein. Defendant has  
24 failed and refused to make restitution or offer Plaintiff adequate relief or remedy.

25 37. Plaintiff is informed and believes, and on that basis alleges, that the conduct  
26 of Defendant was willful, intentional, and a pattern of practice against Plaintiff and  
27 numerous other similarly situated consumers. The directors, officers, and managing agents  
28 of Defendant authorized the fraudulent conduct of its employees before the fact and ratified

1 the conduct after the fact by accepting the benefits of the contract and failing to discharge  
2 or discipline responsible employees. For these reasons, Plaintiff requests exemplary  
3 damages as well as statutory penalties.

4 **SIXTH CAUSE OF ACTION**

5 **[UNFAIR COMPETITION-VIOLATION OF BUSINESS AND PROFESSIONS**  
6 **CODE SECTIONS 17200, ET. ESQ.**

7 38. Plaintiff incorporates and realleges each and every allegation in the  
8 preceding paragraphs.

9 39. Defendant's practices, as herein described, violated the Consumer Legal  
10 Remedies Act, and the Song-Beverly Consumer Warranty Act and were also unfair and  
11 fraudulent in violation of Business and Professions Code §§17200, et seq.

12 40. The acts of Defendant, as herein described, present a continuing threat to  
13 members of the general public in that Defendant continues to engage in these deceptive  
14 practices and will not cease doing so unless and until an injunction is issued by this court.

15 41. As a direct result of the aforementioned acts, Defendant has unlawfully,  
16 unfairly and unjustly collected and continue to hold revenues and profits derived directly or  
17 indirectly from affected members of the general public, including Plaintiff, who has been  
18 victimized by the practices challenged herein. Defendant has failed to disgorge any of these  
19 revenues which do not properly belong to it.

20 42. In accordance with the provisions of Business & Professions Code §§ 17200  
21 and 17203, Plaintiff is entitled to an order enjoining the unlawful, unfair, deceptive and/or  
22 fraudulent acts as described herein; and directing Defendant, to disgorge their ill-gotten  
23 gains and make full restitution to all persons who have suffered from such acts.

24 43. Plaintiff is entitled to an award of attorney's fees and costs in prosecuting this  
25 action under Code of Civil Procedure §1021.5 because:

- 26 a. A successful outcome in this action will result in the enforcement of  
27 important rights affecting the public interest by protecting the general  
28 public from unfair, unlawful, and deceptive sale practices, by  
preventing consumer fraud and by maintaining the integrity of

1 institutions that sell and finance motor vehicles in this state which  
2 might otherwise be tempted to engage in deceptive practices;

3 b. This action will result in a significant public benefit by causing the  
4 disgorgement of revenues improperly collected and retained by  
5 Defendant, together with interest on those funds and through the  
6 issuance of an injunction against unlawful and deceptive motor vehicle  
7 leasing practices.

8 c. Unless this complaint is prosecuted, the Defendants' activities will go  
9 unremedied and will continue; automotive consumers in the State of  
10 California will not recover money properly belonging to them; the  
11 deception is difficult to detect; and many consumers would not be  
12 aware that they were damaged by Defendant's wrongful practices.

13 d. Plaintiff is an individual of moderate means with limited access to the  
14 courts and the civil justice system; unless attorney's fees, costs and  
15 expenses are awarded against these defendants, she will not recover the  
16 full measure of his loss.

17 **PRAYER FOR RELIEF**

18 WHEREFORE, Plaintiff prays for judgment as follows:

- 19 A. For actual damages in excess of \$50,000 according to proof at trial;  
20 B. For exemplary damages;  
21 C. For reimbursement and incidental and consequential damages and other  
22 compensatory damages, which exceed \$25,000;  
23 D. On the Song-Beverly Warranty Act causes of action, a civil penalty of two  
24 times damages;  
25 E. Prejudgment interest from date of revocation;  
26 F. Attorney's fees and expenses under Civil Code section 1794(d), 15 U.S.C.  
27 section 2310(d)(2); Civil Code section 1780 and costs of suit;  
28 G. For such other relief as the court may deem proper.

1 Dated March 15, 2002

MAKLER & MAKLER LLP

2  
3  
4 By   
5 JULIANNA R. MAKLER  
6 Attorney for Plaintiff  
7 ANDREW and NATALIE SIMONS  
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1 [REDACTED]  
2 [REDACTED]  
3 600 Garden Street, Suite 7  
Santa Barbara, CA  
4 [REDACTED]

5 Attorneys for Plaintiff JAMES RICHARDS

6  
7 SUPERIOR COURT IN THE STATE OF CALIFORNIA  
8 FOR THE COUNTY OF SANTA BARBARA

9 JAMES RICHARDS

10 Plaintiff

11 v.

12  
13 GENERAL MOTORS CORPORATION,  
14 a corporation; and DOES ONE through  
TWENTY,

15 Defendant(s).

Case number:

DECLARATION OF JULIANNA R.  
MAKLER FOR COMPLAINT UNDER  
CONSUMER LEGAL REMEDIES ACT,  
CIVIL CODE § 1780(c); CCP § 396a

16  
17 I, Julianna R. Makler declare:

18 1. I am the attorney of record for plaintiff in this action.

19 2. I declare that the complaint therein is being filed concurrently with the filing of  
20 this declaration in a proper place for the trial thereof, as it is the county in which the  
21 transaction, the subject matter of the above-captioned action, or a substantial portion thereof,  
22 occurred.

23 ///

24 ///

25 ///

26 ///

27 ///

1 I declare under penalty of perjury under the laws of the State of California that the  
2 foregoing is true and correct.

3 Dated March 15, 2002

MAKLER & MAKLER LLP

4  
5  
6 By   
7 JULIANNA R. MAKLER  
8 Attorney for Plaintiff JAMES RICHARDS  
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**GMC**

**Business Resource Center**

# Fax

**To:** Julianna Makler, Esq  
**Company:** Makler & Makler LLP  
**Phone:** 805-888-3747  
**Fax:** 805-888-3757

**From:** Bernie Ludwig  
**Phone:** prompt 9 , prompt 5, ext 58508  
**Fax:** 888-225-6780  
**Date:** Friday, April 05, 2002 10:40:50 AM  
**Pages:** 01  
(not including cover)

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**Comments:**

## **CONFIDENTIALITY**

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



April 5, 2002

Julianna R. Makler, Esq.  
Makler & Makler  
33 West Mission Street  
Suite 201  
Santa Barbara, CA 93101

Re: James Richards v. General Motors Corporation  
2001 Chevrolet Corvette VIN: 1G1YY32G815116258

This is to advise you that we are in receipt of the above referenced case. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Bernie Ludwig  
BRC Legal Case Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 58508  
FAX# 866-225-6780

Cc: Feeney Kallatt Wianner & Bush

- ☐ ☐ Copy of owner's current title and/or registration  
☐ ☐ Finance agreement  
☐ ☐ Buyer's agreement  
☐ ☐ Other:



**GMC**

**GENERAL MOTORS BUSINESS RESOURCE CENTER**

January 9, 2002

Julianna R. Makler, Esq.  
Makler & Makler  
33 West Mission Street  
Suite 201  
Santa Barbara, California 93101

Re: James Richards v General Motors Corporation  
2001 Chevrolet Corvette VIN: 1G1YY32G815116258

This is to advise you that we are in receipt of the above referenced case dated January 4, 2002. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Michael R. Dobbins  
BRC Legal Case Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 58471  
FAX# 866-234-3027

- X Copy of owner's current title and/or registration
- Finance agreement
- Buyer's agreement
- X Other: Lien Holder Information Request

# Lien Holder Information Request

\*\*\*\*\*  
Customer Name: \_\_\_\_\_  
Social Security No: \_\_\_\_\_ / \_\_\_\_\_  
VIN: \_\_\_\_\_ YR/MAKE \_\_\_\_\_

ATTORNEY NAME: \_\_\_\_\_ TIN: - \_\_\_\_\_  
\*\*\*\*\*

Lien Holder Information:  
Account #: \_\_\_\_\_  
Name: \_\_\_\_\_  
Physical Address: \_\_\_\_\_  
City : \_\_\_\_\_ State \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Contact Person : \_\_\_\_\_  
Telephone # : \_\_\_\_\_

\*\*\*\*\*  
Payoff: \$ \_\_\_\_\_  
Good Until: \_\_\_\_\_ NEXT DATE DUE \_\_\_\_\_  
Per Diem: \$ \_\_\_\_\_ (OR) % \_\_\_\_\_

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_  
\*\*\*\*\*

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_/month  
Total payments made : \$ \_\_\_\_\_  
Total interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_  
1998 \$ \_\_\_\_\_ 1999 \$ \_\_\_\_\_ 2000 \$ \_\_\_\_\_ 2001 \$ \_\_\_\_\_

\*\*\*\*\*  
CURRENT MILEAGE OF VEHICLE: \_\_\_\_\_ DATE  
MILEAGE READ: \_\_\_\_\_

I, \_\_\_\_\_, hereby authorize \_\_\_\_\_  
to release any and all information regarding the above referenced account to  
General Motors Corporation, including but not limited to a complete payment  
history of my account. Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2001.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
SIGNATURE

REV Mar 27, 2001



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U.S. POSTAGE  
0463  
HAWAIIAN

JAN 08 2002



**Makler &  
Makler LLP**  
Attorneys at Law

30 West Main Street, Suite 204 - Santa Barbara, California 93101

Larson, Law Administrator  
General Motors Business Resources Center  
1464 John A. Popalis Drive  
Lincoln Park, MI 48146-1460

WILLIAM C. MAKLER  
Attorney at Law

**Makler &  
Makler LLP**  
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33 West Mission Street, Suite 201  
Santa Barbara, California 93101  
Voice: 805.898.3747  
Fax: 805.898.3757

JULIANA R. MAKLER  
Attorney at Law

January 4, 2002

**MAILED CERTIFIED # 7001 1940 0007 5699 2004/RETURN RECEIPT REQUESTED**

Lemon Law Administrator  
General Motors Business Resource Center  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

RE: James Richards, 2001 Chevrolet Corvette

Dear Sir or Madam:

We have been retained by James Richards to represent him in his case against General Motors arising out of a defective 2001 Chevrolet Corvette, VIN 1G1YY32G815116258 purchased new from Graham Chevrolet, in Santa Barbara, California, on March 15, 2001.

Since the date of purchase the vehicle has been in for repair for an unreasonable number of times due to defective conditions in the vehicle. Such conditions substantially impair the use, value and safety of the vehicle for the consumer. Within six (6) weeks after purchase, Mr. Richards began, and continues, to experience recurring mechanical and electrical problems, including but not limited to the following:

1. Excessive oil consumption: On or about April 30, 2001, at approximately 2,600 miles, Mr. Richards had to add a quart of oil and has had to add a quart approximately every 1,000-1,500 miles. While the oil consumption was brought to Graham Chevrolet's attention on several occasions, they have failed to remedy the problem.
  - a. On or about June 1, 2001, at approximately 4,100 miles, the engine had consumed another quart of oil. Mr. Richards added one quart.
  - b. On or about July 15, 2001 at approximately 4,850 miles, only 650 miles after adding a quart of oil, the engine had consumed another quart of oil. Mr. Richards added one quart of oil.
  - c. On or about September 8, 2001, at 6,208 miles, 1,358 miles after having added a quart of oil, the engine had consumed another quart. Mr. Richards added one quart of oil.



2. On or about July 11, 2001, Mr. Richards returned the vehicle to Graham Chevrolet because the transmitter for the alarm system was not functioning. The transmitters were reprogrammed.
3. On or about August 23, 2001, Mr. Richards began experiencing a problem with the steering effort. He observed that there was a sharp reaction when turning left, while the steering seemed to fade to the right.
4. On or about September 17, 2001, while washing the vehicle, Mr. Richards experienced the vehicle's stereo turn on spontaneously, the alarm sounded, and the buzzer indicating keys in the ignition sounded. When Mr. Richards turned the windshield wipers on high, the alarm, the stereo, and the buzzer turned off.
5. On or about September 27, 2001, when Mr. Richards started the engine all of the service engine malfunction indicator lights illuminated. He restarted the engine and the lights did not re-illuminate.
6. On or about October 15, 2001, Mr. Richards returned the vehicle to Graham Chevrolet for the following problems: something had snapped in the parking brake, the steering fading to the right, climate controls not keeping proper temperature, rough idle, and all service engine lights illuminating on the dash. Graham Chevrolet was unable to repair any of these problems.
7. On or about October 29, 2001, Mr. Richards observed the right headlight assembly rubbing the hood when opening and closing, causing the paint to become damaged down to the fiberglass.
8. On or about November 6, 2001, while commuting to work, the vehicle became inoperable. The fuel gauge read approximately half full. However, due to a fuel gauge malfunction, the fuel tank was actually empty. When Mr. Richards returned to the vehicle, the gauge read accurately that it was empty. Graham Chevrolet kept the vehicle for 6 days and attempted to repair the problem by replacing a fuel sending module. However, the fuel gauge continues to malfunction intermittently and when Mr. Richards returned to Graham on December 4, 2001, he was informed that they are unable to repair the problem.
9. During the same visit of November 6, 2001, Mr. Richards reported to Graham that he started the vehicle and attempted to turn the steering wheel, but it was locked in one position. He was forced to find alternate transportation. Later, when he returned to the vehicle, it was operating properly. Graham replaced a steering module in an attempt to repair this problem, but Mr. Richards continues to experience steering related problems.
10. On another occasion, Mr. Richards started the engine and discovered the "service active handling" light, the "reduced engine power" light, the "service traction control" light illuminated. When he tried to accelerate, the vehicle would not exceed 10 mph. Returning to the vehicle one hour later, he restarted the engine and was able to accelerate properly, although the engine malfunction indicator light remained illuminated. Mr. Richards took the vehicle to Graham Chevrolet, but they were unable to repair this problem.

Since purchase, this vehicle has been in for service seven (7) times and for 23 days for such defects. The repairing dealer Graham Chevrolet has been unable to repair the vehicle. Mr. Richards, a California Highway Patrol Officer, has lost confidence in the safety and reliability of this vehicle.

Mr. Richards has notified Graham Chevrolet, in writing, of the oil consumption and the various other defects he has been experiencing, but the vehicle has still not been repaired.

This letter is notice of revocation of acceptance and demand for reimbursement pursuant to Civil Code § 1793.2(d). Reimbursement requires payment of the following items:

Pay-off Amount	\$36,527.29
Down Payment (Trade-in vehicle)	16,088.66
Monthly Payments (\$708.10/mo. x 9 months)	6,372.90
Attorneys' fees	<u>3,500.00</u>
Total	\$ 62,488.85


Please take note that if you will not honor this demand within 30 days, our client will be forced to file suit.

Copies of the purchase agreement and repair orders are enclosed.

Please do not bother sending your form letter stating you need more information from us. You now have the information we have. Your company's service history system has repair history. You can talk directly to the repairing dealer. Your form letter requesting more information will merely trigger the filing of a lawsuit.

Sincerely,

MAKLER & MAKLER LLP

  
JULIANNA R. MAKLER  
Attorney at Law

JRM:jrr  
Enclosures  
cc: James Richards





# GRAHAM

**CHEVROLET • OLDSMOBILE • CADILLAC**

301 S. HOPE AVENUE • SANTA BARBARA, CA 93105-4044  
(805) 886-2400 • FAX (805) 886-2404



VEHICLE NO. 40378	APPROVAL BEN SOER 722	FIN NO. 112	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00
	VEHICLE NO. 722	FIN NO. 722	WARRANTY NO. 1011001	WARRANTY DATE 01/01/00

**WARRANTY INFORMATION**

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

**CUSTOMER SIGNATURE**

**Chevrolet** **Oldsmobile** **Cadillac**

**COPY**

**OCT 17 2001**

**mic**

**END OF INVOICE**

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**





## Experiments

[illegible]

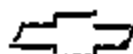


(805) 898-2400 • FAX (805) 898-2404

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# GRAHAM

**CHEVROLET - OLDSMOBILE - CADILLAC**  
 301 S. HOPE AVENUE • SANTA BARBARA, CA 93105-4044  
 (805) 888-2400 • FAX (805) 888-2404



#0212	JOB # 270	711	130401	CUC113071
	ADDRESS	0705	BLACK SMITH	0101001
	DIAGNOSTIC/COMPUTER/CD		011001	0101001
	101111222015110249			
SANTA BARBARA, CA				
			11/28/11	

LABOR & PARTS	DESCRIPTION	TECHNICIAN	WARRANTY
JOB # 1	<p>1/2 WORKING LAMP. TECHNICIAN 303</p> <p>CUSTOMER STATED: "I WAS DRIVING AND MY MESSAGE KEYS WERE NOT WORKING. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN."</p>		
JOB # 2	<p>1/2 WORKING LAMP. TECHNICIAN 303</p> <p>CUSTOMER STATED: "I WAS DRIVING AND MY MESSAGE KEYS WERE NOT WORKING. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN."</p>		
JOB # 3	<p>STEERING HARD/STIFF. TECHNICIAN 303</p> <p>CUSTOMER STATED: "I WAS DRIVING AND MY MESSAGE KEYS WERE NOT WORKING. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN."</p>		
JOB # 4	<p>WIND LEAK/NOISE. TECHNICIAN 303</p> <p>CUSTOMER STATED: "I WAS DRIVING AND MY MESSAGE KEYS WERE NOT WORKING. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN."</p>		
JOB # 5	<p>NOISE FROM ENGINE. TECHNICIAN 303</p> <p>CUSTOMER STATED: "I WAS DRIVING AND MY MESSAGE KEYS WERE NOT WORKING. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN. I HAD TO STOP AND TURN OFF THE ENGINE TO GET THE MESSAGE KEYS TO WORK AGAIN."</p>		
TOTAL - SUBLET			

COPY

(805) 388-2400 • FAX (805) 898-2404

[illegible]

# SIMPLE INTEREST FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number **24980** R.O.S. Number **6149527** Stock Number **0104300**

Buyer (Including County and Zip Code) <b>GOLETA SANTA BARBARA CA</b>	Creditor - Dealer (Name and Address) <b>GRAHAM CHEVROLET OLDS CADILLAC 301 SOUTH HOPE AVENUE SANTA BARBARA CA 93105</b>
---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreement on the front and back of this contract. You agree to pay the Creditor - Dealer (hereinafter "we" or "us" in this contract) the Finance and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosure below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET CORVETTE	5	1G1YY32B015116208	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> Business <input type="checkbox"/> Other

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
<b>FINANCE RATE</b> The cost of borrowing money. 7.99 %	<b>FINANCE CHARGE</b> The dollar amount of finance charge that will cost you. \$10605.47	<b>Amount of Finance Charge</b> The amount of finance charge that will be added to the cash price of the vehicle. \$10605.47	<b>Amount of Payments</b> The amount you will have to pay after you have made all payments as scheduled. \$40377.73	<b>Total Sales Price</b> The total cost of your purchase on credit, including your down payment of \$10000.00. \$57071.86
<b>YOUR PAYMENT SCHEDULE WILL BE:</b>				
Number of Payments	Amount of Payments	When Payments Are Due		
One Payment of \$10000.00	N/A			
One Payment of \$40377.73	N/A			
One Payment of \$40377.73	708.10	08/25/2007		

**Late Charge:** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the past due payment due to be paid.

**Prepayment:** If you pay off all your debt early, you may be charged a minimum finance charge.

**Security Interest:** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required payments in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE	
NOTICE: No person is required as a condition of obtaining the position of a motor vehicle in possession or control of insurance through a particular insurance company, agent or broker.	
Vehicle Insurance	
Comp. & Theft	N/A
Collision	N/A
Liability	N/A
Medical Payments	N/A
Uninsured Motorist	N/A
Other	N/A
Total Vehicle Insurance Premium N/A	
UNLESS A CHANGE IS MADE IN THE AMOUNT OF INSURANCE REQUIRED BY THE STATE OF CALIFORNIA, THE INSURANCE COMPANY MUST MAINTAIN A POLICY OF INSURANCE THAT MEETS THE REQUIREMENTS OF THE STATE OF CALIFORNIA. You may have the vehicle's insurance through this contract required that you have the vehicle's insurance through this contract. You may have the vehicle's insurance through this contract. You may have the vehicle's insurance through this contract.	
Signature of Buyer: _____	
Signature of Co-Buyer: _____	
Signature of Dealer: _____	

ITEMIZATION OF THE AMOUNT FINANCED	
Total Cash Price \$50854.00 (1)	
A. Cash Price of Motor Vehicle and Accessories	\$50854.00
1. Cash Price Vehicle	\$49854.00
2. Cash Price Accessories	\$1000.00
B. Discount Preparation Fee (not a governing fee)	\$45.00 (2)
C. Sales Tax (not A + B + C)	\$317.43 (3)
D. Sales Tax (not A + B + C)	\$317.43 (3)
E. License Fee	\$115.96 (4)
F. Service Contract (optional)	N/A (5)
G. Prior Credit or Loans Balance paid by Buyer to	N/A (6)
H. Other (to show cash)	\$525.00 (7)
Total Cash Price (A through H)	\$5677.38 (1)
2. Amount Paid to Finance Company	
A. Monthly Fee	\$704.00 (8)
B. Registration/Transfer/Tax Fee	N/A (9)
C. Sales Tax Fee	N/A (10)
D. Other CALIFORNIA TIRE FEE	\$6.00 (11)
E. Other	N/A (12)
Total Finance Fee (A through E)	\$709.00 (13)
3. Amount Paid to Insurance Company	
(Total premiums from Statement of Insurance shown a + b)	

If any insurance is required, please refer to the back of this contract for more information.

**Application for Optional Credit Insurance**

☒ Credit Life ☐ Major ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Credit Life N/A

Credit Disability N/A

Total Credit Insurance Premiums N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the

**\*Seller may keep part of these amounts.**

**OPTIONAL GAP CONTRACT** A gap contract (this second-line contract) is not required to obtain credit and will act be provided unless you sign below and agree to pay the balance. If you choose to buy a new contract, the first is shown.

\_\_\_\_\_

From this I can be shown to have  $\mathcal{O}(1)$

**12/24**

☒ ~~Buyer Initials~~      ☒ Co-Buyer Initials

[illegible]

7 OPT 1976

1. NAME \_\_\_\_\_

Notice to the user: This document contains information that is exempt from public release under the Freedom of Information Act, 5 U.S.C. 552. It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with the provisions of the Act and the rules and regulations of the Department of Justice. It is to be destroyed only in accordance with the provisions of the Act and the rules and regulations of the Department of Justice.

(4) If you default in the performance of your obligations under this agreement, the whole may be repossessed.

all... you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

may be referred to the city attorney, the district attorney, or an

\_\_\_\_\_ You acknowledge you agree in writing to the change. You do not have  
an informed change.

14-00000

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

**YOU ACKNOWLEDGE RECEIPT OF A TRUCK AND**

completely filled in copy of this contract and every other document that you signed during contract negotiations.

Co-Buyer Signature X Date 03/15/03

the entire date. An other owner in a position whose name is on the title to the vehicle has not a security interest in the vehicle and accordingly to the security interest.

Date 03/15/01 By GRANAM CHEVROLET OLDS CADILLAC

**U.S. FORM NO. 100-CA 1968**

**CUSTOMER COPY**

**GMC**

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**GENERAL MOTORS BUSINESS RESOURCE CENTER**

---

**VIA FAX ONLY****January 15, 2002**

**Jillenna R. Makler, Esq.  
Makler & Makler  
33 West Mission Street  
Suite 201  
Santa Barbara, California 93101**

**Re: James Richards v General Motors Corporation  
2001 Chevrolet Corvette VIN: 1G1YY32G815116258**

**Dear Ms. Makler:**

On January 15, 2002 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the below-referenced number. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately to further discuss resolution of this matter.

My primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, I am hopeful that we can resolve this matter within the next seven days. I look forward to hearing from you within this time frame.

Sincerely,

**Michael R. Dobbins  
BRC Legal Case Manager  
Ext# 800-231-1841, prompt 9, prompt 5, extension 58471  
FAX# 866-234-3027**

**cc: FILE**

**General Motors Corp. - CARE - Legal, c/o MSX International, MC 336-105-000  
1426 Pacific Drive, Auburn Hills, MI 48326**

**GMC**

---

**GENERAL MOTORS BUSINESS RESOURCE CENTER**

---

January 15, 2002

Julianne R. Makler, Esq.  
Makler & Makler  
33 West Mission Street  
Suite 201  
Santa Barbara, California 93101

Re: James Richards v General Motors Corporation  
2001 Chevrolet Corvette VIN: 1G1YY32G815116258

Dear Ms. Makler:

We regret that your client(s) is dissatisfied with his 2001 Chevrolet Corvette and that attempts by the dealer to resolve his concerns have not met his expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration he has experienced.

In reviewing your clients concerns, the repair orders indicate all concerns have been repaired on the first attempt, and the oil consumption concern you mention in the demand letter is not mentioned in any of the General Motors repair orders. Many of the concerns were never duplicated or experienced by the dealership, and in fact, many were found to be normal operation. General Motors does recognize some inconvenience on the part of the customer and the Chevrolet Division of General Motors would like to make the following voluntary cash settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

♦ \$5,000.00 (inclusive)

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

Your client(s) would retain the vehicle. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to me via fax or mail. Once I receive the signed acceptance and release, I will complete the check issue process.

If you have any questions or need further clarification, please feel free to contact me at the number listed below.

Sincerely,

Michael R. Dobbins  
BRC Legal Case Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 58471 FAX# 866-234-3027  
cc: FILB  
Attach.

---

Signature

---

Date

---

Signature

---

Date

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000  
1426 Pacific Drive, Auburn Hills, MI 48326

**RELEASE OF CLAIM**

I, James G. Richards, in consideration of \$5,000.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its authorized independent dealers, designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims and causes of action for any injuries, losses or damages to my person and/or property which may have been caused by, or which may at any time arise out of, or in connection with one 2001 Chevrolet Corvette bearing Vehicle Identification Number 1G1YY32G815116238.

The mileage was \_\_\_\_\_ on \_\_\_\_\_, the date of the signing of this release.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

DATE SIGNED: \_\_\_\_\_

_____ Claimant	_____ Claimant
_____ Address	_____ Address
_____ City, State, Zip Code	_____ City, State, Zip Code
_____ Social Security Number	_____ Social Security Number

In the STATE OF \_\_\_\_\_, COUNTY OF \_\_\_\_\_ ss.  
The foregoing instrument was acknowledged before me this \_\_\_\_\_ (date)  
by \_\_\_\_\_ who is personally known to me or  
who has produced \_\_\_\_\_ (type of identification) as  
identification. The foregoing instrument was executed the same as his (her) (their) free  
act and deed.

Notary Public \_\_\_\_\_

\_\_\_\_\_ County

My Commission Expires: \_\_\_\_\_





**General Motors Corporation  
Legal Staff**

**Facsimile  
813/635-4021**

**Telephone  
813/635-4087**

March 27, 2002

Patricia Coleman, Esq.  
Feeney Kallett Wiener & Bush LLP  
150 South Los Robles Avenue  
Pasadena, CA 91101

Dear Ms. Coleman:

Re: GM Case No. 434897  
Richards James v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horchler, GMC, BRC Legal, c/o MSX International, MC 336-105-000, 1426 Pacific Drive, Auburn Hills, MI 48326.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's timekeepers who will be working on this case. Please complete and fax the timekeeper sheet to the GM legal assistant handling this matter. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (813) 635-4087 or Fax (813) 635-4021.

Sincerely,

Brenda J. Horchler  
Legal Assistant

c: Brenda Horchler c/o MSX International (By FedEx)

**SUMMONS  
(CITACION JUDICIAL)**

**NOTICE TO DEFENDANT: (Aviso a Acusado)**  
General Motors Corporation

FILED 2-16-02

FOR COURT USE ONLY  
USAR PARA USO DE LA CORTE

434897

**YOU ARE BEING SUED BY PLAINTIFF:**  
(A Ud. le está demandando) James Richards

You have **30 CALENDAR DAYS** after this Summons is served on you to file a typewritten response at this court.

A letter or phone call will not protect you; your typewritten response must be in proper legal form if you want the court to hear your case.

If you do not file your response on time, you may lose the case, and your wages, money and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may call an attorney referral service or a legal aid office (listed in the phone book.)

Después de que le entreguen esta citación judicial usted tiene un plazo de **30 DÍAS CALENDARIOS** para presentar una respuesta escrita a máquina en esta corte.

Una carta o una llamada telefónica no le ofrecerá protección; su respuesta escrita a máquina tiene que cumplir con las formalidades legales apropiadas si usted quiere que la corte escuche su caso.

Si usted no presenta su respuesta a tiempo, puede perder el caso, y le pueden quitar su salario, su dinero y otras cosas de su propiedad sin aviso adicional por parte de la corte.

Existen otros requisitos legales. Puede que usted quiera llamar a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de referencia de abogados o a una oficina de ayuda legal (vea el directorio telefónico).

The name and address of the court is (El nombre y dirección de la corte es)

Superior Court of California, Santa Barbara County  
1100 Anacapa Street  
Santa Barbara, CA 93101

CASE NUMBER (Número de caso)

01070237

**PLAN 7**

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:  
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es)

Julianna R. Melder, MAKLER & MAKLER LLP  
800 Garden Street, Suite L  
Santa Barbara, CA 93101 Telephone: 805-892-4922

**GARY M. BLAIR, EXECUTIVE OFFICER**

DATE March 18, 2002

Clerk, by Gary M. Blair

**JOSH CHAN**

Deputy  
(Abogado)



**NOTICE TO THE PERSON SERVED: You are served**

- ☐ as an individual defendant.
- ☐ as the person sued under the fictitious name of (specify):
- ☐ on behalf of (specify):  
under ☐ CCP 416.10 (corporation)  
☐ CCP 416.20 (defunct corporation)  
☐ CCP 416.40 (association or partnership)  
☐ other:
- ☐ by personal delivery on (date):

Form Adopted by Rule 102  
Judicial Council of California  
003940Rev January 1, 1994

(See reverse for proof of Service)  
**SUMMONS**

CCP 71.02

[www.courtform71.02](http://www.courtform71.02)

1 **MAKLER & MAKLER LLP**  
2 **JULIANNA R. MAKLER (SBN 189138)**  
3 **WILLIAM C. MAKLER (SBN 186114)**  
4 **800 Garden Street, Suite L**  
5 **Santa Barbara, CA 93101**  
6 **Tel: (805) 892-4922**  
7 **Fax: (805) 892-4722**

8 **Attorneys for Plaintiff JAMES RICHARDS**

9  
10  
11 **SUPERIOR COURT IN THE STATE OF CALIFORNIA**  
12 **FOR THE COUNTY OF SANTA BARBARA**

13 **[REDACTED]**  
14 **Plaintiff**

15 **v.**

16 **GENERAL MOTORS CORPORATION,**  
17 **a corporation; and DOES ONE through**  
18 **TWENTY,**

19 **Defendant(s).**

**Case number:**

**COMPLAINT FOR DAMAGES**

**VIOLATIONS OF SONG-BEVERLY**  
**WARRANTY ACT; MAGNUSON-**  
**MOSS WARRANTY ACT; CONSUMER**  
**LEGAL REMEDIES ACT; and UNFAIR**  
**BUSINESS PRACTICES ACT**

20 **The Purchase**

21 1. On January 15, 2001, Plaintiff JAMES RICHARDS, took delivery of a new  
22 2001 Chevrolet Corvette, Vehicle Identification Number (VIN) 1G1YY32G815116258  
23 from GRAHAM CHEVROLET (hereafter "GRAHAM") under a written purchase  
24 agreement under which Plaintiff agreed to pay initially \$16,088.66 and \$708.10 per month  
25 for a term of 72 months.

26 **The Parties**

27 2. Plaintiff is and was at all times relevant a resident of Santa Barbara County.  
28 Plaintiff is a "consumer", as defined in Civil Code section 1761(d) and Code of Civil  
Procedure section 395(b), and a "buyer" under Civil Code sections 1791(a) and 2981(c).  
Plaintiff is a "customer" and an "individual" as defined under Business and Professions

1 Code sections 9884.7 and 9884.18, respectively.

2 3. Defendant GENERAL MOTORS CORPORATION (hereafter "GM") is a  
3 corporation doing business in California. Defendant GM was a "manufacturer", "seller",  
4 and "supplier", within the meaning of Civil Code section 1791(j), (l) and Commercial Code  
5 section 2103(d).

6 Fictitious Defendants

7 4. DOES ONE through TWENTY are entities which participated in the  
8 transactions complained of herein in ways which are unknown to Plaintiff. The true names,  
9 capacities and nature and extent of participation in the alleged activities complained of  
10 herein by DOES ONE through TWENTY, inclusive, are unknown to Plaintiff. Therefore,  
11 Plaintiff designates those Defendants by fictitious names under Civil Procedure Code section  
12 474. Plaintiff will amend this complaint to allege true names and capacities when  
13 ascertained.

14 Agency

15 5. Each of the Defendants, whether actually named or fictitiously named, was an  
16 agent of the other Defendants, whether actually named or fictitiously named, and each other,  
17 and was at all times acting within the purpose and scope of such agency.

18 The Warranty

19 6. GM provided Plaintiff an express written warranty on the vehicle in effect at  
20 all times relevant. GM warranted that the vehicle was free of all defects in materials and  
21 workmanship and, if any defect was discovered within the warranty period, GM would  
22 provide for repair of the vehicle free of charge to Plaintiff. Plaintiff has met all of the  
23 obligations and the preconditions of the express warranty.

24 Implied Warranty of Merchantability

25 7. Defendant was a merchant in the sale of the vehicle and there was in the sale  
26 an implied warranty that the vehicle was merchantable and fit for ordinary uses, which  
27 warranty had a duration of 36 months or 36,000 miles, whichever ever occurs first.  
28

**Defendant Breached the Warranties**

8. Defendant have been unable to conform the vehicle to the express warranty or make it merchantable by repairing its defects.

9. The vehicle has defects, which substantially impair its use, value and safety to the Plaintiff.

10. Plaintiff has returned the vehicle to GRAHAM on seven (7) separate occasions for the same defects relating to engine oil consumption and electrical system malfunctions.

11. Plaintiff notified GM directly of the defects specified herein on January 4, 2002.

12. Defendant has had sufficient opportunities to repair or replace the vehicle and have either been unable or have refused to do so.

**Notice of Revocation of Acceptance**

13. On or about January 4, 2002, Plaintiff gave Defendant Notice of Revocation of Acceptance and/or Rejection of the vehicle.

**Damages to Plaintiff**

14. Plaintiff's damages include the amount paid and payable under the purchase agreement, sales tax, and DMV license fees and other incidental damages.

**Jurisdiction and Venue**

15. Defendant was and is authorized to and are doing business in California, have regularly conducted business in California, and have supplied products to buyers in California.

16. Venue is proper in this county as Plaintiff is a resident, Defendant does business in this county, the purchase agreement was entered into in this county and the claim for relief arose within this county.

///

///

///

**FIRST CAUSE OF ACTION**

**BREACH OF IMPLIED WARRANTY UNDER THE SONG-BEVERLY ACT,  
CIVIL CODE SECTION 1792**

17. Plaintiff incorporates and realleges each and every allegation in the preceding paragraphs.

18. Defendant's breach of the implied warranty is a violation of the Song-Beverly Act, Civil Code section 1792.

19. Defendant is liable for damages pursuant to Civil Code section 1794.

**SECOND CAUSE OF ACTION**

**SONG-BEVERLY ACT, REIMBURSEMENT UNDER THE "LEMON LAW,"  
CIVIL CODE SECTIONS 1793.2(D), 1794**

20. Plaintiff incorporates and realleges each and every allegation in the preceding paragraphs.

21. As an express warrantor and manufacturer, Defendant VOLVO had certain obligations under the Song-Beverly Consumer Warranty Act, Civil Code section 1790 et seq., and in particular, Civil Code sections 1793.2(b) and (d), to conform the vehicle to the express warranty.

22. The defendant manufacturer VOLVO and its agent dealers have been unable to conform the vehicle to the express warranty after a reasonable number of attempts at repair. The defendant manufacturer VOLVO is therefore required to reimburse Plaintiff the total of purchase price, incidental and other damages in return for the vehicle pursuant to Civil Code sections 1793.2(d) and 1794.

23. The defendant manufacturer VOLVO also had the mandatory duty to replace or repurchase the vehicle pursuant to Civil Code section 1793.2(d). Plaintiff requested that the defendant manufacturer VOLVO replace or repurchase the vehicle, but the manufacturer willfully refused to do so.

24. The defendant manufacturer VOLVO is therefore liable for not only damages, but also a civil penalty pursuant to Civil Code section 1794.

**THIRD CAUSE OF ACTION**

**BREACH OF WRITTEN WARRANTY UNDER MAGNUSON-MOSS  
WARRANTY ACT, 15 U.S.C. § 2310**

25. Plaintiff incorporates and realleges each and every allegation in the preceding paragraphs.

26. The defendant manufacturer VOLVO's breach of the express, written warranty is a violation of the Magnuson-Moss Warranty Act, 15 U.S.C. section 2301 et seq.

27. The defendant manufacturer VOLVO is liable for the total of the purchase price, incidental and other damages in return for the vehicle.

**FOURTH CAUSE OF ACTION**

**BREACH OF IMPLIED WARRANTIES UNDER THE MAGNUSON-MOSS  
WARRANTY ACT, 15 U.S.C. § 2310(d)**

28. Plaintiff incorporates and realleges each and every allegation in the preceding paragraphs.

29. The defendant manufacturer VOLVO of the implied warranty is a violation of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2310 et seq.

30. The defendant manufacturer VOLVO is liable for the total of the purchase price, incidental and other damages in return for the vehicle.

**FIFTH CAUSE OF ACTION**

**WILLFUL VIOLATION OF THE CONSUMER LEGAL REMEDIES ACT,  
CIVIL CODE SECTION 1750, ET SEQ.**

31. Plaintiff incorporates and realleges each and every allegation in the preceding paragraphs.

32. The vehicle was purchased in California and hence the transaction is subject to the Consumer Legal Remedies Act, Civil Code § 1750 et seq.

33. Plaintiff is informed and believes and thereon alleges that at all times relevant herein, VOLVO had active participation in the creating, drafting, disseminating and marketing the purchase of the subject vehicle to the public.

34. Defendant's conduct in selling Plaintiff the subject vehicle was deceptive,

misleading, and inaccurate in many aspects, including without limitation the following:

- a. Representing that the vehicle had characteristics and benefits that it did not, was in violation of Civil Code sections 1770(a)(5).
- b. Representing that the vehicle was of a particular quality, when it was of another quality or condition was in violation of Civil Code sections 1770(a)(7).
- c. Representing that a transaction confers, or involves rights, remedies, or obligations which it does not have or involve, or which are prohibited by law in violation of Civil Code sections 1770(a)(14).
- d. Representing that the subject of a transaction had been supplied in accordance with a previous representation when it had not in violation of Civil Code sections 1770(a)(16).

35. As a proximate result of the misleading conduct and deceptive practices of the Defendant, its agents and employees, Plaintiff has suffered actual damages in an amount which exceeds the jurisdictional minimum of the Superior Court. Plaintiff's damages include all amounts paid at the time of lease, including the fair market value of his trade-in vehicle, all loan payments, license fees, registration, insurance fees, additional incidental and consequential damages, prejudgment interest, and statutory attorney's fees incurred in bringing this action to enforce her rights and grant him the remedies to which she is entitled by law.

36. Plaintiff has satisfied all terms of the contract, statutory notices and requirements except as may be excused by misconduct of the defendant. This complaint shall serve as further notice of the statutory violations described herein. Defendant has failed and refused to make restitution or offer Plaintiff adequate relief or remedy.

37. Plaintiff is informed and believes, and on that basis alleges, that the conduct of Defendant was willful, intentional, and a pattern of practice against Plaintiff and numerous other similarly situated consumers. The directors, officers, and managing agents of Defendant authorized the fraudulent conduct of its employees before the fact and ratified



1 the conduct after the fact by accepting the benefits of the contract and failing to discharge  
2 or discipline responsible employees. For these reasons, Plaintiff requests exemplary  
3 damages as well as statutory penalties.

4 **SIXTH CAUSE OF ACTION**

5 **[UNFAIR COMPETITION-VIOLATION OF BUSINESS AND PROFESSIONS**  
6 **CODE SECTIONS 17200, ET. SEQ.]**

7 38. Plaintiff incorporates and realleges each and every allegation in the  
8 preceding paragraphs.

9 39. Defendant's practices, as herein described, violated the Consumer Legal  
10 Remedies Act, and the Song-Beverly Consumer Warranty Act and were also unfair and  
11 fraudulent in violation of Business and Professions Code §§17200, et seq.

12 40. The acts of Defendant, as herein described, present a continuing threat to  
13 members of the general public in that Defendant continues to engage in these deceptive  
14 practices and will not cease doing so unless and until an injunction is issued by this court.

15 41. As a direct result of the aforementioned acts, Defendant has unlawfully,  
16 unfairly and unjustly collected and continue to hold revenues and profits derived directly or  
17 indirectly from affected members of the general public, including Plaintiff, who has been  
18 victimized by the practices challenged herein. Defendant has failed to disgorge any of these  
19 revenues which do not properly belong to it.

20 42. In accordance with the provisions of Business & Professions Code §§ 17200  
21 and 17203, Plaintiff is entitled to an order enjoining the unlawful, unfair, deceptive and/or  
22 fraudulent acts as described herein; and directing Defendant, to disgorge their ill-gotten  
23 gains and make full restitution to all persons who have suffered from such acts.

24 43. Plaintiff is entitled to an award of attorney's fees and costs in prosecuting this  
25 action under Code of Civil Procedure §1021.5 because:

- 26 a. A successful outcome in this action will result in the enforcement of  
27 important rights affecting the public interest by protecting the general  
28 public from unfair, unlawful, and deceptive sale practices, by  
preventing consumer fraud and by maintaining the integrity of

1 institutions that sell and finance motor vehicles in this state which  
2 might otherwise be tempted to engage in deceptive practices;

3 b. This action will result in a significant public benefit by causing the  
4 disgorgement of revenues improperly collected and retained by  
5 Defendant, together with interest on those funds and through the  
6 issuance of an injunction against unlawful and deceptive motor vehicle  
7 leasing practices.

8 c. Unless this complaint is prosecuted, the Defendants' activities will go  
9 unremedied and will continue; automotive consumers in the State of  
10 California will not recover money properly belonging to them; the  
11 deception is difficult to detect; and many consumers would not be  
12 aware that they were damaged by Defendant's wrongful practices.

13 d. Plaintiff is an individual of moderate means with limited access to the  
14 courts and the civil justice system; unless attorney's fees, costs and  
15 expenses are awarded against these defendants, she will not recover the  
16 full measure of his loss.

17 **PRAYER FOR RELIEF**

18 WHEREFORE, Plaintiff prays for judgment as follows:

- 19 A. For actual damages in excess of \$50,000 according to proof at trial;  
20 B. For exemplary damages;  
21 C. For reimbursement and incidental and consequential damages and other  
22 compensatory damages, which exceed \$25,000;  
23 D. On the Song-Beverly Warranty Act causes of action, a civil penalty of two  
24 times damages;  
25 E. Prejudgment interest from date of revocation;  
26 F. Attorney's fees and expenses under Civil Code section 1794(d), 15 U.S.C.  
27 section 2310(d)(2); Civil Code section 1780 and costs of suit;  
28 G. For such other relief as the court may deem proper.

1 Dated March 15, 2002

MAKLER & MAKLER LLP

2  
3  
4 By



JULIANNA R. MAKLER  
Attorney for Plaintiff  
ANDREW and NATALIE SIMONS

1 MAKLER & MAKLER LLP  
2 WILLIAM C. MAKLER (SBN 186114)  
3 JULIANNA R. MAKLER (SBN 189138)  
4 800 Garden Street, Suite L  
5 Santa Barbara, CA 93101  
6 Tel: (805)892-4922  
7 Fax: (805)892-4722

8 Attorneys for Plaintiff JAMES RICHARDS

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**SUPERIOR COURT IN THE STATE OF CALIFORNIA**  
**FOR THE COUNTY OF SANTA BARBARA**

**JAMES RICHARDS**

**Plaintiff**

**v.**

**GENERAL MOTORS CORPORATION,**  
a corporation; and DOES ONE through  
TWENTY,

**Defendant(s).**

**Case number:**

**DECLARATION OF JULIANNA R.  
MAKLER FOR COMPLAINT UNDER  
CONSUMER LEGAL REMEDIES ACT,  
CIVIL CODE § 1780(c); CCP § 396a**

**I, Julianna R. Makler declare:**

1. I am the attorney of record for plaintiff in this action.

2. I declare that the complaint therein is being filed concurrently with the filing of this declaration in a proper place for the trial thereof, as it is the county in which the transaction, the subject matter of the above-captioned action, or a substantial portion thereof, occurred.

///

///

///

///

///

**DECLARATION OF JULIANNA R. MAKLER**

1 I declare under penalty of perjury under the laws of the State of California that the  
2 foregoing is true and correct.

3 Dated March 15, 2002

MAKLER & MAKLER LLP

4  
5  
6 By   
7 JULIANNA R. MAKLER  
8 Attorney for Plaintiff JAMES RICHARDS  
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**BMC**

**Business Resource Center**

# Fax

**To:** PATRICIA COLEMAN, ESQ.  
**Company:** FEENEY KELLETT WIENER & BUSH  
**Phone:** 626-449-3750  
**Fax:** 626-449-5705

**From:** Bernie Ludwig  
**Phone:** prompt 9 , prompt 5, ext 58508  
**Fax:** 866-225-6780  
**Date:** Friday, April 05, 2002 10:37:16 AM  
**Pages:** 01  
(not including cover)

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**Comments:**

**CONFIDENTIALITY**

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



April 5, 2002

Julianna R. Makler, Esq.  
Makler & Makler  
33 West Mission Street  
Suite 201  
Santa Barbara, CA 93101

Re: James Richards v. General Motors Corporation  
2001 Chevrolet Corvette VIN: 1G1YY32G815116258

This is to advise you that we are in receipt of the above referenced case. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Bernie Ludwig  
BRC Legal Case Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 58508  
FAX# 866-225-6780

Cc: Feeney Kallett Wiener & Bush

- ☐ Copy of owner's current title and/or registration  
☐ Finance agreement  
☐ Buyer's agreement  
☐ Other:

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6147455	VIN Number:	1G1YY32G825110200
Date Opened:	1/7/2003	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	826360	Mileage:	8932
Address:	STRAWN CHEVROLET-OLDSTARKE	State:	FL
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK ELECTRIC COLUMN LOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

01/07/2003 09:30:54 SBD TEMPLATE - NICOLETTI

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) RILEY THAMES

CUSTOMER CONCERN - ALLEGES STEERING COLUMN LOCKED

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

TECH HAS NOT VERIFIED AND LOOKING FOR INFO.

TAC RECOMMENDATION -

TECH WAS INFORMED OF NO PI OR BULLETINS

- TECH TO ROAD TEST AND DUPLICATE CONCERN , WHEN CONCERN HAPPENS , TECH TO TRY COMMANDING MOTOR TO LOCK/UNLOCK IN BCM " SPECIAL FUNCTIONS " , THIS WILL HELP ISOLATE AREA OF CONCERN.

01/07/2003 09:30:54 HISTORY - NICOLETTI



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

ROLLING HILLS

CA

HOME PHONE:

CASE NUMBER: 06832990

VIN: 1G1YY32G8W5102898

MODEL YEAR: 1998

DATE OPENED: 2002-05-07

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2002-05-08

MILEAGE: 71000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: SHOWCASE CHEVROLET

BRC PARENT:

DEALER ADDRESS: 5400 GARDEN GROVE BLVD., WESTMINSTER, CA, 92683, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKS UP

A12 Miscellaneous - Not Classified

Other

0 REPAIR ATTEMPT(S)

CAMPAIGN 01044

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 IS THE ORIGINAL OWNER OF THE VEH. CUST STATES THAT HE IS HAVING A PROBLEM WITH THE STEERING WHEEL LOCKING UP AND NOT RELEASING. CUST STATES THAT HE KNOWS THAT THERE IS A CAMPAIGN OUT THERE REGARDING HIS CONCERNS, BUT IT DOESNT INVOLVE HIS VEH YEAR. CUST SEEKS TO HAVE THIS CONCERN REPAIRED AS GM KNOWS THIS IS A PROBLEM. CRM REVIEWED CAMPAIGNS AND FOUND CAMPAIGN 01044 WHICH INVOLVES CERTAIN 98 TO 2000 CORVETTES. CRM ADVISED THE CUST THAT IT DOESNT APPLY TO HIS VEH. CRM CONTACTED SVC MGR BRAD BRADSHAW WHO STATES THAT IF THE CONCERN IS THE SAME AS WHAT THE RECALL STATES THAT HE WILL CONTACT HIS AVM, TO SEE IF ANYTHING CAN BE DONE TO ASSIST THE CUST. CRM TO ADVISED THE CUST THAT CRM IS TO RESEARCH THE REQUEST FURTHER AND WILL CONTACT HIM AND THE DLR BACK ON 5-8-02 @ 300 PM. JBEATH/TPA/CARS; 0; 99999 2002-05-08

CRM CONTACTED SVC MGR BRAD BRADSHAW WHO ADVISED CRM THAT THEY HAVE TAKEN CARE OF THE CUSTS CONCERN AND GM COVERED THE REPAIR. CRM CONTACTED THE CUST WHO THANKED CRM FOR THE ASSISTANCE IN THIS CASE. REQUEST CLOSED SATISFIED. JBEATH/TPA/CARS; 0; 389725418

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Mineola , NY

CASE NUMBER: 1-10880318 VIN: 1G1YY32G8W5103906  
DATE OPENED: 2002-06-24 MODEL YEAR: 1998  
DATE CLOSED: 2002-07-09 SERIES: Corvette  
SOURCE: Phone MILEAGE: 43000.0000000  
ERC TYPE: N/ANO DELIVERY DATE:  
ERC PARENT: DEALER NAME: Robert Chevrolet Inc  
DEALER ADDRESS: 27 First St, Hicksville, NY, 11801-4907, USA

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

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

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

Steering column locking; ; 2002-06-24  
2002-07-01

Call Dlr for diagnois 1-10880318; ; 2002-07-09  
2002-07-01

Call cust 1-10880318; ; 2002-07-09  
2002-07-01

Service Request Ownership has changed FROM: BARNES91 TO: MAHLMANM; ; 2002-07-01  
2002-07-01

Cust called; ; 2002-07-01  
2002-07-01

Called service manager; ; 2002-07-01  
2002-07-01

seeks update; ; 2002-07-01  
2002-07-01

Called cusotmer; ; 2002-07-01  
2002-07-01

Cust called in; ; 2002-07-01  
2002-07-01

S 1-10880318 cust call to compliment you.; ; 2002-07-09  
2002-07-02

Cust seeks to give crm update; ; 2002-07-02  
2002-07-02

Cust called to say veh was dropped at dlr this morning; ; 2002-07-09  
2002-07-02

Called customer; ; 2002-07-02  
2002-07-08

Called customer; ; 2002-07-08  
2002-07-09

customer calling to update file; ; 2002-07-09  
2002-07-09

cust would like to speak with you to thank you; ; 2002-07-09  
2002-07-09

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER EAC:  
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:

AUSTIN , TX

CASE NUMBER: 05577814 VIN: 1G1YY32G8W5104151  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-25 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-25 MILEAGE: 45000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES HIS STEERING COLUMN LOCKED UP AND HE WOULD LIKE TO KNOW HOW TO UNLOCK IT. CUST SEEKS DIRECTIONS ON HOW TO UNLOCK HIS STEERING COLUMN. CRM ADVISED THAT THERE ARE NO DIRECTIONS FOR A CUST TO UNLOCK STEERING WHEEL. CRM ADVISED DLR WILL HAVE TO REPAIR VEH. CRM CONTACTED DLR HENNA CHEV IN AUSTIN. SVC MGR DAVID BYRNE ADVISED HE WILL ASSIST CUST BUT HE WILL FIRST NEED TO SEE VEH. CRM ADVISED CUST THAT DLR WILL HAVE TO REPAIR VEH AND SVC MGR AT HENNA CHEV HAS AGREED TO ASSIST CUST W/ COST BUT WILL NEED TO SEE VEH FIRST. CUST STATES HE DOES NOT LIKE TO DEAL W/ CHEV DLRS IN HIS AREA AND DISCONNECTED CALL. TERI VANLOO/CAC/PDX; 0; 370302873

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

INCIDENT DATE:

INCIDENT TIME:



INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

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

CASE NUMBER: 1-23665626 VIN: 1G1YY32G8W5105154  
DATE 08/12/02 MODEL 1998  
DATE 08/13/02 SERIES CORVETTE  
SOURCE: N/AYES MILEAGE  
CUSTOMER: BRYANT, RONAD  
ADDRESS:  
HOME PHONE: STATE: GA  
BUS. PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Atlanta, GA

CASE NUMBER: 1-23665626 VIN: 1G1YY32G8W5105154  
MODEL YEAR: 1998  
DATE OPENED: 2002-08-12 SERIES: Corvette  
DATE CLOSED: 2002-08-13 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Jim Rathmann Chevrolet, Inc.  
BRC PARENT: DEALER ADDRESS: 800 S Harbor Cty Blvd, Melbourne, FL, 32901-1907, USA

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

## REPAIR ATTEMPT(S)

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

Steering colum locked, ; 2002-08-12  
2002-08-12

dfr contact, ; 2002-08-12  
2002-08-14

steering cost assistance., ; 2002-08-13  
2002-08-13

update, ; 2002-08-13  
2002-08-13

Service Request has been Closed Satisfied., ; 2002-08-13

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

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

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:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

GM RESTRICTED

MSRP: NADA: 0  
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

\*\*\*\*\*BEC CONTACT INFORMATION\*\*\*\*\*

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6734255	VIN Number:	1G1YY32G8W5106787
Date Opened:	8/27/2003	Model Year:	1998
Date Closed:		Series:	Corvette
Dealer Code:	B14625	Mileage:	37120
Address:	HERNDON CHEVROLET-OLORANGE	State:	VA
Dealer Phone:			

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SYMPTOM ABSTRACT— COLUMN LOCK COLUMN LOCK B01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/27/2003 12:08:04 SBD TEMPLATE - COLEMAN

STRATEGY BASED DIAGNOSTICS

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

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

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

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

CUSTOMER CONCERN - STATES THAT THE COLUMN DID NOT UNLOCK.

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

DLR IS UNABLE TO DUPLICATE, AND IS CALLING FOR INFORMATION.

TAC RECOMMENDATION -

REFERRED DLR TO BULLETIN 01-02-35-008.

08/27/2003 12:08:04 HISTORY - COLEMAN

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Lexa , AR

CASH NUMBER: 1-33271051 VIN: 1G1YY32G8W5111262  
MODEL YEAR:  
DATE OPENED: 2002-09-16 SERIES: Corvette  
DATE CLOSED: 2002-09-16 MILEAGE: 72000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

Steering locked up/ Veh has not been diagd.; ; 2002-09-16  
2002-09-16

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER 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:	3439731	VIN Number:	1G1YY32G8W5111278
Date Opened:	9/8/1999	Model Year:	1998
Date Closed:	10/13/1999	Series:	Corvette
Dealer Code:	B47603	Mileage:	32075
Address:	HEISER CHEV INC	WEST ALLIS	WI
		State:	WI
Dealer Phone:			

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SYMPTOM ABSTRACT— COLUMN STEERING SERVICE COLUMN LOCK MESSAGE

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--

09/08/1999 08:44:43 SBD TEMPLATE - BAILLOD

STRATEGY BASED DIAGNOSTICS

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

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

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

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

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

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

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

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

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

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

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

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

09/08/1999 08:44:43 HISTORY - BAILLOD

CONDITION CUSTOMER STATES THE STEERING WHEEL WOULD NOT UNLOCK AND SERVICE COLUMN LOCK MESSAGE

DIAGNOSIS TECH CALLED TAC AND COULD NOT DUPLICATE

SUGGEST TECH TO INSPECT G201 G202 AND BCM TERMINAL FITTS AND THAN  
REPLACE COLUMN LOCK MOTOR

10/13/1999 08:56:49 POULOS - VME CLOSING

REPLACED STEERING LOCK ACTUATOR.

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

CASE NUMBER: 06785225 VIN: 1G1YY32G8W5112184  
MODEL YEAR: 1998  
DATE OPENED: 2002-04-26 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2002-05-15 MILEAGE: 40000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: COURTESY CHEVROLET OLDSMOBILE ON WES  
BRC PARENT: DEALER ADDRESS: 3707 W COLONIAL DR., ORLANDO, FL, 32808, USA

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

M41 Steering Column/Lock/Attaching Parts  
0 REPAIR ATTEMPT(S)Inoperative  
column lockedS13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)  
reimbursementCustomer Satisfaction  
for work done to column lock 50%S86 CAC Resolved With Goodwill  
0 REPAIR ATTEMPT(S)CAC Resolved With Goodwill  
Reimbursement of 238.36

My vehicle is not involved in a Recall Campaign

## INFORM THE CALLER:

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

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

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

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

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

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

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

My vehicle is not involved in a Recall Campaign

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

CRM opened file to review and place back on calendar. CRM suspending pending follow up date and time. Jonathan Simcic/CARS/Tampa; 0; 389278997  
2002-04-29CRM attempted call to dlr. CRM spoke to assistance Serv Adv Will Barrett. Dlr adv Serv Adv is unavailable due to with a customer. CRM left message on V/M for SM to call CAC back with file # and adv if repairs are the same as listed in Campaign # 01044 or different. CRM also requested if cust is good customer of this Dlr. CRM awaiting callback. CRM will make another attempt to reach dlr later today before contacting customer. Jonathan Simcic/CARS/Tampa; 0; 388938651  
2002-05-08

CRM received Docs from cust. CRM reviewed and found cust was charged 204.98 parts, 244.76 Labor, and 26.98 Tax for repair of steering column lock. Total comes to 476.72. CRM sending reimbursement in the amount of 238.36. Vin searched 2 files found, 1 for previous owner, 2nd for same concern, never resolved. CRM level 1 empowered. Jonathan Simcic/CARS/Tampa; 0; 389716364  
2002-05-08

GOODWILL LIAISON PRE-APPROVES REIMBURSEMENT FOR \$238.36 ANOTHER FILE-  
#6669472/#6669124 HAVE NO GOODWILL  
DRENTON-TPA APPROVAL GROUP; 0; 389721392  
2002-04-26

Cust is subsequent owner of 1998 Chevrolet Corvette, purchased from Ind Dlr in Dec 2001 with 33,000 miles. Cust states steering column locked up and could not get unlocked. Cust states that had veh towed to Courtesy Chevrolet. Cust states was 1st advised that this was under campaign. Cust states that dlr ran VIN and found his veh is not under campaign but is experiencing the same problems as the campaign lists. Cust states has ok'd work and is set to pick up veh tomorrow. Cust seeks reimbursement of this repair because Chevrolet has recalled other corvettes with the same exact issue. CRM attempted to reach the customers Serv Adv Andy Taylor. Dlr had already closed for the evening. CRM adv cust need time to review. CRM set callback with cust for Monday 04/29/2002 between 12:00pm and 2:00pm EST at cell phn # 407/719-8888. Jonathan Simcic/CARS/Tampa; 0; 388704804  
2002-04-26

Cust cell phn #: 407/719-8888  
Jonathan Simcic/CARS/Tampa; 0; 388704846  
2002-04-29

cust states he was supposed to receive a call back the next day  
crm advised cust car is closed on the weekends. crm has set a call back for today.  
cust states he misunderstood. he will await for the c/h  
crm documenting file  
eureka allen/tpa; 0; 388930768  
2002-04-29

CRM reviewed file with TM. CRM received Over Shoulder from TM Shannon Galford to offer cust 50% split on Parts, Labor and Tax for Steering Column Lock. CRM business reasons for offering split: Cust experiencing problems same as stated in Campaign 01044. Cust had parts replaced same as in Campaign # 01044. Dlr adv cust that this is a GM problem. Dlr adv cust was covered under campaign before checking VIS. CRM made 50% split offer to customer. Customer accepted and is satisfied. Cust on the road and could not take notes as to what is needed to be mailed in. Cust requested callback to home phn # at 5:00pm EST. CRM agreed. CRM suspending file pending callback time. Jonathan Simcic/CARS/Tampa; 0; 388946813  
2002-04-29

CRM opened file to change date to 07/07/2007 for awaiting Docs. Jonathan Simcic/CARS/Tampa; 0; 388959507  
2002-04-29

CRM called cust back as promised. CRM adv cust of docs required. CRM adv need original RO, original Proof of Pymnt, copy of proof of ownership, and cover letter. CRM adv cust if registration or title not available, may use original Loan Paperwork, or Original Sales Paperwork. Cust satisfied. CRM adv can take up to 2 weeks to receive docs. CRM adv will call on 05/06/2002 between 5:00pm and 5:45pm EST to keep updated. CRM suspending file. Jonathan Simcic/CARS/Tampa; 0; 388963298  
2002-05-02

CUST STATES: HAS ALL THE INFO AND KNOWS HE NEEDS TO SEND, BUT DOESN'T HAVE THE CHEV ADDRESS.  
CUST SEEKS: THE CHEV ADDRESS.  
CRM ADVISED: GAVE ADDRESS TO CUST. CONFIRMED WHAT HE IS TO SEND AND THAT CASE FILE # IS TO BE ON ALL PAPERWORK. NO OTHER ASSISTANCE NECESSARY.  
JONATHAN AMABISCA/CAC/PDX; 0; 389237052  
2002-05-06

CUST STATES THAT HE SENT THE PAPERWORK RETURN RECEIPT REQUESTED. CRM ADV THE CUST THAT SHE DID NOT KNOW IF THE PAPER WILL BE SENT BACK TO HIM DUE TO THIS OR IF IT WILL BE ACCEPTED. CRM ADV THAT HE DOCS ARE NOT IN YET. CRM SUSAN WATSON TFA CARS; 0; 389556277  
2002-05-07

CRM opened file to review and place back on calendar awaiting Docs. CRM will follow up again on 05/13/2002 to check for docs. Jonathan Simic/CARS/Tampa; 0; 389624421  
2002-05-07

CUST SENT IN DOCS AS REQUESTED. CRM IS ATTACHING DOCS TO FILE AND FORWARDING BACK TO CRM SIMICIJ FOR FURTHER REVIEW. KRISTIE HARDCASTLE - CORR TAMPA; 0; 389640381  
2002-05-08

Reimbursement final approved in the amount of \$238.36-tm Galford  
vin search-two other files-closed, no goodwill  
Jessica Tate/Tampa/Goodwill Liasion; 0; 389736959  
2002-05-15

CHECK# 900498657 FOR AMOUNT \$ 238.36 MAILED ON (5/10/02)  
Edward J. Brown II/Goodwill/Tampa; 0; 390351975

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

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

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER SAC:	
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:
MRP:	NADA: 0
	SALES TAX:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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



May 8, 2002

[REDACTED]  
Altamonte Springs, FL [REDACTED]

Request: C06785225  
[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 \$238.36. 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,

Jonathan Simcic  
Customer Relationship Manager

RS0005-T/dln

JAMES Wilhelm

940 DOUGLAS AVE #149  
SPRINGS, FL 32714



U.S. POSTAGE  
ONLINE FL  
MAY 06 2002  
\$11.07  
00035100-11



CHEVROLET  
ATT: JONATHAN SIMCIC CASE# C06785225  
P.O. BOX 33170  
DETROIT, MI 48232 - MAY 06 2002



REGISTERED MAIL

RA 330 573 334 US

**Jim Wilhelm**  
940 Douglas Avenue, Unit 149  
Altamonte Springs, Florida 32714  
(407) 862-8087 - (407) 719-8888

**May 2, 2002**

**Mr. Jonathan Sincle**

**RE: Case Number C06785225**

**DATED: Friday, April 26<sup>th</sup>, 2002**

**MY CORVETTE VIN NUMBER: 1G1YY32G8W5112184**

**Dear John,**

**Per our telephone conversation regarding the locked steering column on my 1998 Chevrolet Corvette,  
The Corvettes have been having problems with locking, however, my VIN number was excluded from the recall. I am sending you the requested information for you to process the generous assistance you offered which we agreed upon.**

**ENCLOSED ITEMS**

- 1. Copy of my Title**
- 2. Original Invoice and a 2<sup>nd</sup> original with the owners name changed to me.  
The dealer said their software could not do it any other way.**
- 3. The original credit card payment slip (attached to the Invoice)**
- 4. This cover letter confirming the Invoice split with Chevy.**

**John, I thank you for your professionalism and attention to the above matter.**

**Sincerely,**

A large black rectangular redaction box covering the signature area.

CASE # C06785225



**GENUINE CHEVROLET**

**SERVICES DEPARTMENT HOURS ARE  
FROM 9:00 A.M. TO 5:00 P.M.  
MONDAY - FRIDAY  
SATURDAY 9:00 A.M. TO 4:00 P.M.  
All Cars Must Be Picked Up  
By 6:00 P.M.**

STATE OF FLORIDA REGISTRATION # ML-11000

[illegible]

C  
REPLACED BOTH BURNING LAMP BULBS.  
SITE: VEHICLE WAS HIT IN LAMP AREA.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	9422842	BULB 0.991	1.72
	1	1999370	BULB-PARK 0.991	5.99
	1	9442891	BULB-W/SO 7.727	16.32
				TOTAL - PARTS

**JOB# 4 TOTALS**

## LABOR PANTS

**JOB# 4 JOURNAL PREFIX CWS JOB# 4 TOTAL**

[illegible]**TOTALS**

TOTAL LABOR....	202.26
TOTAL PARTS....	229.81
TOTAL SUBLET...	62.50
TOTAL G.D.G....	0.00
TOTAL MISC OHS...	18.78
TOTAL MISC DISC...	0.00
TOTAL TAX.....	35.44

**TOTAL INVOICE \$ 625.00**

### SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This cottage represents access and profits to the motor vehicle repair facility for home work and maintenance shop supplies and/or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold to the state (F-403.710), and a \$1.00 fee to be collected for each new or remanufactured military sold in the state (F-403.7100).

**DISPATCH:** 10% of the parts and labor charge is a reserve of \$30.00 is included for supplies used at your office. Such items as tape, pins, aerographs, solvent, rags, towels, miscel., wire, solder, and etc., are covered by this charge.

**DISCLAIMER OF WARRANTIES**  
UNITED SECURITY THE ONLY WARRANTY APPLICABLE TO THIS OFFER OF SECURITIES OR TO THE SALE OF SECURITIES OR TO THE SALE OF SECURITIES IS THE WARRANTY OF MERCHANTABILITY ON THE PART OF THE ISSUERS OF THE SECURITIES. THE ISSUERS HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER WRITTEN OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY ON THE PART OF A PERSONAL FINANCIAL PLANNING, AND NEITHER ISSUERS NOR ADVISORS ARE UNDER ANY OBLIGATION TO MAKE OR AT ANY TIME IN CONNECTION WITH THE SALE OF SECURITIES OR SECURITIES SOLD UNDER THE NAME OF THE ISSUERS, NOR ARE ISSUERS OR ADVISORS AS FOR THE ACCURACY OF THE INFORMATION CONTAINED IN THE OFFERING DOCUMENTS. THE OFFERING DOCUMENTS ARE NOT TO BE CONSIDERED AS A CONTRACT OR AS A WARRANTY OF ANY KIND. THE OFFERING DOCUMENTS ARE NOT TO BE CONSIDERED AS A CONTRACT OR AS A WARRANTY OF ANY KIND. THE OFFERING DOCUMENTS ARE NOT TO BE CONSIDERED AS A CONTRACT OR AS A WARRANTY OF ANY KIND.

ALL PARTS NEW UNLESS  
OTHERWISE INDICATED

PARTS MARKED WITH \* ABOVE ARE COVERED BY A LIFETIME WARRANTY  
THANK YOU FOR YOUR BUSINESS!!

**Figure 1**

CONTEST CHEVROLET  
3707 E COLONIAL DRIVE  
ORLANDO FL 32808  
407-238-2000

## Sale

ID: 0002 Ref #: 0006  
04/27/02 10:03:22  
Batch #: 001

YISA  
4744760607967674 Exp: 12/14  
Appr Code: 100092 Inst: 062022  
Total: 6 625.19

Customer Care  
WWW.AVIATIONDIRECT.COM

APR 27 2002

**ORIGINAL**

STATE OF FLORIDA REGISTRATION # MD-11949

CUSTOMER NO. 25081		ADDRESS ANDREW TAYLOR		TELEPHONE 8170 3814	DATE 04/27/02	VEHICLE NO. CVCS62022
CITY MIAMI		CUSTOMER NAME	ADDRESS NO.	PHONE NO. 51,785	DATE	VEHICLE NO.
VEHICLE MAKE/MODEL 98/CHEVROLET/CORVETTE/2 DOOR CONVERT		VEHICLE VIN 1G1YY32G8W5112184		DATE 04/26/02	VEHICLE NO.	
CITY MIAMI		CITY MIAMI		DATE 04/26/02	VEHICLE NO.	

JOB# 1 CHARGES				DROP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES	
LABOR	STEERING/SUSPENSION		TECH(S):B001	244.75	This charge represents costs and profits to the repair vehicle repair facility for items such as misapplied/missing shop supplies and/or waste disposal. (\$400.00/40)
J# 1 46CYZ	CUST STATES STEERING COLUMN LOCK IS ON STEERING COLUMN LOCK MOTOR SHORTED REPLACED STEERING LOCK MOTOR				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	26050980	LOCK 2.155	204.98	The State of Florida requires a \$1.00 fee to be collected for each new tire sold in this state (\$400.00/40), and a \$1.00 fee to be collected for each new or remanufactured battery sold in this state (\$400.00/40).
TOTAL - PARTS				204.98	
JOB# 1 TOTALS				LABOR 244.75	
				PARTS 204.98	
JOB# 2 CHARGES				JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 449.74	
LABOR	TOM IN		TECH(S):B001	6.00	DISCLAIMER OF WARRANTIES LABOR WARRANTY: THE ONLY WARRANTIES APPLYING TO THE PARTS PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS SERVICE ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND RELEASES AND AGREES NOT TO HOLD ANY OTHER PERSON TO ACCOUNT FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS OR SERVICES UNDER THE TERMS OF THIS WARRANTY. THESE ARE LABOR AND EQUIPMENT AS PER THE MANUFACTURER'S POLICY. DEALER DOES NOT GUARANTEE THAT THIS WORK PERFORMED IN ACCORDANCE WITH THIS SERVICE WILL CORRECT ANY PROBLEM. SERVICE IS ON THE BASIS OF THE CURRENTLY AVAILABLE INFORMATION. THE DEALER IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE CUSTOMER'S PROPERTY.
J# 2 70CVZ1	TOM IN				
SUBLET	FOR	VENO INVO	DATE	DESCRIPTION	
	32064	151000	04/26/02	TOM IN	
TOTAL - SUBLET				62.50	
JOB# 2 TOTALS				SUBLET 62.50	
JOB# 3 CHARGES				JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 62.50	
LABOR	TRIM REPAIR		TECH(S):B001	WARRANTY	ALL PARTS NEW UNLESS OTHERWISE INDICATED
J# 3-60CVZ2	(14ANDTT @ 04/26/2002 13:25)				
Added Operation	CUST STATES RECALL #0034 NEEDS TO BE DONE				
RECALL-INSTALLED GUIDES PER 00034					
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	16906414	GUIDE KIT 14.875	WARRANTY 9.00	
TOTAL - PARTS				9.00	
JOB# 3 TOTALS					
JOB# 4 CHARGES				JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 9.00	
LABOR	ELECTRICAL REPAIR		TECH(S):B001	37.00	ORIGINAL
J# 4-81CVZ2	(14ANDTT @ 04/26/2002 13:26)				
Added Operation	CUST STATES LEFT FRONT RUNNING LIGHT IS INOP				

# Courtesy Chevrolet

On West Colonial

CASE # C06785225

3707 W. Colonial Drive  
ORLANDO, FLORIDA 32808  
Telephone (407) 295-7000  
www.automation.com



SERVICE DEPARTMENT HOURS ARE  
FROM 7:00 A.M. TO 7:00 P.M.  
MONDAY - FRIDAY  
SATURDAY 8:00 A.M. TO 4:00 P.M.  
All Cars Must Be Picked Up  
By 6:00 P.M.

STATE OF FLORIDA REGISTRATION # MV-11948

CUSTOMER NO.	25081	NAME	ANDREW TAYLOR	DOB	8170 3914	DATE	04/27/02	VEHICLE NO.	CVC562022
ADDRESS	[REDACTED]		ADDRESS	[REDACTED]		DATE	04/26/02		
CITY	ALTAMONTE SPRINGS, FL	STATE	FL	ZIP	32714	VEHICLE	98/CHEVROLET/CORVETTE/2 DOOR CONVERT		
VIN	1G1YY32G8W5112184								
REGISTRATION	04/26/02								

C  
REPLACED BOTH RUNNING LAMP BULBS.  
OTE: VEHICLE WAS HIT IN LAMP AREA.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	9425542	BULB 8.991	1.72
	1	1999370	BULB-PARK 8.991	5.99
	1	9442881	BULB W/SO 2.727	16.32
TOTAL - PARTS				24.03

JOB # 4 TOTALS	LABOR	37.50
	PARTS	24.03
JOB # 4 JOURNAL PREFIX CVC5	JOB # 4 TOTAL	61.53

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SS	SUPPLIES	
TOTAL - MISC			16.78

TOTALS

TOTAL LABOR	282.25
TOTAL PARTS	229.01
TOTAL SUBLET	62.50
TOTAL G.O.S.	0.00
TOTAL MISC CHG.	16.78
TOTAL MISC DISC	0.00
TOTAL TAX	35.44
TOTAL INVOICE \$	625.98

PARTS MARKED WITH \* ABOVE ARE COVERED BY A LIFETIME WARRANTY  
THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \_\_\_\_\_  
DUPLICATE INVOICE

## SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits in the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

The State of Florida requires a \$5.00 fee to be collected for each new tire sold in this state (\$483.714), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$483.714).

DISCOUNT: 10% of the parts and labor charge to a maximum of \$50.00 is included for supplies used in your vehicle. Such items as tape, paint, newspaper, solvent, rags, towels, needles, wire, solder, and etc., are covered by this charge.

DISCLAIMER OF WARRANTIES  
I HEREBY WARRANT THE BEST MECHANICAL SERVICE TO THE BEST OF MY ABILITY IN ACCORDANCE WITH THE STANDARD OF CARE AND THAT THE WORK IS COVERED BY THE WARRANTIES. THE BULKY WAREHOUSE EXPENSES INCLUDE ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NOTHING HEREIN SHALL ALTER OR DIMINISH THE REMEDY FOR DEFECTS OR DEFENSES SOLELY ON THE BASIS OF THE CONTRACT, WORK AND LABOR ARE GUARANTEED AS PER THE MECHANICAL MANUFACTURER'S POLICY. BULKY WAREHOUSE EXPENSES ARE THE WORK PERFORMED IN ACCORDANCE WITH THE STANDARD OF CARE. ANY PROBLEMS SPECIFIC TO THE DESCRIPTION OF THE COMPLAINT, SUCH AS DEFECTIVE PARTS, SHALL BE COVERED BY THE BULKY WAREHOUSE EXPENSES.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

ORIGINAL

**ORIGINAL**

CASE # C06785225

DATE OF SALE 12/17/2001  
LIC # 887336

TN 305641032  
RN 916264  
RN 304441253

34359232	2	X	N	07	23	07	23	2	D	R	A	X	X	7	01	14	02	V64ME
74587396	181V73208W51121B4								1998	CHEV	2D	3303						
										RDS	RED	M44544147263						

ALTAMONTE SPRINGS, FL

43.10	100	7.75	27.00	0.00	177.90
-------	-----	------	-------	------	--------

TRANSFER TITLE  
DATE OF SALE 12/17/2001  
MILEAGE 40,441 MILES 12/17/2001 ACTUAL

LIEN INFORMATION  
DATE OF SALE 12/17/2001  
CITYMETER DECLARATION CERTIFICATION

FIRST NATIONAL BANK OF FLORIDA

PO BOX 11779  
PRIVATE

NAPLES, FL 34101-1779

SELLER INFORMATION  
TDT STORE

1090 SEMINOLE BLVD

LARGO, FL 34640

7200357

SALES TAX AND USE REPORT

TRANSFER OF TITLE  
IS EXEMPT FROM  
FLORIDA SALES OR  
USE TAX FOR THE  
PERSON(S) OWNED

☐ PURCHASER/LESSEE VALID  
EXEMPTION CERTIFICATE

☐ VEHICLE/VEHICLE WILL BE USED  
EXCLUSIVELY FOR RENTAL

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY  
UNPAID BALANCE DUE SELLER, BANK OR OTHERS

INDICATE SALES OR USE TAX DUE AS REQUIRED BY  
CHAPTER 312, FLORIDA STATUTES

0.00

☐ OTHER  
☐ SELLING PRICE VIEWED

APPLICANT CERTIFICATION

☐ I HEREBY CERTIFY THAT THE VEHICLE/VEHICLE TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/ROADWAYS OF THE STATE.

☐ I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

I HEREBY CERTIFY THAT I AM LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VEHICLE, AND MAKE APPLICATION FOR TITLE, IF LIEN IS BEING  
RECORDED, NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VEHICLE, DESCRIBED ABOVE,  
AND HELD BY LENDOR(S) SHOWN ABOVE. I HAVE FURNISHED ASSETS TO OBTAIN THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTY OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.



North American Operations  
General Motors Corporation  
Disbursements (2813)  
PO Box 62830  
Phoenix, AZ 85062-2830

CHECK No. 900498657

8-5  
15

DATE  
05/19/02

\*\*\*\*\*238 DOLLARS

\*\*\*36 CENTS

AMOUNT  
\*\*\*\*\*238.36

North American Operations  
General Motors Corporation  
Disbursement Account

PAY  
TO THE  
ORDER  
OF

ALTAHONTE SPRINGS

FL

SIGNATURE

*[Signature]*

The Chase Manhattan Bank, N.A.  
Sydney, New York

AMOUNT

#900498657# 1021309379# 6012062520#

MAY 10 2002

North American Operations

General Motors Corporation  
Disbursements (2813)  
PO Box 62830  
Phoenix, AZ 85062-2830

DETACH REPORT REPORTING CHECK

VENDOR  
ID# 000000034

CHECK NO. 900498657

VENDOR NAME JAMES A. WILHELM

PAYMENT  
DATE 05/19/02

SEQUENCE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101Y6800011204	05/08/02	VN 00000000000121	00.0000	238.36	.00	238.36
	04700225	00000000000121				
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT. FOR QUESTIONS CALL 800-463-8722				NS		
TOTAL				238.36	.00	238.36

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

ALTAMONTE SPRINGS  
FL

HOME PHONE:

CASE NUMBER: 06669472

VIN: 1G1YY32G8W5112184

DATE OPENED: 2002-04-08

MODEL YEAR: 1998

DATE CLOSED: 2002-04-16

SERIES: CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE: 50000

ERC TYPE: No

DELIVERY DATE:

ERC PARENT:

DEALER NAME: CLASSIC CHEVROLET CO.

DEALER ADDRESS: 940 ST RD 434 S., ALTAMONTE SPRINGS, FL, 32714, USA

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

T19 Campaign Correction Required  
0 REPAIR ATTEMPT(S)Customer Satisfaction  
CAMPAIGNM01 Steering General  
0 REPAIR ATTEMPT(S)Inoperative  
WILL NOT TURN RIGHT OR LEFTT19 Campaign Correction Required  
0 REPAIR ATTEMPT(S)Other  
CAMPAIGN

Vehicle reimbursement or Goodwill decision - Repair already done

## INSTRUCTIONS TO CRM:

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

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

CUSTOMER STATED, VEH PURCHASED USED FROM TOY STORE SEIMINOLE BLVD LARGO FL 727 585-6000.  
CUSTOMER STATED, THAT ON TODAY THE VEHICLE WILL NOT TURN LEFT OR RIGHT THE VEHICLE IS ONLY  
MOVE FORWARD AND IN REVERSE. PAUL AT THE TOY STORE IN LARGO, FL ADV THE CUSTOMER THAT THERE  
ISA STEERING COLUMN LOCKED CAMPAIGN AND THAT CHEV SHOULD TAKE CARE OF THE THIS CONCERN UNDER  
THE STEERING COLUMN LOCKED CONCERN. CRM ADV CUSTOMER THAT CRM ENTERED VIN# INTO OUR DATABASE  
AND THE VIN# IS NOT INCLUDED IN THE STEERING COLUMN LOCKED CAMPAIGN. CRM APOLOGIZED. CRM

THEN CONTACTED PAUL AT THE TOY STORE IN LARGO, FL AND PAUL STATED, TO THE CUSTOMER THAT GM IS RESPONSIBLE FOR REPAIRING THE VEH UNDER THE STEERING WHEEL CAMPAIGN. CRM ADV PAUL AT THE TOY STORE THAT CAMPAIGN/VIN ARE GENERATED BASED ON THE VIN# CRM ADV PAUL WAS NOT IN AGREEMENT. PAUL STATED, THAT HE KNOWS THAT CHEV CORVETTES HAVE STEERING COLUMN LOCKED CONCERNS AND THAT CHEV SHOULD TAKE CARE OF EVERY STEERING COLUMN LOCKED CONCERN SINCE THERE IS A CAMPAIGN. PAUL STATED, THAT HE INFORMED THE CUSTOMER TO CONTACT THE ZONE MANAGER IF CHEV DO NOT MAKE THE REPAIR. PAUL STATED, THAT HE USES AUTOWAY IN CLWTR, FL WHO SVC THEIR CORVETTES. WHEN THEY HAVE CONCERNS. CRM REPEATLY TRIED TO CONVINCE PAUL OF THE CONCERNS HOWEVER, HE ONLY BECAME UPSET. CRM CONTACTED AUTOWAY CLEARWATER, FL SVC MGR SHE STATED, THAT SHE (SHEILA) HAS TRIED REPEATLY TO ADV. PAUL AT THE TOY STORE. CRM THEN CONTACTED CLASSIC CHEV AT 407 297-4321 AND MIKE SEILER WHO WAS ADV OF THE CONCERNS. THE CUSTOMER IS SEEKING COST ASSISTANCE. CUSTOMER STATED, HE HAS OWNED 19 CORVETTES. CLASSIC CHEV STATED, THAT THEY USE ACE RECKER CO FOR TOWING 407 855-6631. CRM ADV CUSTOMER THAT CRM CANNOT PROMISE IF CHEV WILL OFFER GOODWILL. CRM ADV CUSTOMER THAT CHEV MUST DIAG THEN REPAIR. CRM ADV. MIKE SEILER AT CLASSIC CHEV IF IT WAS THE STEERING COLUMN LOCKED CAMPAIGN WHAT WOULD BE AN APPROX COST OF REPAIR? MIKE SEILER STATED, UNDER \$400.00. CUSTOMER WILL HAVE VEH TOWED TO CLASSIC CHEV PH# 407 297-4321 FOR REPAIR. CRM COMMITTED TO CONTACTING CUSTOMER ON 4-9-02. CRM CAROLYN BRIGHAM/CORR/TAMPA/IRC; 0; 99999  
2002-04-09

CRM CONTACTED THE DEALERSHIP TO VERIFY IF THE VEH HAD ARRIVED.  
CRM CONSULTED WITH THE GENERAL MANAGER WHO WILL VERIFY THE INFO THEN LEAVE CRM/A VOICE MESSAGE.  
CRM WAITING FOR RESPONSE FROM CLASSIC CHEV DEALERSHIP.  
CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 387223958  
2002-04-10

SERVICE MANAGER, GREG M. STATED, AS OF 4-09-02 (TIME 1515) THE DEALERSHIP HAVE NOT HEARD FROM THE CUSTOMER. PER GREG M. THE VEHICLE HAS NOT ARRIVED AT THE DEALERSHIP.  
CRM WILL FOLLOW UP WITH THE CUSTOMER.  
CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 387288671  
2002-04-16

CRM FOLLOW UP.  
PER DEALERSHIP SVC MGR CUSTOMER DECIDED NOT TO USE THE DEALERSHIP.  
CRM CLOSING FILE SATIS.  
CRM CAROLYN BRIGHAM/TAMPA/CORR/IRC; 0; 387803662

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

TYPE OF INJURY:  
TREATED:

IF SO, WHERE:

\*\*\*\*\*AIR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

SPRINGFIELD

NI

HOME PHONE:

CASE NUMBER: 04787988 VIN: 1G1YY32G8W5112931  
MODEL YEAR: 1998  
DATE OPENED: 2001-07-03 SERIES: UNKNOWN  
DATE CLOSED: 2001-07-03 MILEAGE: 28000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General  
0 REPAIR ATTEMPT(S)Inoperative  
STEERING LOCKED UP

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- \* Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
  - 1) Review warranty history on "VIN Profile" tab
  - 2) Contact appropriate Service dealership to discuss
  - 3) Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- \* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STATES THAT STEERING WHEEL LOCKED UP AND THE LIGHT STEERING COLUMN LOCK MESSAGE IS ON.  
CUSTOMER SEEKING HELP ON HOW TO UNLOCK STEERING WHEEL. CRM ADVISED THAT THE CAR NEEDED TO GO  
INTO SERVICE AND CUST HUNG UP, BEFORE I CAN FINISH ADVISING. BRENDASANTOS/ATX/CARS; 0;  
363048305

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:  
REPLACEMENT VIN:  
\*\*\*\*\*BODILY INJURY\*\*\*\*\*  
NUMBER OF INJURIES: 0  
COMMENTS:  
NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
SEATING POSITION:  
TYPE OF INJURY:  
TREATED:  
DEALER BUYOUT:  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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



# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4908740	VIN Number:	1G1YY32G8W5113290
Date Opened:	7/24/2001	Model Year:	1900
Date Closed:	11/1/2001	Series:	Corvette
Dealer Code:	B13290	Mileage:	29846
Address:	HOSELTON CHEVROLET IEAST ROCHEST	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN LOCK STEERING INT WILL NOT UNLOCK

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/24/2001 13:55:49 SBD TEMPLATE - WACHTMEISTER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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

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

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

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

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

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

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

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

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

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

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

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

07/24/2001 13:55:49 HISTORY - WACHTMEISTER

TECH STS WHEN HE GOT IN THE VEH THE COLOMN LOCK WOULD NOT UNLOCK.

WHEN TECH STARTED DIAG CONCERN LOCK STARTED WORKING PROPERLY.

VEH DOES NOT FALL IN THE VIN BREAK FOR 01044.

TAC ADVISED TECH OF INFO IN P/I A000265 AND IT'S CONTENTS.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Riverside

CA

HOME PHONE:

CASE NUMBER: 1-31120210

VIN: 1G1YY32G8W5114033

DATE OPENED: 2002-09-06

MODEL YEAR: 1998

DATE CLOSED: 2002-09-13

SERIES: Corvette

SOURCE: Phone

MILEAGE: 53000.0000000

BRC TYPE: N/ANo

DELIVERY DATE:

BRC PARENT:

DEALER NAME: Riverside Auto Holdings, Inc.

DEALER ADDRESS: 5200 Auto Dr, Riverside, CA, 92504-4106, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Vibration / Balance

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

1-31120210: Steering column locking up / taillights not coming on, ; 2002-09-06  
2002-09-06

1-31120210: Dlr call for cust appt, ; 2002-09-06  
2002-09-13

1-31120210: Next cust contact: 09/13, 9-11pm/est; ; 2002-09-13  
2002-09-13

Service Request has been Closed Satisfied.; ; 2002-09-13

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

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

HONOLULU, HI

CASE NUMBER: 05260038 VIN: 1G1YY32G8W5114078  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-09 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-09 MILEAGE: 27377  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: CUTTER CHEVROLET  
BRC PARENT: DEALER ADDRESS: 1391 KAPIOLANI BLVD, HONOLULU, HI, 96814, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) engine cuts out when starting

A01 Open Campaign Customer Satisfaction  
0 REPAIR ATTEMPT(S) none at this time

A07 Referred to Dealer Customer Satisfaction  
0 REPAIR ATTEMPT(S) dlr can diagnose/repair

S55 Warranty Clarification Customer Satisfaction  
0 REPAIR ATTEMPT(S) 3yr/36000 miles

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

Cust states power steering column locks and when engine is started, it stalls.  
Cust seeks to know if there is a campaign for this, to have GM be aware of this as other Corvettes have same issue.  
CRM advised no campaign at this time and as veh is beyond parameters of time and bought

used, as-is, repair issues will need to be between cust and dlr. CRM left recorded message  
as heads up for svc mgr.

Della Richmond/pdc/cac; 0; 366235676

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

ROSEMY , CA

CASE NUMBER: 05561492 VIN: 1G1YV32G8W5117515  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-21 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-21 MILEAGE: 100000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HEDRICK S/HALLOWELL CHEVROLET CO.  
BRC PARENT: DEALER ADDRESS: 961 W SHAW AVE., CLOVIS, CA, 93612, USA

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	steer colum locked
T49 Technical Question	Customer Satisfaction
0 REPAIR ATTEMPT(S)	unlock veh

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\_Corapoint.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

cust states came out and started the veh and the steer locked. cust seeking to know how to unlock the steering. crm advised if cust had a dlr in the area where veh was serviced cust states yes. crm advised cust veh will not be able to be move till the steering is unlocked. crm can call svm for assist. or cust can have veh towed to the dlr on a flat bed only way. cust state will call dlr himself. cruzjimenez/pdx/cac; 0; 369961827

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:



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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

## TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

MINNEAPOLIS

MN

HOME PHONE:

CASE NUMBER: 05285653

VIN: 1G1YY32G8W5121533

DATE OPENED: 2001-08-13

MODEL YEAR: 1998

DATE CLOSED: 2001-08-13

SERIES: UNKNOWN

SOURCE: E-mail

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: HAROLD CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 1601 SOUTHTOWN DR, BLOOMINGTON, MN, 55431, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

locked, DIC message: Service Steering

Column.

S01 Service General

Customer Satisfaction

0 REPAIR ATTEMPT(S)

"received less than stellar service, due to

the fact, this "

steering wheel lockup concern

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

cust sent kana#1383058 dated 8-11-01 stating: The intent of this letter is to share with you my experience this week, and to ask for direction and assistance.

Chronology:

08/15, 10:30PM

Steering wheel locked, DIC message: Service Steering Column.

Called GM Road Service, was informed that I was outside of warranty coverage period. Authorized charge of \$74.

Approximately, one hour later, tow truck showed. Apparently, they were unable to locate the required flatbed.

And 30 minutes, driver gave up, called for the first available flatbed.

12:00 AM: Tow rescheduled for 6:00AM.

08/16, 7:00AM

Phoned service department to verify that car was received. I was told that I would get a call back.

11:00AM

On site at service department, did not get call back.

Told that, "they had car, confirmed problem, tried unsuccessfully to free steering wheel manually by putting all of their weight on left side of wheel." Yikes! Will get car in for service as quickly as possible".

5:00; 0; 366575869

2001-08-13

cont. PM

Service department called "to say that they had not been able to get it in today. Would try again tomorrow". Asked if the car was going to have to stay

outside. Was told  
"that because of steering lock, it would not be possible to move in doors."

08/10, 2:30 PM

Service department called. Informed me that "the problem had gone away.  
That several attempts to recreate the problem had failed.  
They don't know what else to do. Might as well, pick it up."

Now, here is what I think happened...

I truly believe that I received less than stellar service, due to the fact, this vehicle was outside of warranty.

Just outside of warranty mind you. Approximately 5 months or 3K miles.

And because this model year, is not a part of the recall for the same problem, which is affecting the current model year.

Further, I believe that the tech, forced the steering wheel loose. Evidence being the steering wheel is now off center.

What I would like, warranted or not, is to drive; 0; 366575892  
2001-08-13

cont. this vehicle with confidence that  
this problem will not re occur.

My plan is to leave this car parked until such time, as the parts known to cause this problem have been replaced or repaired.

Please tell me how I can accomplish this. Also, this service was attempted by Harold Chevrolet, in Bloomington, MN.,

I would appreciate a referral to another local GM dealership.

Thank you for your time with this matter.

crm called dlr and spoke w/ sv advisor as sv mgr was on a test drive. dlr states cust brought veh in 8-7-01 and picked it up that same day-unable to duplicate concern. crm advised: Dear Mr. White,

Thank you for your E-mail to Chevrolet regarding your 1998 Corvette. We apologize for the concerns you described with the steering column in your Corvette. We are concerned with the comments expressed in your message to us. As a result, we have contacted your servicing dealership in an attempt to research your case. We spoke with Dan, Service Writer there. We understand that on; 0; 366577301

2001-08-13

cont. on August 7, 2001 you had your vehicle brought to the dealer for diagnosis. However, your dealer was unable to duplicate the concerns you described. Additionally, the diagnostic equipment was unable to pick up any codes for this concern.

There are times when a concern may be intermittent, as in your case. In such instances it may be necessary to leave your vehicle with the dealership at least overnight to allow the dealership's service department to duplicate the conditions under which you have experienced the concerns you described. Any input that you can provide to your dealership is vital in correctly diagnosing your Corvette. Additionally, you may also wish to take a test drive with a member of the Service Department before and after the repair of your truck. Without duplicating your concerns, the dealership cannot diagnose it. Therefore, they would be unable to repair your vehicle to your satisfaction.

Another suggestion in the instance that your current dealership is unable to repair your v; 0; 366577329

2001-08-13

cont. is to seek a second opinion at another local Chevrolet Dealership. Occasionally, a fresh pair of eyes will provide insight to a resistant concern.

We would also suggest that you contact the Chevrolet Customer Assistance Center. A file has been created for you there, documenting your concerns. Advisors there will be able to work

along with you and your dealership in resolving this matter with you to your satisfaction. You may reach an advisor at 1-800-222-1020. Please contact them at your earliest convenience for further assistance. You may refer to file C5285653 when calling.

Again, we appreciate this opportunity to serve you. If we may be of any assistance to you in the future, please let us know. We will do our best to assist you.

Sincerely,

Alecia Rutkowski  
Customer Relationship Manager  
GM Internet Response Center; 0; 366577347  
2001-08-13

CUST SEEKS TO ADDRESS CONCERNS. CUST STATES THAT HIS STEERING WHEEL KEEPS INTERMITTENTLY LOCKING UP AND LAST DLR WAS UNABLE TO DUPLICATE CONCERN AND ACTUALLY LOOSENING STEERING WHEEL BY FORCE. CUST STATES THAT HE WOULD LIKE TO TAKE THE VEH TO ANOTHER DLR AND HAVE THE CAMPAIGN PERFORMED EVEN IF IT AT HIS EXPENSE. CUST STATES THAT HIS VEH IS EXHIBITING THE SAME CONDITION, BUT NO CODES ARE SHOWING, AND FEELS THAT HIS VEH SHOULD HAVE BEEN INCLUDED IN CAMPAIGN. CRM ADV CUST THAT CRM CAN CONTACT DLR ONCE THE VEH IS IN AND DIAGNOSED TO FIND OUT IF VEH HAS SAME CONCERN AS INDICATED IN THE CAMPAIGN 01044. CUST STATES THAT HE WILL JUST PAY AND SEND IN DOCS FOR REIM CONSIDERATION. CRM ADV CUST OF ADDRESS AND WHAR DOCS WILL NEED TO BE REVIEWED. LZJ RUIZ/ATX; 0; 366594944  
2001-08-14

cust sent kana#1383058 dated 8-13-01 stating: Thanks you for your response. I will contact the customer assistance center.

For the record, this vehicle was not brought in for diagnosis. It was in fact, towed to them in a fail state. It remained in that failed state for an entire day. This was verified by the person on the service desk, and also by the tech.

If the problem did mysteriously go away over night, before test equipment could be hooked up, that really should not be a factor. This is a known problem, with recommended replacement parts. Why, anyone is calling this intermittent, and treating this like a minor inconvenience, is beyond me. This is, and should be considered a major problem. A problem that could be a danger to myself and others. All I want is to have this problem taken care of. Without, having to wait to be stranded somewhere in the middle of the night again.

crm advised: Dear Mr. White,

Thank you for contacting the GM Internet Response Center.; 0; 366640389  
2001-08-14

cont. We sincerely apologize for the concerns you are experiencing with your vehicle. We do understand your frustration. However, this office is not in the best position to assist you. We are not a technical support center. We rely on our dealerships to provide this type of support to our customers.

Again, since you experiencing concerns with your vehicle and your dealer is unable to come up with a code or duplicate your concern, it is considered an intermittent concern. We are sorry if it appears that we are not giving this concern the attention you feel it deserves. We are, however, attempting to work with you toward resolving this matter. IN order to do this, your vehicle must be diagnosed by your local authorized Chevrolet Dealership. Without a diagnosis, your vehicle cannot be repaired.

Again, please feel free to call your advisor at the Chevrolet Customer Assistance Center should you have further questions. We have noted that you have been in contact with the Chevrolet Customer Assistance Center; 0; 366640429

2001-08-14

cont. since first contacting our website. We have updated your file with your recent message to us. Please continue to work with Ms. Ruzs as she is in the best position to provide you with a timely resolution. The Chevrolet Customer Assistance Center can be reached at 800-222-1020. They are open weekdays from 8:00am until 11:00pm, Eastern Time. You may refer to file C5285653 when calling.

Please feel free to e-mail us again. Thank you for making Chevrolet your vehicle of choice!

Sincerely,

Alecia Rutkowski  
Customer Relationship Manager  
GM Internet Response Center; 0; 366640449

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:

## REPURCHASE REASON:

DEALER BAC:  
DEALER NAME:  
DEALER ADDRESS: . . .

CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:

**ENGINE TYPE:**

**MILEAGE @ BUY-BACK: 0**  
**MSRP:**

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

**LOCATION:**

RESTRAINT:

IF NO, WHERE:

\*\*\*\*\*ADE INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	% BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
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:

Birmingham

AL

HOME PHONE:

CASH NUMBER: 1-132295590

VIN: 1G1YY32G8W5122519

MODEL YEAR: 1998

DATE OPENED: 2003-08-20

SERIES: Corvette

DATE CLOSED: 2003-08-20

MILEAGE: 25227.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME: Edwards Chevrolet CO., Inc.

BRC PARENT: DEALER ADDRESS: 1400 Third Avenue North, Birmingham, AL, 35203-1882,

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

Ignition lock; ; 2003-08-20

2003-08-20

Scv Mgr, Charlie Johnson; ; 2003-08-20

2003-08-20

Submit approval to close dissatisfied; ; 2003-08-20

2003-08-20

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

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:  
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:

PLANTATION

FL

HOME PHONE:

CASE NUMBER: 05020145

VIN: 1G1YY32G8W5127381

MODEL YEAR: 1998

DATE OPENED: 2001-07-23

SERIES: CORVETTE CONV

DATE CLOSED: 2002-01-07

MILEAGE: 31000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: ED MORSE CHEVROLET/OLDSMOBILE/SAMARA

BRC PARENT:

DEALER ADDRESS: 14401 W SUNRISE BLVD, SUNRISE, FL, 33323, USA

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

M02 Steering Linkage/Component Parts

Other

1 REPAIR ATTEMPT(S)

stering column lock

Vehicle operation or design

INSTRUCTIONS TO CRM:

\*Pinpoint / understand concern

\* Determine Customers expectation

\* Validate feature is on vehicle

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

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

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

\* Validate with dealership if necessary

\* Coordinate with dealership to compare with another vehicle if necessary

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

Vehicle operation or design

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

Requested letter has been approved and sent.

James Adams/ Goodwill Liaison/Tampa; 0; 378260082

2001-07-23

Cust states that his steering column locked on 7/4/01. Cust states that he called CAC and was informed that there was no campaign. Cust states that because he is in the repair industry he purchased the parts and performed the work himself (\$228.60 for parts and tools). Cust states that this week he received campaign notice for same constion. Cust states that the campaign calls for a different parts. Cust seeks reim for the parts cost and to have veh repaired under the campaign. CRM advised transfer to LOPEZL2.

Bruce McVey/CARS/TPA/T1; 0; 364762973

2001-07-23

CALL TRANSFER FROM-TIER1 BRUCE MCVEY.....CUST STATES THAT HIS STEERING COLUMN LOCKED ON 07/04, THAN HE CALLED CAC ON 07/05 #04809431, AND WAS ADV THERE WAS NO RECALLS ON HIS VEHICLE. CUST THAN PURCHASED PART AND TOOLS (\$228.60 for parts and tools) @ DLR ED MORSE, TO REPAIR STEERING COLUMN HIMSELF. CUST STATES HE IS A MECHANIC AND REPAIRED VEHICLE HIMSELF. CUST STATES AFTER REPAIRING VEHICLE HE RECIEVED A LETTER DATED 07/04 CAMPAIGN# 01044 (STEERING COLUMN LOCK). CUST SEEKS REIMBURSEMENT FOR \$228.60. CRM ADV CUST GM WILL REIMBURSE FOR THE PART ONLY \$112.25 (NO TAX, CUST GET EVERYTHING @ RETAIL BECAUSE HE OWNS A SHOP). CRM ADV CUST TO SEND ORIGINAL RECEIPT, PROOF OF PYMT AND PROOF OF OWNERSHIP FOR

REVIEW OF REIMBURSEMENT. CRM ADV OF REQ# AND EXT 57719. LILIANA LOPEZ/CARS/TAMPA/TIER2; 0; 364765228  
2001-08-20

TM FORWARDING TO CRM FIELD#K TO UPDATED FILE AND ADDRESS CUST CONCERNS. PREVIOUS CRM LOPEZ2 IS NOT AVAILABLE TO ASSIST CUST. JENNIFER JARRETT/TM/TAMPA/PLF; 0; 367192517  
2001-08-22

CRM RESUMED DUE TO TRANSFER. CRM WILL WAIT FOR DOCS AND CRM WILL CALL CUST NEXT WEEK TO FOLLOW UP IF THERE ARE NO DOCS REC'D. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 367363447  
2001-09-07

CRM RESUMED TO REVIEW. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 368738569  
2001-09-20

CRM RESUMED FILE. CRM WILL CALL CUSTOMER AND ASK HIM STATUS OF DOCS. LILIANA LOPEZ/CARS/TAMPA/TIER2/57719; 0; 369840929  
2001-09-28

CRM CALLED CUSTOMER AND LEFT HIM MESSAGE. CRM ADV CUSTOMER WE HAVE NOT RECIEVED DOCS FOR REIMB. CRM ADV CUSTOMER OF REQ#. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 370547059  
2001-09-28

CRM CALLED CUSTOMER @ 954-475-8173 AND LEFT HIM MESSAGE, CRM ADV CUSTOMER WE HAVE NOT RECEIVED DOCS TO PROCESS REIMB. CRM ADV OF REQ#. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 370549620  
2001-10-16

CRM CALLED CUSTOMER AND LEFT HIM MESSAGE...CRM ADV CUSTOMER CAC HAS NOT RECIEVED DOCS TO PROCESS RHIMB. CRM AWAITING DOCS. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 372090308  
2001-10-29

CRM CALLED CUST 954-475-8173 AND LEFT MESSAGE...CRM ADV CUSTOMER CAC HAS NOT RECIEVED DOCS TO PROCESS REIMBURSEMENT. CRM ADV CUSTOMER OF REQ#. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 373243137  
2001-11-12

CRM SEND CUSTOMER ORIGINAL DOC-LETTER . CRM CLOSING FILE, PENDING FURTHER CONTACT FROM CUSTOMER. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 374452097  
2001-11-13

Letter reviewed and approved. Cookie McCormick/Goodwill Liaison/Tampa; 0; 374510410  
2001-11-13

RCVD DOCS AND ATTACHING TO FILE. CRM NOTIFYING PREV CRM. SHARON KELLY/CORR/TAMPA; 0; 374516773  
2001-11-20

CRM CALLED CUSTOMER AND ADV HIM HE NEEDS TO SEND ORIGINAL RO, PROOF OF PYMT AND PROOF OF OWNERSHIP. CRM AWAITING DOCS. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 375115694  
2001-12-04

CRM CALLED CUSTOMER AND ADV HIM HE NEEDS TO SEND ORIGINAL RO, PROOF OF PYMT AND PROOF OF OWNERSHIP. CRM AWAITING DOCS. LILIANA LOPEZ/CARS/TAMPA/57719; 0; 376338896  
2001-12-13

TM FORWARDING FILE TO AMY GIBSON MERRITT FOR FOLLOW UP.  
JENNIFER RESSEGUIE/TM/TAMPA; 0; 377121494  
2001-12-21

CRM WILL RESUME TO SEE IF DOCS RECEIVED ON 12/24 1PM EST.  
AMY MERRITT/TPA/CAC/57189; 0; 377792519  
2001-12-26

CRM RESUMED AND NO DOC RECEIVED. CRM CALLED PRIMARY NUMBER AND NO ANSWER/NO MACH..CRM SENDING  
UNABLE TO CONTACT LETTER AS CUST HAD ALSO BEEN NOTIFIED ON 12/4 AS WELL TO SEND DOCS.  
AMY MERRITT/TPA/CAC/57189; 0; 378241778

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLGED 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:  
REFURCHASE REASON:

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

ENGINE TYPE: FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0  
MSRP:

BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

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:

Acworth , GA

CASH NUMBER: 1-21973116 VIN: 1G1YY32G8W5130023  
MODEL YEAR: 1998  
DATE OPENED: 2002-08-05 SERIES: Corvette  
DATE CLOSED: 2002-08-15 MILEAGE: 42000.0000000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: N/ANO DEALER NAME: Bill Heard Chevrolet at Town Center, LLC.  
ERC PARENT: DEALER ADDRESS: 950 Ernest Barrett Pky, Kennesaw, GA, 30144, USA

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

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

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

RFI campaign-01044; ; 2002-08-05  
2002-08-05

Goodwill Roadside; ; 2002-08-05  
2002-08-05

Possible goodwill towing; ; 2002-08-05  
2002-08-09

activity opened by accident; ; 2002-08-15  
2002-08-15

Service Request has been Closed Satisfied.; ; 2002-08-15

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0



PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

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

MONTGOMERY

TX

HOME PHONE:

CASE NUMBER:	04979546	VIN:	1G1YY32G8X5110131
DATE OPENED:	2001-07-19	MODEL YEAR:	1999
DATE CLOSED:	2001-07-20	SERIES:	CORVETTE CONVERTIBLE
SOURCE:	Phone	MILEAGE:	32000
ERC TYPE:	No	DELIVERY DATE:	
ERC PARENT:		DEALER NAME:	MIKE HALL CHEVROLET INC
		DEALER ADDRESS:	

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

M41 Steering Column/Lock/Attaching Parts	Inoperative
0 REPAIR ATTEMPT(S)	01044

REQUEST FOR INFORMATION - Regarding Courtesy transportation - beyond warranty.

INFORM THE CALLER:

"Courtesy transportation is available for 1993 and newer model vehicles that are beyond warranty if the vehicle requires overnight repairs due to a product recall or a special policy repair as published in XXX divisional bulletins."

REQUEST FOR INFORMATION - Regarding Courtesy transportation - beyond warranty.

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

CUST STATES THAT HE IS THE FIRST OWNER OF THE VEH...CUST STATES THAT HE HAS A PROBLEM W/ HIS VEH'S STEERING COLUMN...CUST STATES THAT THE COLUMN WILL NOT TURN AND ENABLE THE VEH TO GO; CUST SEEKS TO KNOW WHAT TO DO; CRM ADVSD CUST THAT AT THE PRESENT TIME THERE IS A CAMPAIGN OUT ON HIS VEH INVOLVING THE STEERING COLUMN...CRM ADVSD CUST THAT HE WOULD NEED TO CALL AND SCHEDULE AN APPT FOR THE VEH TO BE SERVICED FOR THE CONDITION...CUST WANTED TO KNOW HOW HE WAS TO GET THE VEH THERE WHEN IT WILL NOT OPERATE CORRECTLY...CRM ADVSD CUST THAT SHE WILL CALL A COUPLE OF DLRSHPs AND FIND OUT IF THERE IS ANY COURTESY TRANSPORTATION AVAILABLE FOR HIM...CRM CONTACTED SVC MGR (BILLY TILLER) @ BUCKALEW CHEVROLET AND WAS TOLD THAT HE IS BOOKED UP FROM YESTERDAY W/ 32 JOBS AND THAT THEY ARE CURRENTLY TAKING CUSTs ON A FIRST COME FIRST SERVE BASIS...SVC MGR STATES THAT HE CANNOT GUARANTEE HOW LONG THE PROCEDURE WILL TAKE BECAUSE OF ALL THE REQUIREMENTS INVOLVED...CRM ADVSD CUST OF INFO AND TOLD CUST THAT SHE WILL CONTACT CON'T; 0; 364414980  
2001-07-19

A FEW MORE DLRSHPs CLOSE TO HIM AND SEE WHO WILL BE ABLE TO ACCOMMODATE HIM...CUST THANKED...CRM ADVSD CUST THAT SHE WILL GIVE HIM A CALL BACK AS SOON AS SHE HAS SOME INFO

C JACKSON/CAC/ATX; 0; 364414925  
2001-07-20

CRM CONTACTED THE SVC MGR AT PARKWAY CHEVROLET (BRIAN) IN REGARDS TO THE RECALL REPAIRS NEEDING TO BE DONE ON THE CUSTs VEH...SVC MGR STATES THAT THE CUSTs VEH WAS TOWED TO HIS DLRSHP ON YESTERDAY AFTERNOON...CRM INQUIRED ABOUT A LOANER VEH FOR THE CUST...SVC MGR STATES THAT THE CUST SHOULD GIVE HIM A CALL AND HE WILL MAKE SURE THAT THE CUST WILL GET A VEH...CRM ADVSD CUST ON HOW HE CAN OBTAIN A LOANER VEH

C JACKSON/CAC/ATX; 0; 364495221

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

EXTERNAL CASH 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:

Portland , OR

CASE NUMBER: 1-137868861 VIN: 1G1YY32G8X5115135  
MODEL YEAR: 1999  
DATE OPENED: 2003-09-05 SERIES: Corvette  
DATE CLOSED: 2003-09-09 MILEAGE: 36000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME: Ron Tonkin Chevrolet CO.  
BRC PARENT: DEALER ADDRESS: 122 NE 122nd Ave, Portland, OR, 97230-2103, USA

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

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

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

SR1-137868861 Holden, Brad, ; 2003-09-05  
2003-09-05

Svc Mgr, Carlos Lomeli; ; 2003-09-05  
2003-09-05

Svc Mgr, Carlos Lomeli; ; 2003-09-05  
2003-09-05

Created: CAC\_MW0001. SR#1-137868861; ; 2003-09-05  
2003-09-05

Submit letter for approval; ; 2003-09-09  
2003-09-09

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
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:



October 21, 2003

[REDACTED]  
Portland, OR [REDACTED]

Service Request: 1-137868861  
[REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 1999 Chevrolet Corvette. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

James Morgan  
Customer Relationship Manager

MN0001-P/lb

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

COLUMBIA, SC

CASE NUMBER: 04733167 VIN: 1G1YY32G8X5119797  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-28 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-08-07 MILEAGE: 22000  
SOURCE: Mail DELIVERY DATE:  
BRC TYPE: No DEALER NAME: HERNDON CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 5617 SUNSET BLVD., LEXINGTON, SC, 29072, USA

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

T22 CSI Reply	Customer Satisfaction
1 REPAIR ATTEMPT(S)	SERVICE-
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	5 YEARS/75000 MILES
N41 Power Seats Motor/Switch/Wiring	Loose
1 REPAIR ATTEMPT(S)	REPLACED
M41 Steering Column/Lock/Attaching Parts	Vibration
2 REPAIR ATTEMPT(S)	MAJOR GUARD WILL COVER
N40 Power Windows Motor/Switch/Wiring	Surge
1 REPAIR ATTEMPT(S)	REPLACED
C28 Seat Belt System	Loose
1 REPAIR ATTEMPT(S)	REPLACED

## 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\Iexplors.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\_Corepoi nt.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

## CSI-SERVICE

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

CUST STATES (CSI-SERVICE) very satisfied with service and somewhat satisfied with vehicle performance.  
Not very happy - had 1998 which was much better - will not purchase another. Crm will call 06/29/01 10/11am et.  
michael flynn/corr/tampa.; 0; 99999  
2001-06-29

Crn left a message on cust answering machine providing file number and Chev CAC phone number advising cust to contact Chev CAC regarding completed service call. Crn will call cust 07/02/01 10/11am et. michael flynn/corr/tampa.; 0; 362689588  
2001-06-29

CUST STATES HE HAS NOTHING BUT PRAISE FOR HERNDON CHEV. CUST STATES HE HAS HAD NUMEROUS PROBLEMS WITH HIS 1999 CORVETTE. (SEE VIN PROFILE). CUST STATES HERNDON HAS WORKED DILIGENTLY TO REPAIR THE PROBLEMS WHICH INCLUDE A COLLAPSED DRIVER SEAT, A STEERING COLUMN LOCKUP WHERE HE COULD NOT START VEH, A BROKEN TRUNK, A DEFECTIVE CONVERTIBLE TOP WHICH HE HAD TO REPLACE. ETC. CUST STATES THE DLR HAS DONE A GREAT JOB OF REPAIRS-HOWEVER HIS 1998 CORVETTE HAD VIRTUALLY NO PROBLEMS. BASED ON HIS EXPERIENCE WITH THIS VEH-HE HAS LOST FAITH IN CHEV CORVETTE AND MORE THAN LIKELY WILL NOT PURCHASE ANOTHER GM VEH. CRM RECOMMENDING OLC--- BUSINESS CASE BASED ON.....1/ CUST HAS HAD 5 NEW GM VEH IN LIFETIME-CURRENTLY OWNS A JAGUAR AND NEW FORD P/U. PRICE IS NOT AN ISSUE WHEN PURCHASING. 2. CUST HAS MOST OF HIS SERVICE MAINTENANCE DONE AT DLR. 3. CUST HAS HIGH PRAISE FOR DLR, BUT DUE TO MULTIPLE REPAIR NEEDS ON THIS VEH-HE WILL NOT PURCHASE ANOTHER CORVETTE/CHEV. 4. CUST WAS EXTREMELY HAPPY WITH HIS 98 CORVETTE. JENSN ATK; 0; 362694381  
2001-07-19

DER G/W LIASON DELIA-OFFER THE CUST A GMPP CUSTOM ONCE DETERMINING HOW LONG CUST PLANS TO DRIVE VEH AND HOW MANY MILES HE DRIVES PER YEAR. CRM ATTEMPTED TO CONTACT CUST BUT REC'D ANSWERING MACHINE-CRM LEFT MSG TO CONTACT CAC WITH FILE# AND CRM TAKING CALL CAN SEND AN ALARM TO MY COMPUTER SO A CALLBACK TIME CAN BE SCHED.\*\*\*\*\*BENSONJ CAC/ATK; 0; 364403847  
2001-07-19

CUST CALLED &, AFTER REVIEWING NOTES, CRM QUESTIONED CUST AS TO HOW MANY MILES HE DRIVES PER YEAR & CUST ADV'D, "APPROX 12 - 13,000. CRM THEN QUESTIONED AS TO HOW LONG CUST INTENDED TO KEEP VEH & CUST STATED, "QUITE HONESTLY, I WAS GOING TO TRADE IT IN, BUT IF GM IS WILLING TO DO SOMETHING FOR ME, THEN I WILL QUITE LIKELY KEEP IT ANOTHER TWO YEARS". CRM ADV'D THIS INFO WOULD BE FORWARDED TO CRM HANDLING FILE. CUST ALSO ADV'D THAT DURING THE DAY FROM 8:30 TO APPROX 4:30 HE CAN BE REACHED @ (803) 822-4111. NO FURTHER ACTION REQ'D BY THIS CRM; TRANSF FILE BACK TO CRM BENSONJ. -CRM WANDA STRONG-PDX; 0; 364421039  
2001-07-19

CRM ATTEMPTED TO CALL CUST AT # LEFT-803-822-4111 BUT # DISCONNECTED-CRM LEFT MSG AT HOME# ANSW MACHINE-WHEN CUST CALLS BACK-PL2 OBTAIN CURRENT MILEAGE ON VEH AND CONFIRM ALTERNATE PHONE # FOR CUST OTHER THAN HOME #-THEN SEND ALRM TO BENSONJ CAC/ATK; 0; 364428707  
2001-07-19

cust states that the correct alternative phone # for cust is 8038224114, crn advised that she would update file, cust was in a hurry and crn was unable to obtain current mileage on veh, crn forwarding file to prev crn bensonj and alarming per prev notes, amber tegner,cac,pdx; 0; 364434197  
2001-07-20

CRM ATTEMPTED TO CONTACT CUST -CUST UNAVAIL-WILL TRY LATER THIS AFTERNOON BEFORE 430PM BENSONJ CAC/TAX; 0; 364493076  
2001-07-20

cust called in wanting to speak with previous CRM BENSONJ, CRM advised cust would get msg to CRM, cust can be reached @ 803-822-4114  
Kristy Wintermantel-cac-pdx; 0; 364500297  
2001-07-20

CRM SPOKE WITH CUST AND OFFERED A CUSTOM GMPP FOR 60/75 FOR INCONVENIENCES HE HAS INCURRED AND IN HOPES OF RETAINING A LOYAL CHEV/GM CUST WHO STATED PREV HE WOULD NOT PURCHASE ANOTHER CHEV DUE TO THE PROBLEMS WITH THIS VEH. CUST ACCEPTED THE G/W OFFER AND STATED BECAUSE OF THE G/W OFFER HE HAS NOW CHANGED HIS OPINION ON FUTURE PURCHASE OF ANOTHER GM VEH.. CUST ALSO STATES HE CURRENTLY HAS 22000MILES ON VEH AND PLANS TO KEEP THE VEH 03-4YRS PENDING FUTURE MAINTENANCE ISSUES-CUST THANKED CRM FOR OFFER AND SAID IT HAS CHANGED HIS ATTITUDE TOWARD CHEV AND GM. SENDING NOTIFICATION TO G/W DELIA-BENSONJ CAC/ATK; 0; 364502303

2001-07-20

LIAISON CHECKING ALARMS. DELIA JONES, LIAISON, AUSTIN, TX; 0; 364513552  
2001-07-24

BUSINESS CASE FOR CUSTOM GMPP 60/75: CRM VERIFIED CUST ADDRESS AND CUST ACCEPTED GMPP-CRM BELIEVES THIS IS THE PROPER KIND OF G/W BECAUSE CUST HAS HAD 5GM VEHICLES AND CUST HAS REPEATED PROBLEMS WITH STEERING AND ELECTRICAL WINDOW SYSTEMS. VIN PROFILE SUPPORTS THE CUSTOM GMPP BECAUSE OF THE FOLLOWING CLAIMS--CLAIM#20 FOLDING TOP COVER ASSEMBLY(ELECTRICAL)-CLAIM #18 FRONT HOUSING /SEALER CLAIM#17 STEER COLUMN R @ R-CLAIM #14 RIGHT FRONT DOOR WINDOW #13 RIGHT FRONT SEATBELT CLAIM# 11 BUCKET CUSHION (BUCKET SEAT)-CLAIM #7 BUCKET SEAT ADJUSTER - CLAIM#4 STEERING LOCK AND PARTS AND CLAIM#2 STEERING LOCK AND PARTS (24025 MILES AND 24021 MILES) AND CLAIM #1 REPLACED CARPET. BENSONJ CAC/ATX; 0; 364843253  
2001-07-24

CRM SPOKE WITH VINCE/SVC MGR AT HERNDON CHEV AND VINCE STATES THE MOST RECENT STEERING AND ELECTRONIC REPAIRS HAVE BEEN DUE TO FAILURES IN THE ELECTRONIC SOLENOID AND REGULATOR ASSEMBLY. THE STEERING WHEEL LOCK REPLACE HAVE BEEN SO CHRONIC THAT VINCE STATES GM IS NO LONGER PUTTING THESE PARTS IN THE NEW CORVETTES COMING FROM THE FACTORY. VINCE STATES THAT HE RECOMMENDS A MAJOR GUARD GMPP FOR CUST AS CUSTOM WOULD NOT COVER THE ELECTRICAL REPAIRS THAT HE HAS HAD DONE BUT A MAJOR GUARD WOULD COVER ONCE THE VEH IS BEYOND THE 3/36 WRNTY. CRM REQUESTING A MAJOR GUARD FOR 60/75 AND FORWARDING UPDATE ON THIS FILE TO G/W DELIAJ BENSONJ CAC/ATX; 0; 364845557  
2001-07-25

BUSINESS CASE CONTINUED: CRM VERIFIED CUST ADDRESS AND CUST ACCEPTED OFFER. CRM VEH IS REPAIRED. CRM VERIFIED THAT REPAIR WAS NOT DUE TO CUST NEGLIGENCE OR MISUSE. CUST IS RECONSIDERING ORDERING HIS 2000 CORVETTE BECAUSE OF HIS RELATIONSHIP WITH CAC-CUST HAS HIS MAINTENANCE DONE AT DLR. CRM SPOKE WITH TM AND LIAISON AND BOTH AGREE WITH GMPP FOR CUST. BENSONJ CAC/ATX; 0; 364946244  
2001-07-27

liaison reviewing request for GMPP Majorguard 60/75m and will submit for final approval. goodwill liaison/angie pezzi/austin, tx; 0; 365108397  
2001-08-06

GMPP LIAISON HAS SUBMITTED THE GMPP IS ON ITS WAY LETTER TO THE APROVERS AND HAS COMPLETED THE CONTRACT FOR MAJOR GUARD  
NAAMAN PHILLIPS/GMPP LIAISON/ATX; 0; 365978945  
2001-08-07

LETTER APPROVED  
SHAUNTE WILLIS/LIAISON/ATX; 0; 366053151  
2001-08-22

GMPP LETTER WAS MAILED ON 8-8-01. PERCY EDWARDS/AUSTIN/LIAISON.; 0; 367362576

\*\*\*\*\*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  
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:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

August 7, 2001

[REDACTED]  
Columbia, SC [REDACTED]

Request: C04733167  
[REDACTED]

Thank you for your support of Chevrolet Motor Division. 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 Major Guard plan for your 1999 Chevrolet Corvette, Vehicle Identification Number 1G1YY32G8X5119797, is for the following:

- 60 months or 75,000 odometer miles, whichever occurs first
- Standard rental
- A \$0 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Naaman Phillips  
Customer Relationship Manager

RS0011-A/snw



# Service Satisfaction Survey

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

Mr Cary Friedman  
937 Shelter Cove Ct  
Columbia SC 29212-8360  
[XXXXXXXXXX] [XXXXXXXXXX] [XXXXXXXXXX] [XXXXXXXXXX]

Home telephone: (803) 407-1717  
Charge to: ( )

Please provide us with your preferred email address:

Dear Mr Cary Friedman:

Our records indicate that you had your 1999 Corvette serviced at Herndon Chevrolet on May 8, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Herndon Chevrolet.

Sincerely,

*Dawn L Wright*

Dawn L Wright  
Director - Customer & Relationship Services

## Instructions

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

☐ Please check this box if you no longer own/lease this 1999 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 8, 2001, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                    | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> |
|  | Yes                                 | No                       | Does Not Apply/Not Requested | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     |                          |                          |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                    | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

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

YG1TY3264X5118787 16365

21118365486 00000114008 108273

051



# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed? ☐ Not At All Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant? ☐ Not At All Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The ease of getting your vehicle? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
  - The condition in which it was returned? ☒ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☐ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other please specify: \_\_\_\_\_
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice? ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☐ Yes ☐ No ☒ Don't know/Not sure

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with **Harold Chevrolet**? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service? ☒ Definitely Would ☐ Probably Would ☐ Might/Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your **1998 Corvette**? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
19. Do you have any comments/recommendations about your Dealership? excellent

Vehicle not very happy, had a 1998 much better car - will not buy another

20. Are you ... ☒ Male ☐ Female
21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1620

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 15063, TOLEDO, OH 43606-0063

# GMPP REQUEST FOR PROCESSING

Motor Insurance Corporation  
National Mechanical Service Center  
P.O. Box 6855  
Chicago, IL 60680-6855

00-27-61PC1:51 RCVD

Please process the attached GMPP Contract Registration form!

## Customer Information:

Customer Name: [REDACTED]

File Number: 004733167

Personal Use: ☒

Commercial Use: ☐

Reason for offering GMPP:

For concerns w/ the seat belt system,

power windows, and steering column

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN # 1G1YY3262X5119797

Year: 1979 In-service Date: 2-25-99 Mileage: 22000

Division Dealer Code Information: (Circle one below)

Pontiac - 16-88123

GMC Truck - 48-81764

Oldsmobile - 18-88001

Buick - 11-88001

Chevrolet - 13-70011

Cadillac - 12-88000

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 of upgrade; Customer will pay total cost

☐

Approve and pay for an upgrade; apply original coverage refund to Division making request

☐

Pay for all coverage costs; refund the original coverage cost to customer.

☐

Cancellation

Payment Approval:

CRM (decision maker):

Joachim Reason

Plan Selection:

Major Auto 60/75,000 \$10,000

Team Manager/Supervisor:

Luis Barrientes

Date: 8-6-01

977835931

## Contract Registration

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

1G1Y432G-8X5119M97

YEAR MAKE MODEL  
1999 Chevrolet Corvette

CURRENT ODOMETER PLAN PURCH. DATE COMM. EMER. 4WD

22000 8-6-01

SELECT ONLY ONE

GMFP<sup>SM</sup> MRP<sup>SM</sup> MAJOR GUARD<sup>SM</sup> CUSTOM POWERTRAIN

X or 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 8-25-99

MONTHS	36	48	60	72	OPTIONAL DEDUCTIBLE
			X		\$100
MILES	30,000	60,000	75,000	100,000	\$200
			X		

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	OPTIONAL DEDUCTIBLE
			\$100
			\$200

SmartCare<sup>SM</sup> and Mech. Coverage

TOTAL \$ 00

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

MONTHS	MILES	MONTHS	MILES	MONTHS	MILES
12	12,000	36	36,000	36	50,000
	18,000			48	60,000
	24,000			60	75,000
24	30,000	36	45,000	72	100,000

SMARTCARE<sup>SM</sup> PRICE \$ 00  
TAX \$  
TOTAL \$

MECHANICAL COVERAGE PRICE \$ 00  
TAX \$  
TOTAL \$

FIRST NAME MI. LAST NAME  
Cary L. Friedman

NAME OF BUSINESS OR MUNICIPALITY

FLEET GM EMPLOYEE

AREA CODE &amp; PHONE NUMBER

803-407-1717

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

837 Shelter Cove Ct.

CITY

Columbia

STATE

SC

ZIP

29212-8350

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

DEALER NAME

Chevrolet Division

ADDRESS

P.O. Box 33170

CITY

Detroit

DEALER CODE

13-70011

STATE

MI

ZIP

48232-5170

LIEN-HOLDER NAME

GMAC or Chevrolet Division

MAILING ADDRESS

P.O. Box 33170

CITY

Detroit

STATE

MI

ZIP

48232-5170

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

Cary L. Friedman

CUSTOMER SIGNATURE

DATE

8-6-01

☐ Mailed to National Mechanical Service Center, P.O. Box 6853, Chicago, Illinois 60680-6853☐ In the state of Arizona, the service company for the MRP program is NAC Services Corporation.☐ Submitted by GM Access (CDR).©1999 General Motors Corporation 701ALLB  
Little U.S.A. All Rights Reserved.

ORIGINAL COPY

DATE

NOTE: IF YOU DO NOT RECEIVE YOUR AGREEMENT AND LD. CARD WITHIN 60 DAYS, CALL 1-800-851-6888

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

CASE NUMBER: 04528628 VIN: 1G1YY32G8X5120643  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-12 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-06-12 MILEAGE: 25000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) steering column locked

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATED STEERING COLUMN LOCKED, CUST STATED THIS HAS HAPPENED BEFORE, STATED IS VERY INTERMITTENT, STATED THE 1 TIME HE TOOK VEHICLE TO DLR, DLR NOT ABLE TO DUPLICATE. CUST STATED VEHICLE WILL USUALLY CORRECT ITSELF, BUT STATED HAS NOT CORRECTED ITSELF YET, CUST STATED SEEKS IF CRM HAS IDEA HOW TO RESOLVE. CRM REVIEWED WEB KNOWLEDGE, DID FIND INFO THAT STATES THERE HAS BEEN A CONCERN WITH STEERING COLUMN LOCKING IN 1997-2001 CORVETTES, THIS IS PART OF SECURITY SYSTEM, STATED IF WHEEL STAYS LOCKED, CUST NEEDS TO TAKE VEHICLE TO DLR. CRM ADVISED CUST OF THIS, ADVISED CUST SHOULD HAVE ROADSIDE TOW VEHICLE TO DLR, CRM CONTACTED ROADSIDE, WAS ABOUT TO TRANSFER CUST OVER TO ROADSIDE, CUST DISCONNECTED. CRM ATTEMPTED TO CONTACT CUST ON CELL, NO ANSWER. BEN ENGSTROM/POX/CAC; 0; 361245110

\*\*\*\*\*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:  
ERC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

## AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LIMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

&amp; BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

DIV: CHEVROLET CASE 000024180 TYPE: G-GENERAL  
NAME: FITZGERALD CHEVROLET-GEO-CADIL  
YR/MDL: 1999/CORVETTE

## Base Case Information

OWNER: MR GARY  
ADDRESS: 501 CHESTNUT CT

RADGLEY

CITY: LAFLADA  
VIN: 1G1YY32G8X5122117  
RESP DEALER: 00000  
MILEAGE: 6700  
YEAR/MODEL: 1999/CORVETTE

STATE: MD ZIP: 20646-9999  
DELIVERY DATE:  
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 01/13/2000 ORIG OPEN DATE: 01/13/2000  
REOPENED: N  
LAST ACTIVITY DATE: 01/14/2000 BY: KIM FISHER  
CLOSE DATE: 01/14/2000 SCRAP DATE: 12/31/9999  
LITIGATION/RETENTION REQUIREMENT HOLDS:  
LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

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

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N  
CONTACTED DATE: 01/13/2000  
DEALER CLOSED : 01/13/2000

DEALER NUMBER: 14322  
NAME: FITZGERALD CHEVROLET-GEO-CADIL  
CITY: FREDERICK ST: MD

## REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
M41	0		LOCK WHILE DRIVING
T04	0		CUST SEEKS ASSISTANCE TOWING VEH BACK TO HIS

## Certificates

No Certificates Data available for this case.

## General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 01/13/2000 09:20:54  
CUST STATED THAT WHEN HE WAS COMING FROM HOME IN PA TO MD STEERING  
COLUMN LOCKED WHEN CUST WAS ATTEMPTING TO START VEHICLE UP AGAIN..  
CUST STATED THAT HE HAD CAR TOWED TO DLR IN MD AND CAUGHT RIDE HOME  
APPROX 2HR AWAY FROM HIS HOME CUST STATED THAT VEHICLE HAS SAT AT DLR  
FOR THREE DAYS NOW, AND IS CURRENTLY READY FOR P/U CUST STATED THAT  
HE IS SEEKING TO HAVE HIS VEHICLE DELIVERED TO HIS HOME ON A FLAT BED  
CRM ADVISED CUST THAT SHE WOULD TALK TO SVM TO SEE IF REQUEST IS POSS.  
CRM CONTACTS DLR..KENDRA MOSELEY/ATX/T2  
CONFID SVM WHO STATED THAT HE WOULD SPEAK WITH HIS ADVISOR AND SEE IF  
IT COULD BE SET UP..AND IN TURN WILL CALL BACK TO UPDATE FILE, CRM  
WILL KEEP CHECKING FILE FOR RESOLUTION FROM SVM AND GET IN CONT WITH  
CUST..

NEXT CRM...PLS DOCUMENT DLRS CMTS..

KENDRA MOSELEY/ATX/T2

CRM RECIEVED A CALL FROM SVM GARY LEWIS. SVM STATES CUST'S VEH WAS  
TOWED IN TO THE DLRSHIP OVER THE WEEKEND AND REPAIRED BUT CUST LIVES  
2 HOURS AWAY FROM THE DLRSHIP. CUST NOW SEEKS TO HAVE HIS VEH  
DELIVERED TO HIS HOME. CRM CONTACTED CHEVY ROADSIDE ASSISTANCE TO SEE  
IF THEY WOULD AUTHORIZE THIS KIND OF ASSISTANE. CRM AND SVM SPOKE W/  
ROADSIDE REP LOUISE. REP STATES THEY CANNOT AUTHORIZE CUST REQUEST AND  
THAT THE DECISION WOULD BE UP TO CHEVROLET. CRM THANKED REP. CRM  
GOT THE CUST'S VIN FROM THE SVM. CRM WILL FURTHER RESEARCH THIS MATTER

KFISHER/AUSTIN\*CBC

CUST HAD VEH DELIVERED TO HIS HOME THIS MORNING. CUST STATES APPARENTL  
Y THE DLRSHIP SVM GOT THE AUTHORIZATION NEEDED FROM THE DISTRICT MANAGER  
CUST IS HAPPY W/ THE CURRENT SITUATION BUT DISSAPPOINTED THAT IT TOOK  
SO LONG TO COME UP W/ A RESOLUTION TO HIS PROBLEM. CUST THANKED CRM  
FOR THE CALL.

KFISHER/AUSTIN\*CBC

COMMENT TYPE: C-CLOSE  
CASE CLOSED BY SYSTEM  
CASE CLOSED BY SYSTEM

ENTERED DATE/TIME: 01/14/2000 00:00:01



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: MR GARY

RADGLEY

COMPANY:

ADDRESS: 501 CHESTNUT CT

CITY: LAPLADA

STATE: MD ZIP: 20646-9999

AGE: 000

HOME PHONE: (301) 932-0132

BUSINESS PHONE: (301) 843-2277

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:

CASE NUMBER: 05109595 VIN: 1G1YY32G8X5123820  
MODEL YEAR: 1999  
DATE OPENED: 2001-07-30 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-07-30 MILEAGE: 76482  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: No DEALER NAME: SINGH CHEVROLET  
ERC PARTENT: DEALER ADDRESS: 8200 AUTO DR., RIVERSIDE, CA, 92504, USA

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

M01 Steering General Other  
0 REPAIR ATTEMPT(S) locked on veh

LOCATE DEALER

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

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

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

Cust stated the steering locked on his veh Cust seeks tech invormation. Crm advised the cust we do not give tech advise and referred the cust to dealer or roadside. Cust did not want crm to continue he was in a hurry to go to the airport. dcasey/pdx/cac; 0; 365366180

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

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: 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:

179951

CHEVROLET MOTOR DIVISION  
\*\*\* GM RESTRICTED \*\*\*

OT74491 PAGE #: 1  
E94-120 M41-015

CASE NO: 99-0468585  
DATE OPENED: 08/19/1999  
DATE CLOSED: 08/19/1999  
SOURCE: LETTER  
CUSTOMER: ANDERSON P  
ADDRESS: P. O. BOX 9631  
HOME PHONE: 702 871 4231

VIN: 1G1YY3269X5123929  
MODEL YR: 99  
SERIES: YB CORVETTE  
MILEAGE: 002000  
STATE: NV  
LAS VEGAS NV 89191  
BUS. PHONE: 000 000 0000 EXT:

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

08/19/99\*\*\*\*\*

CRM REC'D CORR DATED 07/30/99 ADDRESSED TO CMD....OWNER STATES PURCHASED VEH LESS THAN A MONTH AGO....OWNER STATES WASHING VEH AND NOTICED THAT THE BLACK PLASTIC COVER IN THE RIGHT REAR WHEEL WELL WAS NEVER INSTALLED....OWNER STATES ONLY HE AND HIS WIFE DRIVE THE VEH AND DID NOT FEEL OR HEAR ANYTHING THAT WOULD INDICATE IT FELL OFF WHILE DRIVING....OWNER STATES THE TWO NUT WERE NEVER INSTALLED ON THE RIGHT WHEEL....OWNER STATES WIFE WAS AT THE POST OFFICE AND WENT O T START THE VEH AND THE STEERING COLUMN HAD LOCKED UP...OWNER STATES WIFE HAD TO CALL A OW TRUCK....OWNER STATES DEALER INSTALLED ANOTHER BODY CONTROL MODULE...OWNER STATES CONSIDER A SAFETY VIOLATION.... OWNER STATES WAS THINKING ABOUT BUYING ANOTHER VEH AND IT WON'T BE A CHEVY.....CRM ACK OWNER CONCERNS...CRM TO GUAGE OWNER EXPECTATIONS... CRM TO FOLLOW UP WITH OWNER...ZENTHIA WILLIAMS, 1782

08/24/99\*\*\*\*\*

CRM CALLED OWNER TO ADVISE OWNER REC'D CORR....CRM TO GUAGE OWNER EXPECTATIONS....CRM REC'D ANSWERING MACHINE....CRM LEFT MESSAGE ADVISING OWNER TO CALL CCAC....CRM LEFT FILE# AND 800#.... ZENTHIA WILLIAMS, 1782

\*\*\*\*\*NET SPECIALIST IF OWNER CALLBACK PLEASE ADVISE OWNER EC'D CORR... PLEASE GUAGE OWNER FACT FINDING QUESTIONS....PLEASE GUAGE OWNER EXPECT ATIONS....PLEASE ADVISE OWNER OF 3/36 WARRANTY DUE TO DEFECT...PLEASE ASST ACCORDINGLY....THANKS!!!! \*\*\*\*\*

\*\*\*\*\* REQUEST CODE AND COMMENTS \*\*\*\*\*

CDE # DESC

CDE COMMENTS

E31 0

OWNER STATES WHEEL COVER NOT INSTALLED  
FOR CAC INFO



OT 74491  
No FILE

Chevrolet Motor Division  
PO Box 7047  
Troy, MI 48007-7047

30 July 1999

Paul Anderson  
PO Box 9631  
Las Vegas, NV 89191

COAC

Dear Sir/Madam,

My name is Paul Anderson. I own a 1998 Corvette, VIN # 1G1YY3230K5123429 that I purchased from Overseas Military Sales in December 1998. My wife took delivery of the vehicle on June 21, 1999 at Parkway Chevrolet in Las Vegas, Nevada. I am writing to tell you how disappointed I am in the quality of workmanship in the car. I have had the car for approximately one month and already I have found three things wrong with it that I consider very serious problems.

Number one: The black plastic cover in the right rear wheel well was never installed. While washing the car I noticed that it was missing. Only my wife and myself have driven the car and neither of us felt or heard anything that would indicate it fell off while driving, as that would have made a tremendous noise. This leads me to believe that it was never installed at the factory.

Number two: I found two lug nuts that were never installed, also on the right rear wheel. I only found this out after I have driven over 2000 miles. I consider this a huge violation of my safety. I can't believe that you would allow a car to leave your factory with only 3 out of 5 lug nuts installed on a wheel. Do you consider finishing \$45 of a job good enough? Do you think the factory workers don't care, are too lazy to finish the job, or just plain forgot to install them? Either way it's a red comment on the quality of your product. Later I found them in the trunk of the car. Why do you suppose if they were in the trunk and not attached to the lugs?

Number three: Yesterday while my wife was out running errands, she stopped at the post office and when she returned to the car and started it, she couldn't turn the steering wheel because it had locked up. "Steering Column Lock" was the message displayed on the screen. Apparently the "Body Control Module" had turned up and had to be replaced. My wife had to call a tow truck and have it taken back to the dealership. I consider this a violation of my wife's safety. What would have happened if it locked up while she was driving? Would she have been able to steer the car? What would have happened if it locked up on her when she was in an isolated area?

Would you want your wife, husband or children to drive a car not built properly or with missing parts? Especially parts designed to hold the wheel on. Of course not, but that is exactly what you did to my wife and me. You should be ashamed of yourselves for allowing such a poor product out of your factory. Especially after charging so much for it. What do your quality control people do all day? They must have long coffee breaks! I can't express in words how disappointed I am in Chevrolet. If I spend over \$45,000 for a vehicle, I surely expect all of the parts to be installed correctly. I also expect the car to last longer than four weeks before I have to bring it in for repairs. Can't you build a car that doesn't need to be towed to the repair shop after only four weeks? Should I have to take time out of my schedule to have my new car repaired for your sloppy work? How long do you think I have before something else breaks? Do I have to go through the entire car to make sure all the rest of the parts are installed? Are my brakes going to fail on me when I need them? Is my engine built properly?

Before I bought this car I was considering buying a Porsche. I'm now beginning to be sorry I didn't because I'm positive that they build their cars with all of their parts installed. Additionally, I will be in the market to buy a SUV in about two to three months. I'm not sure what kind I am going to get yet but I do know that it will not be a Chevrolet or GM product of any kind. So congratulations, your shoddy workmanship guaranteed that I will buy from your competition. I can't imagine how you stay in business this way. In addition to losing out on another sale you had to spend over \$500 in parts and labor repacking my brand new car. This could have been money in your pocket had you done it right the first time. I would like to hear your response to this letter.



Paul Anderson  
Disappointed Customer

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

NORTH SIOUX CITY  
SD

HOME PHONE

CASE NUMBER: 01841970 VIN: 1G1YY32GBX5124529  
MODEL YEAR: 1999  
DATE OPENED: 2000-10-09 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-10-17 MILEAGE:  
SOURCE: Mail DELIVERY DATE:  
BRC TYPE: DEALER NAME: KNOEFLER CHEVROLET CO  
BRC PARENT: DEALER ADDRESS: 100 JACKSON ST., SIOUX CITY, IA, 51101, USA

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

T22 CSI Reply  
0 REPAIR ATTEMPT(S)

Other  
SURVEY

M01 Steering General  
0 REPAIR ATTEMPT(S)

Other  
STEERING COLUMN LOCKED UP

CSI SURVEY

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

DID CASE SCAN, NO PREV FILES. CUST STS HIS CAR WAS IN THE DLR NUMEROUS TIMES, THE STEERING COLUMN LOCKED UP SEVERAL TIMES, CAR TOWED TO KNOEFLER, THEY COULD NOT FIX THE PROBLEM. CUST STS KNOEFLER PURCHASED THE CAR FROM THEM FOR 42,000 (WHICH CUST FELT WAS AN UNFAIR PRICE ACCORDING TO KELLY BLUE BOOK WEBSITE. CRM CONTACTED CUST AND LEFT MESSAGE, CRM WILL NOT CALL BACK FOR THE REASON THE CUST DOES NOT OWN THE VEHICLE ANY LONGER.

BUTCHER/CORR/AUSCARS; 0; 339989318  
2000-10-17

CUST SEEKED TO VOICE CONCERN W/ REPURCHASE PRICE OF VEH. REPEATED CONCERN FROM ABOVE NOTES. CUST HAS ANOTHER FILE UNDER KATHY SMITH AS WELL FOR THE SAME VEH.  
HILLARY WALLACE/CAC/PDX; 0; 340684489

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:WAS VEHICLE INSPECTED:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:  
DEALER NAME:  
DEALER ADDRESS: , ,  
CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:ENGINE TYPE:  
  
MILEAGE @ BUY-BACK: 0  
MSRP:DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:ACCOUNT BALANCE:  
LEGAL:LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

LOCATION:

NAME:  
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:  
MILAGE AT PURCHASE: 0                          PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

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

Attachment 01841970



## Service Satisfaction Survey

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

**Out of Office**

Wavelength (nm)

Chosen to | |

Dear Mr. Thomas Smith:

Our records indicate that you had your 1999 Corvette serviced at Knappier Chevrolet on July 24, 2009. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continual efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Knorrer Chevrolet

Sincerely,

Done 2 night

David L. Weisheit

**Director - Customer & Relationship Services**

10-05-00P01:23 RCVD

### Instructions

**PLEASE USE A DARK PEN OR PENCIL (PREFERABLY BLACK) WHEN FILLING OUT THIS SURVEY.**

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

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JULY 24, 2001 COMPLETE THIS SURVEY. \*\***

### About Your Chevrolet Dealership's Service Department

- |   | Completely Satisfied                | Very Satisfied                      | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. When arriving for service, were you greeted promptly?.....   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

### About Your Service Consultant/Advisor

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

1611Y9239K5124529 16332

21031364101 00000111990 923025

123247

### About Your Service Consultant/Adviser - Continued

- |   | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|---|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant?.....                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

### About Service Delivery

- |  | Completely Satisfied                | Very Satisfied               | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                |
|--|-------------------------------------|------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:  |                                     |                              |                                     |                          |                                     |
| - The time it took to complete the transaction?.....   | <input type="checkbox"/>            | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle?.....   | <input type="checkbox"/>            | <input type="checkbox"/>     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The condition in which it was returned?.....   | <input type="checkbox"/>            | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 12. Were ALL of your service concerns corrected on this service visit? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                                     |                              |                                     |                          |                                     |
| IF NO, why not? (check all that apply)   |                                     |                              |                                     |                          |                                     |
| <input type="checkbox"/> Condition explained - repair not necessary  | <input checked="" type="checkbox"/> | Parts not available          |                                     |                          |                                     |
| <input checked="" type="checkbox"/> Work performed did not correct the problem   | <input type="checkbox"/>            | I declined repair            |                                     |                          |                                     |
| <input checked="" type="checkbox"/> Service Department could not duplicate problem   | <input type="checkbox"/>            | Other (please specify) _____ |                                     |                          |                                     |
| <input type="checkbox"/> Service Department was too busy   | <input type="checkbox"/>            | Don't know                   |                                     |                          |                                     |

- |  | Completely Satisfied     | Very Satisfied                      | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|--|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit?.....                                    | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice?.....  | <input type="checkbox"/> | <input type="checkbox"/>            |                          |                          |                                     |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |                                     |

### Summing Up Your Experience

- |  | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Knepper Chevrolet?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17. Would you recommend this dealership for service?.....                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18. Overall, how satisfied are you with your 1988 Corvette?.....                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

19. Do you have any comments/recommendations about your:

Dealership: SEE ENCLOSURE

Vehicle: \_\_\_\_\_

20. Are you ... ☐ Male ☒ Female
21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-322-1820

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10062, TOLEDO, OH 43682-0061

1999 Corvette

purchased at Knoepfler Chevrolet - May '99  
by Tom and Kathie Smith

123247

Car Driven May '99 - Oct '99

In Storage Oct '99 - April 2000

Car Driven April 2000 - July 2000

steering Column locked up several times  
Car towed to Knoepfler

---

Knoepfler could not fix problem

We contacted GM - July 2000

File # C00987867 - Corina Rodriguez

NO Results

Car was at Knoepfler - July 24 - Aug 9

Aug 10, 2000 - Knoepfler purchased car  
from us for \$42,000 (which I felt

~~was an unfair price according to~~  
the Kelley Blue Book web site.)

many more details available upon request.

Kathie Smith

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

CLERMONT, FL

CASE NUMBER: 05285243 VIN: 1G1YY32G8X5125406  
MODEL YEAR: 1999  
DATE OPENED: 2001-08-13 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-12-04 MILEAGE: 13000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: BILL SEIDLE CHEVROLET-OLDSMOBILE INC  
BRC PARENT: DEALER ADDRESS: 14138 ST RD 50, CLERMONT, FL, 34711, USA

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

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

A01 Open Campaign Other  
0 REPAIR ATTEMPT(S) # 1044

S08 Loaner Vehicle Not Provided Other  
0 REPAIR ATTEMPT(S) OPEN RECALL

S80 Will Not Buy Another GM Vehicle Will Not Buy Another GM V  
0 REPAIR ATTEMPT(S) DISSAT W/ DEALER SVC

## 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\_Carepoint.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

## Vehicle operation or design

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

CUST STATES THAT HE HAS HAD HIS VEH IN TWICE BEFORE FOR WHAT IS NOW UNDER RECALL ( # 1044)  
... CUST STATES THAT HE TRIED TO HAVE THE VEH FIXED FOR THE STEERING LOCKING UP ON HIM & GET  
THE RECALL WORK TAKEN CARE OF, BUT THE DLRSHIP WILL NOT PROVIDE CUSTW/ A LOANER VEH... SO  
CUST TOOK VEH HOME & IS NOW CALLING CAC... CUST STATES THAT HE DOES NOT CARE FOR THIS  
DLRSHIP, BUT THEY ARE THE CLOSEST TO HIM //// CUST SEEKS TO HAVE THE REPAIR DONE & BE  
PROVIDED W/ A LOANER VEH /// CRM IS FINDING FILE TO TIER2  
CHRISTINE TERINO/TIER1/TAMPA; 0; 366567892  
2001-08-13

CRM VERIFIED PREVIOUS DOCUMENTATION FROM TIER1 CRM. CRM CONTACTED DLR & SPOKE W/SVC MGR  
JACK HENDRICKSON TO DISCUSS CUST'S CONCERNS. SVC MGR STATES SHUTTLE SVC IS AVAILABLE 7:30AM  
- 5:00PM EST W/EXCEPTION OF SATURDAYS & SHUTTLE WOULD BE AVAILABLE PENDING NO OTHER  
ASSIGNMENT GIVEN TO DRIVER. CRM DOCUMENTED REQ & ADVSD CUST DLR WOULD BE ABLE TO PROVIDE



SHUTTLE SVC 7:30AM - 5:00PM EST W/EXCEPTION BEING SATURDAY CONTINGENT UPON NO OTHER ASSIGNMENTS GIVEN TO DRIVER. CUST DISSAT W/CRM RESPONSE & REQ SUPERVISOR. CRM SPOKE W/TL NICOLE TORRES REGARDING CUST'S CONCERNS & REQ. MUHAMMED HIGGINS/TIER2/TAMPA; 0; 366571375  
2001-08-13

TEAM LEAD ADVISED CUST WANTED TO SPEAK WITH SUPERVISOR. CUST STATES STEERING HAS LOCKED UP ON SEVERAL OCCASIONS. CUST STATES THIS OCCURRED WHEN HE FIRST PURCHASED HIS VEHICLE AND THEN 6 MONTHS AFTER. CUST STATES HE FINALLY RECEIVED A RECALL NOTICE REGARDING THIS CONCERN. CUST STATES MADE AN APPT AT DEALERSHIP AND WAS ADVISED HE WOULD BE PROVIDED COURTESY TRANSPORTATION. CUST STATES BROUGHT VEHICLE TO DEALERSHIP AND WAS ADVISED THAT SHUTTLE WAS ON AN ERRAND AND THERE WAS NO GAURANTEEE WHEN IT RETURNED HE WOULD BE PROVIDED A RIDE HOME. CUST STATES TOOK VEHICLE HOME AND SPOKE WITH CRM, YVES HIGGINS. CUST STATES NOT SATISFIED WITH CRM ANSWER. TEAM LEAD CONTACTED DEALERSHIP AND SPOKE WITH JACK HENDERSON WHO ADVISED CUST WOULD BE PROVIDED COURTESY TRANSPORTATION. TEAM LEAD ADVISED CUST OF CONVERSATION WITH SVC MGR. CUST ARGUMENTATIVE AND STATES WILL NOT PURCHASE ANOTHER GM VEHICLE. TEAM LEAD APOLOGIZED FOR CUST DISSATISFACTION AND ADVISED CUST TO BRING VEHICLE TO DEALERSHIP FOR REPAIR.....CONT>>>>>>; 0; 366571879  
2001-08-13

TEAM LEAD ADVISED CUST HE MAY CONTACT TL IF HE HAS ANY CONCERNS REGARDING THIS MATTER. NICOLE TORRES/TL/TPA; 0; 366571928  
2001-08-23

TM HAS REVIEWED THE REQUEST. CRM SHOULD CONTACT THE SVC MGR AT THE DEALERSHIP TO SEE IF THE CUSTOMER'S CONCERNS HAVE BEEN ADDRESSED AND UPDATE THE REQUEST. THANKS. TL/LEVOS/TPA/TIER 11; 0; 367451309  
2001-08-28

CRM CALLED CUST @ PRIMARY. CUST UNAVAILABLE. CRM LEFT MSG FOR CALLBACK. CRM WILL SCHEDULE CALLBACK FOR 9/4/2001 BETWEEN 4:30PM- 6:30PM EST. MUHAMMED HIGGINS/TIER2/TAMPA; 0; 367880126  
2001-09-07

CRM CALLED DLR BILL SEIDLE @ (352)394-6176 TO SPEAK W/SVC MGR JACK HENDRICKSON. SVC MGR UNAVAILABLE & CRM LEFT MSG FOR CALLBACK. CRM WILL CONTACT CUST AFTER SPEAKING W/SVC MGR. MUHAMMED HIGGINS/TIER2/TAMPA; 0; 368735272  
2001-09-07

CRM REC'D CALLBACK FROM SVC MGR JACK HENDRICKSON TO DISCUSS CUST'S CONCERNS. SVC MGR STATES HASN'T SEEN CUST SINCE 6/21/2001 & HASN'T HEARD FROM CUST. CRM DOCUMENTED REQ & CALLED CUST @ PRIMARY & LEFT MSG VME FOR CALLBACK IF CUST HAS ANY MORE CONCERNS. CRM SCHEDULED CALLBACK FOR CUST 9/14/2001 BETWEEN 1:00 - 3:00PM EST. MUHAMMED HIGGINS/TIER2/TAMPA; 0; 368741227  
2001-09-17

CRM CALLED CUST @ PRIMARY TO DISCUSS APPT UPDATE. CUST STATES HASN'T TAKEN VEH TO DLR & IS IN THE PROCESS OF SELLING VEH. CUST DISSAT W/DLR UNAVAILABILITY FOR SVC @ CUST'S CONVENIENCE. CUST HAS PURCHASED VEH FOR OTHER MAKE/MODEL & REFUSES TO PURCHASE ANOTHER GM VEH BECAUSE OF INCONVENIENCE OF SVC. CRM DOCUMENTED REQ & WILL GATHER ADDITIONAL INFO PRIOR TO CLOSING REQ DISSAT & IF WARRANTED, INTILATION OG ARB LTR. MUHAMMED HIGGINS/CAC/TAMPA/57743; 0; 369601595  
2001-09-17

TM AGREES TO SEND CLOSE THE FILE DISSAT. NO ARB LETTER NEEDED AS THE CUST IS DISSAT WITH DLR AVAILABILITY. JENNIFER JARRETT/TM/TAMPA; 0; 369602545  
2001-09-17

PER TM JENNIFER JARRETT'S REVIEW, CRM CLOSING REQ DISSAT. NO ARB LTR SENT BECAUSE CUST'S ISSUE IS W/DLR SVC AVAILABILITY. MUHAMMED HIGGINS/CAC/TAMPA/57743; 0; 369605049  
2001-11-02

CUST UPDATE. CUST STATES HE PICKED UP THE VEH TODAY FROM THE DLRSHIP AND THE VEH TOP STILL LEAKS. HE PUT A HOSE ON TOP AND IT STILL LEAKS. CUST SEEKS TO MEET WITH THE AVM REGARDING REFURCHASE OF THE VEH. CRM CALLED SVC MGR WHO STATES THAT THE AVM COMES TO DLRSHIP ONCE

EVERY THREE MONTHS AND THAT CUST NEEDS TO GO TO NEALY CHEVROLET IN ORLANDO TO MEET WITH THE AVM (HE IS THERE 2/3 TIMES A WEEK) SVC MGR STATES IT IS 20 MINUTES AWAY. CUST STATES HE IS FRUSTRATED WITH THE VEH SINCE PURCHASE AND HAS HAD NOTHING BUT TROUBLE, NO LONGER WANTS VEH DUE TO LEAK IN TOP. ERIKA NEWMAN/CAC/TPA/57926; 0; 373578802  
2001-11-06

CUST UPDATE. CRM CALLED AVM REGARDING MEETING THE CUST AT SEIDLE CHEVY. CRM AWAITING RESPONSE. ERIKA NEWMAN/CAC/TPA/57926; 0; 373934800  
2001-11-19

CUST UPDATE. CUST STATES HE WAS THINKING OF SELLING THE VEH, HOWEVER, HE IS DRIVING IT MORE NOW BECAUSE HE IS THINKING OF KEEPING IT. CUST SEEKS TO MEET WITH AVM. CRM RECEIVED V/MAIL FROM AVM WHO STATES THAT THE VEH TOP WAS COMPLETELY REPLACED FOR THE CUST AND THAT A WATER LEAK TEST WAS PERFORMED ON THE VEH AT DLRSHP BEFORE CUST PICKED IT UP AND VEH PASSED TEST. CUST STATES THAT THE TOP STILL LEAKS AFTER SPRAYING A WATER HOSE ON TOP. CRM ADVISED PER AVM, THAT SPRAYING A WATER HOSE ON THE TOP IS NOT AN ACCURATE WAY TO TEST FOR LEAKS. AVM STATES HE WILL CALL SVC MGR AND THEY WILL DISCUSS CUST CONCERN FROM HERE. CRM ADVISED CUST TO AWAIT A CALL FROM THE SVC MGR AS TO WHEN HE CAN MEET HIM AT THE DLRSHP. CLOSING FILE PENDING FURTHER CUST CONTACT. ERIKA NEWMAN/CAC/TPA/57926; 0; 375050689  
2001-11-29

CUST CALLED CUST VERY BELIGERENT, HAS MADE DECLARATIONS OF OBTAINING A LAWYER. WAS READ THE FILE (CRM'S LAST ENTRY TO FILE) CUST BECAME OBSTINENT AS TO WHY THE AVM DID NOT CONTACT HIM. CRM APOLOGIZED TO CUST FOR ANY INCONVENIENCE THIS MIGHT HAVE CAUSED HIM. CUST DISSATISFIED CRM WILL CLOSE FILE AT THIS TIME CRM GARYHILL CARS TPA EXT#57051

NOTE: WILL FORWARD TO CRM CUST DISSATISFIED AND SEND NOTIFICATION; 0; 375911746  
2001-11-30

TM REVIEWING FILE AND APPROVES DISSAT CLOSE WITH ARB LETTER, PENDING AVM VME.  
JENNIFER RESSEGUIE/TM/TAMPA; 0; 375988410  
2001-12-04

CRM LEFT V/MAIL F.Y.I. FOR THE AVM REGARDING DISSAT CLOSING ON NOV. 30TH. CRM HAS NOT RECEIVED ANY ADDITIONAL INFO FROM AVM. CLOSING DISSAT, NO FURTHER CONTACT NECESSARY. ERIKA NEWMAN/CAC/TPA/57926; 0; 376322999

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:

AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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:

CHEVROLET MOTOR DIVISION  
GM RESTRICTED

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317750

CASE NUMBER: 000150542 VIN: 1G1YY32G8X5125406  
DATE OPENED: 03/31/00 MODEL YEAR: 99  
DATE CLOSED: 07/04/00 SERIES: YB CORVETTE  
SOURCE: PHONIC MILEAGE: 6010  
CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]  
HOME PHONE: [REDACTED] STATE: FL  
BUS. PHONE: [REDACTED]

\*\*\*\*\* GENERAL COMMENTS \*\*\*\*\*

CUST STATES\*\*\*THAT HE HAD HAD A PROBLEM IN AUGUST OF 99 WITH THE STEERING COLUMN. HE STATES THAT WHILE GETTING GAS HIS STERING WHEEL LOCKED UP AGAIN. CUST WAS TOLD BY THE SERVICE DEPARTMENT THAT THIS PROBLEM WAS A "FLUKE" AND THAT THERE WAS NO KNOWN PROBLEM WITH IT IN CORVETTES

CUST IS CONVINCED THAT THIS IS A SAFETY ISSUE AND ASK WHAT WILL HAPPEN WHEN IT LOCKS UP GOING 70 MPH DOWN THE HI-WAY? CUST STATES THAT THE VEHICLE IS AT HIS HOUSE AND HE WONT BE TAKING THE CAR TO DEALER BECAUSE IT IS UNSAFE AND WANTS A DIFFERENT CAR.

I HAVE EXPLAINED TO CUST THAT REPUR/TRADE ASST HAS PROCEDURES THAT HAVE TO BE FOLLOWED AND THAT HE WILL NEED TO TAKE CAR INTO DEALER FOR DIAG AND BRING TO SVCS ATTN OF WHAT HE SEEKS....CUST AGREED AND WILL COME BACK IF FURTHER ASST IS NEEDED.  
TAMARA SHANEYFELT CRM AUSTIN

CRM TRIED TO GET VEHICLE SERVICED LOCALLY BUT DEALER OVER BOOKED. CRM CALLED SELLING DEALER WHO HAS OPENING AND WILL DISPATCH TOW VEHICLE TO CUSTOMER AND TAKE CORVETTE IN FOR WORK. CRM ADVISED CUSTOMER THAT HE COULD HAVE HIS VEHICLE SERVICED AT ANY CHEVROLET DEALER HE MIGHT CHOOSE BUT THAT FOR REPURCHASE, PREVIOUS CRM WAS CORRECT. REPURCHASE PROCESS MUST BE INITIATED AT SELLING DEALER, IN MOST CASES. CUSTOMER IS WAITING FOR TOWING INFORMATION.  
JOHN WILSON/AUSTIN

CUSTOMER STATES THAT HE WANTS HIS VEHICLE REPURCHASED OR HE IS GOING TO HIS ATTORNEY AFTER THIS CALL. CUSTOMER STATES THAT HIS VEHICLE HAS BEEN TO THE DEALERSHIP TWICE FOR THIS PROBLEM (IT IS CURRENTLY AT THE DEALERSHIP FOR THE 2ND TIME). CRM ADVISES TO CONTACT THE SM. CRM SPOKE TO SM DAN. HE STATES THAT HIS VEHICLE WAS TOWED TO THE DEALERSHIP AND THEY CANNOT FIND A PROBLEM AND THE WRECKER DID NOT SEE ANYTHING WRONG WITH THE VEHICLE. HE STATES THAT NO CODES CAME UP AND THE PROBLEM CANNOT BE DUPLICATED. HE STATES THAT THE CUSTOMER WANTED A RENTAL BUT HE DID NOT GIVE THE CUSTOMER ONE SINCE THE PROBLEM CANNOT BE DUPLICATED.

CHEVROLET MOTOR DIVISION  
GM RESTRICTED

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317750

CATED. CRM TOLD THE CUST THAT SINCE THE PROBLEM CAN'T BE DUPLICATED G  
M WILL NOT REPURCHASE HIS VEHICLE AT THIS TIME. CUST STATES THAT HE  
WILL CONTACT HIS ATTORNEY.

CANDICE WHALON/AUSTIN

\*\*\*\*\* REQUEST CODE AND COMMENTS \*\*\*\*\*

CDE # DESC  
M41 0

CDE COMMENTS  
LOCKING UP

T04 0

SEEKING REPURCHASE

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASTAIC, CA

CASE NUMBER: 04624117 VIN: 1G1YY32G8X5132503  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-20 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-08-09 MILEAGE: 24000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: VALENCIA CHEVROLET  
BRC PARENT: DEALER ADDRESS: 23649 W VALENCIA BLVD, VALENCIA, CA, 91355, USA

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

M41 Steering Column/Lock/Attaching Parts Other  
0 REPAIR ATTEMPT(S) LOCKED  
J57 BCM/PCM/CALPAK/MEMCAL Other  
0 REPAIR ATTEMPT(S) BCM MODULE DAMAGED

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
3. If TAC contacted, what is the TAC number?
4. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVM about vehicle concern.

Dealer unable to resolve vehicle concern.

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

CUST STATES ON VAC IN CANADA, DLR WILL NOT WORK ON VEH, STATES IS WORKMANSHIP ISSUE. CRM ADV WILL CALL DLR AND INVESTIGATE. CUST STATES HAS CALLED CANADA CAC AND THEY WERE UNABLE TO ASST. CRM CALLED DLR, TALKED TO PINO SMITH, SVC MGR, STATES WORKMANSHIP ISSUE ON STEERING COLOUM, STATES WRONG NUT ON COLOUM, BCM BOX ON TOO TIGHT, CIRCUIT BOARD BENT. STATES REPAIR IS GOING TO COST \$1,200. PINO STATES DOES NOT WANT AN ALTERCATION W/CUST. CRM ADV WILL ADV CUST TO PAY DLR AND PRESENT BILL TO FIRST REPAIRING DLR. CRM ADV JORG, HUSBAND OF CUST, THAT SINCE DLR STATES IS WORKMANSHIP ISSUE CUST SHOULD PAY BILL AND SUBMIT FOR REIM FROM DLR. CRM CALLED VALENCIA DLR, REPAIRING DLR, LAST. CRM TALKED TO CURTIS DELL, SVC MGR, LOOKED UP HIST OF VEH, STATES DID NOT TOUCH BCM ON VEH, STATES VEH WAS REPAIRED IN SEPT 00 AND HAD 9 ITMS REPAIRED BY DLR. NEVER WENT INTO BCM. CRM THANKED. CRM CALLED AVM DAN ROWE, L/M, ADV OF CUST CONCERN.

CANADA # 905-337-9020

JORG CELL 416-720-5265

CRM CALLED CUST ON CELL, ADV.....; 0; 361923203  
2001-06-20

CRM ADV CUST THAT DLR DID NOT TOUCH BCM BOX ACCORDING TO CURTIS DELL, SVC MGR, CRM ADV IT SEEMS THAT SOMEONE WHO WAS NOT A TRAINED GM TECH HAS WORKED ON BCM BOX IN VEH. CRM ADV TO HAVE PINO DOC FULLY DAMAGE DONE TO VEH FOR INVESTIGATION BY CRM AND DLR FOR POSSIBLE REIM. CRM ADV THAT THERE IS NO DOCS RECORDING ANY REPAIRS OF BCM. CUST STATES HE WILL. CRM THANKED. CRM ADV TO CALL CRM WHEN DOCS @ DLR. MIKE MARS/CAC/PORTLAND; 0; 361923372  
2001-06-21

AVM BRAD HARDER CALLED STATED RESPONDING TO CUSTOMER'S CONCERN. AVM STATED IN AGREEMENT WITH CUSTOMER PAYING BILL AND THEN SUBMITTING FOR REVIEW OF REIMB AND SEEKS DOCUMENTATION OF THIS

INFO. CRM ADVISED OF DOC AND FORWARDING BACK TO CRM MAESM. THOMMAN//AVM TEAM//TPA; 0;  
361991971  
2001-06-28

CUST CALLING IN FOR UPDATE FROM PREV CRM. CUST STATES SHE NOW HAS THE PARTS THAT WERE GIVEN TO HER FROM CANADA DLR + RECEIPTS. THERE IS A CALLBACK SCHEDULE FOR 7/26 12:00-AND INFORMED CUS TOF THIS. FORWARDING FILE TO PREVIOUS CR. JENSON CAC/ATX; 0; 362611889  
2001-06-28

CRM CALLED CUST, L/M, ADV TO TAKE COPIES OF ROS AND PARTS TO DLR AND HAVE THEM INSPECTED BY GM REP. CRM ADV WILL CALL DLR WHEN THEY ARE THERE. CRM ADV TO CALL WHEN ACCOMPLISHED. MIKE MAES/CAC/PORTLAND; 0; 362612914  
2001-07-02

cust states she just wants to have her file updated and a message sent to the previous crm, so he knows what is going on currently...cust states she would like the previous crm to know that she dropped off the parts in question, and the receipts to go along...cust stated that is all she is seeking...no further assistance requested...crm will forward file back to the previous crm (maesm)...no further assistance requested. jeremy carsner/pdx/cac; 0;  
362954069  
2001-07-02

CRM CALLED DLR, L/M FOR RICK, SVC DIR, ADV OF REQ AND CAC #. ADV OF CUST NAME AND LEAVING RO AND PARTS FOR AVM INSPECTION. MIKE MAES/CAC/PORTLAND; 0; 362956422  
2001-07-05

CRM CALLED DLR, TALKED TO RICK BOLASKO, SVC DIR, STATES THERE IS A BOX IN HIS OFFICE FOR THE AVM TO INSPECT. STATES AVM WILL NOT BE HERE UNTIL NEXT WEEK SOMETIME AS HE IS ON VAC. CRM ADV OF STORY OF WHAT CUST CLAIMS ABOUT BCM AND IGNITION LOCK. CRM ADV OF SVC MGR'S DIAGNOSIS ON CONCERN. RICK THANKED. CRM ADV WILL BE CALLING IN TWO WEEKS. CRM WILL CALL CUST AND ADV OF REPS VAC. MIKE MAES/CAC/PORTLAND; 0; 363217411  
2001-07-06

CRM CALLED CUST, ADV THAT GM REP WILL BE IN DLR TO INSPECT SOMETIME NEXT WEEK. CRM ADV WILL CALL THEN. CRM WILL CALL CUST ON 7/13/01. MIKE MAES/CAC/PORTLAND; 0; 363294733  
2001-07-20

CRM DID CALL CUST ABOUT BOX AND ADV THAT GM REP HAS NOT YET INSPECTED PARTS. CRM WILL CALL DLR TO SEE IF REP HAS PICKED UP BOX CUST LEFT. MIKE MAES/CAC/PORTLAND; 0; 364516163  
2001-07-23

CRM CALLED DLR, TALKED TO RICK, SVC DIR, STATES AVM REVIEWED CUST REQ AND AUTH DLR TO REIM CUST FOR REPAIR. CRM THANKED. CRM CALLED CUST, L/M, ADV IF SAT W/RESULTS. ADV OF REQ AND CAC #S. MIKE MAES/CAC/PORTLAND; 0; 364785080  
2001-08-09

Cust states that she was supposed to receive reimbursement.  
Cust seeks status of reimbursement.

Crm advised cust that crm would call the dlrship to see the status of reimbursement. Crm advised that campaign 2001044 needed to be done on veh.

Crm spoke with Rick, Svc. Mgr., who states that dlrship is still waiting for check to come through from GM. Rick states that campaign repair has not been done and cust should bring veh into dlrship for repair.

Cust states that the service on veh has not been good. Cust states that cust's husband is thinking of selling veh and buying a Porsche. Cust states that she owns a Cadillac Escalade and she receives wonderful service.

Cust dissatisfied.

No further action is required. Case is closed.

Diane Collins/cac/atex; 0; 366230970

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



INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME: 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:

\*\*\*\*\*BAC CONTACT INFORMATION\*\*\*\*\*

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



# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
10. Overall, how satisfied were you with your Service Consultant? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
  - The ease of getting your vehicle? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
  - The condition in which it was returned? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No
- If NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☐ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify):
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
14. Were you given a copy of the completed repair order/worksheet? ☐ Yes ☒ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☐ Yes ☒ No

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Valencia Chevrolet? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
17. Would you recommend this dealership for service? ☐ Definitely Would ☒ Probably Would ☐ Might/ Might Not ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette? ☐ Completely Satisfied ☒ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not at All Satisfied
19. Do you have any comments/recommendations about your Dealership? by GM, because of poor workmanship by your dealership
- Vehicle: 1988 Corvette
20. Are you ... ☐ Male ☐ Female
21. Your age ... ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☐ Yes ☒ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

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

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 19083, TOLEDO, OH 43606-0883

GM RESTRICTED

380339

CASE NUMBER: 05616281 VIN: 1G1YY12S015102900  
 DATE OPENED: 10/02/01 MODEL YEAR: 01  
 DATE CLOSED: 10/02/01 SERIES: UNKNOWN  
 SOURCE: YES MILEAGE: 300  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: TX  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 CHEVROLET DIVISION  
 GM RESTRICTED

CUSTOMER: SEIDEL, RON  
 ADDRESS: 3225 MARQUETTE, DALLAS, TX 75225  
 HOME PHONE: 214-368-9454

CASE NUMBER: 05616281 VIN: 1G1YY12S015102900  
 DATE OPENED: 2001-10-02 MODEL YEAR: 2001  
 DATE CLOSED: 2001-10-02 SERIES: UNKNOWN  
 SOURCE: Phone DELIVERY DATE:  
 SRC TYPE: Yes DEALER NAME:  
 SRC PARENT: DEALER ADDRESS:

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

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

A07 Referred to Dealer Other  
 0 REPAIR ATTEMPT(S) REFER TO DLR FOR REPAIR ON STEERING  
 COLUMN

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owner's manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

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

380339

## Vehicle operation or design

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

CUST STS HE ONLY DRIVES HIS CORVETTE ABT 1X A MONTH...CUST TRYED TO DRIVE VEH TODAY AND A LIGHT CAME ON STATING SVC STEERING COLUMN LOCK UP...CUST SEEKING INFO ON HOW TO REPROGRAM W/OUT TAKING TO DLRSHP...CUST STS THE VEH IS IN THE GARAGE SIDEWAYS ANDNO TOW TRUCK W/BEABLE TO GET THE VEH OUT...CRM ADVSD CUST TO CONTACT DLR FOR ANY TECHNICAL QUESTIONS...CUST STS HE WILL CONTACT HIS DLR FOR INFO ON HOW TO REPROGRAM STEERING COLUMN LOCK UP...LELA SANCHEZ/ATX/CAC  
REQ CLOSED; 0; 370690938

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:

TRANSACTION:

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

380339

REQUEST TYPE:  
 REPURCHASE REASON:

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

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

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

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

NAME:  
 INTEREST PAID:  
 DEALER BUYOUT:

ACCOUNT BALANCE:  
 LEGAL:

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

DEALER ADMINISTRATION:  
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

LOCATION:

RESTRAINT:  
 IF SO, WHERE:

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

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

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

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

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