EA02-031

GM 10-27-03 LETTER TO ODI FROM GM

ATTACHMENT 4F BOOK 21 OF 22 PART 3 OF 4

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRRSS: HOME PHONE:

ATLANTA , GA AD

CASE NUMBER: 05129334

VIN:

1G1YY32G8Y5104640

DATE OPENED: 2001-07-31

MODEL YEAR: SERIES:

CORVETTE CONVERTIBLE

SOURCE:

DATE CLOSED: 2001-07-31

MILEAGE:

DELIVERY DATE:

TOM JUMPER CHEVROLET INC

BRC TYPE: BRC PARENT:

Phone No

DEALER NAME:

2000

DEALER ADDRESS: 7200 ROSWELL RD, , SANDY SPRINGS, GA, 30328, USA

M01 Steering General O REPAIR ATTEMPT(S)

Other LOCKED UP

A07 Referred to Dealer O REPAIR ATTEMPT(S)

Product Campaign Claim

FOR DIAG

A01 Open Campaign

Product Campaign Claim 01044

O REPAIR ATTEMPT(S)

Definition of a Recall Campaign.

INFORM THE CALLER:

*Recall Campaigns are suspected unsatisfactory conditions relative to our products. There may or may not be a need to repair or replace the suspect component. The involved customers are contacted based on owner of record information. GM will perform the campaign regardless of who owns the vehicle."

Definition of a Recall Campaign.

CUST STATES SHE GOT A LETTER FOR THE CAMPAIGN 01044 FOR THE STEERING WHEEL THAT LOCKS UP. CUST SEEKS TOWING BECAUSE HER STEERING WHEEL IS LOCKED UP. CRM ADVISED CALLING THE DLR. DLR SRV MAN DEAN, PROVIDED CUST WITH THE TOWING COMPANY # THAT THEY USE ANDCUST WILL BE GETTING IT TOWED INTO THE DLRSHIP, DEBRA APPEL/PDX/CAC; 0; 365446696

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: INSURANCE COMPANY NAME: WAS VEHICLE INSURED: INSURANCE COMPANY ADDRESS: AGENT NAME: AGENT PHONE NUMBER: MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE: NOTIFY NAME: INSPECTORS NAME: INSPECTION DATE: WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: TRANSACTION: SOURCE: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: BODY TYPE: PRODUCT CODE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 MSRP: SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: NAME: BRANCH: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAN:

DEALER BUYOUT:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

LIEN PAYOFF:

RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

LOCATION:

NAME ADDRESS: ,

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES: BUSINESS:

9 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

PURCHASE/LEASE AS:

DOES CWINER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

WV I MARMAT

CASE NUMBER:

04260823

1G1YY32G8Y5104752 VIN:

2000 MODEL YEAR:

DATE OPENED: 2001-05-21

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED: 2001-05-21

MILEAGE:

6200

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

No

JOE HOLLAND CHEVROLET INC

BRC PARENT:

DEALER NAME:

DEALER ADDRESS:210 MAC CORKLE,, SOUTH CHARLESTON, WV, 25303, USA

M01 Steering General O REPAIR ATTEMPT(S)

Inoperative

steering wheel 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]]
- -[[Possible Chronic Rep RUN * Identify if earlier repairs have been attempted?
- C:\Progra~1\Plus:\Micros-1\Texplore.exe
- http://carsweb/wabknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]
 - (1st attempt offer to coordinate repair at a dealership)
 - (Previous repairs)
 - Review warranty history on "VIN Profile" tab.
 - Contact appropriate Service dealership to discuss
 - 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

cust stated he was getting ready to drive home on saturday and his steering wheel locked up. cust had his veh towed home but not by the roadside assistance wrecker because he knew the tow truck company and did not feel his weh was safe, cust states he payed over \$200.00 and now he is having it towed to the diramp today and it will cost him \$80.00 today. cust is seeking reim, crm advised the cust that we would like him to take his bills into the dirshp first and if they do not reim them he will need to send in his documents, cust agreed and thanked me for my time then ended the call. MikkalBuxton/pdx/cac; 0; 359311887 2001-05-21

orm referred cust to road side assistance for reim and if he can not get reim there to call back in and see about getting reim through us, cust agreed and thanked me for my time then ended the call. MikkalBuxton/pdx/cac; 0; 359328432

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE 8 BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MSRP:

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

APTERMARKET: LEASE TERM: DAMAGE: OTHER: NAME: BRANCH: 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: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: CITY/STATE: , PHONE NUMBER: RESTRAINT: SEATING POSITION: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: * BUSINESS: 0 DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PROME:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4942124

VIN Number:

1G1YY32G8Y5107988

Date Opened:

8/6/2001

Model Year:

2000

Date Closed:

8/10/2001

Series:

Corvette

Dealer Code:

B09596

Mileage:

29111

Address:

JAKE SWEENEY CHEVROLSPRINGDALE

State:

OH

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING AFTER CAMPAIGN 01044 -

RESOLUTION ABSTRACT- STEERING/SUSPENSION/RIDE CONTROL

UCC CODE 1----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/06/2001 14:19:37 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE.
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTC'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED.

08/08/2001 14:19:37 HISTORY - ELLIOTT

JC CORBIN - SD

J C STS THE STEERING COLUMN IS LOCKING INTERMITTENTLY AFTER CAMPAIGN 01044.

TAC ADV J C OF INFO FROM PI# A001782 WHICH STS:

CORRECTION/RECOMMENDATION:

EA02-031 / GM22C

Page I of 2

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

AUTOMATIC TRANSMISSION VEHICLES: THE ECL WILL BE PHYSICALLY DISABLED WHILE THE 8CM WILL BE MADE TO THINK IT IS STILL FUNCTIONING. THE YB STEERING COLUMN LOCKING PLATE WILL BE REPLACED WITH A DIFFERENT ONE THAT WILL PREVENT ACTUAL LOCKING OF THE COLUMN BY THE ECL. THE ECL WILL BE UNPLUGGED & THE BYPASS LATCH RELAY WILL BE PLUGGED INTO THE HARNESS & THE ECL. THIS WILL, IN EFFECT, "FOOL" THE 8CM.

MANUAL TRANSMISSION VEHICLES: THE ECL WILL BE REPLACED WITH AN IMPROVED PART. THE EXTERNAL SINGLE POLE, SINGLE THROW ECL RELAY WILL BE REPLACED WITH A DOUBLE POLE, DOUBLE THROW RELAY.

08/10/2001 19:53:34 COLEMAN - CASE CLOSING VME CASE CLOSING REPAIRED HARNESS BY THE RELAY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

6316510

VIN Number:

1G1YY92G8Y5112222

Date Opened:

6/3/2003

Model Year:

2000

Date Closed:

4003

Series:

Corvette

Dealer Code:

B18489

Mileage:

43908

Addrew:

HARGRAVE-MCELENEY INIOWA CITY

State:

IA

Dealer Phone:

SYMPTOM ABSTRACT --- COLUMN LOCK A000266 01-02-35-008

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION-

06/03/2003 11:36:52 SBD TEMPLATE - RATCLIFF STRATEGY BASED DIAGNOSTICS

- 1 NUMBER OF TIMES IN FOR THE SAME CONDITION
- _t_ 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)
SCOTT SLEZAK TECH.

CUSTOMER CONCERN -

STEERING COLUMN WOULD NOT UNLOCK, SERVICE COLUMN LOCK MESSAGE.

DEALER COMMENTS/DIAGNOSIS -

CANNOT DUPLICATE, COLUMN LOCK BULLETIN 01-02-35-008 HAS BEEN PREFORMED.

TAC RECOMMENDATION -

DISCUSSED ADDITIONAL DIAGNOSIS AS PER PI A000265.

06/03/2008 11:36:52 HISTORY - RATCLIFF

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5535992

VIN Number:

1G1YY32G8Y5113743

Date Opened:

4/12/2002

Model Year:

2000

Date Closed:

Series:

Corvette

Dealer Code:

B15084

Mileage:

28405

Address:

GARDNER CHEV-OLDS-CAMANAHAWKIN

State:

NJ.

Dealer Phone:

SYMPTOM ABSTRACT--- CAMPAIGN INFORMATION 01044

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/12/2002 15:53:29 SBD TEMPLATE - SAVOY

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- 1... NUMBER OF TIMES IN FOR THE SAME CONDITION
- 1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP.
- N__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- Y__ (Y/N) CAN COMPLAINT 8E DUPLICATED
- NA_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- N__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- N_ (Y/N) ARE THERE ANY DTC'S
- Y__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/12/2002 15:53:29 HISTORY - SAVOY

CALLER'S NAME (FIRST, LAST, AND POSITION) DON CHUDOBA (TECH)

CUSTOMER CONCERN - CUSTOMER STATES THAT THE VEHICLE HAS AN OPENED CAMPAIGN.

DEALER COMMENTS/DIAGNOSIS - DON SAYS THAT HE HAS PERFORMED THE CAMPAIGN

EA02-031 / GM22C

AND SAYS THAT HE NOW HAS A SERVICE COLUMN LOCK MESSAGE, DON SAYS THAT HE CANNOT GET THE COLUMN UNLOCKED AND SAYS THAT HE ALSO CANNOT COMMAND THE LOCK WITH THE TECH 2 AND SAYS THAT HE WAS CALLING FOR ADVISE.

TAC RECOMMENDATION -

ADVISED;

TAC ADVISED DEALER OF OTHER CASES.

TAC ADVISED DEALER TO REMOVE THE BCM FUSE PULL THE KEY FROM THE IGNITION CONNECT THE + AND - BATTERY CABLES TOGETHER FOR 10 SECONDS RECONNECT AND REEVALUATE THE VEHICLE.

TAC ADVISED DEALER TO ALSO CHECK FOR CODES AND FOR TERMINAL AND CONNECTION CONCERN WITH COLUMN LOCK CAMPAIGN SCHEMATIC.

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CA CARLSBAD ,

CASE NUMBER:

04704553

VIN:

1G1YY32G8Y5122927

MODEL YEAR:

2000

22000

DATE OPENED:

2001-06-26

SERIES: MILEAGE: CORVETTE CONV

DATE CLOSED: SOURCE:

2001-10-04

BRC TYPE: BRC PARENT: Phone

DELIVERY DATE:

DEALER NAME: BOB STALL CHEVROLET

DEALER ADDRESS:7601 ALVARADO RD., LA MESA, CA, 91941, USA

T04 General Information

1 REPAIR ATTEMPT(S)

Other WHITE MAIL

S13 Reimbursement Requested

1 REPAIR ATTEMPT(S)

Other

REQUEST FOR TRAVEL EXPENSES

N41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Other

locked up-repaired

S06 CAC Resolved With Goodwill

1 REPAIR ATTEMPT(S)

CAC Resolved With Goodwil

reim

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- * Identify up Determine Customer's expectation
- * Determine Customers 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]] 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://caraweb/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/ContactingCMFieldPersonnel.htm]]

Vehicle reimbursement or Goodwill decision - Repair already done

CORR RECEIVED., CUST SENT IN LETTER REQUESTING REIMBURSEMENT, LETTER STATES CUST HAD BEEN MORE THAN 100 MILES AWAY FROM HOME WHEN THE STEERING COLUMN TO THE VEH LOCKED UP. CUST HAD CONTACTED ROADSIDE IN WHICH CUST WAS ADVISED TO CONTACT ROADSIDE IN THE MORNING TO HAVE VEH TOWED TO DLR. PROBLEM OCCURED IN PASADENA, CUST LIVES IN CARLSBAD. CUST TOOK A TRAIN ROUND

TRIP EXPENSES 36.00 WHICH CUST SEEKS TO BE REIMBURSED. CUST SENT IN A COPY OF REGISTRATION, TITLE, TRAIN TICKET, AND R/O. CRM WILL HAVE FILE TRANSPERRED TO ROADSIDE FOR REIMBURSEMENT. JASON AGARD/CARS/TAMPA; 0; 362455982 2001-06-27

CRM WILL ASSUME OWNERSHIP AND CONTACT SVC DEPT AND VERIFY R/O. JASON AGARD/CARS/TAMPA; 0; 362528200 2001-07-02

Grant Taylor from Bob Stall Chev called about this file. Cust told him that she wants weh re-purchased. There was nothing in her letter to us about that. Bob will contact his AVM. Paul Meyer/cars--pdx; 0; 362966785 2001-07-02

CUST CALLED TO STATE THAT VEH RAN OUT OF GAS ON JUNE 28TH. WITH THE GAUGE MALFUNCTIONING (SHOWING 1/2 TANK OF GAS. VEH RAN OUT OF GAS ON HIGHWAY(CONSIDERS IT A SAFETY ISSUE).) CUST NOW REALIZES THAT SVC MGR IS WORKING ON CALLING AVM. CUST WILL WAIT FORCALL PROM SVC MGR. CAM TO CALL BACK CUST WHEN THEY ARE BACK FROM VACATION. ON 07/18/01 FROM 4-6;00 PM PST. HOWARD LOVELESS/PDX/CAC; 0; 362976102 2001-07-09

crm recieved call from Mr. Grant Taylor, from Bob Stall Chev. + Mr. Taylor adv, me that the AVM for his area , Mr. Dorian Taft called him. + Mr. Taylor states that Mr. Taft has Declined the customer's request for Re-purchase of the veh. and has suggestedthat the cust. bring the veh. back to the dealership that has done the majority of the work on this veh. (Mr. Taylor adv. that the cust. has only been to his dealership one time). + crm thanked Mr. Taylor for contacting us, and adv. him i will update the file with this info, and then send a message to person working on this file for follow up with the customer. + danwatkins/atx/cars +; 0; 363548280 2001-07-20

MR. GRANT TAYLOR CALLING FROM DLRSHIP STATES THAT THE CUST CALLED HIM SAYING NO ONE CALLED HER BACK ON THE FINAL DECISION. GRANT STATES THAT HE WOULD LIKE CRM TO CALL THE CUST AND ADVISE HER THAT THERE WILL NOT BE A RE-PURCHASE ON THE VRH AND IF CUST ISUNSATIFIED WITH THAT TO TAKE THE VEH BACK TO HER SERVICING DLR. CRM TO CALL THE CUST TO ADVISE OF DECISION. LEMMIT FLOOR-LOOMIS/CAC/PDX; 0; 364505751
2001-07-20

CRM CALLED CUST BUT RCVD V/M. CRM LEFT MRSSAGE FOR CUST TO CALL BACK TO CAC AND REFER TO CASE NUMBER.

LENWIT BLOOD-LOOMIS/CAC/PDX: 0. 364506042

LENWIT FLOOR-LOOMIS/CAC/PDX; 0; 364506042 2001-07-20

PLEASE ADVISE CUST THAT THE AVM DENIED HER REQUEST FOR A RE-PURCHASE. AVM ADVISED TO HAVE CUST GO BACK TO SERVING DLR FOR ASSISTANCE, THANK YOU!!! CRM WILL CALL CUST BACK ON MON 7/23/01 AT9AM PST PENDING CUST CALLS BACK.

LENWIT PLOOR-LOOMIS/CAC/PDX; 0; 364506134

2001-07-20

CUST SEEKS TO OBTAIN MESSAGE LEFT FOR HER BY PREV CRM. CRM DELIVERED MESSAGE LEFT BY PREV CRM. CUST STATED SHE GUESSED IT WAS TIME TO SPEAK WITH HER ATTORNEY. CRM ADVISED CUST REFER TO THE BACK OF HER OWNERS MANUEL. CUST WAS VERY NICE. CUST SEEKS TODETHINE STATUS OF HER REIMBURSEMENT. CRM CONFIRMED THAT DOCS HAVE BEEN RECD AND INFORMED CUST SHE WILL LOOK INTO THIS. CRM SET UP CALL BACK TIME TUES 7/24/2001 BETWEEN 2-4 CST. ELIZABETH SILVER/ATX/CARS/CAC; 0; 364518215

CUST STATES SHE CAN BE CONTACTED AT WORK # 8586582929. RELEABETH SILVER/ATX/CARS/CAC; 0; 364518322
2001-07-26

CRM CONTACTED CUST AND INFORMED HER THAT HER REIMBURSEMENT WAS BEING DELAYED BECAUSE SHE SENT IN A COPY OF RO RATHER THAN ORIGINAL. CUST STATED SHE WILL SEND IN ORIGINAL AND CRM GAVE REQ# TO INCLUDE IN CORRESPONDENCE AND THANKED CUST FOR CALLING CHEV.ELIZABETH SILVER/ATX/CARS/CAC; 0; 365035965
2001-07-26

Crm received file regarding reimbursement. Crm closing file until docs have been received. Jason Agard/Cars/Tampa; 0; 365040567 2001-08-03

CRM ATTACHING DOCUMENTS FOR POSSIBLE REINB. MARIA DA COSTA/CARS/TAMPA; 0; 365747476 2001-08-15

Crm is requesting total reimbursement for customer travel expenses incurred as a result of the customer web steering column lockup. Customer is within warranty. Business reason-Customer web locked up as referenced to campaign bulletin 01044 web was repaired after tow to dlr. The steering column locked up at an inconvenient time as customer had no other means of transportation to return to residence. Problem occured in Pasadena, CA customer resides in Carlsbad, CA. Customer took a round trip train from Los Angeles to Oceanside for a cost of 36.00. Veh is at 22000 miles, Crm has verified customer address. Reimbursement as follows:

36.00 Total round trip ticked from Los Angeles, CA to Oceanside, CA then back to Los Angeles, CA.

Jason Agard/Cars/Tampa; 0; 366763515 2001-08-25

team lead consulted with crm AGARDJ, cust was contacted on 8/15 and accepted reim amount for \$36.00... tm reviewed file and gave over the shoulder approval for reim in the amount of \$36.00 for cust travel expenses due to campaign repair work done while cust was cut of town...

chantel negron team lead; 0; 367609257 2001-08-25

LIAISON PRE-APPROVING REINBURSEMENT FOR 36.00 FOR TRAVEL EXPENSE RELATING TO STEERING COLUMN BULLETIN.

ALL DOCS ATTACHED

DONNA CAVE/GOODWILL LIAISON/TAMPA; 0; 367611186 2001-08-27

GOODWILL LIAISON APPROVES REIMBURSEMENT FOR \$36.00/18T LEVEL APPROVAL/DNEWTON-TPA APPROVAL GROUP/TM IS TORRES; 0; 367772656 2001-08-27

PINAL APPROVAL 0: 367774441 2001-09-04 PANKLA MORRAU/ TPA GOODWILL LIAISON

REIM OF \$36.00;

CHECK# 900484524 FOR AMOUNT \$ 36.00 MAILED ON (08/28/01) Edward J. Brown II/Goodwill/TPA; 0; 368511297

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: ROAD CONDITION: ROAD SURFACE: 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 KAME:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE:

TRIM

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MSRP: NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM:

DAMAGE:

OTHER: BRANCH

NAME:

ACCOUNT NUMBER:

INTEREST RATE: INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: LEGAL TYPE:

LEMON LAN:

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

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

Business:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAMR:

CONTACT NUMBER: 1

CONTACT TYPE:

COMPANY:

CONTACT PHONE:

ADDRESS:

August 15, 2001

Carlsbad, CA

4856

Request: C04704553

We sincerely regret that you experienced a concern with your 2000 Chevrolet Corvette, which resulted in an unexpected travel expense to you.

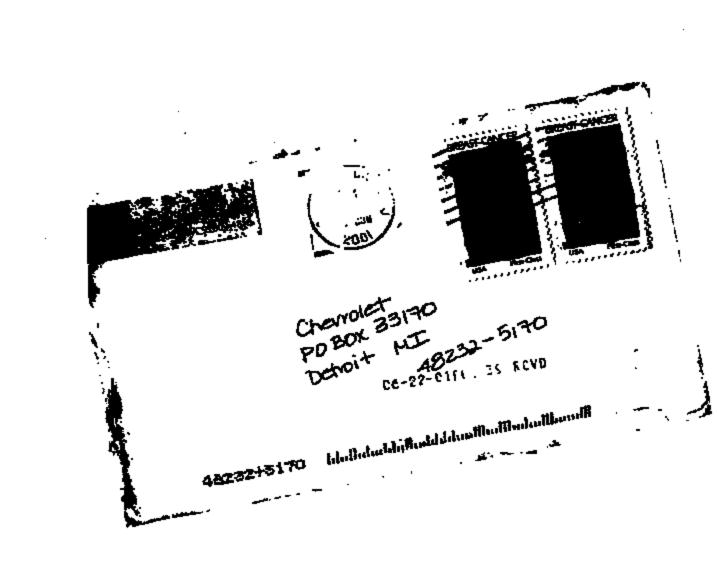
We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$36.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience of travel expenses 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,

Jason Agard Customer Relationship Manager

RS0005-T/djc





June 18, 2001

Chevrolet P.O. Box 33170 Detroit, MI 48232-5170

Ref: VIN 1G1YY32G8Y5122927

To Whom It May Concern:

I am writing to request reimbursement for items related to a problem encountered with my 2000 Corvette. Unfortunately, I have had a number of mechanical issues since purchasing the car. This latest problem was a locked steering column encountered yesterday evening while visiting relatives 100+ miles from my home.

I contacted Roadside Ataletance (upon seeing the console message) and was told by a young woman (after waiting at least 30 minutes on hold) that she had received a number of calls about this problem. She indicated there was no known easy fix (although we were told some folks had had success placing the key in the ignition, setting it to ACC, waiting 30 minutes, then removing the key, waiting about 10-30 seconds, and starting the vehicle—this did not work). She suggested I call back the following morning to get towed to the nearest dealer.

The problem occurred in Passadena, CA and as I live in Carlabad, CA, I took a train house and left my car on the curb where the problem was encountered. The round trip train cost from Los Angeles, CA to Occurside, CA and then back to Los Angeles was \$36 (a copy of receipts enclosed).

AAA towed the car to Team Chevrolet in Pasadena this morning and the repair was completed by this afternoon. Unfortunately, I missed a day of work, as I had no means of transportation to and from work without the vehicle. I also needed to use the day to travel back to Pasadena to pick up the vehicle from Team Chevrolet.

Due to the serious inconvenience of this latest problem, I look forward to Chevrolet's agreement to reimburse my transportation expenses. Thank you for your time and trouble.

Sincerely.

Dawn B. Beattie

Dawilfeathe

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LOS ANGELES, CA

OCEANSIDE, CA

EV

UNRESERVED

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18.00

\$15.00

18.00

17.JUNO1

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AUTO C4/C2/20C1 TO C4/C2/20D2 L9 MSSPRTS

TOUR MENTAL COMPANY OF THE PROPERTY
Carished, CA

July 28, 2001

Chevrolet P.O. Box 33170 Detroit, MI 48232-5170

Ref: VIN 1G1YY32G8Y5122927 Case #04704553

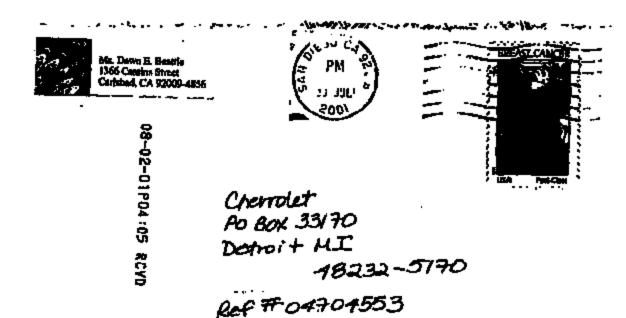
4823245170

To Whom It May Concern:

As requested, I have enclosed the original invoice from Team Chevrolet. This should complete the package of information required to fulfill my request for reimbursement.

Sincerely,

Dawn E. Beattie



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PARE 1 NE 1

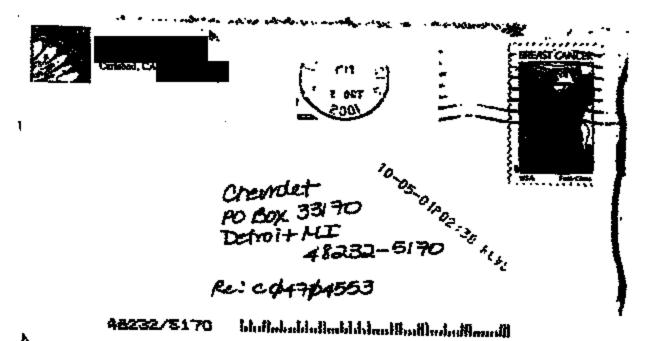
North American Operations Jeneral Motors Corporation Natural Motors (2013) No Rex (2014) Notes: AZ 65082-2618



DATE DE/28/51 SECURITY SECURIT

#900484524# GO213093796 601-2-62520#

ADDRIVATION OF THE CHEEL COMMITTHING PAIL REPORT FOR MA				North A	American Operatio	DS SETAG	SUPPLIES DEPORTMENT SEC-
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		•		TOTAL	21.00	,44,	34





September 29, 2001

BBB Auto Line Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1804 (800) 955-5100

Ref: VIN 1G1YY32G8Y5122927

To Whom It May Concern:

I am writing regarding my 2000 Corvette. I've had a number of mechanical problems with the vehicle since picking it up in Kentucky in April 2000 (Museum delivery with 3 miles on the odometer; purchased from Bob Stall Chevrolet in La Mesa, CA). These problems have required the car to be in service for more than 20 days. One of the problems, a faulty gas gauge, has still not been resolved. Talking to representatives of Bob Stall and to Chevrolet has not resolted in a resolution.

Briefly, the car has been into service on the following dates, with the following mileage readings, for the reasons stated:

2765	PCV valve replaced
2965	Parking brake replaced
3427	Rerouted from sent belt
5282	Car consuming oil - complaint not duplicated
	Left fuel sender replaced (cur ran out of gas with range=43 miles)
9271	Right fuel sender replaced (gas gauge dropped to zero from half way point all at once)
	Ignition switch replaced (car intermittently wouldn't start)
	Engine decarbed (pluging problem due to oil consumption)
	Parking brake caliper replaced
	Rt Pist/Rod/Rng replaced (equeak from front end while braking or turning)
10568	Parking brake not holding - complaint not duplicated
11798	ABS wiring harness replaced (traction control light came on)
14168	Gas range is blank with gas in the car - nothing service can do - runst wait for code to set
18679	Parking brake not holding - complaint not duplicated
,	Stowage lid latch assembly replaced
	Left seat belt replaced
21435	Lock actuator replaced (service column lock light came on)
	2965 3427 5282 6341 9271 10568 11798 14168 18679

Letter to BBB Auto Line September 29, 2001 Page 2 of 2

Due to the serious safety nature of some of the problems I've encountered (running out of gas on the freeway with a gauge that indicates gas in the tank, a steering column locking while the vehicle is operating), and the misunce of having to fill a gas tank more often than necessary due to faulty gauges, I need resolution beyond "there's nothing we can do." I appreciate your time and trouble in this matter.

Sincerely,

(Ce: Chovrolet

P.O. Box 33170

Detroit, MI 48232-5170

Paur Resettle

C04704553

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CASE NUMBER: 05633569

VIN:

1G1YY32G8Y5122927

MODEL YEAR: 2000

DATE OPENED: 2001-10-10

SERIES:

CORVETTE

DATE CLOSED: 2001-11-29

MILEAGE:

25000

SOURCE:

BBB Import

DELIVERY DATE:

BRC TYPE: BRC PARENT: ADR No

DEALER NAME:

DEALER ADDRESS:

M01 Steering General

1 REPAIR ATTEMPT(S)

None provided

COLUMN LOCKS

N22 Fuel Gauge

1 REPAIR ATTEMPT(S)

Other

INTERMITTENT FAILURE

J44 Fuel Pump

1 REPAIR ATTEMPT(S)

Insufficient Pressure

repurchase

NO3 Ignition System Wiring/Switches

1 REPAIR ATTEMPT(S)

Other repurchase

CUST HAS CONCERNS W/ FAULTY FUEL GAUGE READOUT. LEFT HER STARNDED ON FREEWAY 7/2001. STEERING WHEEL LOCKED UP, HAD TO TAKE TRAIN HOME AND BACK TO VEH: DETAILS IN C04704553. CUST STATES WESELOH DIFFICULT TO DEAL WITH. ADVISED ASM AND BBB. STEPHEN NICHOLS/TAMPA/ADR X 58859; 0; 371151255 2001-10-08

EXECUTIVE SUMMARY: DECISION: CLOSE BED CHV0180051....JUSTIFICATION: VOL REPURCHASE PER ASM...DECISION MAKER: CRM/ADR....FOLLOW UP: FOWARD TO REFURCHASE STEPHEN NICHOLS/TAMPA/ADR X 58859; 0; 371434618 2001-10-11

ADR Voluntary Repurchase, (PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Sherena Walters, ext. 58433. AVM: Dorian Taft. Related requests: 04704553, 01791161, & 01216015. Robyn Starks/Tampa workflow.; 0, 371657396

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

NUMBER OF PROPLE: 0

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PRONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

SALES TAX:

VEHIÇLE DRIVEABLE:

MILEAGE 0 BUY-BACK: 0 BRC WARRANTY DATE: MADA: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE

OTHER: BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

NAME:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

	RELEASE:	LIEN PAYOFF:	
_		TITLE HRAND:	
	REPLACEMENT VIN:	***BODILY INJURY**********	
		HODILY 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: CHV0180051 TITLE NAMES: DAWN BEATTIE	DATE:	
	BUSINESS:	% BUSINESS: 0	
	ACCIDENT:	DATE OF ACCIDENT:	
	DESCRIPTION OF DAMAGE:		
		DATE OF PURCHASE/LEASE:	
	MILEAGE AT PURCHASE: 0		
	DOES OWNER HAVE POSESSION OF VEHICLE	CLE:	
	RESCLUTION SOUGHT:		

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

NAME:

COMPANY:

ADDRESS:

10/5/01 12:42 PAGE 1/4 Rightfax Admit 05633569 CBBB TO: Steve Nichols COMPANY: Chevrolet Motor Division

> Steve Nichols To: Fax#: From:

Oct 05, 2001

Chevrolet Motor Division/CHV0180051

TotalPages: 4

TO:Steve Nichols COMPANY:Chevrolet Motor Division

RightFAX

CHADIRODO

DAWN R. BEATTIE 1366 Cauting Street Carlabed, CA 92009-4856 (760) 931-9359



September 29, 2001

BBB Auto Line Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1804 (800) 955-5100

Rec VIN 1G1YY3208Y5122927

To Whom It May Consern:

I can writing regarding my 2000 Corvette. I've had a matcher of mechanical problems with the vehicle since picking it up in Kentucky in April 2000 (Massum delivery with 3 miles on the odometer; purchased from Bob Stall Chevrolet in La Mess, CA). These problems have required the car to be in service for more than 20 days. One of the problems, a finity gas gauge, has still not been resolved. Talking to representatives of Bob Stall and to Chevrolet has not resulted in a resolution.

Briefly, the our has been into service on the following dates, with the following mileage readings, for the research stated:

4/11/00-4/13/00	2765	PCV walve replaced
4/12/00	2965	Parking brake replaced
4/24/00	3427	Removated from sout bolt
6/8/00	5282	Car community oil - complaint not duplicated
7/11/00-7/13/00	6341	Last first mediar replaced (our ran out of gas with ranger-45 miles)
9/29/00-10/5/00	927[Right fuel sensior replaced (gas gauge dropped to sero from half way point all at once)
		Ignition switch replaced (our intermittently wouldn't start)
		Engine described (pingleg problem due to oil consumption)
		Parking traks coliner replaced
		Rt Pint/Rod/Rng replaced (aquantit them from end while banking or turning)
11/2/00	10562	Parking brake not holding - complaint not duplicated
11/27/00	11708	ABS wiring harness replaced (traction control light came on)
1/17/01		Gas recen is blank with gas in the car - nothing service can do
4,11441	14100	- man welt for code to set
4/23/01-4/24/0E	18679	Parking brake not holding - complaint not duplicated
		Storage lid latch assembly replaced
		Left sest belt replaced
6/18/01	21435	Look actuator replaced (service column look light came on)

CBBB 10/5/01 12:42 PAGE 3/4 RightFAX TO:Steve Nichols COMPANY:Chevrolat Motor Division

Letter to BBB Auto Line September 29, 2001 Page 2 of 2

Due to the strious safety nature of some of the problems I've encountered (running out of gas on the floowey with a gauge that indicates gas in the tank, a steering column locking while the volume is operating), and the misunes of having to fill a gas tank more offse than necessary due to finity gauges, I need resolution beyond "there's nothing we can do." I appreciate your time and trouble in this matter.

Sincerely.

Ce: Chevrolet P.O. Box 33170 Detroit, 1dl 48232-5170

C04704553



October 5, 2001

Re: CAMS 1716 X 1690 CHV0180051 :Beattle vs Chevrolet Motor Division VIN: 1G1YY32G8Y51Z2927

Mr. Steve Nichols Chevrolet Motor Division Tampa, FL

Dear Mr. Nichols:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Reclosed you will find a Custower Claim Form, a Manufacture's Response Form (MRF), and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our sasistance scener, please contact me.

Please send us:

- (a) your position in this dispute in writing on the attached MRF; and
- (b) provide copies of any documents relevant to this dispute including the following:
 - Technical service bulleting (if say);
 - Recall notices (if any);
 - Vehicle repair records; and
 - PurchaseAcone contracts with respect to this vehicle.

Please complete the MRF and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the MRF and any documents that you attach will be sent to the consumer and arbitrates paint to a hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see extension listed below) if you have any questions.

Sincerely,

Unda Fernandez at Extension 210

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

Mission Viejo

HOME PHONE:

CASE NUMBER: 1-57379605

VIN:

1G1YY32G8Y5124807

MODEL YEAR:

SERIES:

Corvette

2000

DATE CLOSED: 2003-01-08

DATE OPENED: 2002-12-19

MILEAGE:

40000.0000000

SOURCE:

DELIVERY DATE:

BRC TYPE:

Phone N/ANo

DEALER NAME:

Weseloh & Sons, Llc

BRC PARENT:

DEALER ADDRESS:33633 Camino Capistrano, San Juan

Capistrano, CA, 92675-4845, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

No Symptom Indicated

steering column locked; ; 2002-12-19 2002-12-19

ave mgr Joe Taylor; ; 2002-12-19 2003-01-08

follow up; ; 2003-01-08

2003-01-06

Service Request has been Closed Satisfied.; ; 2003-01-08

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 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:

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: BRC WARRANTY DATE:

MILEAGE 6 BUY-BACK: 0

MSRP:

NADA: 0

NAME:

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM:

DAMAGE:

OTHER: BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LECAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE: LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

NAME:

COMMENTS:

ADDRESS: , CITY/STATE: , LOCATION:

PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE NAMES:

BUSINESS: * BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES CWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

St.Louis , MO

CASE NUMBER: 1-126329516

VIN:

1G1YY32G8Y5126136

2000

DATE OPENED: 2003-08-04

MODEL YEAR: Series:

Corvette

DATE CLOSED: 2003-09-09

MILEAGE:

16000.0000000

SOURCE:

Phone N/AYes DELIVERY DATE:

DRALER NAME:

Elco Chevrolet Inc.

BRC TYPE: BRC PARENT:

DEALER ADDRESS:15110 Manchester, Ballwin, MC, 63011, USA

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

Cust seeks cost assistance; ; 2003-08-04 2003-08-04

Crm contacted dlr; ; 2003-08-04 2003-08-04

Crm contacted dlr for cust appointment; ; 2003-08-04 2003-08-04

Cust seeks prev crm; ; 2003-08-04 2003-08-04

Place review notes in today's inbound; ; 2003-08-04 2003-08-04

Call cust to advise of situation; ; 2003-08-04 2003-08-04

Call dlr back for cust; ; 2003-08-04 2003-08-04

Cust left VM messege; ; 2003-08-04 2003-08-26

Service Request Ownership has changed FROM: ZIGALSA TO: GUEREROM; ; 2003-08-26 2003-08-26

follow up; ; 2003-08-26

2003-09-09

follow up; ; 2003-09-09

2003-09-09

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

Page 2 of 3

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

DEPRECIATION: UPGRADE:

MSRP:

UKGRADE: AFTERMARKET:

		1
	LEASE TERM:	
	DAMAGE:	
	OTHER:	
•	BRANCH:	NAME:
	ACCOUNT NUMBER:	
	INTEREST HATE:	INTEREST PAID:
		DEALER BUYOUT:
	ACCOUNT BALANCE:	
	LEGAL:	LEGAL TYPE:
		LEMON LAW:
	DEALER ADMINISTRATION:	VEHICLE DESTINATION:
	RELEASE:	LIEN PAYOFF:
		TITLE BRAND:
	REPLACEMENT VIN:	
	· 由的物物的物质生物的物质物质的物质的物质的物质的	***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***************************
,		DATE:
	TITLE NAMES:	a
		% BUSINESS: 0
		DATE OF ACCIDENT:
	DESCRIPTION OF DANAGE:	
		DATE OF FURCHASE/LEASE:
		PURCHASE/LEASE AS:
	DOES OWNER HAVE POSESSION OF VEHIC	CLE:
	RESOLUTION SOUGHT:	
	***********************	CONTACT INFORMATION*********************
	BKC	LONIACT INFORMATION
	Name.	COMPACT NUMBER: 1

COMPANY:

ADDRESS:

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION CHRVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

BURLINGHAM

NY

HOME PHONE:

CASE NUMBER: 06875621

VIN:

1G1YY32G8Y5126864

MODEL YEAR:

2000

DATE OPENED:

2002-05-21

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED:

2002-05-24

MILEAGE:

18000

SOURCE: BRC TYPE: Phone No DELIVERY DATE: DEALER NAME:

ROBERT GREEN CHEVROLET-OLDS INC

BRC PARENT:

DEALER ADDRESS: EX 107 RTE 17 E, MONTICELLO, NY, 12701, USA

N41 Steering Column/Lock/Attaching Parts

0 REPAIR ATTEMPT(S)

Broken

STEERING LOCKED UP

830 Parts Delay

0 REPAIR ATTEMPT(S)

Customer Satisfaction

PART NOT AVAILABLE TIL JULY

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\Texplore.exe http:\\carsweb\webknowledge]]. Click the Product
 Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra~1\Flus!\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepcint.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

CUST IS ORIGINAL OWNER OF THE VEH. CUST STATES THAT HE WAS DRIVING THE VEH APPROX A WEEK TO 10 days ago, and the steering locked up in the VBH. Cust States that the VBH was towed to the dlr and the dlr found that the part in this veh was under a 1999 Campaign. Cust states THAT THE DLR HAS ADVISED HIM THAT THE PART WILL NOT BE AVAILABLE UNTIL JULY 2002. CUST SEEKS TO KNOW IF THERE IS ANYTHING THAT CAN BE DONE TO GET PART QUICKER. CRM CONTACTED SVC MGR OF THE DLR TIM EVANS WHO STATES THAT THE PARTS MGR MIKE DURBACK IS HANDLING THE GETTING OF THE PART. CRM SPOKE WITH PARTS MGR MIKE DURBACK AND WAS ADVISED THAT HE TRIED TO PLACE A SPAC ON THE CASE AND THE SYSTEM WOULD NOT LET THEM, AND TOLD THE DLR TO ORDER IT BY CSO (COST SPECIAL ORDER) # J131. CRM CONTACTED SPAC AND SPORE WITH SPAC LIASON JESSIE WHO FUT SPAC ON CASE \$509053443 AND THE CASE CLOSED OUT IMMEDIATELY. JESSIE ADVISED CRM THAT THE PART IS COMING OUT OF CANADA AND THE DLR SHOULD RECIEVE THE PART BY FRIDAY. CRM CONTACTED PARTS MOR MIKE DURBACK AT THE DLR ADVISING OF THE SPAC CASE NUMBER, AND THE STATUS OF THE PART, PARTS MGR THANKED CRM FOR ASSISTANCE. CRM ADVISED THE CUST THAT THE DLR SHOULD HAVE THE PART THE VERY EARLIEST FRIDAY AND AS LATE AS EARLY NEXT WEEK. CUST THANKED CRM FOR THE ASSITANCE. CRM SET FOLLOW UP TIME TO CALL THE CUST AND DLR CM 5-24-02 @ 100P, FOR UPDATE, WHICH CUST AGREED TOO. REQUEST SUBPENDING PENDING CALLBACK. JBEATH/TFA/CARS; 0; 99999 2002-05-21

CUST IS ORIGINAL CONNER OF THE VEH. CUST STATES THAT HE WAS DRIVING THE VEH APPROX A WEEK TO 10 DAYS AGO, AND THE STEERING LOCKED UP IN THE VEH. CUST STATES THAT THE VEH WAS TOWED TO THE DLR AND THE DLR FOUND THAT THE PART IN THIS VEH WAS UNDER A 1999 CAMPAIGN. CUST STATES THAT THE DLR HAS ADVISED HIM THAT THE PART WILL NOT BE AVAILABLE UNTIL JULY 2002. CUST SEEKS TO KNOW IF THERE IS ANYTHING THAT CAN BE DONE TO GET PART QUICKER. CRM CONTACTED SVC MCR OF THE DLR TIM EVANS WHO STATES THAT THE PARTS MGR MIKE DURBACK IS HANDLING THE GETTING OF THE PART. CRM SPOKE WITH PARTS MGR NIKE DURBACK AND WAS ADVISED THAT HE TRIED TO PLACE A SPAC ON THE CASE AND THE SYSTEM WOULD NOT LET THEM, AND TOLD THE DLR TO ORDER IT BY CSO (CUST SPECIAL ORDER) # J131. CRM CONTACTED SPAC AND SPOKE WITH SPAC LIASON JESSIE WHO PUT SPAC ON CASE #809053443 AND THE CASE CLOSED OUT IMMEDIATELY. JESSIE ADVISED CRM THAT THE PART IS COMING OUT OF CANADA AND THE DLR SHOULD RECIEVE THE PART BY FRIDAY. CRM CONTACTED PARTS MGR MIKE DURBACK AT THE DLR ADVISING OF THE SPAC CASE NUMBER, AND THE STATUS OF THE PART, PARTS MGR THANKED CRM FOR ASSISTANCE. CRM ADVISED THE CUST THAT THE DLR SHOULD HAVE THE PART THE VERY EARLIEST FRIDAY AND AS LATE AS EARLY NEXT WEEK. CUST THANKED CRM FOR THE ASSITANCE. CRM SET FOLLOW UP TIME TO CALL THE CUST AND DLR ON 5-24-02 @ 100P, FOR UPDATE, WHICH CUST AGREED TOO. REQUEST SUSPENDING PENDING CALLBACK. JBEATH/TPA/CARS; 0; 99999 2002-05-24

Crm to call dlr at 1 pm. jbeath/tpa/cars; 0; 391097207 2002-05-24

Crm contacted Parts Mgr Mike Durbak and he states that the part came in about an hour ago, and they will be working on the custs veh today. Crm contacted the cust and advised him of this. Cust thanked crm for assistance, and stated that crm kept his faith in GM. Crm closed request satisfied. Jheath/Tpa/Cars; 0, 391105357

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:

ITION: 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: MOTIFY 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: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERNARKET: 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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: . PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE:

• Business: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

TITLE NAMES; BUSINESS:

DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0

ACCIDENT:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

.

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

,

GBNBRAL MOTORS CORPORATION CHBVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



CASE NUMBER: 04683954

VIN:

1G1YY32G8Y51274B1

DATE OPENED: 2001-06-25

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED: 2001-06-28

MILRAGE:

2000 15351

SCURCE:

Phone

DELIVERY DATE:

MODEL YEAR:

BRC TYPE: BRC PARENT:

DEALER NAME: DE SANTIS CHEVROLET INC

DEALER ADDRESS: 1555 MAIN ST., EROCKTON, MA. 02301, USA

M41 Steering Column/Lock/Attaching Parts

0 REPAIR ATTEMPT(S)

Broken

LOCKED

N20 Electric Warning Lamps/Alarms

5 REPAIR ATTEMPT(S)

Other

UNSYCRONIZED

PINAL-MA

CRM HAS OPENED FILE TO TAKE OWNERSHIP, CALL AVM KARIN ROBERTSON AND CUST ATTORNEY MICHAEL LYNN AT 617-472-4698. VEH HAS ALREADY HAD ITS FINAL REPAIR WHEN THE STEERING LOCK WENT OUT AND ALARM IS UNSYCRONIZED AGAIN. CRM HAS LEFT VME FOR AVM KARIN ROBERTSONAS TO HOW SHE WOULD LIKE TO PROCEED, REPURCHASE OR LET CUST FILE BBB. RUTHE BOYCE/LEGAL CORR/TAMPA/57611; 0; 362357595

2001-06-26

ADR CRM STACY BEASLY IS THE CURRENT CRM ON THIS FILE. SHE HAS COPIES OF THIS FILES DOCUMENTS AND CRM HAS ALSO SENT HER A COPY OF VME LEFT FOR CRM BY AVM KARIN ROBERTSON. PER ADR CRM, THIS FILE WILL BE CLOSED DISSATISFIED BY LEGAL CORR AND ALL FURTHER CONTACT WILL BE THROUGH ADR. RUTHE BOYCE/LEGAL CORR/TAMPA/57611; 0; 362416202 2001-06-26

CRM HAS LEFT VME FOR AVM KARIN ROBERTSON, THAT THIS FILE IS BEING HANDLED BY ADR CRM STACY BEASLY AND THAT CRM HAS TRANSFERRED THE VME INSTRUCTIONS THAT AVM HAD LEFT FOR THIS CRM TO THE ADR CRM, AND LEGAL CORR CRM IS CLOSING FILE. RUTHE BOYCE/LEGAL CORR/TAMPA/57611; 0; 362416918 2001-06-28

orm is closing file dissatisfied as file is now being handled in bro adr. with over the shoulder approval from tm ayala. ruthe boyce/legal corr/57611; 0; 362612357

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PEOPLE: 0 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DANAGE:

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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

TRANSACTION:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE: NADA: 0

SALES TAK:

DEPRECIATION:

UPGRADE:

MSRP:

APTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: / CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

& BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:



SPRING HILL

FL

HOME PHONE:

CASE NUMBER: 06022229 VIN:

1G1YY32G8Y5129084

MODEL YEAR:

2000

DATE OPENED:

2001-12-12

SERIES:

CCRVETTE CONVERTIBLE

DATE CLOSED:

2001-12-14

MILEAGE:

19000

BRC TYPE:

SOURCE:

Phone No

DELIVERY DATE: DRALER NAME:

REGISTER CHEVROLET-OLDSMOBILE INC

BRC PARENT:

DEALER ADDRESS: 14181 CORTEZ BLVD, , BROOKSVILLE, FL, 34613, USA

M41 Steering Column/Lock/Attaching Parts

Other LOCKING UP

0 REPAIR ATTEMPT(S)

Other

Al2 Miscellaneous - Not Classified 0 REPAIR ATTEMPT(S)

RENTAL VEH

850 Roadside Assistance Complaint

O REPAIR ATTEMPT(S)

doesn't want to sign waiver

Customer Satisfaction

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\Flus!\Micros-1\Texplore.exe
- http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.html]
- * Identify if earlier repairs have been attempted? ~[[Possible Chronic Rep RUN
- C:\Progra~1\Plus!\Micros-1\Iexplore.axe
- 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
 - 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\Plust\Micros~1\Iexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehiclsRepurchase.html]

Vehicle repair request - Repair not done

ORIGINAL CWMER. CRM DID VIN SEARCH 2 PREV REQ FOUND, NOT REGARDING THIS CONCERN. CUST STATES STEERING COLUMN IS LOCKED UP. STATES CONTACTED ROADSIDE, ROADSIDE CAME OUT TO VEH AND ADVED CUST THAT THEY CAN NOT GET VEH OUT OF GARAGE WITH OUT DAMAGING VEH AND WANTING CUST TO SIGN A WAIVER THAT CUST WOULD BE RESPONSIBLE FOR DAMAGE. CUST STATES WILL NOT SIGN WAIVER AND DOES NOT WANT VEH DAMAGED. CUST SEEKS ASSISTANCE IN REPAIR AND GET VEH TO DLR W/OUT DAMAGE. CUST STATES CONTACTED DLR, SPOKE WITH SVC MGR WHO STATES HE DOES NOT WANT TO BE LIABLE FOR

DAMAGES. CRM CONTACTED DLR SPOKE, WITH JOE (SVC MGR) WHO STATES DOES NOT WANT TO LIABLE FOR DAMAGES. CRM ASKED IF ITS FOSSIBLE TO GET TECH OUT CUST HOME TO DIAGNOSE VEH. JOE STATED THAT HE MIGHT BE ABLE TO SEND SOMEONE OUT, BUT AGAIN DOES NOT WANT TO BE LIABLE IF TECH DAMAGES VEH TRYING TO DIAGNOSE. CRM ADSD JOE WILL ADVSD CUST. CRM ADVSD CUST OF WHAT CRM AND JOE DISCUSSED. CUST STATES THAT A TECH CAN COME OUT TO VEH. CUST STATES DOOR IS ABLE TO BE OPENED W/OUT DAMAGE..; 0; 377030948

......CONTINUED..... CUST STATES WANTS LOANER VEH. CRM ADVSD WARRANTY PROVIDES RENTAL IF VEH IS OUT OF SERVICE FOR OVER 24 HOURS. CRM ADVSD WILL RESEARCH FURTHER TO TRY TO ASSIST. CRM CONTACTED ROADSIDE ASSIST AND WAS ADVSD THAT ROADSIDE SENT OUT FLATEED TRUCK AND DOLLY AND WERE NOT ABLE TO SERVICE VEH DUE TO GARAGE BEING TOO NARROW. ADVSD THAT IF SERVICE VEH, THAT THERE WOULD BE PONTENAL DAMAGE (HIT WALL). AND WILL NOT SERVICE VEH WOUT WAIVER SIGNED BY CUST. CRM CONF CALL WITH TM JENNIFER JARRETT (WHO RAN FILE BY LEGAL GM REP) AND SUPERVISOR FROM ROADSIDE (MCCALEBB). JARRETT ADVSD ROADSIDE THAT CAC FEELS ITS GM RESPONIBLY TO CUST TO GET VEH TO DLR. MCCALEBB PROVIDED REF NUMBER 01416832 AND EXT 4868 FOR LEGAL REP TO CONTACT MCCALEBB BACK TO RESOLVE ISSUE. MANDI COLE/FLPILOT/57857; 0; 377031810

CRM RECD MSG OF CUST CALLING IN. CRM CONTACTED CUST BACK AND ADVSD THAT CRM IS WORKING WITH ROADSIDE TO RESOLVE CONCERNS. CUST STATES OR. CRM ADVSD WILL CONTACT CUST BACK ABOUT 4PM APTER FURTHER RESEARCH. CUST STATES OR BUT IF CRM IS NOT CALLING BACK UNTILL 4PM, DLR IS NOT GOING TO BE ABLE TO FIX VEH, CUST SEEKS RENTAL. CRM ADVSD WILL RESEARCH THAT AS WELL AND ADVSE CUST WHEN CRM CONTACTS BACK. MANDI COLE/FLPILOT/57857; 0; 377032917 2001-12-12

CRM RESUMED FILE TO SEND FYI DLR NOTIFICATION. MANDI COLE/FLPILOT/57857; 0; 377033787 2001-12-12

CRM RECD INFO FROM LEGAL THAT ROADSIDE WOULD SEND TECH OUT TO LOOK AT VEH. CRM RECD TRANSFER CALL FROM CUST. CUST STATES CADILLAC TECH GOT VEH RUNNING SO CUST CAN TAKE VEH TO DLR. CUST STATES TECH ADVSD IF TURNS OFF VEH WILL LOCK UP AGAIN. CUST STATES TAKING TO DLR AND SEEKS RENTAL VEH WHEN GET THERE. CRM CONTACTED DLR SPOKE WITH JOB SVC MGR AND ADVSD OF CUST CURRENT SITUATION. JOE STATES WILL PROVIDE RENTAL VEH FOR CUST. CRM THANKED JOE FOR TIME. CRM ADVSD CUST THAT RENTAL WILL BE PROVIDED. CRM SET CB FOR POLLOWING-UP WITH CUST ON 12-14-01 BETWEEN 2-4PM EST. MANDI COLE/FLFILOT/57857; 0; 377044284

CRM CONTACTED CUST. CUST STATES EVERYTHING WENT SLOWLY. CUST STATES RECD RENTAL WHEN GOT TO DLR. CRM CLOSING FILE SATISFIED. MANDI COLE/FLPILOT/57857; 0; 377212330

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0 PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE: FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER HUYOUT:

ACCOUNT BALANCE:

LEGAL;

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

LOCATION:

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

TREATED:

IP SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS: % BUŞINESS: 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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CASE NUMBER: 06266037

VIN:

1G1YY32G8Y5129084

MODEL YEAR:

2000

17500

DATE CLOSED: 2002-03-06

DATE OPENED: 2002-01-29

Series :

CORVETTE CONVERTIBLE

SOURCE:

BBB Import

MILEAGE: DELIVERY DATE:

BRC TYPE:

ADR No

DEDITORI DALID.

DEALER NAME: None provided

BRC PARKET:

DEALER ADDRESS:

M01 Steering General

Excessive Play

2 REPAIR ATTEMPT(S)

LOCKED

G29 Differential Housing/Gears (Front/Rear)

Other

5 REPAIR ATTEMPT(8)

REAR AXLE LEAK

C28 Seat Belt System 1 REPAIR ATTEMPT(S) Other LOCK UP

CRM CALLED CUST. CUST STATES THAT HER LAST REPAIR 1/19/02: SHIFT CABLE ENAPPED, VEH WOULD NOT START, VEH WAS TOWED TO REGISTER; 4 DAYS OUT OF SERV. DEC '12/01: STEERING LOCKED: VEH REPAIRED AT REGISTER 3 DAYS OUT OF SERV. 7 REPAIRS FOR REAR AXLE.CUST CURRENTLY HAVING PROBLEMS WITH SEAT BELT. CUST SEEKS REPURCHASE. LEASE: 3 YR, \$814, 12,000 PER YEAR. KAREN NIXON; 0; 381189853
2002-02-01

CRM RECEIVED MVDM DATE: 1/22/02. CRM CALLED CUST. CUST STATES VEH IS REPAIRED FOR CONCERNS LISTED ON MVDM. CURRENT PROBLEM WITH SEAT BELT. CUST SEEKS REPURCHASE. CRM ADVISED THAT FOLLOWING MVDM, THE MEXT STEP IS FRA. WILL SCHEDULE FOR INSPECTION FOR MVDM CONCERNS AND SEAT BELT REPAIR.

CRM CALLED SERV MGR, JOE CRACHIOLA: REAR AXLE LEAK REPAIRS: 5/11/01, 5/23/01, 9/24/01, 10/01 (REPLACED DIFERENTIAL). STEERING LOCKED: 12/12/01 (REPLACED SHIFT LOCK MECHANISM), 1/19/01 (REPLACED SHIFT CABLE). VEH REAR AXLE AND STEERING CONCERNS REPAIRED. CRM ADVISED SERV MGR OF MVDN AND SEAT BELT CONCERN). FRA: 2/5/02.

CRM CALLED CUST. CRM ADVISED CUST TO BRING VEH TO DLR 2/5/02 8:00 A.M. KAREN NIXON; 0; 381427614
2002-02-01

CRM ADVISED AVM DON REEVES ON CUST'S CONCERNS AND FRA. KAREN NIXON; 0; 381428386 2002-02-08

2/6: CUST STATES VIA VM THAT SHE WAS UNABLE TO ATTEND FRA, RESHEDULED TO 2/7

2/8: CUST STATES THAT RE FRA FOR SEAT BELT, DLR ORDERED PART. CUST STATES THAT SHE MO LONGER HAS ANY PROBLEMS WITH VEH. CUST STATES THAT SHE WANTS REPURCHASE DUE TO 25+ DAYS OUT OF SERV. CRM ADVISED THAT GM 1ST OBLIGATION 1S TO REPAIR. VEH IS REPAIRED -- DENY REPURCHASE. CUST STATES SHE HAS A 3 YR LEASE AND PAYS \$813 PER MONTH. CRM ADVISED THAT SHE WOULD RESEARCH OTHER OPTIONS. KAREN NIXON; 0; 382031856 2002-02-25

CUST STATES THAT RE FRA: DLR REPLACED RETRACTOR ON SEAT BELT.DLR ORDERED PART. CUST BROUGHT VEH BACK 2/22 WHEN PART WAS AVAIL CUST STATES SHE IS DISSATISFIED WITH REPAIR. SEAT BELT CONTINUES TO HOLD HER TIGHTLY DURING ACCELERATION NOT JUST ON BRAKING. REPAIR ATTEMPTS FOR SEAT BELT = 1. CRM STATES THAT SHE WILL RESEARCH. KAREN NIXON; 0; 383507824 2002-02-25

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CRM REQUESTED FAX OF RO FROM SERV MGR. KAREN NIXON; 0; 383508578

CRM REVIEWED CASE ASSESSMENT WITH TM NEW.

CRM CALLED CUST -- UNAVAIL -- CRM SPOKE TO HUSBAND. CRM ADVISED HUSBAND THAT SEAT BELT IS OPERATING AS DESIGNED. CRM OFFERED FOR CUST INCONVENIENCE SMART CARE 3/36. HUSBAND STATES THAT CUST WILL PROBABLY DECLINE. HUSBAND SEEKS FOR CRM TO CALL BACK. KAREN NIKON TAMPA; 0; 383671514
2002-03-06

COST DISSATISFIED WITH REPAIR. CUST REFILED (1-R). SEE FILE 06459521.

DECISION: CLOSE

JUSTIFICATION: REPAIRS DECISION MAKER: CRM

FOLLOW UP: SEE FILE 06459521 XARKN NIXON TAMPA BRC ADR XX57396; 0; 384304589

FIRST STAR

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE: 0

INJURIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

SEATING POSITION: TYPE OF INJURY:

TREATED:

INSPECTORS NAME: INSPECTION DATE: WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION: WHERE WAS INSPECTION DONE: WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: RECUEST TYPE: REFURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , FAX NUMBER: PHONE NUMBER: BODY TYPE: PRODUCT CODE: TRIM: TRANSMISSION: ENGINE TYPE: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: NADA: 0 MSRP: SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LEMON LAW: VEHICLE DESTINATION: DEALER ADMINISTRATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: , PHONE NUMBER:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER: CHV0233100 DATE: 2002-01-29

TITLE NAMES: ELIZABETH PIEDRA

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

FIRST STAR

CONTACT NUMBER:

1

COMPANY: FIRST STAR CONTACT TYPE: CONTACT PHONE:

Lienholder

ADDRESS:

P.O. BOX 2188

Oshkosh, WI 54903

Liz Piedra 13286 Miller: Laine Spring Hill, FL 34809

7001 2510 0005 2802 5282

CERTIFIED MAIL

1 7003 2510 DDDs 2002 5262

Attachant 0626603

boom : Customers Seve Mcp.

Chevrolet Motor Division Customer Assistance Manager P.O. Box 33170 Detroit, MI 48232-5170 MM 2 5 7002

4883848170 B1

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Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

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

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Date Mailed

(1,00)

White—manufacture's copy, send by registered fratum receipt requested) or sepress mail. Yellow—consumer's copy, keep for your receipt.

Pirk—Aborney General's copy, send by regular mail.

Elizabeth Piedra 13286 Mitten Lane Spring HDI, Fl. 34669 352-686-2239

January 19, 2002

Chevrolet Motor Division Customer Assistance Manager P.O. Box 33170 Detroit, MI 48232-5170

Vin #: 1G1YY32G8Y5129084

To Whom It May Concern:

This serves as final notification that my vehicle has been out of service for over 15 days and continues to have problems.

On Saturday, January 19, 2001 my vehicle left me at a restaurant, it would not start. I contacted 1-300-CHEVUSA and roadside dispatched Gibson's Towing of Spring Hill, FL, they were not able to do anything and was told in order for them to tow it I would have to sign I liability waiver, which I refuse to do.

On Monday, January 21, my car was finally towed from the restaurant to Register Chevrolet by Tatum's towing of Hudson, FL without damage nor a liability waiver signed.

Attached you will find a schedule of service done on this vehicle. I would like Chevrolet at this time to purchase back the vehicle, because it is evident that this is a poorly manufactured vehicle.

I would like Chevrolet to purchase back this vehicle and would appreciate a reply within 10 days.

yyerypu,

Elizabeth Piedra

Ce: Attorney General BBB Autoline

Description	Dealer	Data la	Date Out	Days Out
B G_l- aabla-	Replaced Rear Axle Right / Seal			
Rear Axie Leaking -	/ Goar Oil	3/1/01	3/1/01	
Rear Axie Leaking -	in on 6/9 reported problem, -	3/27/01	3/36/61	
	Repaired \$11 Replaced Rear			
	Axie Seal Right - car was given		ł	
Come Andre Jerobber	besk	8-May	11-May	١.,
Reer Axie Leeking -	Index	D-MANY	11-11007	
Contacted Chevrolet Rep	<u>rt. # 04288406</u> filed compleint on t	<u> </u>		
Reer Axie Leeking -	Reer Axie Ring, Right, Sea), Cil	23-May	24-May	
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Rear Axte Leaking -		10/8/01	10/11/10	
	Cadilles Tech George came out to			
Steering Looked	untock so I could drive to dealer	12/12/01	12/14/02	3
	Set. 1/19/02 Gibson was sent		12011102	
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GMC

February 1, 2002

Spring Hill, FI

Request: C06266037

Vehicle Identification Number: 1G1YY32G8Y5129084

Dear Ms. Piedra:

Thank you for your recent correspondence dated January 22, 2002. We are sorry you are dissatisfied with your 2000 Chevrolet Corvette. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their expedence with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Karen Nixon Customer Relationship Manager

LC0030-TAMPA/BRC/ADR













February 1, 2002

Spring Hill, FL

Request: C062660373

Vehicle Identification Number: 1G1YY32G8Y5129084

Dear Ma. Piedra:

Thank you for your recent correspondence dated January 22, 2002 regarding your 2000 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfication our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled inspection/repair opportunity at Register, located at Brooksville, Florida. As per our conversation on February 1, 2002 this repair opportunity will take place on February 5, 2002 8:00 a.m.

If you have any further questions, please contact me at 1-800-231-1841 extension 57396 between 8:00 a.m. and 4:30 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerety,

Karen Nixon Customer Relationship Manager

LC0032-Tampa BRC/ADR

General Motors Corporation 1426 Pacific Drive Anburn Hills, MI 48326

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GM RESTRICTED

CASE NUMBER: 06266037 VIN: 1G1YY32G8Y5129084

DATE OPENED: 01/29/02 MODEL YEAR: 2000

DATE CLOSED: 03/06/02 SERIES: CONVERTIBLE

SCURCE: ADR NO MILEAGE: 17500

CUSTOMER:

ADDRESS 1

HOME PHONE: STATE: FL

BUS . PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: D6266037 VIN: 101YY32G8Y5129084

MODEL YEAR: 2000

DATE OPENED: 2002-01-29 SERIES: CORVETTS CONVERTIBLE

DATE CLOSED: 2002-03-06 MILEAGE: 17500

SOURCE: BEB Import DELIVERY DATE:

BRC TYPE: ADR NO DEALER NAME: None provided

BRC PARENT: DEALER ADDRESS:

NO1 Steering General Excessive Play

2 REPAIR ATTEMPT(E) LOCKED

G29 Differential Housing/Gears (Front/Rear) Other

5 REPAIR ATTEMPT(S) REAR AXLE LEAK

C28 Seat Belt System Other
1 REPAIR ATTEMPT(S) LOCK UP

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2002-02-01

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2002-03-06

CUST DISSATISFIED WITH REPAIR. CUST REFILED (1-R). SEE FILE 06459521.

DECISION; CLOSE

JUSTIFICATION: REPAIRS

DECISION MAKER: CRM

FOLLOW UP: SER FILE 06459521 KAREN NIXON TAMPA BRC ADR XX57396; 0; 384304589

FIRST STAR

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

INJURIES:

NUMBER OF PEOPLE: 0

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:

SOURCE:

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:

TRANSACTION:

PAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

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BRANCH:

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ACCOUNT NUMBER:

INTEREST RATE:

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DEALER ADMINISTRATION:

VEHICLE DESTINATION:

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LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

соиментя:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER: CHV0233100 DATE: 2002-01-29

TITUR NAMES: ELIZABETH PIEDRA

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

FIRST STAR

CONTACT NUMBER:

-

COMPANY: FIRST STAR

CONTACT TYPE: CONTACT PHONE: Lienholder

ADDRESS:

P.O. BOX 2188

Oshkosh, WI 54903

RESTRICTED а м

CASE NUMBER: 06459521 VIN: 1G1YY32G8Y5129084

DATE 03/04/02 MODEL 2000

DATE 04/22/02 SERIES CORVETTE CONVERTIBLE

SOURCE: ADR NO 26000 MILEAGE

CUSTOMER:

ADDRESS:

HOME PHONE: STATE: FL

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS:

HOME PHONE:

CASE NUMBER:

06459521

VIN:

1G1YY32GBY5129084

MODEL YEAR: 2000

DATE OPENED: 2002-03-04

SERIES:

CORVETTE CONVERTIBLE

DATE CLOSED: 2002-04-22 MILEAGE: 26000

SOURCE: BRC TYPE:

BBB Import ADR No

DELIVERY DATE:

DEALER NAME: None provided

BRC PARENT: DEALER ADDRESS:

M01 Steering General Other 2 REPAIR ATTEMPT(S) LOCK

G01 Axle/Differential/Driveline Other 5 REPAIR ATTEMPT(S) LEAK

C28 Seat Belt System Pulls/Grabs 1 REPAIR ATTEMPT(S) TOO TIGHT

CRM CALLED CUST. CRM ADVISED CUST THAT GM IS REFUSING REPURCHASE. CRM OFFERED CUST FOR HER INCONVENIENCE SMART CARE. CUST REFUSED. CRM OFFERED CUST 1 VEH PAYMENT. CUST REFUSED. CRM OFFERED CUST 2 VEH PAYMENTS. CUST REFUSED.

CRM ADVISED BEB VIABMAIL OF GM POSITION: DENY REPURCHASE, OFFER CUST 2 VEH PAYMENTS, CUST REFUSED.

CRM ADVISED AVM, DON REEVES, 404082/8122, VIA VM OF ABOVE. KAREN NIKON X57396; 0; 385050193 2002-05-06

- 4/23; CUST STATES VIA LETTER THAT HER VEH REAR AXLE AGAIN IS LEAKING. CUST SEEKS REPURCHASE.
- 5/6: CUST STATES THAT HER REAR AXLE BEGAN LEAKING 4/23. CUST HAS NOT EROUGHT VEH TO DIR FOR REPAIR OR VERIFICATION. CUST SEEKS REPURCHASE OR SHE WILL PROCEED TO STATE. CRM ADVISED THAT HER BBB CLAIM WAS CLOSED; HOWEVER SHE WOULD REVIEW FOR VOL REPURCHASE.
- 5/6: CRM ADVISED AVM STEVE GILLEY 404082/8026 VIA VM OF CUST'S RECENT CONCERN: 8 PRIOR REAR AXLE REPAIRS, 25 DAYS OUT OF SERV. CRM SEEKS CALL BACK RE REPURCHASE. KARRN NIXON BRC ADR X57396; 0; 389549865
 2002-03-06
- FILE 1-R FROM FILE 06266037. CRM CALLED CUST. CUST'S HUSBAND STATES THAT HE WILL REVEAL OFFER TO WIFE. KAREN NIXON; 0; 384304431 2002-03-06
- FROM PRIOR ADR FILE 06266037; CUST STATES THAT HER LAST REPAIR 1/19/02: SHIFT CABLE SWAPPED, VEH WOULD NOT START, VEH WAS TOWED TO REGISTER; 4 DAYS OUT OF SERV. DEC '12/01: STEERING LOCKED: VEH REPAIRED AT REGISTER 3 DAYS OUT OF SERV. 7 REPAIRS FOR REAR AXLE.CUST CURRENTLY HAVING PROBLEMS WITH SEAT BELT. CUST SEEKS REPURCHASE. LEASE: 3 YR, \$814, 12,000 PER YEAR....; 0; 384304873
 2002-03-06
- ...CRM RECEIVED MYDN DATE: 1/22/02. CRM CALLED CUST. CUST STATES VEH IS REPAIRED FOR CONCERNS LISTED ON MYDN. CURRENT PROBLEM WITH SEAT BELT. CUST SEEKS REPURCHASE. CRM ADVISED THAT FOLLOWING MYDN, THE NEXT STEP IS FRA. WILL SCHEDULE FOR INSPECTION FOR MYDN CONCERNS AND SEAT BELT REPAIR.
- CRN CALLED SERV MGR, JOE CRACHIOLA: REAR AXLE LEAK REPAIRS: 5/11/01, 5/23/01, 9/24/01, 10/01 (REPLACED DIFERENTIAL). STEERING LOCKED: 12/12/01 (REPLACED SHIFT LOCK MECHANISM), 1/19/01 (REPLACED SHIFT CABLE). VEH REAR AXLE AND STEERING CONCERNS REPAIRED. CRM ADVISED SERV MGR OF MVDN AND SEAT BELT CONCERN. FRA: 2/5/02.
 - CRM CALLED CUST. CRM ADVISED CUST TO BRING VEH TO DLR 2/5/02 8:00 A.M....; 0; 384304917 2002-03-06
 - ... CRM ADVISED AVM DON REEVES ON CUST'S CONCERNS AND FRA....
 - ...2/6: CUST STATES VIA VM THAT SHE WAS UNABLE TO ATTEND FRA, RESHEDULED TO 2/7
 - 2/6: CUST STATES THAT RE FRA FOR SEAT BELT, DLR ORDERED PART. CUST STATES THAT SHE NO LONGER HAS ANY PROBLEMS WITH VEH. CUST STATES THAT SHE WANTS REPURCHASE DUE TO 25+ DAYS OUT OF SERV. CRM ADVISED THAT GM 1ST OBLIGATION IS TO REPAIR. VEH IS REPAIRED -- DENY REPURCHASE. CUST STATES SHE HAS A 3 YR LEASE AND PAYS \$813 PER MONTH. CRM ADVISED THAT SHE WOULD RESEARCH OTHER OPTIONS. ...; 0; 384304974
 2002-03-06
 - ...CUST STATES THAT RE FEA: DLR REPLACED RETEACTOR ON SEAT BELT.DLR ORDERED PART. CUST BROUGHT VEH BACK 2/22 WHEN PART WAS AVAIL CUST STATES SHE IS DISSATISFIED WITH REPAIR. SEAT BELT CONTINUES TO HOLD HER TIGHTLY DURING ACCELERATION NOT JUST ON BRAKING. REPAIR ATTEMPTS FOR SEAT BELT = 1. CRM STATES THAT SHE WILL RESEARCH...; 0; 384305008 2002-03-06
 - ... SERV MGR: FRA: REPLACED SEAT BELT ASSEMBLY. IS OPERATING AS DESIGNED. FITS TIGHT FOR SAFETY REASONS....
 - CRM REQUESTED FAX OF RO FROM SERV MOR. ...; 0; 384305080

2002-03-06

... CRM REVIEWED CASE ASSESSMENT WITH TM NEW.

CRM CALLED CUST -- UNAVAIL -- CRM SPOKE TO HUSBAND. CRM ADVISED HUSBAND THAT SEAT BELT IS OPERATING AS DESIGNED. CRM OFFERED FOR CUST INCONVENIENCE SMART CARE 3/36. HUSBAND STATES THAT CUST WILL PROBABLY DECLINE. HUSBAND SEEKS FOR CRM TO CALL BACK.
... KARENNIKON TAMPA BRC ADR XX57396; 0; 384305125

VISS SHOWS WARRANTY TOWING 2/26/02. CRM CALLED SERV MOR -- NO TOW AT DLR 2/26.

CRM CALLED ROADSIDE ASST --- DID NOT TOW 2/26.

CRM CALLED CUST. CUST STATES TRAT SHE HAS NOT BROUGHT VEH BACK TO DLR SINCE FRA. CUST CONTINUES TO BE DISSATISFIED WITH SEAT BELT. CRM OFFERED CUST 2 VEH PAYMENTS. CUST REFUSED. CUST SEEKS REPURCHASE OR 8 VEH PAYMENTS. CRM DENIED. KAREN NIXON TAMP ABRC ADR X57396; 0; 386210396 2002-04-01

CRM CALLED FIN MGR, TIM YOUNG: LEASE FROM FIRST STAR, JOHN MACK 941-928-5599. NO TRADE, NO INCENTIVES. KAREN NIXON BRC ADR X57396; 0; 386547824
2002-04-02

ARBITRATION; CUST AND HUBBAND MR. PITTNER ATTENDED ARB. KAREK NIXON X57396; 0; 386610822 2002-04-08

CRM ADVISED AVM VIA VM OF DENIAL. KAREN NIXON BRC ADR X57396; 0; 387148208 2002-04-08

**********EXECUTIVE SUMMARY*********

DECISION: CLOSE

JUSTIFICATION: DENIAL

DECISION MAKER: ARBITRATOR

FOLLOW UP: NONE KAREN NIXON BRC ADR X57396; 0; 387149219

2002-05-16

5/6: CUST STATES THAT HER VEH HAS BEEN LEAKING REAR AXLE FLUID SINCE 4/23. CUST SEEKS REPURCHASE. CUST STATES THAT SHE HAS NOT BROUGHT VEH TO DLR FOR REPAIR. CRM ADVISED CUST THAT SHE SHOULD BRING VEH TO DLR FOR INSPECTION AND VERIFICATION OF CONCERN.CRM ADVISED AVM STEVE GILLEY OF CUST'S CONCERNS.

5/7: AVM STATES VIA VM THAT HE IS UNCERTAIN WHAT IS LEAKING. SEEKS FOR CRM TO CALL CUST FOR CUST TO BRING VEH TO DLR FOR VERIFICATION OF LEAK. KAREN NIXON BRC ADR X57396; 0; 390424546
FIRST STAR

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

HODY INJURY:

ROAD SURFACE.

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DRALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

RNGINE TYPE:

MILRAGE . BUY-BACK: 0

MARP:

DEPRECIATION:

UPGRADE :

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

TRANSACTION:

FAX NUMBER:

BODY TYPE:

TRIM:

: MOIBBIMEMENT

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: D

SALES TAX:

GM RESTRICTED

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:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: . CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER: CHV0233100-1R

DATE:

TITLE NAMES: ELIZABETH PIEDRA

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME 1

FIRST STAR

CONTACT NUMBER:

COMPANY: FIRST STAR

CONTACT TYPE: CONTACT PHONE:

Lienholder

ADDRESS:

P.O. BOX 2188

Oshkosh, WI 54903

Apr. 23, 2002

Chevrolet Motor Division Customer Assistance Manager P.O. Box 33170 Detroit, MI 48232-5170

Vehicle owned by: Firster (Lease)

Current Vehicle Problems that exist: Rear Axie Leaking, Convertible leaking & Seet Belt locks on Acceleration

To Whom It May Concern:

On October 6th, 2001 I sent the attached letter agreeing to a final repair attempt on my rear axie, which had been leaking and had been in a total of 8 times for the same problem.

The vehicle was in for the final repair from 10/9/01 – 10/11/01. Today April 23, 2002 I saw the rear aids oil stain on the ground, this time leaking more than before.

The following shows days in for the same problem and when the problem was corrected.

Dates In/Out	Service	Invoice #
3/01/01	Repair	105141
3/27 - 3/30/01	Repair	106419
5/9/01	Inspection	Cycs107240
5/11/01	Repeir	Cycs107442
5/23 - 5/24/01	Repair	Cvcs108217
8/13 - 8/14/01	Repair	Cyce113388
9/24-9/27/01	Repair	Cyce118000

10/08/01 Letter Agreeing to final repair attempt on Rear Axia						
10/09 - 10/11/01	Final Repair Done on Rear Axie	Cvcs117028				
4/23/0 02	<u> </u>	7 Repairs on same problem				
	l Again					

At this time I would like to request the following;

(a) Repurchase of this vehicle for the total value of \$48,445.68

(b) Settlement in the of \$25,000.00 payable to Elizabeth Piedra And continued repair up to and including warranty 36 months / 36,000 miles. With this option, I will not seek the any further action under the Lemon Law.

Please respond within 10 days of this letter with your final decision. I will begin action through the Florida Lemon Law, but will retract any filings should a decision as stated above arise

Siriciprety. Elizabeth Pleona

CC: BBB Amende Goon GM Keren Nixon



October 8, 2001

Chevrolet Motor Division Customer Assistance Manager P.O. Box:33170 Detroit, MI 48232-5170 Phone: 1-800-222-1020

Re: C05007433

Vinit: 101YY32G8Y6129084

2000 Chevrolet Corvette Convertible

To Whom It May Concern:

Today, I was contacted by your representative Felicia Laidley to advise me that the part for my vehicle was in and to request that I bring it in for repair. I have agreed to a final repair attempt on this vehicle, making it a total of 8 times.

If this vehicle is not fixed to my entisfaction you leave me with no further recourse then to seek further assistance through the BBB Auto line, to have this metter resolved.

Please keep in mind that this is a safety issue, if at any time the rear axis is left without oil, it can cause the rear tires to lock without notice.

Sincerely.

Elizabeth Blades

cc: Amende Good (B89 Auto Line)

CHV0179853

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Chevrolet Motor Div.	
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SPRING HILL . FL

ACCOUNTING

PAGE 1

CASTRIOTA CHEVROLET

HUGSON, FLORIDA 34867
()27) 862-8473 * 1-800-19CHEVY
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DADDEM DETROVICH

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FILE COPY

57615

105141

INVOICE

ASTRIOT

12930 U.S. Hwy. 15 * P.O. Box 5428 HUDGON, PLONIDA 34687

PAGE 1 (727) 862-8473 * 1-600-ISCHBYY MVF 12248 SERVICE ADVISOR: 134 DARREN PETROVICH TAO 9975/9976 THE PAYMENT ... ANY DATE <u>1G1XX32G8Y5129084</u>

11.JAN2000 (WAIT 01MAR01 **01MAR2001**

OPTIONS: ENG:5.7 Liter V8 MPI

COLOR LYEAR! MAKE MODEL

9:58 01MAR01 14:54 01MAR01 LIST OPCOOR TECH TYPE HOURS LIST VITHERE 383A FEUED ALEAR ON THE RIGHT REAR AREA: CUSTOMER BRITEVES

SEAL LEAKING... / NEED TO CHECK AND ADVISE IF OVERNIGHT REPAIR

DAUSE: DEFECTIVE SEAL

PRING HILL , FL

DEL DATE ...

P1610 BEAL XXLE SHAFT OIL - REPLACE REAR AXLE

RIGHT

00 CHRVROLET CORVETTE 16

1 12369460 W-SEAL 1 12378267 CEAR OIL PC: 6C PART#: 12369460 the state of the state of

PART#: 12369460

COUNT: 2 CLAIM TYPE:

AUTH, CODE:

PARTS: 0.00 LABOR: 0.00 OTHER!

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(N/C)

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B** 1 WAY SHUTTLE REQUIRED

CAUSE: COURTESY TRANSPORTATION

27910 1 WAY SHUTTLE REQUIRED

180 DESELE KINDER LICA:

CULTURES BARRATURE

100 Total (100 Total 1884)

FC: 9B PART#: COUNT: 0

CLACK TYPE:

AUTH CODE:

0.00 LABOR: We do velve you so our oustomer. If you are not "COMPLETELY SATISFED" Phonon take the time to sell us. THANK YOU FOR BUSINESSI

Sincerely, David Davis, Service Director W- "Indicates - Lifetime Warrenty Part" IN THE PROPERTY ACCORDING THE REPLY OF AND TOMED VEHICLEY OF AND THE PROPERTY OF REVOKE HERBOY.

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CUSTOMER COPY

PROD. DATE WARK EXP.

106419

ACCOUNTING

CASTRIOTA CHEVROLET

12930 U.S. Hery, 18 * P.O. Box 5426 HUDSON, PLONDA 34867 (727) 862-9473 " 1-900-903-EVY

PAGE 1

MV0 12240 134 DARREN PETROVICH
LICENSE : MILEAGERY OUT. SERVICE ADVISOR: TAG 1G1YY32G8Y5129084 11295/11295 PROVESED PAYMENT PQ ÑO. MATE INV. DATE 0.00 30MAR2001

1JAN2000 17:00 27MAR01 OFTIONS: ENG: 5.7 Liter V8 MFI

FL

TYBAR .

PRING HILL .

COLOR

DEL DATE

O:10 27MARO1 | 12:02 30MARO1 | INE OFCODE TECH TYPE A/HRS S/HRS | CUST REPORTS BEAR AXAE, LEAKING / SALE COMP COST LIST TOTAL

LAUSE: CRACKED O-RING

F1510 REPLACED RIGHT AXLE SEAL AND COVER

CHEVROLET CORVETTE

315 JIM WITT LIC#: 315 . 8743 . 1040.1140.1140.1140.1140.1140 2660 87:43 87.43 1361 1331 1 12369460 W-SEAL 1118 D 16.20 13.61 13.61 · 15.785. 1:094 Û. 13,,33 13.31 2 12378261 GRAR OIL ٥ 3120 4368 26.00 21.84 43.68

PART#: 12472112

CLAIM TYPE: ADTH CODE: B

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200 PART ON ORDER 1.375 JEM. WETT LIGH: 315

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180 DEBBUS KINDER LICE:

WS4 0.00 0.00 500

Controller allow The

EC: 98 PARTS: COUNT: 0

CLAIM TYPE: AUTH-CODE:

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0 TPARTS O 500 TLABOR

D** ENTERPRISE RENTAL . . CAUSE: COURTESY RENTAL

We do with you se our customer.

If you are not "COMPLETELY SATISMED" Floors take the time to tall us.

THANK YOU FOR BUSINESS!

Showely. David David, Service Director W- "Indicates - Ufetime Warrenty Part"

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DESCRIPTION, TOTALS: LABOR AMOUNT PARTS AMERICA GAS, OL, LUSS BURLET AMOUNT MINC CHARGES TOTAL CHARGES 1886 SALES TAX PLEASE PAY

THIS AMOUNT

5.00

0.00

5.00

FILE COPY



14161 Cortex Blvd.

P.O. Box 1536





CYC\$187240

CHARLES SALES

And Chical Parts.

(352) 597-3333

BROOKSVILLE, FLORIDA 34605

STATE OF FLORIDA REQUISTRATION HUNDER INVIENDS



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LOCITIONAL TERMS AND CONDITIONS

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REGISTER CHEVROLET-OLDSMOBILE, INC.

14181 Cortez Blvd.

P.O. Box 1536





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(352) 597-3333

BROOKSVILLE, PLORIDA 34605

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STATE OF PLORISA REQUIRENTION VARISER MY-SELES

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(352) 597-5339

BROOKSYLLE, FLORIDA \$4605

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BROOKSYILLE, FLORIDA 34805

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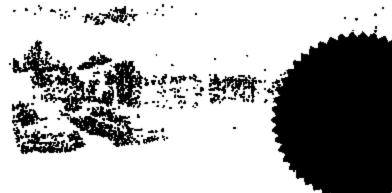






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WASTE SLEED CLO, NEW CILE, ANTIPHEED,
CAUSTICA, LIEAD, AMBERTOUS, PARTS CLEANEND, SICLYENTE, ETC.) REMICIPED FROM
YOUR VERNOLE ON USED DURING THE PERPOUR SERVICE ON YOUR VERNOLE ON YOUR
PATOLIN SERVICE CONTENT. A COMPLETE
SEPLANATION IS AVAILABLE FROM OUR
CARRIER.

+ SHOP SUPPLIES: a change is included for map-plies would an your Waltida. Trade larmy use reals, locks, specime, weekless, more agraps, spheries, descring challes, weakless, lightings, popularies, etc. A commission and from excellent lightings.

PAGE 1 OF 2

JOHN 2 TOTALS

CUSTOMER COPY

(CONTINUED ON HEXT PAGE)

MARIUMITY



14181 Cortez Blvd.

P.O. Box 1536





(352) 597-3333

BROOKSVILLE, FLORIDA 94605

REALITY OF PLONIES RECONTRACTION METATER INVESTIGATION

25504	ART BONANSKI 228 1007	10(11)(01 CYCS11)X124
LIZ PIEDRA	Gelman en. Inc. Inc. Inc. Inc. Inc. Inc. Inc. In	/ RECU
13296 MITTEM LAME	ON PRESIDENCE IN COLUMN TE	5671400
İ	100 TV 200 0 1200 04	All the state of t
SPRING HULL, FL \$4608	P. C. No.	^ ? 2005 401
357 06-2239	COLUMN TO THE PARTY OF THE PART	

) CREDIT CARCK)

0.00

TOTAL INVOICE 9

ADDITIONAL TRANS AND COMMITTIONS

DECLARAN OF WARRANTY

The only represented applying to this parties are those which may be effected by the remarks have. The spiling dealer health depresely dis-ciates all connection, either depreses or brailed, healthing any hydrad manusches of vigority. cialma all convention, ellips copera or brailed, inchicing any implical terminates of required, website or former for a particular pageon, and realized measures nor electronise, any officer particular between the II any Eability is connection with the sale of this pertips anylor service. Buyer shall not be critical to recover four time the saling desire any consequential dispages, clarages to be of teas, toos of firms, how of profes or income, or any other invidential densages.

STOPAGE CHANGES OF MODE PER DAY WILL BE INCUMBED 3 WORKING DAYS AFTER YOU HAVE BUCH NOTIFIED THE REPAIRS ARE COMPLETED.

LBUTTED WATELANTY: All right Qual. Parts and Latter era Viscouried for 13 manifes or 13,508 unites whichever covers limb.

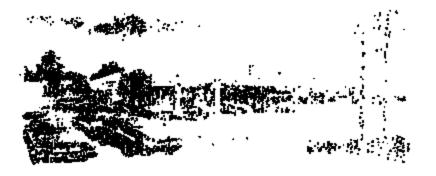
Chapit Winning by Agrical on this values, Gustamer is responsible for all charges per-winking to any and all repairs.

Puris Bales - NO RETURNS ON ELECTRICAL COMPONEETTS OF SPECIAL OFFICERS-NO CARN INSPANSOS, NO RETURNS AFTER 16 DAYS, 35% HANDLING CHARGE ON ALL RETURNS.

HARMOOLIS YNATTE COMPLANCE CHARGE A CHARGE WILL BE INCLIDED ON YOUR REPAIR RIVOICE FOR THE MANAGEMENT, STORAGE AND DESPOSAL OF HAZARDOUS WHITE (JUSTO CLE, HOW OLS, MATTE SUBJECT CAUSTICS, URAD, ARBEITOS, URAD, ARBEITOS, MATTE SUBJECT CAUSTICS, URAD, ARBEITOS, URAD, ARBEITOS FROM YOUR VEHICLE OR USED DURANGETHE PERFORMANCE CONTOR, A DOLPHITE BEFLAMITION IS AVAILABLE FROM OUR CABHIER.

e Bi-CP GALPPLERE e transpe is brataled for expense on the construction of the constru

m CUSTOMER SHOWNING



PACE 2 OF 2

CLISTONER COPY

END OF IMMOTE]

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



CASE NUMBER: 05874157

VIN:

1G1YY32G8Y5132549

2000

DATE OPENED: 2001-11-14

SERIES:

UNRINOWIN

DATE CLOSED: 2001-11-14

MILEAGE:

SOURCE: HRC TYPE: BRC PARENT: Phone

DELIVERY DATE: DEALER NAME:

MODEL YEAR:

DEALER ADDRESS:

M01 Steering General

Other

1 REPAIR ATTEMPT(S)

WHEEL LOCKED UP

Roadside Assistance phone numbers:

Buick:

1 (800) 252-1112

Cadillac:

1 (800) 882-1112

Chevrolet:

1 (800) 243-8872

GMC: Oldsmobile:

1 (800) 223-7799 1 (800) 535-6537

Pontiac:

1 (800) 762-2737 Roadside Assistance phone numbers

CUSOTMER STATES THAT HE OWNS A 2001 CORVETTE, CUSTOMER STATES THAT HE TOOK OFF TO QUICKLY AND NOW HIS STEERING WHEEL IS LOCKED UP. CRM ATTEMPTED TO LOCARE INFO TO UNLOCK STEERING WITH OWNER MANUAL AND FOUND NO INFO. CRM TRANSFERRED CALL TO ROADSIDE ASSISTANCE TO FURTHUR ASSIST. CUSOMER.

ROADSIDE INFORMED CUSTOMER THAT HE WOULD HAVE TO TAKE VEH.IN TO THE DEALERSHIP TO HAVE THAT STEERING WHEEL UNLOCKED. CUSTOMER SATISFIED. CRM CLOSING FILE. CARS LORENE CHOATE/T AMPA; 0; 374637397

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:

INBURANCE 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:

FAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BCDY TYPE: TRIM:

NADA: 0 SALES TAX:

NAME:

SOURCE:

RECUEST 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:

ACCOUNT NOMBAR

INTEREST RATE:

ACCOUNT BALANCE:

LECAL:

DEALER ADMINISTRATION:

RELEASE:

LEGAL TYPE:

INTEREST PAID: DEALER BUYOUT:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

LOCATION:

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY: TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

9 BUSINESS: 0 BUSINESS:

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

SUNRISE ,

FL

CASE NUMBER: 05716461

Phone

VIN:

1G1YY32G915119475

MODEL YEAR: SERIES:

2001 UNKNOWN

DATE OPENED: 2001-10-19

MILEAGE

13557

SOURCE:

DATE CLOSED: 2001-10-29

DELIVERY DATE:

BRC TYPE: Nο

DEALER NAME:

ED MORSE CHEVROLET/OLDSMOBILE/SANGRA

ERC PARENT:

DEALER ADDRESS: 14401 W SUNRISE BLVD, , SUNRISE, FL, 33323, USA

M01 Steering General O REPAIR ATTEMPT(S)

Inoperative LOCKING UP.

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- Validate feature is on vehicle
- * Review owners manual with owner [[Owners Manuals RUN
- C:\Progra-1\Plus!\Micros-1\Iexplora.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review apecific solutions {{SPECIFIC SOLUTIONS KUN 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

Vehicle operation or design

CUST STATES ORIGINAL OWNER.CUST IS HAVING A PROBLEM WITH HIS STERRING COLUMN LOCK.CUST STATES HE HAS FAILURE OF THE STERRING COLUMN NOT UNLOCKING WHEN HE PUTS HIS KEY IN OR WHEN HE STARTS IT UP. WHEN THE COLUMN FAILS AND WON'T UNLOCK, THE ENGINE WILL STOPAUTOMATICALLY.COST SEERS TO HAVE THIS OPTION OF VEH DEACTIVATED.CRM ADVISED WILL DO RESEARCH.CRM CALLED DEALERSHIP @ 954-835-6900 AND SPOKE TO SERVICE MOR FRANK ALBERGHINA WHO INFORMED ME THAT THEY RAN TEST AND PROBLEM CAME BACK TO BE THE ACTUATOR. THEY REPLACED ACTUATOR CACE AND IT COULD HAVE BEEN A BAD PART AND THEY WILL BE REPLACING IT AGAIN AND THIS SHOULD RESOLVE THIS PROBLEM.CRM SET C/B WITH CUST FOR NEXT FRIDAY @ 12:00PM EST.TEISHA DAVISON/CAC/TAMPA; 0; 372354355 2001-10-26

CRM TRIED TO CALL CUST TO DO A FOLLOW UP WITH THE REPAIR OF HIS STERRING WHEEL AND CUST WAS NOT AVAIL AND DID NOT HAVE AN ANSWERING MACHINE.CRM WILL ATTEMPT TO C/B ON MONDAY BETWEEN 4-5PM EST.

TEISHA DAVISON/CAC/TAMPA.; 0; 372967394 2001-10-29

CRM TRIED TO CALL CUST TO DO A FOLLOW UP ON HIS REPAIR OF HIS STERRING WHEEL.CUST WAS NOT AVAIL. THERE WAS NO ANSWERING SERVICE TO L/M. THIS IS THE SECOND CALL ATTEMPT WITH FOUR HOUR DIFFERENCE SO NO FUTHER ACTION IS REQUIRED BY THIS CRM.CRM IS CLOSING FILE AS SATISFIED AND SENDING OUT UNABLE TO CONTACT LETTER. TEISHA DAVISON/CAC/TAMPA; 0; 373241866

ROAD SURFACE:

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

CWINER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE: .

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP:

AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER HUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: & BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILBAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESCLUTION SOUGHT: NAME CONTACT NUMBER: COMPANY: CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

6606002

VIN Number:

1G1YY32G925105139

Date Opened:

7/9/2003

Model Year:

2002

Date Closed:

Corvette

Dealer Code:

D34811

Series: Mileage:

35800

Address:

FLEMINGTON BUICK, CHFLEMINGTON

State:

NJ.

Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK STEERING PI01137 STEEIRING COLUMN

RESOLUTION ABSTRACT-

UCC CODE 1----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/09/2003 10:29:59 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
- _N_Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW).

CALLER'S NAME (FIRST, LAST, AND POSITION) KEVIN RIZASA TECH

CUSTOMER CONCERN - STEERING COLUMN LOCK WHILE DRIVING FIRST THING IN THE MORNING. IF YOU TURN THE KEY FAST THE COLUMN WILL NOT UNLOCK BUT IF TURN IGN SWITCH SLOWLY THE COLUMN WILL UNLOCK.

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

KEVIN CALLED AND STATES NO CODES FOR COLUMN LOCK AND CANNOT DUPLICATE CONDITION, CALLED ON INFORMATION IN PRO01137

TAC RECOMMENDATION - PIEAD PLTO DEALER TECH. SUGGEST TO PERFORM TSS 02-00-89-002A AND FILL OUT CUSTOMERS STORY ON WHEN THIS LOCKED STEERING WHEEL HAPPENED, THERE WILL BE SOMEONE CONTACTING THE DEALERSHIP IN 24 HOURS OF THE FPR.

07/09/2003 10:29:59 HISTORY - BAILLOD

EA02-031 / GM22C

07/09/2003 11:16:58 STRETLIEN - DEALER HAS FILLED OUT FPR ASKING IF THERE IS ANY OTHER NECESSARY ACTION.

TAC WENT OVER BULLETIN 02-00-89-002A WITH DEALER, JUST PHONE IN INFORMATION. SHOULD BE CONTACTED WITHIN 24 HOURS.

07/09/2003 17:18:62 STRETLIEN - TAC CALLED DEALER BACK AFTER RECEIVING A CALL FROM ANOTHER DEALER WHO HAS NOT RECEIVED A CALL FROM BRAND QUALITY AFTER 36 HOURS, PI STATES 24 HOURS.

TAC SUSPECTS BRAND QUALITY IS SHUT DOWN UNTIL 7-14-03, SUGGESTED DEALER CONTACT ASM.

07/10/2003 08:15:43 HOFFMAN

CALLER'S NAME (FIRST, LAST, AND POSITION) KEVIN RZASA TECH

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS THAT THE CUSTOMER CONCERN IS THAT THE COLUMN IS NOT UNLOCKING IN THE MORNING, NOT LOCING WHEN DRIVING.

NEW RECOMMENDATIONS

ADVISE TO CHECK BATTERY CONNECTIONS, ADVISE TO DUPLICATE AND SEE WHAT IS HAPPENING AT THE COLUMN LOCK RELAY AND ACTUATOR. ADVISE TO CHECK KEY IN AND OUT STATUS, ADVISE TO CHECK THE GROUNDS AT THE LOWER A PILLAR.

07/10/2003 08:59:23 CRUMB - UNABLE TO DUPLICATE CONCERN.

ADVISED CHARLIE JULIANI SM TO REPLACE COLUMN LOCK MOTOR AND COLUMN LOCK
RELAY, ASK CUSTOMER IF CONCERN RETURNS WHEN PRESENT OPEN DRIVERS DOOR
DOES THE DOOR CHIME SOUND.

07/29/2003 09:08:39 RATHKA -DEALER SURVEY WAS PERFORMED

GENERAL MOTORS CORPORATION CHEVROLET DIVISION G M RESTRICTED

CUSTOMER: ADDRESS:

New Bedford

MA

HOME PHONE:

CASE NUMBER: 1-97837286

VIN:

1G1YY32G9W5103221

DATE OPENED: 2003-05-09

SERIES:

1998 Corvette

DATE CLOSED: 2003-05-12

MILEAGE:

MODEL YEAR:

55000.0000000

SOURCE: BRC TYPE:

Phone N/ANo DELIVERY DATE:

DEALER NAME: Keffer of Little River, Llc

BRC PARENT:

DEALER ADDRESS:3740 Hwy 9 E.Little River, SC, 29566-7831, USA

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

Steering locked up; ; 2003-05-09

2003-05-09

Service Request has been Closed Satisfied.; ; 2003-05-09

2003-05-12

SR in Status of Closed has been Re-Opened by LAPLANTK; ; 2003-05-12

2003-05-12

Steering Column Locked Up: : 2003-05-12

2003-05-12

Mike, Svc Mgr; ; 2003-05-12

2003-05-12

Service Request Ownership has changed FROM: FORDRO TO: LAPLANTK; : 2003-05-12

2003-05-12

Service Request has been Closed Satisfied.; ; 2003-05-12

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIME

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0 MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE: -

OTHER:

BRANCH:

ACCOUNT NUMBER:

ACCOUNT NUMBER: INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

RELEASE:

INTEREST PAID: DEALER BUYOUT:

NAME:

VEHICLE DESTINATION:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME: LOCATION:

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

RESTRAINT:

TYPE OF INJURY:

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

* BUSINESS: 0

BUSINESS: ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT FURCHASE: 0 PIDCUAGE COMMENT DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY: CONTACT NUMBER:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION RESTRICTED a m

CUSTOMER: ADDRESS:

Huntington Beach

HOME PHONE

CASE NUMBER: 1-10847536

VIN:

1G1YY32G9W5103669

MODEL YEAR:

1998

DATE OPENED: 2002-06-24 DATE CLOSED: 2002-11-14

SERIES: MILEAGE: Corvette 30000.0000000

SOURCE: BRC TYPE: Phone AUKNO

DELIVERY DATE:

Connell Chevrolet

PRC PARENT:

DEALER NAME:

DEALER ADDRESS: 2828 Harbor Blvd, Costa Mesa, CA, 92626-3986, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Steering wheel locks; ; 2002-06-24 2002-06-24

dlr--7145461200; ; 2002-06-24 2002-06-24

Service Request has been Closed Satisfied.; ; 2002-06-24 2002-06-24

Update SR; ; 2002-06-24 2002-06-24

Call dlr to assist cust; ; 2002-06-24 2002-06-24

Service Request has been Closed Dissatisfied.; ; 2002-06-24 2002-06-24

steering locked on veh.; ; 2002-06-24 2002-06-24

Service Request has been Closed Dissatisfied.; ; 2002-06-24 2002-07-08

CHV0249533 <SD:>07/08/2002; ; 2002-07-11 2002-07-09

BBB Start Date was set to 07/08/2002 in SR# 1-10847536; ; 2002-07-30 2002-07-11

Service Request Ownership has changed FROM: GRENIERP TO: DIGILIOV: : 2002-07-11 2002-07-11

crm reassigned out to crm Faulk; ; 2002-07-30 2002-07-11

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Received Reassigned Case; ; 2002-07-30
2002-07-11
Service Request Ownership has changed FRCM: DIGILIOV TO: FAULKA; ; 2002-07-11
2002-07-11
ACTIVE CCF; ; 2002-07-30
2002-07-11
Svc Mgr Brett Pate Connell Chevy (714) 546-1200 X259 Svc Adv kirby; ; 2002-07-30
2002-07-11
Cust daytime listing (310) 274-0851; ; 2002-07-30
2002-07-11
Cust evening listing 323 656 6995; ; 2002-07-30
2002-07-18
Cust Lisa Pepino Inbound Call; ; 2002-07-30
2002-07-12
AVM Andrew Fegan 80509 58725; ; 2002-07-30
2002-07-24
Cust's cell phone listing 323 997 0833; ; 2002-07-30
2002-07-24
Cust Pepino's home phone 323 656 6995; ; 2002-07-30
2002-07-28
CHV0249533 07/21/2002 19:30:28:455; ; 2002-07-29
2002-07-30
Executive Summary Cust Ineligible; ; 2002-07-30
2002-07-30
Cust Ineligible for any resolution through BBB; ; 2002-07-30
2002-07-30
Service Request has been Closed Satisfied.; ; 2002-07-30
2002-09-16
Update; ; 2002-09-16
2002-09-16
Service Request has been Closed Satisfied.; ; 2002-09-16
2002-09-24
Cust Lisa Pepino 323 656 6995; ; 2002-10-03
2002-09-24
CAC Crm Marzell Caldwell; ; 2002-10-03
2002-10-03
Cust's daytime listing (310) 274-0851; ; 2002-10-03
2002-10-03
Cust Lisa Pepino 323 656 6995; ; 2002-10-03
2002-10-14
Cust Lisa Pepino; ; 2002-10-14
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2002-10-22

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Cust Lisa Pepino; ; 2002-10-23
2002-10-23
Cust Pepino, , 2002-10-23
2002-10-23
Inbound ANI call not found, ANI = 3108589846; ; 2002-10-23
2002-10-23
Svc Adv Mike Quinlan Connell Chevy 714 546 1200 Svc Mgr Alan Vondra; ; 2002-10-23
2002-10-23
FAVM Davis
              Art 80509
                          58725; ; 2002-10-23
2002-10-23
Cust Lisa Pepino 323 997 0833; ; 2002-10-23
AVM Art Davis; ; 2002-11-13
2002-10-29
AVM Art Davis; ; 2002-11-13
2002-11-13
Cust Lisa Pepino 323 997 0833; ; 2002-11-13
2002-11-13
Service Request has been Closed Satisfied.; ; 2002-11-13
2002-11-14
Covered Repair under goodwill; ; 2002-11-14
2002-11-14
Service Request has been Closed Satisfied.; ; 2002-11-14
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:
NUMBER OF PROPLE:
                               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:

INSPECTORS NAME: INSPECTION DATE:

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

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: . PHONE NUMBER:

FAX NUMBER: PRODUCT CODE: BODY TYPE:

TRIM:

NADA: 0 SALES TAX:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE & BUY-BACK: 0 MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM: DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

NAME:

INTEREST PAID: DEALER BIJYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

MUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

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

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOBS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

1

COMPANY:

CONTACT NUMBER: CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLBT DIVISION G M RESTRICTED

CUISTOMER -ADDRESS:

LAKE PROVIDENCE

LA

HOME PHONE:

CASE NUMBER: 05271200

VIN:

1G1YY32G9W5104725

DATE OPENED: 2001-08-10

MODEL YEAR: SERIES:

1998

DATE CLOSED: 2001-08-10

MILEAGE:

UNKNOWN 49000

SOURCE: BRC TYPE: Phone

DELIVERY DATE:

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

A01 Open Campaign

1 REPAIR ATTEMPT(S)

Other

CK ON STEERING LOCK

M01 Steering General 1 REPAIR ATTEMPT(S)

Inoperative COLUMN LOCKED

Vehicles involved in product recall campaigns

INSTRUCTIONS TO CRM:

VIN required to check for recalls.

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

CUST STATES THAT VEH STEERING COLUMN IS LOCKED. CUST SEEKS TO FIND OUT IF HIS VEH IS INVOLVED IN THE RECALL. CRM ADV THAT ACCORDING TO HIS VIN PROFILE AND RECALL BULLETIN HIS VEH IS NOT INVOLED IN THE RECALL EVEN THOUGH HE IS EXPERIENCING THE SAME PROBLEM, CRM SUGGESTED HE TAKE HIS VEH INTO DEALERSHIP FOR REPAIR, CUST UPSET NOT UNDER RECALL AND STATED HE WILL TAKE THIS HIGHER AND THEN HUNG UP. NO FURTHER ASSISTANCE REQUIRED. FILE CLOSED. MARIA RODRIGUEZ/CAC/ATX; 0; 366314939

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 ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

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:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

PAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION: VEHICLE DRIVEABLE:

MILEAGE 8 BUY-BACK: 0 KSRP:

BRC WARRANTY DATE: NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

INTEREST PAID: DEALER BUYOUT:

NAME:

LEMON LAW:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

& BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

CASE NUMBER: 1-45464054

VIN:

1G1YY32G9W5105924

1998

DATE OPENED: 2002-10-31

Corvette

DATE CLOSED: 2002-10-31

SERIES: MILEAGE:

MODEL YEAR:

45000.0000000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE: BRC PARENT: N/ANo

DEALER NAME:

Jim Rathmann Chevrolet-Cadillac, Inc.

1907, USA

DEALER ADDRESS:800 8 Harbor Cty Blvd, Melbourne, FL, 32901-

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Sticks

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

steering column lock; ; 2002-10-31 2002-10-31

FYI: : 2002-10-31

2002-10-31

Service Request has been Closed Dissatisfied.; ; 2002-10-31

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:

SOURCE

TRANSACTION:

RECUEST TYPE:

REPURCHASE REASON:

DEALER EAC: DEALER NAME: DEALER ADDRESS: , ,

CONTACT: , PHONE NUMBER: PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

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:

RELEASE:

LEGAL TYPE:

TITLE BRAND:

LEMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

LIEN PAYOFF:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0 COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

IF SO, WHERE:

RESTRAINT:

TREATED:

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Deptford , NJ

CASE NUMBER: 1-109336788

VIN:

1G1YY32G9W5107219

1998

DATE OPENED: 2003-06-14

SERIES:

Corvette

DATE CLOSED: 2003-06-14

MILEAGE:

43211.0000000

SOURCE:

BRC TYPE: BRC PARENT:

N/ANo

DELIVERY DATE: DEALER NAME:

MODEL YEAR:

DEALER ADDRESS:

M40 Wheel / Touch Controls

O REPAIR ATTEMPT(S)

Inoperative

Cust has locked steering wheel; ; 2003-06-14 2003-06-14

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE:

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:

TREATED:

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: SOURCE: TRANSACTION: RECUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: BRC WARRANTY DATE: MILEAGE # BUY-BACK: 0 MSRP: NADA: 0 SALES TAX: DEPRECIATION: DPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL TYPE: LEGAL: LENON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: , CITY/STATE: PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

SARASOTA , FL

CASE NUMBER:

05254676

VIN:

1G1YY32G9W5108399

MODEL YEAR: 1998 UNKNOWN SERIES:

DATE OPENED: 2001-08-09 DATE CLOSED: 2001-08-09

MILEAGE:

SOURCE:

Phone Nο

DELIVERY DATE:

DEALER NAME:

SUNSET CHEVROLET INC

BRC TYPE: BRC PARENT:

DEALER ADDRESS:910 TRAFFIC AVE, SUMNER, NA, 98390, USA

48000

M41 Steering Column/Lock/Attaching Parts

Broken

0 REPAIR ATTEMPT(S)

COLUMN LOCKED UP

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- Using delivery date, establish if vehicle is within any warranty coverage
- Listen carefully to evaluate cause of failure defect or damage
 - { If damage, consider explaining the consumers responsibility)
- [[SPECIFIC SOLUTIONS RUN * Review Specific Solutions
- C:\Progra-1\Plus!\Nicros-1\Iexplore.exe

http://careweb/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)
 - Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 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.html)

BLECTRONIC COLUMN LOCK

CUST STATES HE OWNS A 1998 CORVETTE, SECOND OWNER. CUST STATES HIS ELECTRONIC COLUMN LOCKED up. Cust state he went to sunset chevy and spoke with larry smith. Cust states he was ADVISED THAT CHEVY IS HAVING PROBLEMS WITH THIS. CUST SEEKS TO HAVE THE REPAIR COVERED UNDER WARRANTY. CRM ADVISED I WILL DOCUMENT THIS CONCERN AND TRANSFER THE CUST TO A CUST ASSISTANCE SPECIALIST FOR RESEARCH. CRM ADVISED OF REQUEST NUMBER. CRM TRANSFERRED TO EARLENE HADDOCK.

JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999

2001-08-09

CUST STATED COLUMN ON STEERING WHEEL IS LOCKING UP. HE STATED HE TOLD DEALER TO MAKE REPAIR. CUST SEEKING COST ASSISTANCE. CRM ADVISED CUST WILL CONTACT DEALER 941-366-7800 SPOKE TO SERVICE MGR. HE STATED THAT THE STEERING WHEEL CAN'T LOCK UP WILE DRIVING. IT OCCURS WHEN LEFT OR RIGHT TURN ALL THE WAY IS MADE. SERVICE MGR STATED IT WONT'T LOCK

UNTIL IGNITION IS TURNED OFF. HE ATTEMPTED TO TRANSPER TO SERVICE ADVISOR BUT RECEIVED VM. CRM ATTEMPTED TO REACH CUST AT THE PHONE NUMBER LISTED ON FRONT OF THIS FILE. LEFT MESSAGE TO CALL. CRM CONTACTED DEALER AGAIN SPOKE TO LARRY SMITH, SERVICE ADVISOR. HB STATED CUST OWNS JOHN GREER AUTO SALES. HE BUYS VHEICLES AT AUCTION FROM SUSNSET. CUST HAS TAX EXEMPTION AND NO TAX IS CHARGED. CUST VIN # 1G1YY32G9W5108399. HISTORY CUST HAS BEEN IN 1 TIME AT 47573 FOR BRAKE SYSTEM AND ENGINE DRIVEABLILITY CONCERN. DEALER REPLACED EBCM AND REPROGRAMED IT. HE STATED CUST HAS ANOTHER 1000 MILES ON VEHICLE NOW. HE STATED PARTS DEPT IS DISCOUNTING PART CONT'D..; 0; 366224394 2001-08-09

CONT'U... 15% MAKING TOTAL \$153.49 TOTAL BILL WILL BE \$363.49 PLUS \$HOP SUPPLIES WHICH IS 3%. TOTAL PARTSS AND LABOR WITHOUT DISCOUNT IS \$390.89. CRM TO CONTACT CUST SPOKE TO CUST'S WIFE. CRM ADVISED HER THAT DEALERSHIP IS GIVING COST ASSISTANCE. CRM ADVISED HER ABOUT THE FHONE, EXT AND REQUEST FILE NUMBERS. CRM ADVISED HER WILL BE CLOSING FILE AT THIS TIME BUT IF ANY FURTHER CONCERN, PLEASE CALL AND REFER TO REQUEST FILE NUMBER. CRM CLOSING FILE SATISFIED. EARLENE HADDOCK/CARS/TAMPA; 0; 366225147 2001-08-09

CUST CWNS CORVETTE. EARLENE HADDOCK/CARS/TAMPA; 0; 366225170

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

NUMBER OF PROPLE: 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:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

INSPECTORS NAME: INSPECTION DATE:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHOME NUMBER: PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRANSMISSION:

TRIM:

ENGINE TYPE:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

CDD.

MSRP:

NADA: 0 SALES TAX:

NAME:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM: DAMAGE: OTHER:

BRANCH:

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:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

ACCIDENT:

BUSINESS:

♥ BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY:

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE:

CONTACT PHONE:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5867614

VIN Number:

1G1YY32G9W5108600

Date Opened:

9/6/2002

Model Year:

1998

Date Closed:

Series:

Corvette

Dealer Code:

B05085

Mileage:

5825

Address:

NORTHCUTT CHEVROLET-ENID

State:

OK

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK UNWANTED AFTER 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---

09/06/2002 09:23:04 SBD TEMPLATE - ELLIQTT STRATEGY BASED DIAGNOSTICS

- _2_NUMBER OF TIMES IN FOR THE SAME CONDITION
- _4_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW).

CALLER'S NAME - STEVE HUNTSBERGER TECH

CUSTOMER CONCERN - STEERING WHEEL LOCKED

DEALER COMMENTS/DIAGNOSIS - STEVE PERFORMED TSB# 01-02-35-008 AND STS THE COLUMN STILL LOCKS.

TAC RECOMMENDATION - TAC ADV STEVE TO PERFORM STEP 12 OF THE BULLETIN, REMOVING THE LOCKING PLATE.

09/06/2002 09:23:04 HISTORY - ELLIOTT

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

FORT LAUDERDALE

FЪ

HOME PHONE:

CASE NUMBER: 06030764 VIN:

1G1YY32G9W5110556

MODEL YEAR: SERIES:

DATE OPENED: 2001-12-13 DATE CLOSED:

2001-12-31

MILEAGE:

Corvette 44000

SOURCE:

Phone

Yes

DELIVERY DATE:

PHIL SMITH CHEVROLET

BRC TYPE: BRC PARENT: DEALER NAME:

DEALER ADDRESS: 1640 N STATE RD 7 (441),,LAUDERHILL,FL,33313,USA

NO1 Steering General

Other

D REPAIR ATTEMPT(S)

STEERING WHEEL 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://careweb/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
 - Contact appropriate Service dealership to discuss
 - 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://careweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

Vehicle repair request - Repair not done

CUST STATES HE IS THE PATHER OF THE DAUGHTER WHO DRIVES THE VEH---THE OWNER IS HIS EX-WIFE. HE IS CALLING B/C HE IS PAYING FOR THE REPAIR.

CUST STATES HIS EX-WIFE IS THE ORIG OWNER OF THE 1998 CORVETTE FURCHASED AT PHIL SMITH CHEV IN LAUDERHILL. THE VEH IS AT THE DEALER NOW --- THE SVC WRITER IS MIKE MCDONALD 954-777-7722. CUST STATES SOMEONE TOLD HIM THIS IS A DEFECT W/CORVETTES BUT HE DOESN'T REMEMBER WHO AT THE DEALER TOLD HIM THIS. HE FEELS THE VEH IS DEFECTIVE.

CUST SERKS COST ASSIST.

CRM ADVSD WILL RESEARCH W/THE DEALER AND CALL CUST BACK. FATHER'S---JOHN LOOS--- PHONE 954-525-5222.

CRM WILL FOLLOW UP 12-14 BETWEEN 2-4 FM.

CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 377131584

2001-12-13

CRN ADD TO PREV NOTES----FATHER DID NOT HAVE VIN OR MILAGE OR ANY INFO ON THE VEH. CUST COULDN'T WAIT. CRN WILL CALL DEALER TOMORROW 12-14 BETWEEN 2-4 PM. CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 377131671 2001-12-14

CRM CALLED DEALER MIKE MCDONALD.

MIKE STATES THIS VEH IS NOT PART OF THE RECALL. THE STEERING LOCKED UP B/C OF A SHORTED ACTUATOR AND THE WIRES BURNED. THE CUST DOES NOT HAVE MAJOR GUARD AS SHOWN ON THE VIN PROFILE. THE DEALER RECORDS SHOW CUST HAS MAJOR GUARD BUT HE CALLED GMPP AND THEY HAVE NO RECORD. CUST WILL HAVE TO PAY. THE PAYING CUST IS NOT THE OWNER. CRM WILL CALL CUST 12-14 BETWEEN 2-4 PM.

CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 377194258 2001-12-14

CRM CALLED CUST AND LEFT MSG W/SECRETARY.
CRM WILL FOLLOW UP 12-17 BETWEEN 2-4 PM.
CARCLYN WESTBERG/PILOT/TAMPA/57884; 0; 377195464
2001-12-17

CRM LEFT MSG W/SECRETARY. CRM WILL FOLLOW UP 12-19 BETWEEN 2-4 PM. CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 377465170 2001-12-19

CRM CALLED CUST AND LEFT MSG W/CHERYL----3RD MSG. CRM WILL SEND A NO CONTACT LETTER 12-31 AFTER RETURNING FROM VACATION.
CAROLYN WESTBERG/PILOT/TAMPA/57884; 0; 377637129
2001-12-31

crm resumed to send a no contact letter after 3 mags already left. crm closing request satisfied.

carolyn westberg/pilot/tampa/57884; 0; 378672294 2001-12-31

Letter approved. Cookie McCormick/Goodwill Liaison/Tampa; 0; 378673843

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLIÇE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPER: 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:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: , PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: ERC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0 MSRP:

NADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM: DAMAGE:

OTHER: BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LECIAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN

NUMBER OF INJURIES: 0 COMMENTS:

NAME:

ADDRESS: , CITY/STATE: .

PHONE NUMBER: SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO. WHERE:

LOCATION:

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 POSESSION OF VEHICLE;

RESOLUTION SOUGHT:

NAMB:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

December 31, 2001

Fort Lauderdale, FL

Request: C06030764

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

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

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

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

Sincerely,

Carolyn Westberg
Customer Relationship Manager

SU0003-T/pdm

172638

CHRVROLET NOTOR DIVISION *** GX RESTRICTED ***

0766055 K01-015 PAGE #: 1

CASE NO: 98-0758551

DATE OPENED: 12/01/1998

DATE CLOSED: 12/01/1999

SOURCE: PHONE

CUSTOMER: J

ADDRESS:

EXER PHONE:

VIN: 1G1YY32G9W5113425

MODEL YR: 98

SERIES: YE COMVETTE

WILEAGE: 012010 STATE: 8C

AMDERSON

ac Estate

BUS. PSCHE: 864 226 2424 KKT:

12-01-98****

OBIG/O/C/W/WRONG FILES & CURRENT CONCERNSO/STS VEH IS CURRENTLY AT DLR...O/STS STEERING LOCKS, BATTERY IS DEAD & SHE IS FRUSTRATED....

O/STS DLR OFFERED RENTAL BUT WAS NOT GIVEN...O/STS AT WORK &W/C/B....

CO MCK CONCERNS & OFFERED MRW FILES....CO/SNGR,NIKE(16348) IS

CURRENTLY INSPECTING VEH & W/C/O/W/UPDATE & MENTAL IF MEEDED...CO

RELAYED STATUS TO O/S REQ DLR REPECTING HER CALL...O/THANKED CO...CO

THANKED O/...EARIA LONG, 2264

12-1-96***

O/C/EED CO TO DOC DISSAT W/DLR SERV...O/STS IS JUST DISSAT W/THE BUN ABOUND THAT O/HAS RECEIVED...O/STS WOULD LIKE THIS DOC...CO ACK & ADV WOULD DOC CONCERT...O/ACK & THANKED...MATT CLARK, 9940

SEE RELATED FILE 980694472

********* RECUEST CODE AND COMMENTS *********

COR # DMSC

COR COMPANYS

SOS O SERVICE GEMENA D/MEG STATUS OF VEH FOR DLR IMFO

GENERAL MOTORS CORPORATION CHEVROLET DIVISION a M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

> 1G1YY32G9W5114123 VIN:

MODEL YEAR: 1998

DATE OPENED: 2001-04-16 SERIES: UNKNOWN DATE CLOSED: 2001-05-21 MILEAGE: 22000

SOURCE: Phone DELIVERY DATE:

BRC TYPE: LOU BACHRODY CHEVROLET INC DRALER NAME: No

BRC PARENT: DEALER ADDRESS: 1801 W ATLANTIC BLVD, POMPANO BRACH, FL. 33069. USA

MC1 Steering General 0 REPAIR ATTEMPT(S)

CASE NUMBER: 03842282

Other

STEERING WHEEL//LOCKED-UP

Vehicle operation or degign

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\Texplore.exe http:\\carswab\webkpowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progre-1\Plus|\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi nt.html]
- Validate with dealership if necessary
- Coordinate with dealership to compare with another vehicle if necessary
- Schedule a follow up if issue is not resolved during call

Vehicle operation or design

CUST STATES THAT HIS STEERING COLUMN LOCKED UP ON HIM ON SAT 4/14/01. CUST STATES THIS IS NOT THE FIRST TIME THIS HAS HAPPENED. CUST STATES THAT HE WAS ABLE TO USE THE SECOND KEY ON IT THE FIRST TIME AND IT UNLOCKED NO PROBLEM. CUST STATES THIS DID NOT WORK THIS TIME. CUST STATES HE HAD TO HAVE THE VEHICL TOWED BACK TO HIS HOME . CUST STATES THIS IS A KNOWN PROBLEM WITH THE CORVETTES AND DOBS NOT UNDERSTAND WHY THERE IS NOT A RECALL ON THIS. CUST STATES HE KNOWS OF 3 PROPLE INN HIS CORVETTE CLUB THAT HAVE HAD THIS SAME PROBLEM. CUST SEEKS FOR GM TO REPLACE THE CYLINCID IN THE STEERING COLUMN SO HE DOES NOT HAVE THIS PROBLEM ANY MORE. CRM ADVISED CUST HE WOULD TRANSFER TO TIER2. JESSE BLESING/TAMPA/CARS/TIER1; 0; 356281407

2002-04-16

CUSTOMER STATES HIS STEERING WHEEL COLUMN LOCKED-UP AND HE WOULD LIKE COST ASSISTANCE WITH GETTING THIS REPAIRED. COSTOMER IS SEEKING COST ASSISTANCE WITH THIS REPAIR. CRM ADVISED CUSTOMER BEFORE ANY COST ASSISTANCE COULD BE DETERMINED HE WOULD NEED TOTAKE VEHICLE TO THE DEALERSHIP FOR A DIAGNOSIS. CUSTOMER AGREED TO GO INTO THE DEALERSHIP FOR A DIAGNOSIS. will follow-up with the customer on 4/18/01 between 9-11am.....Whitec////tpa////tier-2; 0; 356282374

2001-04-26

CRM TRIED TO CALL CUSTOMER TO VERIFY IF HE TOOK VEHICLE TO DEALERSHIP FOR DIAGNOSIS BUT HE WASN'T AVAILABLE.....WHITEC///TPA///TIER-2; 0; 357167139 2001-05-08

CRM TRIED TO CALL CUSTOMER AGAIN BUT HE WASN'T AVAILABLE. CRM WILL BE SENDING LETTER.....WHITEC///TPA//TIER-2., 0; 358185378

2001-05-09

auditor approving letter. jeremy talbott/cars/tampa; 0; 358308624

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:

NORE 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE: FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: . CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: ♥ BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: CONTACT NUMBER: NAME: 1

> CONTACT TYPE: CONTACT PHONE:

COMPANY:

ADDRESS:

May 8, 2001

Pompano Beach, FI

Request: C03842282

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

Unfortunately, we have been unable to reach you at the telephone number listed in our records.

Please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. The telephone conversation should only take a few minutes and would be greatly appreciated. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Carol White Customer Relationship Manager

SU0003-T/jrt

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS:

UNION CITY

CA I

HOME PHONE:

CASE NUMBER: 04789305

VIN:

1G1YY32G9W5115448

MODEL YEAR:

DATE OPENED: 2001-07-03

SERIES:

UNKNOWN

DATE CLOSED:

2001-07-05

MILRAGE:

36000

SOURCE: BRC TYPE: Phone

DELIVERY DATE:

DEALER NAME: CENTRAL CHEVROLET

BRC PARENT:

DEALER ADDRESS: 4949 THORNTON AVE., FREMONT, CA. 94536, USA

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

LOCKING UP

NO4 Power Steering Hose

Other

O REPAIR ATTEMPT(S)

POWER STEERING

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}
- [[SPECIFIC SOLUTIONS RUN * Review Specific Solutions
- 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|\Nicros~1\Iexplore.exe

http://careweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm])

- (lst 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
 - 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/CARSCF/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

Vehicle repair request - Repair not done

CUST STATES THAT THE STEERING COLUMN LOCK CYLINOID NEEDS REPLACED, VEHICLE IS AT DLR NOW. CUST IS SEEKING SOME ASST WITH THIS REPAIR. CUST HAS EXT WARR WITH INDEFENDANT COMP. CRN CALLED DLR AND THE S/M IS AT A DR APPT. CRM SET UP C/B FOR THIS AFTER NOONANYTIME AT 🛊 IN FILE...APRIL MCCALL/PDX/CAC; 0; 363038744 2001-07-03

CRM TRIED S/M BACK AND HE IS NOT IN YET. CRM WAS ADVISED THAT HE WILL RETURN LATER TODAY. CRM WILL TRY BACK THIS AFTERNOON...APRIL MCCALL/PDX/CAC; 0; 363043440 2001-07-03

IN THANK YOU.

APRIL MCCALL/PDX/CAC; 0; 363052781

2001-07-03

CRM CONTACTED SERV. ADV. AL AND HE STATES THAT HE AND S/M WILL GOODWILL ALL BUT 100.00 OF REPAIR...

CRM CALLED CUST AND ADVISED..APRIL MCCALL/PDX/CAC; 0; 363056750 2001-07-05

CUST STATES THAT SHE IS STILL HAVING PROBLEMS WITH VEHICLE. CUST SEEKS TO CONTACT WITH PREV CRM. CRM OFFERED ASSISTANCE BUT CUST INSISTED TO SPEAK TO PRV CRM. CRM WILL, SEND NOTIFICATION. CUST SAT. GUADALUPE CASTILLO/CAC/ATX; 0; 363210462 2001-07-05

CRM CONTACTED CUST AND SHE STATES THAT THE POWER STEERING IS NOT WORKING PROPERLY, AND THE KEY IS STICKING. THE DLRSP WANTS TO CHARGE A DIAG FEE, THE CUST BELIEVES THAT THIS REPAIR WAS CAUSED BY THE PREV REPAIR BRING DONE...CRM CALLED AND SPOKE WITH S/MKEN AND SERV WRITER AL. THEY STATE THAT THE DIAG FEE AND REPAIR MAY BE PAID BY EXT WARR COMP. BUT AT THIS TIME THE FEE NEEDS TO BE PAID BY CUST. CRM ADVISED CUST OF THIS AND TO CALL KEN DIRECTLY...CUST SATISFIED.APRIL MCCALL/PDX/CAC; 0; 363225893

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION: BODY INJURY:

7111041.

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:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION: INSPECTORS NAME: INSPECTION DATE:

ROAD TEST RESULT: COMP INSPECTED: INVESTIGATIVE SUMMARY: PAR STATUS: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERNARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAMB: 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: NUMBER OF INJURIES: 0 COMMENTS: NAMB: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES:

BUSINESS:

9 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES CWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

RESTRICTED

CASE NUMBER: 1-22562615

VIN:

1G1YY32G9W5115529

DATE

08/07/02

DATE

08/07/02

MODEL SERIES

CORVETTE

SOURCE:

N/AYES

MILEAGE

85000.

1998

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE

TX

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION g M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Dallas

CASE NUMBER: 1-22562615

VIN:

101YY3209W5115529

DATE OPENED: 2002-08-07

SERIES:

Corvette

1998

DATE CLOSED: 2002-08-07

Phone

MILEAGE: DELIVERY DATE:

MODEL YEAR:

85000.0000000

SOURCE: BRC TYPE:

N/AYes

DEALER NAME:

Young Chevrolet, Inc.

BRC PARENT:

6112, USA

DEALER ADDRESS: 9301 E Rl Thornton Fwy, Dallas, TX, 75228-

M41 Column / Ignition Lock / Parts

U REPAIR ATTEMPT(8)

Cust stated that the steering column has locked up.; ; 2002-08-07 2002-08-07

Spoke to &vc Mgr.; ; 2002-08-07 2002-08-07

Service Request has been Closed Satisfied.; ; 2002-08-07

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY: GM RESTRICTED

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPER:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE :

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS r

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



Prisco

TX

CASE NUMBER: 1-15158940

VIN:

1G1YY32G9W5116387

MODEL YEAR:

1998

DATE OPENED: 2002-07-10

SERIES: MILEAGE: Corvette 69000.0000000

DATE CLOSED: 2002-08-06 SOURCE:

Phone :

DELIVERY DATE:

BRC TYPE: BRC PARENT:

N/ANo

DRALER NAME: Ray Huffines Chevrolet, Inc. DEALER ADDRESS: 1001 Coit Rd, Plano, TX, 75075, USA

M41 Column / Ignition Lock / Parts

C REPAIR ATTEMPT(S)

Sticke

Campaign; ; 2002-07-10

2002-08-06

CUST CALLING ABOUT CAMPAIGN COVERAGE AGAIN: ; 2002-08-06

2002-08-06

CALL TO DLR SVR RECEPTIONIST; ; 2002-08-06

2002-08-06

Service Request Ownership has changed FROM: TURNERA TO: TALOUMIR; ; 2002-08-06

2002-08-06

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: CWINER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE: ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

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:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: . PHONE NUMBER: PRODUCT CODE:

FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE & BUY-BACK: 0

NADA: 0 SALES TAK:

DEPRECIATION: UPGRADE:

MERP:

AFTERMARKET: LEASE TERM:

DAMAGE: OTHER : BRANCH:

ACCOUNT NUMBER:

NAME:

INTEREST PAID: INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAMB:

ADDRESS: ,

LOCATION:

CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY: TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

PAGE: 1

G M RESTRICTED

CASE NUMBER: 1-22429134

VIN:

1G1YY32G9W51172H1

DATE

08/06/02

MODEL

199B

DATE

08/06/02

SERIES

CORVETTE

SOURCE:

N/AYES

MILEAGE

16000.

CUSTOMER:

HURST, JOHN

ADDRESS:

HOME PHONE:

407 78557764

STATE:

ĮĮ,

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

Orlando ,

FL

CASE NUMBER: 1-22429134

HOME PHONE:

VIN:

10177320985117281

DATE OPENED: 2002-08-06

9RRIES:

Corvette

16000.0000000

1998

DATE CLOSED: 2002-08-06

MILRAGE: DELIVERY DATE:

MODEL YEAR:

SOURCE: BRC TYPE:

Phone N/AYes

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

REPAIR ATTEMPT (S)

Steering Column Locked; ; 2002-08-06 2002-08-06

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

GM RESTRICTED

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:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE IMSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

MILEAGE @ BUY-BACK: 0

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MBRP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

NAME:

PAGE: 3

GM RESTRICTED

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RRLEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TREATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

PALESTINE

TX

HOME PHONE:

CASE NUMBER: 05584836

VIN:

1G1YY32G9W5118382

MODEL YEAR: 1998

DATE OPENED:

2001-09-26

SERIES: MILEAGE: UNKNOWN 14000

DATE CLOSED: SOURCE:

2001-09-26

BRC TYPE:

Phone DELIVERY DATE: No

BRC PARENT:

DEALER NAME:

BACON AUTOPLEX INC

DEALER ADDRESS:1216 E PALESTINE AVE, PALESTINE, TX, 75801, USA

X41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

LOCKS UP LIKE ON 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\Plus | \Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/BolutionsByComponentCode_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

Vehicle operation or design

CUST STATES THAT HIS STEERING LOCKED UP LIKE ON THE CAMPAIGN 01044 FOR THE STEERING WHEEL LOCK UP PROBLEM. CUST SEEKS ASSIST FOR THE REPAIR SINCE IT IS VERY SIMILIAR. CUST AFTER CONTACTING THE DIRLSHIP AND SPEAKING TO JIM THE SVC MGR WHO STATES HE WILL GOODWILL THE REPAIR 100% FOR THE CUST. CASE CLOSED SATISFIED. JOSEPH RODRIGUEZ/CAC/ATX; 0; 370387851

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 PROPLE: 0 BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY MANK:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

NADA: 0 SALES TAX:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , .

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

DAMAGE: OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

INTEREST PAID:

NAME:

DEALER BUYOUT:

LEGAL TYPE: LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

RESTRAINT:

DATE:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

GRNERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

PLANO

TZ

CASE NUMBER: 02299119

VIN:

1G1YY32G9W5129B04

MODEL YEAR:

199R

DATE CLOSED: 2000-12-11

DATE OPENED: 2000-11-20

SKRIKS: MILEAGE: CORVETTE CONV 15800

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

DEALER NAME:

RELIABLE CHEVROLET

DEALER ADDRESS:800 N CENTRAL EXPY, , RICHARDSON, TX, 75080.USA BRC PARENT:

M41 Steering Column/Lock/Attaching Parts

1 REPAIR ATTEMPT(S)

Other REPAIRED

C14 Seat Lumbar

1 REPAIR ATTEMPT(S)

Other

MENORY INOPERABLE

H01 Brakes

1 REPAIR ATTEMPT(S)

Squeak

REPAIRED

C61 Convertible Top - Vinyl Top/Related Parts 1 REPAIR ATTEMPT(S)

Misaligned

REPAIRED

A09 Car Damaged at Retailer

1 REPAIR ATTEMPT(S)

Customer Satisfaction

STRERING COLUMN REASSEMBLED WRONG

Dissatisfaction with dealers sales and finance

INFORM THE CALLER:

"I would be more than happy to document your concern. We appreciate any type of feedback we can get from customers regarding our dealership's sales and service practices. Our dealerships are reviewed on a routine basis within General Motors and your comments help us continue to improve our customer service".

CRM INSTRUCTIONS:

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

** FLRASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD**

DISSATISFACTION WITH DEALER

CUST STATES HE NEVER RECEIVED A SURVEY AFTER HAVING REPAIRS DONE AT DEALER...CUST SEEKING SURVEY...CRM ADVISED I CAN TAKE ALL FEEDBACK RATHER THAN SENDING SURVEY...CUST AGREED... CUST STATES HE BROUGHT HIS VEHICLE TO DEALER FOR 4 DIFFERENT REPAIRS: THESTERRING COLUMN LOCK UP, MEMORY IN SEAT INOPERABLE, CRACK BETWEEN THE CONVERTABLE TOP & VEHICLE, CAUSING ROAD NOISETO ENTER VEHICAL, AND SQUEEKY BRAKES IN REAR...CUST STATES HIS VEHICLE WAS DROPPED OFF ON SATURDAY, CUST CALLED DEALER ON WONDAY, DEALER STILL WORKING ON STEERING COLUMN, DEALER SAID IT MAY BE READY BY TUESDAY...CUST CALLED TUES, NOT READY, DEALER STILL WORKING ON SEAT MEMORY. CUST CALLED ON WED, DEALER STATED STILL WORKING ON SEAT MEMORY, HOWEVER STEERING COLUMN REPAIRED...CUST CALLED THURS, DEALER HAS SEAT MEMORY REPAIRED, HOWEVER STILL WORKING ON CONVERTABLE TOP, CUST CALLED FRIDAY, DEALER SAID THEY HAVE TO SEND VEHICLE TO AN OUTSIDE CONVERT. TOP PLACE TO HAVELOOKED AT...CUST THEN CALLED TOP PLACE, CONTINUED>>>; 0; 343602279

CONTINUED... CONVERTABLE TOP COMPANY DID NOT HAVE VEHICLE OR EVEN NORK ORDER...CUST CALLED DEALER, DEALER SAYS IT'S AT THE TOP COMPANY...VEHICLE NOT THERE...CUST THEN STATES HE HAS TO GO OUT OF TOWN AND NEEDS HIS VEHICLE BACK, DEALER HAS HAD VEHICLE FORGVER A WEEK & CUST HAS TO LEAVE 600 MILES OUT OF TOWN AND CUST CANNOT FIT IN THE TINY RENTAL VEHICLE DEALER PROVIDED, AS CUST IS 6 FT 6 INCHES...CUST STATES HE WENT TO FICK UF VEHICLE AND NOW THE TOP IS LEAKING WHEN IT RAINS, WHICH DID NOT DO BEFORE, THE SEAT MEMORY IS NOT FIXED, AND THE COLUMN FOR THE STEERING WAS NOT PUT BACK ON CORRECTLY, AND TO MAKE THINGS EVEN WORSE, THERE ARE 20 EXTRA MILES WHICH WAS PUT ON VEHICLE, VEHICLE DID NOT GO TO THE CONVERTABLE TOP PLACE AND THERE WAS NO REASON VEHICLE SHOULD HAVE BEEN DRIVEN...CUST VERY UPSET...CUST SEERING TO HAVE STEERING COLUMN REPAIRED AT ANOTHER DEALER AT NO COST TO CUST...CUST DOES NOT WANT PREVIOUS DEALER TOUCHING HIS VEHICLE EVER...CRM ADVISED I WILL DOCUMENT HIS FEEDBACK AND RESEARCH ANY ASSISTANCE; 0; 343602881 2000-11-20

CONTINUED... ANY ASSISTANCE WITH THE COST OF HAVING HIS STEERING COLUMN REPAIRED AT ANOTHER DEALER AT NO COST...CRM WILL CALL CUST BACK...LORI JOHNSON/CAC/ATX; 0; 343602948 2000-11-24

CRM CALLED DEALER, SPOKE WITH STEVE, SRV MANAGER WHO STATED IF THERE IS SOMETHING THE DEALER LEFT LOOSE OR DIDN'T REPAIR CORRECTLY, THEN THEY WILL NEED TO REPAIR THIS FOR CUST. CUST WOULD NOT BE ABLE TO GO TO ANOTHER DEALER AND HAVE THIS REPAIRED AT NO COST LIKE CUST REQUESTING, UNLESS IT'S A FAILED PART, THEN CUST CAN HAVE REPAIRED UNDER WARRANTY AT ANOTHER DEALER...CONTINUED****; 0; 343954077

CONTINUED**** STEVE (SRV MANAGER) ADVISED CRM TO HAVE CUST BRING VEHICLE BACK TO HAVE THE STEERING COLUMN PUT BACK ON CORRECTLY, STEVE ASKED THAT CUST ASK FOR "REGGIE" WHEN GOING TO DEALER...CRM CONTACTED CUST, NO ANSWER, CRM LEFT MESSAGE FOR HIM TO CALL US BACK WITH REQ\$...###NEXT CRM, PLEASE ASSIST CUST, READ HIM UPDATED NOTES ABOUT THE CONVERSATION WITH STEVE, LET HIM KNOW STEVE WANTS TO WORK WITH THIS CUST, & ENCOURAGE CUST TO TAKE VEH BACK TO THIS DEALER#### LORI JOHNSON/CAC/ATX; 0, 343954328

CUST STATES PREVIOUS CRM L/M 11-27-2000 TO CALL INTO CUST ASST. CUST IS NOT HAPPY W/DECISION OF HAVING TO GO BCK TO PREVIOUS DLR. CUST SEERS TO HAVE REPAIRS DONE 9 NEW DLR. CRM ADVSD CUST CRM WILL DO RESEARCH & CLL BCK 12-01-2000 BETWEEN 9 AM - 5 PM CENTRAL TIME JAIMESANDAGE PDX/CAC; 0; 344294797 2000-11-28

CUST NUMBER WHERE HE CAN BE REACHED \$ 972-733-2043. JAIMESANDAGE PDX/CAC; 0; 344294892 2000-12-01

CRM SPOKE TO CUST HE NAMES TO CHANGE DLR. CUST SEEKS TO CHANGE DLR. CRM ADVED CUST THAT CUST WILL BE STARTING OVER 9 RELIABLE CHEVROLET. CUST ALSO SEEKS TO KNOW WHERE THE EXTRA 20MILES CAME FROM. CRM WILL CONTACT HUFFINES & SPEAK W/SVC MCR REGARDINGHILES. JAIME SANDAGE PDX CAC; 0; 344558186
2000-12-01

CRM CLLD HUFFINES. SVC MGR OUT ON TEST DRIVE. CRM WILL CLL BCK IN 30MINUTES. 972-867-4000. JAINESANDAGE PDK CAC; 0; 344558572 2000-12-01

CRM SPOKE TO DLR REGARDING MILES. SVC MGR SAID THAT 10-15 MILES WERE PUT ON CAR BECAUSE THEY TEST DROVE BECAUSE OF THE STEERING COLUMN. 5 MILES BECAUSE OF THE BRAKES. CRM CLLD CUST BCK & CUST STATED THAT DLR TOLD HIM THAT THE VEH WAS NOT TEST DROVE FOR BRAKES & THE STEERING COLUMN HE WAS TOLD THAT IT WOULD BE FINE TO DRIVE. CUST IS PEAKING CONTACTING THE BBB. JAIME SANDAGE PDX CAC; 0; 344565520 2000-12-01

CRM CLLD RELIABLE CHEV TO SPEAK W/SVC MGR. SVC MGR WAS ON A TEST DRIVE. CRM WILLCONTACT DLR ON MONDAY 12-04-2000 & CALL CUST BCR AFTER SPEAKING W/ RELIABLE SVC MGR. JAIMESANDAGE PDZ/CAC; 0; 344565885
2000-12-04

CRM TRIED TO CONTACT DLR SVC MGR. CRM WILL TRY TO CONTACT IN 1/21 HOUR. JAINESANDAGE PDX CAC; 0; 344800756
2000-12-04

************************** LET CUST KNOW THAT SINCE THE STEERING COLUMN WAS NOT PUT BACK TOGETHER CORRECTLY BY A TECH @ HUFFINES, HE MEEDS TO HAVE HUFFINES PIX THAT @ NO COST. IF HE TAKES IT TO RELIABLE THEY MAY CHARGE HIM IF IT IS NOT A DEFECT IN WORKMANSHIP BY GM. CUST NEEDS HUFFINES TO FIX HIS STEERING COLUMN. JAIMESANDAGE PDX CAC, 0; 344806669 2000-12-04

CRM SPORE TO SVC MGR @ RELIABLE. SVC MGR TOLD ME THAT IF HUFFINES IS THE ONE WHO DID NOT FIX CORRECTLY THE CUST NEEDS TO GO BCX THERE TO HAVE CONCERN FIXED @ MO COST. IF CONCERN IS A DEFECT IN WORKMANSHIP BY GM THEN RELIABLE WILL FIX @ NO CHARGE. JAIMESANDAGE FOX CAC; 0; 344806753
2000-12-05

CRM SPORE TO CUST. CUST STILL DOSS NOT WANT TO TAKE VEH BCK TO HUFFINES FOR REPAIR ON STEERING COLUMN. CRM INFO CUST THAT IF RELIABLE CHEV TAKES CARE OF CONCERN CUST MAY BE CHARGED. CUST WANTS CRM TO OKAY RELIABLE TO FIX 8 NO COST. CRM INFO CUST THATCRM WILL LOOK INTO COST ASST BUT CANNOT PROMISE ANYTHING. JAINESANDAGE PDX CAC; 0; 344891930 2000-12-05

CRM WILL LOOK INTO COST ASST WILL CLL CUST ON MONDAY 12-11-2000 AFTERNOON. JAIMESANDAGE PDXCAC; 0; 344905483
2000-12-11

CRN INFO CUST THAT 8 THIS TIME ON WILL NOT BEABLE TO HAVE STEERING COLUMN FIXED 6 NEW DLR 9 NO COST BECAUSE HUFFINES IS WILLING TO FIX VEH 8 NO COST. JAIMESANDAGE PDXCAC; 0; 345423480

INCIDENT DATE:

INCIDENT TIME:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY: OWNER DESCRIPTION:

INCIDENT LOCATION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PROPLET C

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: SOURCE: TRANSACTION: REQUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE 0 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 LAN: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT:

IF 50, WHERE:

TYPE OF INJURY:

TREATED:

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 POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

COMPANY:

GRNERAL MOTORS CORPORATION DIVISION CHEVROLET RESTRICTED GM

CUSTOMER: ADDRESS: HOME PHONE

CASE NUMBER: 05041128

VIN:

1G1YY32G9W5130175

1998

DATE CLOSED: 2001-09-04

DATE OPENED: 2001-07-24

MODEL YEAR: SERIES:

UNKNOWN 60000

SOURCE:

Phone

MILEAGR: DELIVERY DATE:

BRC TYPE:

No

DEALER NAME:

COURTESY CHEVROLET CENTER

BRC PARENT: DEALER ADDRESS: 750 CAMINO DEL RIO N., SAN DIEGO, CA, 92108, USA

913 Reimbursement Requested

O REPAIR ATTEMPT(S)

CAC Resolved With Goodwil CUSTOMER SATISFACTION

M41 Steering Column/Lock/Attaching Farts

1 REPAIR ATTEMPT(S)

LOCK SOL

Vibration

STEERING COLUMN LOCKED UP/REPLACED IGNITION

A01 Open Campaign

O REPAIR ATTEMPT(S)

Product Campaign Claim

01044

Reimburgement for repairs already done that are on a campaign.

INFORM THE CALLER:

The dealership should reimburse the customer.

AGENT INSTRUCTIONS:

2001-08-02

Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

{ [Campaign and Special Policy Reimbursement RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm "

Reimburgement for repairs already done that are on a campaign.

CUST STATES FAID FOR REFAIR AND LATER FOUND THAT IT WAS A CAMPAIGN. CUST SEERS REIMBURSEMENT OF 393.63. CRM ADVISED CUST TO SEND IN ORIGINAL REFAIR ORDER, PROOF OF PAYMENT, AND PROOF OF OWNERSHIP WITH A COVER LETTER AND TO DOCUMENT REQ # ON EACH. CRMADV WILL REVIEW AND GET BACK TO CUST WHEN WE RECEIVE DOCUMENTATION. SARA STAFFORD/CAC/PDX.; 0; 364873503

**** CUST SENT IN REQUESTED DOCS. CRM FORWARDING TO FREVIOUS CRM FOR REVIEW, NISSIE PEREZ/TAMPA/CORR; 0; 365602446 2001-08-07

DOCS RECEIVED. SARA STAFFORD/CAC/FDX.; 0; 366080670 2001-08-07

CRM CONTACTED DLR TO MAKE SURE CORRECT PARTS WERE INSTALLED FOR CAMPAIGN AND SPOKE W/ RAY SVC ADV. RAY ADVISED HE BELIEVES CORRECT PARTS WERE USED, BUT WANTS CUST TO COME IN SO THEY CAN MAKE SURE. CRM WILL, ADVISE CUST. SARA STAFFORD/CAC/FDX; 0; 366089478 2001-08-07

CRM WILL CONTACT CUST TO GET PROOF OF OWNERSHIP AT THE TIME OF REPAIR. SARA STAFFORD/CAC/PDX.; 0; 366089510 2001-08-07

CRM ATTEMPTED TO CONTACT CUST W/ NO SUCCES.. WILL ATTEMPT TO CONTACT 8-10 BETWEEN 1-3 PDT. SARA STAPPORD/CAC/PDX.; 0; 366089727 2001-08-08

CRM RESUMED BY MISTAKE... SARA STAFFORD/CAC/PDX.; 0: 366168312 2001-08-09

BUSINESS CASE :

CUST STATED THAT HE HAD IGNITION SERVICE DONE 03-20-01 BECAUSE HE WAS EXPERENCING STEERING COLUMN LOCK UP, WHICH REPAIR WAS DONE AT COURTESY CHEVROLET. THE REPAIR INVOLVED PART 26050960 0 \$170.82, LABOR 0 \$210.00 AND TAX 0 \$12.81 FOR A TOTAL OF \$393.63. AFTER THE REPAIR WAS COMPLETE THE CUSTOMER RECIEVED A LETTER A FEW MONTHS LATER STATING THAT CERTAIN CHEVROLET MODELS AND TYPES MAY BE EXPERIENCEING CONCERNS SUCH AS THE NATURE OF THE REPAIR PREFORMED...ON BEHALF OF CM BECAUSE OF THIS CAMPAIGN 01044 THAT IS WARRANTED FOR REPAIR AND BECAUSE CUST HAD SERVICE PREFORMED BEFORE CAMPAIGN REACHED HIM, MR. DIRIENZO IS DUE REIMBURSEMENT IN THE FULL AMOUNT OF \$393.63 FOR CUSTOMER SATISFACTION...MARYS/ATX; 0; 366217734

crm contacted am pete misleh at dir and verified that the repair did follow under the campaign:crm also contacted cust and advised the cust to tsend in proof of registration at the time of the repair.....waiting for cust to send improof of registration....marys/atx; 0; 366333579
2001-08-10

CRM SPOKE W/ CUST WHO AGREED TO SEND IN PROOF OF CMNERSHIP AT TIME OF REPAIR. CRM IS AWAITING DOCS. SARA STAFFORD/CAC/PDX., 0; 366335331
2001-08-27

RESUMED TO CHECK FOR DOCS. SARA STAFFORD/CAC/FDX.; 0; 367810376 2001-08-29

liaison reviewing open requests.....liaison notes cust states they received recall 01044 for steering column lock up after repair had been performed at dealer. liaison looked up campaign notice and cust vin# does fall under campaign but does not show invin profile, also called the dlr and spoke with Ray Yniguez who states they do not show open camp under cust vin#. liaison notes cust has GMPP Majorguard 72/100 which dlr states should have covered repair. liaison called GMPP and spoke with Matt who states the part cust had replaced to steering column should have been covered and we can fax or mail the original to their attention with policy # 806487327 to seek reim for cust. fax# for GMPP is 800-947-5675. liaison will call cust to advise. goodwill liaison/angle pezzi/austin, tx; 0; 367968973 2001-08-30

WHITE MAIL CORR RCV'D IN VISUAL INFO

liaison called Mrs. Dirienzo and advised her that GMPP would be reimbursing her since the part should have been covered under Majorguard. liaison faxed documents to GMPP at 1-800-947-5675 as advised by Matt at GMPP. liaison will close this request as cust is being reim by GMPP. goodwill liaison/angle pezzi/austin, tx; 0; 368043817

SARA CRM RESUMED TO CHECK FILE. CLOSING AS CUST IS BRING ASSISTED BY GMPP. STAFFORD/CAC/PDX.: 0: 368502762

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME: DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPER: 0 ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT CODE: FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MSRP:

MILEAGE & BUY-BACK: 0

NADA: 0

		SALES TAX:	1
	DEPRECIATION:		
	UPGRADE:		
ł	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	ı
	ADDRESS: , CITY/STATE: .		
	PHONE NUMBER:		
	SEATING POSITION:	DECOMO 3 TAND	
	TYPE OF INJURY:	RESTRAINT:	
	TREATED:	TR 60 MARKET.	
۱	IREKIED:	IF SO, WHERE:	
,			
	******	*ADR INFORMATION*****************	*****
		The same same same	
	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:	

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

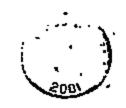
DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME: COMPANY:

ADDRESS:

Powey CA





07-31-01P03:59 RCYD

CHEUROLET

P.O. BOX 33170

DETROIT, MICHIGAN

48232-5170

Mmortheshedhadhadhadhdesheball

FULLA

RICHARD J. DIRIENZO

13301 Old Winemaster Court

Powey, Ct 92064-1025

Phone \$58-676-0892

Cell 619-933-5070

Fax. 858-676-0683

B-mail mnhu29e1@home.com

Corrette | G1YY32G9W5130175

July 24, 2001

Dear Ms. Stafford or whom it may concern.

Please find enclosed original receipts and work order as well as copy of registration for the steering wheel cultural lock I had replaced in March of this year at Courtesy Chereolet in San Diego. Please reference request # 05041128 as I am respecting a refund of 4393.63 for repairs which occurred due to a manufacturing defect.

Stocerely,

Request # 05041128

AUTO 87/24/2001 20 07/24/2002 13 4CLA	TOTAL
1G1Y132G9#5130175 CHRY	74. 00
DIRIENTO HICHARD J LEGNI DIO NIMENASTER CI PORTY CA DECLA-LOLS UNION PRINTOF CA PO BI REAL	
SAN DIEGO 12141 191051120015 191051120015	
AND AND AND AND AND AND AND AND AND AND	Regnert #05041128 CRUTTESY CHEVROLET 750 CHING DEL RTO 8 8M DIESO, CA 92188- (619) 297-4321 4201922135255145 83/21/81 89434111 SUIPE MC XDDXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
THE RESERVE THE PARTY OF THE PA	SALE 4997 393.43 TOTAL 393.63 - I ARREE TO MY MOOVE TOTAL MOUNT ACCREDING TO CASE ISSUED REFERENT (REDCHART ASSEEDENT DY TREAT FOURTHER)

ORIGINAL

THANK YOU. PLEASE COME ARASIA.

THE COMPLECTION BUTTON COST -COSTONER





08-21-01P02:08 RCVD

CHEVROLET P.D. BOX 33170 DETROIT, MI 48232-5170

hlallafashiattafalddaufthaftaftaftaaft 4<u>82</u>32+6170

. چو. بري



Corvette IG1 YY32G9W513017S

August 10, 2001

Dear Ms. Stafford or whom it may concern.

Places find suclosed the additional registration you requested.

Original letter below.

Please find enclosed original receipts and work order as well as copy of registration for the secretag wheel column lock I had replaced in March of this year at Courtney Chewolet in San Diego. Please reference request # 05041128 m I am requesting a refund of \$393.63 for repairs which occurred due to a manufacturing defect.

Sincerely,

Richard J. DiRiense

OFFAJOR 14 4005/F5/FD 07 0005/F5/FD 07UA

101173267W5130175

CV D0/D0/1474 MV 1976

CV D0/D0/1474 MV 1976

S575 3700

POWAY CA:

Admidellar Markelard Marel Lacket Server Heller

UNION BANK OF CA

R0037 1053L

SAN DIEGO

7216L 1416SJL20004J34

ANTIQUED MEMBERMATION CAMP

J 6246246

Request # 05041128

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:



Elmont NY

CASE NUMBER: 1-116718064

VIN:

1G1YY32G9X5100823

DATE OPENED: 2003-07-07

MODEL YEAR: 1999 Corvette

DATE CLOSED: 2003-07-07

SERIES: MILEAGE:

38000.0000000

SOURCE:

Phone

DELIVERY DATE:

BRC TYPE:

N/ANo

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(8)

Sticks

Recall Steering Wheel; ; 2003-07-07

2003-07-07

Update; ; 2003-07-07

2003-07-07

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE:

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: SOURCE: TRANSACTION: RECUEST TYPE: REPURCHASE REASON: DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE & BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERNARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DRALER AIMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: NAME: ADDRESS: ,

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

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DANAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

3970011

VIN Number:

1G1YY32G9X5103690

Date Opened:

6/2/2000

Model Year:

1999

Date Closed:

6/23/2000

Series:

Corvette

Dealer Code:

B44276

Mileage:

18111

Address:

CHAMPION CHEVROLET IHOWELL

State:

M

Dealer Phone:

SYMPTOM ABSTRACT --- COLUMN LOCK STEERING STEERING COLUMN WONT UNL

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/02/2000 09:03:53 SBD TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

- 1 NUMBER OF TIMES IN FOR THE SAME CONDITION.
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- ___Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- __YY (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- __Y (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

06/02/2000 09:03:53 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING COLUMN LOCK WONT UNLOCK INTERMITTENTLY.

DIAGNOSIS:MIKE CLAIMS HE CAN DUPLICATE THE CONDITION AND HE IS INQUIRING

EA02-031 / GM22C

SUGGESTION: ADVISED MIKE TO CHECK 9201 AND G202 AND CHECK THE TERMINALS AND CONNECTORS AND IF THESE CHECK GOOD REPLACE THE LOCK MOTOR ASSEMBLY PER THE P.I.....ERIC..X40777 06/19/2000 10:50:38 ARNOLD MARTIN "TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN* 1 ****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** **RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC** THIS IS THE FIRST VISIT TO THIS DLR WITH A STEERING COLUMN LOCK MESSAGE DISPLAYED. READ DLR P/I A000265 AND MADE SURE HE UNDERSTOOD WHAT TO DO, DLR TO ADVISE. 06/19/2000 12:32:49 JOHNSON **TECH MARTIN BALTES** "TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN" 2 ****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN**** 2 **RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC** TECH BALTES DID NOT REPLACE THE STEERING LOCK MOTOR, AND RELEASED THE VEHICLE, IT RETURNED, AND HE CALLED INQUIRING ABOUT A STALL CONDITION.

EAG2-031 / GM22C Fage 2 of 3

TAC ADVISED TECH BALTES TO REPLACE THE MODULE AS DIRECTED, CHECK THE

GROUNDS, ERASE THE DTCS, AND ADVISE TAC AS TO THE OUTCOME.

06/23/2000 13:15:56 POULOS - MARTIN CALLED AND STS THAT REPLACING BCM REPAIRED VEHICLE.

RA02-031 / GM22C Page 3 of 3

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

5783747

VIN Number:

1G1YY32G9X5106567

Date Opened:

8/1/2002

Model Year:

1999

Date Closed:

Series:

Corvette

Dealer Code:

B17396

Mileage:

69013

Address:

CARL HOGAN CHEVROLETCOLUMBUS

State:

MS

Dealer Phone:

SYMPTOM ABSTRACT— COLUMN LOCK STEERING STEERING COLUMN DOES NOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION -- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-~

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/01/2002 17:40:42 SBD TEMPLATE - KOPAH STRATEGY BASED DIAGNOSTICS

- _2_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _2_NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- ___Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) NICK STAPLES TECH

CUSTOMER CONCERN - STEERING COLUMN DOES NOT UNLOCK INTERMITTENTLY.

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

TECH STS ON PREVIOUS VISIT TECH PERFORMED CAMPAIGN 01044.

TAC RECOMMENDATION -

ADVISED TECH ON PI A000265 (ADDITIONAL DIAGNOSIS).

08/01/2002 17:40:42 HISTORY

- KOPAH

08/07/2002 17:11:47 WILSON

- CALLER'S NAME (FIRST, LAST,

AND POSITIONS

- 2 NUMBER OF TIMES IN FOR THE SAME CONDITION
- 2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

EA02-031 / GM22C

Page 1 of 2

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

DLR STS OTHER TECH HAS DID 01044 AND COLUMN STILL LOCKS.

NEW RECOMMENDATIONS DLR THAT IF CAMPAIGN WAS DONE WRIGHT. THE COLUMN CANT LOCK, DLR WILL NEED TO LOOK OVER THE LAST TECHS WORK FIRST. THEN HE WILL NEED TO CHECK ALL WIREING TO RELAY ALSO, DLR TO ADV WW

08/09/2002 15:02:44 BAILLOD

- CALLER'S NAME (FIRST, LAST, AND POSITION) NICK STAPLES TECH
- __ NUMBER OF TIMES IN FOR THE SAME CONDITION
- __ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

NICK STATES THE CAMPAIGN 01044 WAS PEFORMED THE RELAY INSTALLED THE CAMPLATE INSTALLED AND NEW COLUMN LOCK MOTOR. THE VEHICLE WOULD START AND STALL AND HAD A PROBLEM WITH THE KEY INPUT SIGNAL AND HAD TO PUSH THE KEY IN HARD TO MAKE IT WORK. REPLACE THE KEY CYLINDER AND IGNITION SWITCH HOUSING, NOW HAPPENS INTERMITTENTLY

NEW RECOMMENDATIONS SUGGEST CHECK PIN FITS AT THE BCM AND IGNITION SWITCH FOR CKT 80 THE KEY INPUT SIGNAL. IF NO MESSAGES COME UP AND THE KEY INPUT IS NOT SEEN REPLACE THE BCM.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4725738

VIN Number:

1G1YY32G9X5108833

Date Opened:

5/9/2001

Model Year:

1999

Date Closed:

6/25/2001

Series:

Corvette

Dealer Code:

B39161

Mileage:

15807

Address:

BUD EYRE CHEVROLET-BRIDGECREST

State:

CA

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING STEERING COLUMN LOCKED W

RESOLUTION ABSTRACT- IGNIT LOCK CYL RPL

UCC CODE 1----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION ---

UCC CODE 3----

UCC-3 DESCRIPTION --

05/09/2001 11:30:12 SBD TEMPLATE - RICKETTS

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.)
- _Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- $_{Y_{-}}$ (YAN) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _Y_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _N_ (YAN) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

05/09/2001 11:30:12 HISTORY - RICKETTS

DLR STS THAT THE VEH CAME IN FOR THE STEERING COLUMN LOCK NOT DISENGAGING AT TIMES. HAS FOUND CODES U10161, U1064, U1096, AND P1631. WAS CALLING FOR IN ON P/I #A000119 CONCERNING THE U-CODES. FEELS THAT THE PASSLOCK CODES AND THE STEERING LOCK CONCERN MAY BE RELATED. DLR LOOKING FOR SUGG.

TAC SUGG. P/I STS THAT THE CODES ARE NORMAL CONCERN. WENT OVER A FEW P/I'S RELATED TO THE STEERING COLUMN LOCK DIAGNOSIS, AND BULLETIN #99-08-49-008 FOR THE IGN LOCK CYLINDER. DLR TO REPLACE LOCK CYLINDER PER BULLETIN, AND IF STILL HAS CONCERN TO REPLACE LOCK MOTOR ASM PER P/I #A000265 WHICH STS:

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FRIST FOLLOW THE PROCEDURE OUTLINED IN THE 99 YB SERVICE MANUAL ON PAGE 2-69 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK'. IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

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

RA02-031 / GM22C

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

MI STURGIS ,

CASE NUMBER: 02137985

VIN:

1G1YY32G9X5109747

1999

DATE OPENED: 2000-11-03

SERIES:

MODEL YEAR:

CORVETTE CONV

DATE CLOSED: 2000-11-15

MILEAGE:

BRC TYPE:

SOURCE: Phone DELIVERY DATE:

DEALER NAME: KOOL CHEVROLET OLDSMOBILE CADILLAC DEALER ADDRESS:810 W CHICAGO RD, STURGIS, MI, 49091, USA

BRC PARENT:

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

NO2 Battery

1 REPAIR ATTEMPT(S)

Other BLACK EYE

M01 Steering General

1 REPAIR ATTEMPT(S)

Other

COLUMN LOCK -

F10 Front Suspension

Other ALIGNMENT

1 REPAIR ATTEMPT(S)

T22 CSI Reply 1 REPAIR ATTEMPT(S) Customer Satisfaction CONCERNS W/ VEH

INFORM THE CALLER:

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

-BUT WOULD CONTACT DIR/CUST ON MONDAY. DORINDA JONES/TAMPA; 0; 99999

2000-11-15

CUST STATES IN CSI SENT IN BATTERY DOESN'T HAVE A "GREEN" EYE BUT A BLACK EYE----STEERING COLUMN LOCKING UP, ALIGNMENT W/ VEH. CRM CONTACTED DLR 616-651-9304 SPORE W/ DAVE SERV MGR. WHICH STATES VEH IS WELL PAST 12K FOR ANY CONSIDERATION OF ALIGNMENT---CUST HAD VEH IN ON 10/4 AND DIDN'T MENTION ALIGNMENT TO DLR---DAVE STATES TAC IS INVOLVED ON CUST VEH STEERING COLUMN SITUATION, BUT NO FINAL RESOLUTIONS TO DATE. CRM CONTACTED CUST AT WORK 616-467-6321 advised of this information, cust states he had informed jeff at dle about his concern w/ Alignment--revresh his memory w/ pages of paper from C-5 registry----cust states---battery is Supposed to have a green eye when battery is ok---but cust battery has a black eye. Cust

Sreks to have his concerns addressed. CRM advised could not promise anything on alignment --

SERV WHICH STATES HE WASN'T EMPLOYED AT DLR TIL 6/00 THEREFORE HAS NOT SEEN VEH BEFORE THE 12k mark. Jeff States spoke W/ cust in 8/00 regarding his veh---whichat that time was at APPROX. 15K---CUST GETTING INFO OFF INTERNET REGARDING FIXES FOR VEH---EUT GM TAC HAS NOTHING AS OF YET---JEFF STATES BATTERY WAS CHECKED 2 TIMES FOR CONCERNS---BOTH TIMES BATTERY DOESN'T FAIL TEST THEREFORE CANNOT REPLACE W/OUT CHARGING CUST. JEFF STATES AS FAR AS THE STEERING LOCK---NO TECH BULLETINS OUT AS OF YET---GM HAS NO FIX AT THIS TIME. CRM ATTEMPTED TO CONTACT CUST AT WORK/LEFT MESSAGE W/ RECEPTIONIST FOR CUST TO CALL CAC FOR UPDATE, DORINDA JONES/TAMPA; 0; 343148002 2000-11-15

CUST STATES PREV CRM LEFT MESSAGE TO CALL CUST ASST BACK...CUST SEEKS TO FIND OUT THE INFO...CRM ADVISED CUST OF THE INFO PREV CRM LEFT FOR CUST TO KNOW....CUST WAS DISATISFIED AND WANTED SOMEONE TO REPLACE PART...CRM ADVISED THAT GM TAC IS INVOLVED ANDRIGHT NOW THE THEY WANT TO FIND THE SOURCE OF PROBLEM BEFORE THEY START REPLACING PARTS....CRM MICHELLE RESTO/ATX/CAC; 0; 343161072

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: 0 ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

ACENT 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: . .

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

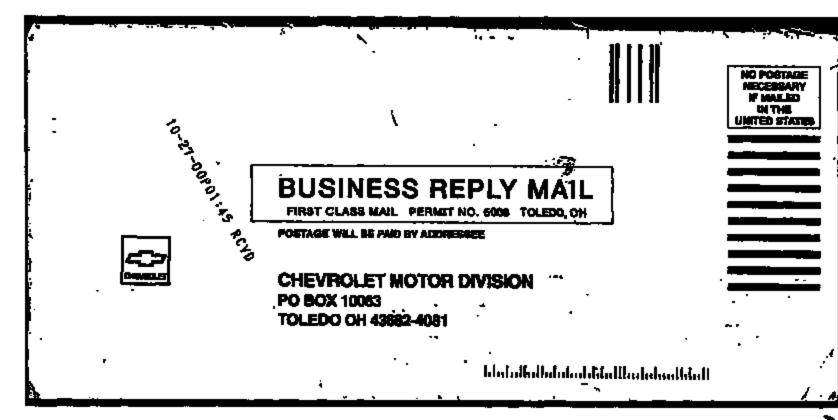
MILRAGE & BUY-BACK: 0

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: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: * BUSINESS: 0 BUSINESS: DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF FURCHASE/LEASE: PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 FURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: CONTACT NUMBER: 1 NAME: CONTACT TYPE: COMPANY:

ADDRESS:

CONTACT PHONE:





Service Satisfaction Survey

<u> </u>	Pk	esse mik	m any co	rrections	te your		
	nii	tne, addr	sau, or w	eroriquia	aumber h	M.E.	
Starola MI	_					<u> </u>	
hales Regular to the contribution of the contr							
Deer Arthur Warlick:	O.	vange te:				_	_
		MOFH	• • • •		632		5
Our racords indicate that you had your 1989 Corvetts service for you to be completely satisfied. Place take a few minour dealership's personnel and services. Your timely response orthogoal efforts toward streeting the highest supertations.	puique lo com 198 is vary in	nplate bei nportent 1	Yn siden i to us alle	of this qu	e pilovnik	and the same	
Think you for having your withidle serviced at Kool Chevrel	et. Bincum	wiv.					
		<u>م</u> ه	46	1/			
	Davin	L WHON	, 7	t			
	Cirect	or - Cuet	tower #	Pojejiona	nip Servic	•	
(lastructions)							
Please use a clark pay or pancil (pro	-		_				
Please check this box if you no longer own/less	this 1996 (Corvette.	mid catu	uu gya dh	e etionnair	•	
PLEASE HAVE THE PERSON WILD TOOK THIS VEHICLE IN	FOR BETTYIC	E ÓN BIFF	THE STATE	20, 3 86 0,	COMPLET	五十四 55年	/BY. **
					$\overline{}$		
About Your Chorrelet De	alership!	a Servi	ee Doj	ertri ei	*		
		-	Vary Cobered		Earnamhat		
How stiffled were you with the convintence of the		Orași Pad Orași Pad	Carlo Pictoria	• ~ ~	والمتلافة والما	·· ··········	
1. How proming were you with the convenience of the Bervice Department's hours?		-Completely -Compl		6-74-7 []			
	- ··		Carlo Pictoria	Brandoni Dang Rati Applytisat Republicat	والمتلافة والما	·· ··········	
Were services available to you on both an appointment			Carlo Pictoria	_	- E-FEE	·· ··········	
2. Were services available to you on both an appointment and non-appointment basis?		`- B		Dange Heb Applications Respectively	Den't	·· ··········	
Were services available to you on both an appointment		- B		Dange Hab Applications Perspectual	Den't	·· ··········	
2. Were services available to you on both an appointment and non-appointment basis? 3. When entiting for service, were you gradual promptly.	······································	`- B		Dange Heb Applications Respectively	Den't	·· ··········	-
2. Were services available to you on both an appointment and non-appointment basis?		- B		Dange Heb Applications Respectively	Den't	·· ··········	-
2. Were services available to you on both an appointment and non-appointment basis? 3. When arriving for service, were you graded promptly 4. How estisfied were you that all dealership personnel in	seried you	68 184 184 184 184 184 184 184 184 184 18	See Constitution of the Co	Dany Rob Applyidat Propins C Sagirbat	Den't Rains	Plac AL AM Southful	
2. Were services available to you on both an appointment and non-appointment basis? 3. When arriving for service, were you greated promptly? 4. How estistical were you that all dealership personnel in in a courteous, fair, and professional manual	seried you	68 184 184 184 184 184 184 184 184 184 18	See Constitution of the Co	Dany Rob Applyidat Propins C Sagirbat	Den't Rains	Plac AL AM Southful	
2. Were services available to you on both an appointment and non-appointment basis? 3. When arriving for service, were you graded promptly? 4. How estirfied were you that all desterable personnel in a courteous, fair, and professional manners. Albert Your Services.	neted you no Consu	68 184 184 184 184 184 184 184 184 184 18	See Constitution of the Co	Dany Rob Applyidat Propins C Sagirbat	Den't Rains	Hack As All	
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R. Ware you <u>effected</u> transportation options?.....

7. How sellefled were you that you were kept informed about the

A. Was your vehicle ready by the original time promised?.......

status of your service /squest/

·					
	Completely Surfaces	Vary termined	ليكتاب	Barambel Spieled	Hot At Alf Undefined
St. How satisfied were you with the explanation you were given of all services performed?			as	þ	G
10. Overall, how satisfied wave you with your					
Service Consultant?	·····		•	ä	
About Service	- Belivery				
	Completely	Very		Bustania	Not As All
51, When you picked your valicie up, how esticfied were you v	viiirii.		Cotolas	المالانت	Constitution
- The sime it took to complete the transaction?			ū		<u>n</u>
The sace of getting your varieties		. 🖸	. 🖰 .	.⊠ □	. 🖸
- The Country is sometimes and consideration	····· ₩	-	_	ы	•
12. Were ALL of your service concerns corrected on this servi		(3)			
IF NO, why not? (sheck all that spply)	BLACK SYS				
Condition equisited - repair not necessary	Parts not s				
 □ Work performed did not connect the problem . □ Service Department could not duplicate problem 	☐ I declined r		5788PU46	المسمة	Lock-Da
Service Department was too busy	Don't know	. NO 54	N Kuowa	Hrub To	CORRECT
_ ,	O	Yes		generated Get since\i	SAMA TURN
13. How satisfied are you that your vahicle was fixed right	STARTED TO	Heriolyd Jel	ووالشدة	بطبي	Redshipped
on this service visit?				D	DATES Y
	Yes	- L			PATE T
14. Ware you given a copy of the completed repetr order/invo	icat. D	M	Day's Force	,	71,005 0470
19. Wire you contacted shortly offer this service visit to	Yes.	No.	Hot Stap		
determine your satisfaction with the desiredities setvices.					
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Summing Up Ye) 			
Summing Up You 16. Bessel on this service visit, overall, how settlefied the your	ur Experienc	<u> </u>	Printled	Seconduct Systems	Bot My All Contribut
	Completely Selected	<u> </u>		Secretal Selection	Back Ang Allia Conductional
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TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4732760

VIN Number:

1G1YY32G9X5111403

Date Opened:

5/11/2001

Model Year:

1999

Date Closed:

6/26/2001

Series:

Corvette

Dealer Code:

B25216

Mileage:

22364

Address:

JOHN JONES CHEV PONTCORYDON

State:

W

Dealer Phone:

SYMPTOM ABSTRACT --- COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS RESOLUTION ABSTRACT: TILT/TELE STEERING COLUMN SWITCH - MOTOR ASSM

UCC CODE 1 ----

UCC-1 DESCRIPTION --- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION-

05/11/2001 12:20:38 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
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)
- _N_ (YAN) 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.)

05/11/2001 12:20:38 HISTORY - BAILLOD

CONDITION CUSTOMER STATES THE STEERING WILL NOT UNLOCK

DIAGNOSIS BRIAN STATES HE IS AT THE DEALER AND CANNOT OVER RIDE WITH TECH 2. THE WHEELS ARE TURNED AND CANNOT GET ON FLAT BED. LOOKING FOR A WAY TO UNLOCK THE COLUMN MOTOR

Page 1 of 2 EA02-031 / GM22C

RECOMMENDATION SUGGEST TO FIRST DISCONNECT THE BATTERY AND TOUCH THE TWO TERMINALS TOGETHER, THAN HOOK BACK UP, PULL THE BCM FUSE FOR TEN SECONDS AND TEST. IF UNLOCKS OK, SUGGEST TO CHECK 9201 AND 9202 FOR LOOSE CONNECTIONS. IF OK SUPPLY BATTERY VOLTAGE TO TERMINAIL C OF THE C207 THIS WILL DRIVE THE MOTOR TO UNLOCK THE COLUMN AND THAN FLAT BED VEHICLE BACK TO THE DEALER.

EA02-031 / GM22C

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

SPRINGFIELD

ŊJ

HOME PHONE:

CASE NUMBER: 04414012

VIN:

1G1YY32G9X5111451

MODEL YEAR:

1999

33000

DATE OPENED:

2001-06-04

SERTES: MILEAGE: CORVETTE CONVERTIBLE

DATE CLOSED:

2001-10-30

DELIVERY DATE:

SOURCE: BRC TYPE: Phone

DEALER NAME:

THE NEW MORRIS CHEVROLET INC

BRC PARENT:

DEALER ADDRESS: 433 NORTH AVE E, , WESTFIELD, NJ, 07090, USA

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

Inoperative LOCKING UP

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

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http://carsweb/webknowledge/Manuals/SOGAndPnP/PP/PP3_1.pdf]]

Final Repair Attempt

CUST CALLED EXTREMLY UPSET, VEH IS IN THE PROCESS OF BEING TOWED, STEERING LOCK COLUMN HAS FROZEN AGAIN. CUST SEEKING FOR VEH TO BE REPURCHASED, CUST STATES HE'S TIRED OF GETTING SECOND RATE SERVICE FOR A 1ST RATE VEH. EVERY TIME VEH @ DLR, LOANER NOT OFFERED. ISSUE HAS YET TO BE CORRECTED. CRM ADVISED CUST THAT OUR INTENT IS TO REPAIR THE VEH PRIOR TO REPURCHASE. CRM ADVISED CUST THAT I AM MORE THAN HAPPY TO WORK W/ HIM IN REGUARDS TO OBTAINING A RENTAL VEH & GETTING HIS VEH REPAIRED. CRM ASKED TO CALL CUST BACK, CUST AGREED, CRM CALLED CUST DLR NEW MORRIS CHEVROLET (908-233-0220) & SPOKE W/ SVC MGR MARTY, MARTY ADVISED THAT HE WOULDN'T BE ABLE TO SEE THE VEH UNTIL THE END OF THE WEEK. & EVEN THOUGH THE VEH IS BEING TOWED TO THE DLR INOP, A RENTAL WILL NOT BE PROVIDED UNTIL THE VEH CAN BE DIAG, MARTY KEPT INSIMUATING THAT IT MIGHT TAKE LONGER SINCE THE CUST DIDN'T PURCH THE VEH FROM HIS DLR, CRM SUGGESTED CALLING HIS AVM, MARTY DECLINED. CRM THANKED DLR & DISCONNCETED, CRM SPOKE W/ TL BILL FISHMAN; 0; 360546378

CONT..... WHO ADVISED TO CALL THE AVM SINCE THE VEH WAS TOWED TO THE DLR INOP, THE CUST SHOULD RECIEVE A RENTAL VEH. , CRM PLACED CALL TO DLR AVM RANDY FINNEY, CRM C/B CUST & ADVISED OF ESCALTION, CRM TO C/B CUST AS SOON AS INFO REC'D.

SANDRA CHRISTENSEN/CARS/PDX: 0; 360546550

2001-06-05

AVM RANDY FINNEY STATES THE SERVICE MANAGER IS CORRECT - THE VEHICLE MUST BE INSPECTED AND DIAGROSED WITH A WARRANTY RELATED AND COVERED CONCERN BEFORE A RENTAL VEHICLE SHOULD BE

OFFERED TO A CUSTOMER; IN ADDITION OTHER MODES OF ALTERNATIVE TRANSPORTATION CAN BE OFFERED TO THE CUSTOMER. AVM SEEKS TO HAVE PREVIOUS CRM NOTIFIED OF THE COMMENTS. CRM ADVISED WILL DOCUMENT FILE, ALARM PREVIOUS CRM AND FORWARD FILE. JACQUELINE CROSS-DANIELS/AVM TEAM/TAMPA; 0; 360613242
2001-06-06

CRM NOTING AVM C/B, ISSUE NOT COMPLETLY ADDRESSED, CRM ATTEMPTED TO CALL CUST, LINE BUSY, CRM TO C/B LATER.

SANDRA CHRISTENSEN/CARS/PDX; 0; 360718147 2001-06-07

CRM ATTEMPTED TO CALL CUST, CRM LEFT MSG FOR CUST TO CALL CAC. SANDRA CHRISTENSEN/CARS/PDX; 0; 360804374 2001-06-07

CUST STATES HE EXPECTED A CALL BACK FROM PREV CRM BUT MEVER GOT CALL. CUST STATES HE HAS CONTINUALLY BEEN DENIED A RENTAL VEH WHEN HE HAS HAD CONCERNS. CUST STATES HE IS NOW CALLING IN ADVANCE TO REQ RENTAL VEH FOR HIS NEXT APPT 7/19. CUST PROVIDED EXTENSIVE MARRATIVE COMPARING CHEV TO OTHER AUTO COMPANIES AND STATES CHEV DOESN'T MEASURE UP WHEN IT COMES TO SATISFYING CUST. CUST MAKES DEROGATORY COMMENTS ABT MANY OTHER PEOPLE IN GENERAL. CUST STATES HE IS TAKING VEH BACK TO NEW MORRIS FOR NOW-DRIVEABLE CONCERNS, ORM ALARM SYSTEM HASN'T WORKED IN 2 YRS, THE ELECTRIC MEMORY SEATS AREN'T WORKING, & CONSOLE LID WON'T CLOSE. CRM ADV A CALL TO DLR TO PRESENT CASE, HOWEVER EXPECT NO RENTAL VEH DUE TO FACT THAT VEH IS DRIVEABLE AND WOULD NOT BE KEPT OVER NIGHT. CRM CALLED DLR AND VERIFIED POSITION AS STATED TO CUST. DLR AGREES. NO RENTAL PROVIDED. CRM SET CB TO CUST WED 7/11 ON CELL # 973-495-9785. CRM JUDY VANFOSSAN, PDX,CAC; 0; 363662085 2001-07-11

CRM CALLED CUST AS AGREED TO ADV DLR DENIED RENTAL VEH FOR THIS APPT. VEH IS DRIVEABLE. CUST STATES HE DROPPED VEH OFF TONIGHT FOR THURS APPT. CRM CONFUSED BY COMMENT LAST EVENING BY DLR THE APPT ON THEIR BOOK WAS FOR NEXT THURS 19TH. CUST UNDERSTOOD THE12TH AND LEFT THE VEH AT DLR, NO ONE IN SVC 46PM. CUST ASKED THE CRM TO CALL & VERIFY THAT WORK IS BEING DONE TOMORROW. CRM AGREED. CRM JUDY VAN FOSSAN, PDX,CAC; 0; 363752946

CRM CONTACTED CUST TO FIND OUT IF ALL CONCERNS HAVE BEEN TAXEN CARE OF. CUST STATED THAT HE IS TAXING VEH IN TOMORROW TO HAVE CONCERNS TAKEN CARE OF AT ANOTHER DLR. CRM INFORMED CUST THAT IF CONCERNS HAVE NOT BEEN TAKEN CARE OF FEEL FREE TO CALL US. CUSTSTATED THAT HE DOES NOT BEED ANYTHING RIGHT NOW.

SARAH GONZALES/CAC/PDX; 0; 373342127 2001-10-30

CRM IS CLOSING CASE SATISFIED. SARAH GONZALES/CAC/PDX; 0, 373342170

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 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:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DRALER BACT

DRALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGR & BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

APTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LECAL:

DEALER ADMINISTRATION:

RELEASE:

TRANSACTION:

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:

REPLAC	EMENT	VIN:
--------	-------	------

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

TREATED: IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

& BUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

484423I

VIN Number:

1G1YY32G9X5111739

Date Opened:

7/7/2000

Model Year:

1990

Date Closed:

8/11/2000

Series:

Corvette

Dealer Code:

B05247

Mileage:

46053

Addren:

GEORGE NUNNALLY CHEVBENTONVILLE

State:

AR

Dealer Phone:

SYMPTOM ABSTRACT--- COLUMN STEERING STEERING COLUMN WONT UNLOCK I

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1----

UCC-1 DESCRIPTION- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION-

UCC CODE 3----

UCC-3 DESCRIPTION---

07/07/2000 11:13:28 SBD TEMPLATE - DAVIS

STRATEGY BASED DIAGNOSTICS

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

07/07/2000 11:13:28 HISTORY - DAVIS

CONDITION: THE CUSTOMER CLAIMS THE STEERING COLUMN WOULD NOT UNLOCK...

DIAGNOSIS: THE TECH CLAIMS HE CAN DUPLICATE THE CONDITION AND NOW IT IS UNLOCKED.

EA02-031 / GM22C

Page ! of 2

SUGGESTION: ADVISED THE TECH OF THE FOLLOWING PER

P.I..A000265......ERIC....X40777
PROBABLE CAUSE: UNKNOWN

CORRECTION: WHEN A TECHNICIAN IS DIAGNOSING A STEERING COLUMN LOCK/UNLOCK CONDITION, HE SHOULD FIRST FOLLOW THE PROCEDURE OUTLINED IN THE 99 YB SERVICE MANUAL ON PAGE 2-69 (BOOK 1) 'STEERING COLUMN LOCK DIAGNOSTIC SYSTEM CHECK', IF NO PROBLEM IS FOUND THEN THE FOLLOWING DIAGNOSTIC STEPS SHOULD BE TAKEN:

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

MODELS:

97 98 99 00 CHEVROLET CORVETTE 08/11/2000 17:32:10 GALFORD -DEALER FAX IN CASE CLOSING. DEALER STATES REPLACE BOM.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:

4110609

VIN Number:

1G1YY32G8X5118357

Data Opened:

8/7/2000

Model Year:

1999

Date Closed:

8/24/2000

Series:

Corvette

Dealer Code:

B26061

Mileage:

11292

Address:

BILL BUCK CHEVROLET YENICE

F State:

FL

Dealer Phone:

SYMPTOM ABSTRACT---- COLUMN INOPERATIVE INTERMITTENT LOCK INT COLU RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1----

UCC-1 DESCRIPTION-STEERING

UCC CODE 2----

UCC-2 DESCRIPTION-

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/07/2000 09:20:28 SBD TEMPLATE - KRUGER

STRATEGY BASED DIAGNOSTICS

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _4_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (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
- _Y_ (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)
- Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED:
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)
- _N_ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)
- _N_ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

08/07/2000 09:20:28 HISTORY - KRUGER

CONCERN: TECH STS THE VEHICLE WAS TOWED IN WITH THE COLUMN LOCKED AND THE A SERVICE COLUMN LOCK MESSAGE. TECH STS HE HAS BEEN BACKED UP WITH WORK AND NOW HE GOES TO GET THE VEHICLE AND THE CONCERN IS GONE AND HE IS UNABLE TO INDUCE CONCERN. TECH DID ASK AND THEY STATE THE KEY IN CHIME

EA02-031 / GM22C

WAS WORKING CORRECTLY. TECH STS THERE ARE NO CODES AND NOTHING HAS EVER BEEN REPLACED.

SUGG: ADV TECH SINCE UNABLE TO INDUCE CHECK BOTH G201 AND G202 AT BOTH A-PILLARS AND ALSO REMOVE PASSENGER ELECTRICAL CENTER COVER AND INSPECT AT THE BCM AND COLUMN LOCK RELAY FOR ANY CONNECTION CONCERNS OR CORROSION. IF OK THE CONCERN IS LIKELY THE CLOUMN LOCK ACTUATOR......CK 40817

RA02-031 / GM22C Page 2 of 2

GBNERAL MOTORS CORPORATION DIVISION CHEVROLET G M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

Houston ,

TX

CASE NUMBER: 1-99757571

VIN:

1G1YY32G9X5117444

DATE OPENED: 2003-05-15

MODEL YEAR:

1999

SERIES:

Corvette

DATE CLOSED:

2003-05-24

MILEAGE:

DELIVERY DATE:

59000.0000000

SOURCE: BRC TYPE: Phone N/AYea

DEALER NAME: Norman Frede Chevrolet CO.

BRC PARENT:

DEALER ADDRESS: 16801 Feather Craft, Houston, TX, 77058-2693, USA

M41 Column / Ignition Lock / Parts

O REPAIR ATTEMPT(S)

Sticke

01044; ; 2003-05-15 2003-05-15

Assistance with Column Lock; ; 2003-05-15 2003-05-15

01044; ; 2003-05-15

2003-05-15

see prev; ; 2003-05-15

2003-05-15

Roadside Vcmail; ; 2003-05-15

2003-05-15

roadside 4807534830 Todd Jamison; ; 2003-05-15

2003-05-15

AVM meg; ; 2003-05-15

2003-05-20

1-99757571 01044 FOLLOW UP and advise of status of repair; ; 2003-05-19

2003-05-17

To see if assistance was offered; ; 2003-05-17

1-997575751 What is status of veh; ; 2003-05-19

2003-05-19

status of veh; ; 2003-05-19

2003-05-19

To find out satisfaction; ; 2003-05-19

2003-05-19

Service Request has been Closed Dissatisfied.; ; 2003-05-19 2003-05-24

SR in Status of Closed has been Re-Opened by HARRINGT; ; 2003-05-24 2003-05-24

AVM response; ; 2003-05-24

2003-05-24

Advising; ; 2003-05-24

2003-05-24

Service Request has been Closed Dissatisfied., ; 2003-05-24

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PROPLE: ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

ACENT 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:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME: DEALER ADDRESS: , , CONTACT: , PHONE NUMBER: FAX NUMBER: PRODUCT CODE: BODY TYPE: TRIM: ENGINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 HRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: ************** NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: R BUSINESS: 0 BUSINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

CREVROLET MOTOR DIVISION *** GE RESTRICTED ***

OT06056 K41-015 PAGE #: 1

CASE NO: 99-0444409
DATE OPENED: 08/06/1999
DATE CLOSED: 08/13/1999
SOURCE: PRONE
CUSTOMER:
ADDRESS: ECME PRONE:

YIN: 1G1YY32@9F5117590 MODEL YR: 99

SERIES: YB CORVETTE NILLAGE: 002900

NILTAGE: 002 STATE: IL

LONG GROVE

BUS.

IL EXT:

COMPANDAMENTARAMA GENERAL COMPENES ASSAURANTS ASSAURANTS

CUSTOMER IS VERY UNMAPPY WITH RER CORVETTE.CUSTOMER WANTS TO COMPLAIN BOUT THE VEHICLE IN GENERAL AND IS SEEKING ASSUMES TO WHY VEHICLE IS B REAKING DOWN SO SCON, AND POSSIBLE SUGGESTIONS.

8/6/99/CAROLINE VUELKEL/AUSTIE

08/05/99****

CALLED WAS TRANSFERRED FROM PREVIOUS SPECIALIST...OWER STATES SHE WOULD LIKE A REGIONAL MEP WANT & PROME WUNDER...CRN ADVISED OWNER DON'T HAVE THAT IMPO...CRN OFFERED TO ASST...CUST REQUEST TECHNICAL IMPO...CRN ADVISED OWNER DON'T HAVE THAT IMPO...CRN ABKED CUST TO BOLD & DCC DLE SVC MGE RICK...OWNER DIDE'T HAVE THE VIN # 50 CRN OBTAINED THE IMPO...CRN WAS ADVISED THE VEH IS READI...DLE STATES DIAGNOIS ON THE VEH...DLE STATES DIAGNOIS ON THE VEH...CRN ADVISED OWNER THE DLE IS OUR TECHNICAL DOC CONCERN IN THE CASE....CRN ADVISED OWNER THE DLE IS OUR TECHNICAL DEPARTMENT 4 CHEV PELI ON THE DLE FOR THE DLE IS THE ONLY PHONE MUMBER FOR CUSTOMER CUNTACT...CRN ADVISED OWNER THIS IS THE ONLY PHONE MUMBER FOR CUSTOMER CUNTACT....CRN ADVISED OWNER OF THE NAME & P.O. BOX ADDRESS...OWNER THANKED CRN...CRN ADVISED OWNER FOR CALL....

CUSTOMER STATES THEY WOULD LIFE THE ARMA SERVICE MANAGER IN CHICAGO/CU STOMER HAS HAD SEVERAL PROBLEMS WITH MEN CONVETTS AND ALSO THE DEALER/ TOOK THE CAR TO A DIFFERENT DEALER TOLD THEM THAT THEY WOULD SERVICE T HERE CAR AFTER HIS ORIGINAL CUSTOMERS

CUSTOMER SERKS RETIFICATION OF PROBLEMS/WOULD LIKE HIS QUESTIONS ANSWERS INNEDIATING/DENANDED TO SPEAK TO BEAD OF AVESTIVE BUILDING THE SHAPES ADVISED AT THIS OFFICE WE DIDN'T HAVE THOSE NUMBERS BUT WE COULD CALL THE HEALERSHIP AND FIND THAT INFORMATION OUT/ALSO ADVISED THAT HE COULD TAKE CAR TO ALTERNATE DEALER AND THE NEW DEALER THAT HE WEST TO THAT SHE WOULD DO EVERTIFIED IN HER POWER TO GET THE WAITING IN

LINE ISSUE RECTIFIED/CUSTOMER REQUESTED HEAD PERSON TERI HANDED OVER THE CALL TO CAL SHILLING FACILITY HANAGER BELINDA CARTER/TERI SRAFER/AUSTIN, TX

XXE

AUSTIN CHECK

EXECUTIVE FILE

KELLY TIGHE 246-696-7910 THIS IS AN EXECUTIVE FILE...DO NOT DISCUSS CONTENTS OF FILE W/ CUST OR ATTEMPT TO TRANSFER CALL TO ME...PLEASE GIVE CUST MY MADE & ABOVE PHONE

8/13/99..... REC'D ANY EXECUTIVE MESSAGE TO FOLLOW UP WITH CUST-I WILL FOLLOW UP AS TIME FERBITS

KHLLY FIGHT CHANGOLET RESCUTIVE OFFICE

9-16-99-***I CALLED BACK OWNER AT LISTED WORK PHONE...OWNER STATES PRISTURATION WITH SERVICE RECEIVED FROM SEVERAL CHEVROLAT DEALERS IN AREA...OWNER STATES HOW WORKING WITH WOODFIELD CHEVROLAT DEALERS IN AREA...OWNER STATES HOW WORKING WITH WOODFIELD CHEVROLAT AND SATISFIED WITH SERVICE...OWNER STATES VEHICLE IDLES BOUGH...OWNER STATES DER 11124 ADVISED HORMAL...I ADVISED CAN SERK 2ND OPISION IF DISAGRESS WITH DIR DIAGNOSIS...OWNER STATES STEERING COLUMN LOCKED...OWNER STATES WHEN DIR 11124 REPAIRED DANAGE WAS DONE TO GEAR SHIPTER... OWNER STATES DIR ADVISED PARTS WERE ON ORDER BUT HAS NOT HEARD FROM DIR YET...I ACKNOWLEDGED...I ADVISED CONTINUE TO WORK W/DIR TO RESOLVE CONCERN...OWNER ACKNOWLEDGED...CHNER STATES HUSBAND OUT OF TOWN SIT MAY WANT TO CALL TO DISCUSS WHEN RETURNS...I ACKNOWLEDGED...I THANKED OWNER FOR TIME

KELLY TIGHE -- CHEVROLET EXECUTIVE OFFICE

********** REQUEST CODE AND CONTENTS ********

CDE # DESC COMMENTS

ALC 0 CUSTOMER COMPLAINING ABOUT OVERALL VERICLE.

FOR DLR INFO

TES O **** - EXECUTIVE FILE - *****

FOR DLR INFO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6733395	VIN Number:	1G1YY32G9X5117850
Date Opened: Date Closed:	8/27/2003	Model Year:	1999
	P07718	Series:	Corvette
Dealer Code:	P07218	Mileage:	20654
Address: Dealer Phone:	ELHART PON-GMC-JEEP-HOLLAND	State:	MI
SYMPTOM ABST	TRACT— COLUMN STEERING STRG COL	UMN LOCKED 0104	4
RESOLUTION A	BSTRACT-		
UCC CODE 1			
UCC-1 DESCRIP	TION STEERING		
UCC CODE 2			
UCC-2 DESCRIP	TION		
UCC CODE 3			
UCC-3 DESCRIP	TION—		
08/27/2003 0 0 :11	:22 SBD TEMPLATE - JASKULA		
STRATEGY BAS	ED 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) MATT GLATZ (TECH)

CUSTOMER CONCERN -STRG COLUMN LOCKED

DEALER COMMENTS/DIAGNOSIS - (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DEALER CALLED LOOKING FOR CASES PTS BULLETINS RELATED.

TAC RECOMMENDATION -SEARCHED DATA ADVISED DEALER TO ADDRESS 01044

CAMPAIGN

08/27/2003 09:11:22 HISTORY - JASKULA

SYMPTOM ABSTRACT--- COLUMN STEERING STRG COLUMN LOCKED 01044

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/27/2003 09:11:22 SBD TEMPLATE - JASKULA

STRATEGY BASED DIAGNOSTICS

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08/27/2003 09:11:22 HISTORY - JASKULA