

**EA02-031**

**GM**

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

WESTMINSTER

CO

HOME PHONE:

CASE NUMBER: 05789910

VIN: 1G1YY32G9X5122126

MODEL YEAR: 1999

DATE OPENED: 2001-10-31

SERIES: UNKNOWN

DATE CLOSED: 2001-11-12

MILEAGE:

SOURCE: Mail

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: PURIFOY CHEVROLET CO.

BRC PARENT:

DEALER ADDRESS: 601 DENVER AVE., FORT LUTON, CO, 80621, USA

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

T22 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CSI REC'D 10-31-01

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

LOCKED UP

A01 Open Campaign

Other

0 REPAIR ATTEMPT(S)

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\Iexplor.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Corepoint.htm]]
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with another vehicle if necessary
- \* Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CSI REC'D 10-31-01

STORMY ROGERS/CAC/PDX; 0; 373440262

2001-11-01

NEXT CRM: CRM CALLING CUST REGARDING CSI SURVEY. CUST STATES SOMEWHAT SATISFIED WITH DLR AND SATISFIED WITH VEH. CUST STATES " CAR ONLY HAS 9000 MILES ON IT BUT I ALREADY HAVE HAD SEVERAL ELETRIC PROBLEMS. THE LASTEST OF WHICH THE STEERING COLUM LOCKED UP AND CAR WAS INOPT. AND HAD TO BE TOWED IN TO DLR." CRM TO CALL CUST ON FRI 11/02/01 AT 7:30AM PST/8:30AM MST

LENNIT FLOOR-LOOMIS/CORR/PDX; 0; 373497722

2001-11-02

CRM MAKING 2ND ATTEMPT TO CALL CUST REGARDING CSI SURVEY. CRM RCVD V/M. CRM LEFT MESSAGE FOR CUST TO CALL BACK AND REFER TO CASE NUMBER FOR FURTHER ASSISTANCE. CRM TO SEND OUT CAC LETTER

CASE CLOSED SATISFIED  
LEWIT FLOOR-LOOMIS/CORR/PDX; 0; 373572453  
2001-11-02

CRM REVIEWED FILE AND NOTES AND IS SUBMITTING TO MSX FOR APPROVAL.  
JOSHUA WALTER/CAC/PDX/APP; 0; 373606546  
2001-11-12

Cust called in response to phone message. Crm verified cust's address.  
Cust states dlr addressed steering lock up concern, but he hasn't driven it much, b/c it is  
in storage for the winter.  
Request closed satisfied. Sharon Dunaway/Atx/CARS; 0; 374436865

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER BAC:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
DAMAGE:

OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



November 2, 2001

[REDACTED]  
Westminster, CO [REDACTED]

Request: C05789910  
[REDACTED]

Thank you for your recent comments regarding your 1999 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,

Lenwit Floor-Loomis  
Customer Relationship Manager

SU0003-P/jiw



# Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

Westminster CO

Change to: ( )

Please provide us with your preferred Email address:

Dear Mr. Terrence F. Smith:

Our records indicate that you had your 1998 Corvette serviced at Purfoy Chevrolet on July 18, 2001. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Purfoy Chevrolet.

Sincerely,

*Darwin L. Wright*

Darwin L. Wright

Director - Customer & Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 1998 Corvette, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JULY 18, 2001, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |   | Completely Satisfied                    | Very Satisfied              | Satisfied  | Somewhat Satisfied                  | Not At All Satisfied     |
|---|---|-----------------------------|--|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                  | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly?.....   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             |                                     |                          |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                | Very Satisfied                         | Satisfied  | Somewhat Satisfied                  | Not At All Satisfied     |
|---|-------------------------------------|--|--|-------------------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?... | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> |
| 6. Were you offered transportation options?.....  | Yes <input type="checkbox"/>        | No <input checked="" type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> |                          |
| 7. How satisfied were you that you were kept informed about the status of your service request?.....                      | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" type="checkbox"/>                  | <input type="checkbox"/>            | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised?.....   | Yes <input type="checkbox"/>        | No <input checked="" type="checkbox"/> | No Time Promised <input type="checkbox"/>            |                                     |                          |

Thank you for your feedback.

101Y2309X5122136 10018

21136382643 00000113072 111198

051

# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete this transaction?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
  - The ease of getting your vehicle?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
  - The condition in which it was returned?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary ☒ Parts not available wheel weights for passenger wheels
- ☐ Work performed did not correct the problem ☐ I declined repair
- ☐ Service Department could not duplicate problem ☐ Other (please specify):
- ☐ Service Department was too busy ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice?..... ☐ Yes ☒ No Service Rep. not in dealership when I picked up car. Don't know what I can do.
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?..... ☐ Yes ☒ No ☐ Somewhat ☐ Not At All

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Pontiac Chevrolet?..... ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☒ Somewhat Satisfied ☐ Not At All Satisfied
17. Would you recommend this dealership for service?..... ☐ Definitely Would ☐ Probably Would ☒ Might Recommend ☐ Probably Not ☐ Definitely Not
18. Overall, how satisfied are you with your 1988 Corvette?..... ☐ Completely Satisfied ☐ Very Satisfied ☒ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
19. Do you have any comments/recommendations about your Dealership: \_\_\_\_\_

Vehicle: CAR ONLY HAS 9000 MILES ON IT BUT I ALREADY HAVE THE SERVICE ELECTED / ELECTRONIC PROBLEM. THE LATEST OF WHICH THE STEERING COLUMN LOCKED UP AND CAR WAS UNDRIVABLE AND HAD TO BE TOWED IN TO DEALER

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No
- LAST SERVICE FOR LOCKED STEERING COLUMN WAS DONE AT CHEVROLET CHEVROLET. IF YOU HAVE A CONCERN REQUIRING IMMEDIATE ATTENTION, WE ENCOURAGE YOU TO FIRST CONTACT YOUR DEALER. IF FURTHER ASSISTANCE IS REQUIRED, YOU MAY CONTACT CHEVROLET MOTOR DIVISION DIRECTLY BY CALLING THE CHEVROLET CUSTOMER ASSISTANCE CENTER: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 19063, TOLEDO, OH 43688-0063



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

LOUISVILLE

KY

HOME PHONE:

CASE NUMBER: 01616963 VIN: 1G1YY32G9X5122272  
MODEL YEAR: 1999  
DATE OPENED: 2000-09-19 SERIES: Corvette  
DATE CLOSED: 2000-10-04 MILEAGE: 18122  
SOURCE: DELIVERY DATE:  
BRC TYPE: ADR DEALER NAME: BACHMAN CHEVROLET-OLDSMOBILE, INC.  
BRC PARENT: 01616962 DEALER ADDRESS: 9650 BLUEGRASS PKWY., LOUISVILLE, KY, 40299, USA

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

M41 Steering Column/Lock/Attaching Parts  
1 REPAIR ATTEMPT(S)Other  
STEERING COLUMN LOCKEDN01 Electrical General  
1 REPAIR ATTEMPT(S)Other  
ELECTRICAL PROBLEMS

STEERING COLUMN LOCKED, ELECTRICAL PROBLEMS, STRONG ODOR OF GAS COMING INSIDE VEHICLE, AND FLUID LEAKING FROM THE REAR END --MAKING A POPPING NOISE.

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

SPOKE WITH CUSTOMER, SHE STATES VEHICLE BEEN IN SHOP MORE THAN 3 WEEKS AND THERE NEGOTIATING A BUY BACK, AND THEY WANT TO GIVE CUSTOMER \$600.00 LESS THEN DEALERSHIP WRECKED VEHICLE, CRM SPOKE WITH CUSTOMER TODAY, CUSTOMER STATES SHE GOT THE VEHICLE REPURCHASED, BUT HAD TO COME UP WITH \$2000 AND IS NOT SATISFIED WITH THE MONEY SHE HAD TO PUT TOWARDS ANOTHER VEHICLE, CUSTOMER STATES IT WAS DEALERSHIP FAULT THEY WRECKED HER VEHICLE.; 0; 339457604 2000-10-04

\*\*\*\*\*EXECUTIVE SUMMARY\*\*\*\*\*JUSTIFICATION---CUSTOMER TRADED VEHICLE IN....  
DECISION MAKER-----CRM FOLLOW-UP-----NONE; 0; 339536288

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	4081173	VIN Number:	1G1YY32G8X5127486
Date Opened:	7/25/2000	Model Year:	1999
Date Closed:	8/3/2000	Series:	Corvette
Dealer Code:	B44090	Mileage:	13555
Address:	BUKOSKI SALES & SERVICE	MI	State: MI
Dealer Phone:			

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

RESOLUTION ABSTRACT- STEER LOCK PART RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

BAKERSFIELD

CA

HOME PHONE:

CASE NUMBER: 05491023 VIN: 1G1YY32G9X5128668  
MODEL YEAR: 1999  
DATE OPENED: 2001-09-10 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-09-10 MILEAGE: 55569  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: Yes DEALER NAME: THREE-WAY CHEVROLET CO  
BRC PARENT: DEALER ADDRESS: 3800 CALIFORNIA AVE, BAKERSFIELD, CA, 93309, USA

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

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

S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) Done prior to Campaign issuing

S13 Reimbursement Requested Special Policy  
0 REPAIR ATTEMPT(S) CA LAW requires General Motors  
reimbursement

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:  
The dealership should reimburse the customer.

## AGENT INSTRUCTIONS:

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>  
]]

Reimbursement for repairs already done that are on a campaign.

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

CRM recd call. CUST states he has had his 1999 Corvette steering Lock concern corrected by dealer prior to Bulletin 01044A being issued and now requires reimbursement. CRM called Dealer SVC MGR, Brandon Maynard to ask why dealer did not reimburse and was informed that AVM David had advised that California Law requires direct reimbursement by manufacturer.; 0; 369023518  
2001-09-10

...cont'd...CRM called cust and advised that the following three items have to be sent to Chevrolet; 1. Original R.O. ; 2. Proof of ownership - EX: vehicle registration, title of vehicle, and/or copy of vehicle sales or lease contract. 3. Proof of payment (Repair Order stamped Paid with cash, credit card slip or cancelled check). Mailed to Chevrolet, P.O. Box 33170, Detroit, MI 48232-5170. CUST states this process is too cumbersome and will go to Dealer tomorrow and speak with someone higher up.  
Rein Ulesoo/CRM/ATX; 0; 369026645

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

MARIETTA\*

GA

HOME PHONE:

CASE NUMBER: 04566330

VIN: 1G1YY32G9X5131571

DATE OPENED: 2001-06-15

MODEL YEAR: 1999

DATE CLOSED: 2001-06-15

SERIES: CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE: 17000

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: JOHN SMITH CO

DEALER ADDRESS: 2155 COBB PKY SE, SMYRNA, GA, 30080, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

steering colum lock

A07 Referred to Dealer

Other

0 REPAIR ATTEMPT(S)

unlock steering colum

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

\*Probe to identify failed item/component

\* Determine Customers Expectation

\* Using delivery date, establish if vehicle is within any warranty coverage

\* Listen carefully to evaluate cause of failure - defect or damage

( If damage, consider explaining the consumers responsibility)

\* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]

\* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARECP/SBS/html/ChronicAlerts.htm>]]

( 1st attempt - offer to coordinate repair at a dealership)

( Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish &amp; 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/CARECP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

cust states veh's steering colum has locked...cust seeks info on what he needs to do for this situation...crm contacted roadside assist...who states cust will need to have veh towed to dlr...& no charge if veh is under warranty...crm then contacted svc mgr Mike Fernanda who states he has already spoken w/the cust & veh will need to be brought into dlr to have this corrected...crm advised cust that roadside will tow veh & no charge to dlr...cust will do so...cust was satisfied w/cac, but dissapointed that veh has to be towed for this...jennifer gurzi/pdx/cac; 0; 361466285



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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:  
  
DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:  
  
OWNER DESCRIPTION:  
  
ALLEGED DEFECTIVE COMPONENT:  
  
INCIDENT RESULT:  
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:  
NUMBER OF PEOPLE: 0 BODY INJURY:  
INJURIES:  
  
WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0  
  
PROPERTY DAMAGE:  
  
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:  
INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:  
  
MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:  
  
WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:  
MILEAGE AT INSPECTION:  
WHERE WAS INSPECTION DONE:  
  
WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:  
% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

APOPKA , FL

CASE NUMBER: 04258228 VIN: 1G1YY32G9X5132011  
MODEL YEAR: 1999  
DATE OPENED: 2001-05-21 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2001-05-22 MILEAGE: 13000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: DON HEALEY CHEVROLET OLDSMOBILE  
BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other  
1 REPAIR ATTEMPT(S) LOCKED, COMPUTER SHUT CUST OUT

A12 Miscellaneous - Not Classified Other  
0 REPAIR ATTEMPT(S) RENTAL VEHICLE

S50 Roadside Assistance Complaint Other  
1 REPAIR ATTEMPT(S) COULD NOT TOW WITHOUT DAMAGE VEHICLE

Rental vehicle not available at dealership (except Cadillac)

## CRM INSTRUCTIONS:

CRM to document customer comments and contact dealership for further research. If a courtesy (rental) vehicle is not available, CRM to advise of the following: When an eligible vehicle is unavailable due to overnight warranty repairs, a rental vehicle, up to a maximum of \$30 per day may be provided. A customer may receive reimbursement of their actual cost based on paid receipts, not to exceed \$30 per 24 hour period. The maximum vehicle rental reimbursement period is three (3) days, and \$90 per eligible warranty repair. Wholesale authorization is required on any rental four (4) or more days.

Please refer to [[PNP 1.4.14 RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/common/Manuals/WarrantyOperationsCD/Main%20Menu.pdf>]] for alternate  
Transportation guidelines to determine whether customer qualifies and also to the [[Warranty  
Manual RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe <http://carsweb/webknowledge>]] under what  
is not covered.. "Expense due to loss of use of vehicle"

Rental vehicle not available at dealership (except Cadillac)

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

CUST STATES THAT HIS STEERING LOCKED UP IN ST. PETERSBURG, BUT HE LIVES IN ORLANDO. CAR IS AT THE DEALERSHIP IN ST. PETERSBURG. WHEN CUST TRIED TO CAR TOWED LAST NIGHT BY ROADSIDE THEY SATED THAT THEY COULD NOT TOW THE VEHICLE WITH OUT DAMAGING THE VEHICLE. CUST HAD TO GET INDEPENDENT TOWING COMPANY TO TOW CAR WITHOUT DAMAGE. CUST HAD TO RETURN HOME FOR WORK TODAY. CUST SEEKS RENTAL CAR DURING THIS TIME. CUST DID CALL ROADSIDE AND THEY TOLD CUST TO CONTACT CAC. CRM WILL ADVANCE CALL TO TIER 2 FOR FURTHER ASSISTANCE. SUB  
HEYDEN/CARS/TAMPA/TIER1; 0; 359307197  
2001-05-21

CRM received call from Tier-1 rep (Mrs. Susan Heyden)...Cust states that he was traveling in Saint Petersburg over the weekend & on Sunday his steering wheel column locked up...Cust states he contacted roadside assist to have his veh towed...Cust states that when roadside arrived they told him that because the steering wheel was locked & the front wheels were turned 2 an angle, they could not tow the veh w/out causing front end damage, so roadside called an independent company to have the veh towed...Cust states they took the veh to Maher

Chevrolet (@ 727-323-5000)...Cust states that he was able to get a ride back to his home town (Orlando, FL) & that is where he is now...Cust states that now he is out of a veh...Cust seeks to have a rental car for the duration of his veh veing worked on....Continues...; 0; 359311325  
2001-05-21

....Continued....CRM apogized to cust for situation, & CRM then placed a call to the selling dlr ship (Don Mealey Chevrolet @ 407-295-7000) & spoke w/svc dir who said a rental car would be approved, all the cust would need to do is take the work order number to Enterprise & they would be able to bill the dlr ship directly, & the work order number would be given by the dlr ship performing the repair...CRM then contacted Maher dlr ship & svc mgr there stated that the veh has not arrived @ there dlr ship yet, so they dont have a work order number...CRM then contacted roadside assist & spoke w/a specialist to see if we could find out why Maher does not have the veh yet...Roadside specialist stated she would need to make some calls to find out what is going on & she would call the cust back in about 1/2 hour to speak w/him directly...CRM thanked specialist...CRM contacted cust to inform him of the situation, & that he should be hearing from roadside rep in 1/2 hou....Kevin Jackson/CARS Tier-2/TPA...; 0; 359312027  
2001-05-21

Cust contacted CRM stating that his wife is @ Enterprise w/the work order number trying to get a rental veh, but Enterprise is saying that the dlr ship (Maher) has repaired the veh & its ready for them to pick up, so they wont need a rental car...Cust states he has been on the phone all day w/this & is getting very upset, he was told that if his veh breaks down anywhere in the US, he would have the veh towed back to his home @ no additional charge...Cust seeks to be put into a rental car...CRM apologized to cust for problems & informed cust that CRM can approve a reimbursement for rental car but only for 1 day not to exceed \$30...Cust states he will not be able to pick the veh up until this coming weekend, so he will need the rental car until Thursday at least...CRM informed cust that CRM would have to make some calls to see what I can do about getting his veh back to him...CRM informed cust CRM will call back tomorrow w/additional info...Kevin Jackson/CARS Tier-2/TPA...; 0; 359328380  
2001-05-21

CRM contacted dlr ship & spoke w/svc director who states that his svc mgr is on vacation now & unfortunatley he does not have the authority to approve a rental car or a tow truck to retrieve his veh...CRM asked svc dir whos approval would he need, &he said the AVM...CRM thanked svc dir for info, & CRM placed a call to AVM Mr. Randy Jordan, requesting that he contact CRM asap to see what options we have for this cust...CRM will follow up w/cust as previously agreed...Kevin Jackson/CARS Tier-2/TPA...; 0; 359336821  
2001-05-22

CRM received call from AVM (Mr. Randy Jordan)...Mr. Jordan stated that it would be cheaper for us pay for a rental car for the cust up until this Friday then it would be for us to pay a tow truck to send his veh back to Orlando (rental car is \$90 for three days, tow tuck is \$350 a trip from St. Pete to Orlando)...Mr. Jordan states for CRM to call Maher Chevrolet & spk w/the svc mgr & get him to set up the rental car purchase for the cust...CRM will be contacting Maher latr today...Kevin Jackson/CARS Tier-2/TPA...; 0; 359389521  
2001-05-22

CRM placed a call to the svc mgr @ Maher Chevrolet (Bill)...CRM informed svc mgr of the info that Mr. Jordan (AVM) gave CRM today...Svc mgr took the custs info & CRM extension, & svc mgr stated that ha will contact the cust & work w/the Enterprise agancyto get the cust into a rental car...CRM thanked svc mgr for the info & CRM will be contacting the cust @ promised time to make sure everything was taken care of...Kevin Jackson/CARS Tier-2/TPA...; 0; 359392743  
2001-05-22

CRM contacted cust to make sure everything was taken care of but cust no one was available, so a message was left for cust to call CAC back if problem has not been straightened out yet...CRM then placed a call to svc mgr @ Maher Chevrolet & spoke w/svc mgr (Bill) who said he did contact the cust & cust is okay...Kevin Jackson/CARS Tier-2/TPA...; 0; 359413878

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:PORT SAINT LUCIE  
FL

HOME PHONE:

CASE NUMBER: 01287952 VIN: 1G1YY32G9X5132235  
MODEL YEAR: 1999  
DATE OPENED: 2000-08-17 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-08-17 MILEAGE:  
SOURCE: Mail DELIVERY DATE:  
BRC TYPE: No DEALER NAME: JOHN JOCHEM CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 2650 S FEDERAL HWY., STUART, FL, 34994, USA

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

T22 CSI Reply Customer Satisfaction  
0 REPAIR ATTEMPT(S) Customer rec'd survey  
M40 Steering Wheel Other  
0 REPAIR ATTEMPT(S) lock wouldn't release

csi-survey Auto-Text( Letter Request ) Accessed for this Request, with a M/M/Y of CHEVROLET  
CORVETTE CONV 1999 .

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

Customer says the dealership has poor maintenance. Customer says that the steering wheel lock  
would not release twice in 2 weeks. He says there have been 5 problems some of which were  
never addressed. CRM sent letter to cust. L. Prosser--ATX.; 0; 99999  
2000-08-18

Letter Approved  
G Bell/Outbound Approver/ATX; 0; 335483873

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:



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

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

August 18, 2000

[REDACTED]  
Port Saint Lucie, FL [REDACTED]

Request: C01287952  
[REDACTED]

Thank you for taking the time to respond to our Service Satisfaction Survey regarding your 1999 Chevrolet Corvette. Your valuable feedback will assist us in improving our products and services.

Customer satisfaction is extremely important to all of us at Chevrolet. Our objective is for all our customers to be completely satisfied with their dealer's services as well as their Chevrolet vehicle.

If we can be of further assistance, please contact our Customer Assistance Center at 1-800-222-1020 between 8:00 a.m. and 11:00 p.m., weekdays Eastern Time.

Thank you for selecting Chevrolet.

Sincerely,

LaRon Prosser  
Customer Relationship Manager

S101B-A/gdb



**\*\* Dissatisfied Customer \*\***

Please make any corrections to your  
name, address, or telephone number here:

Port Saint Lucie FL

\_\_\_\_\_

Change to ( )

**Dear Kevin: What's up?**

Our records indicate that you had your 1988 Corvette serviced at John Joeham Chevrolet on June 28, 1988. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

**Thank you for having your vehicle serviced at John Jochem Chevrolet.**

Sincerely,

Derwin L. Wright

**Director - Customer & Relationship Services**

### Journal of Management Inquiry

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 1986 Corvette, and return the questionnaire

**\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JUNE 20, 2002, COMPLETE THIS SURVEY. \*\***

### About Your Chevrolet Dealership's Service Department

- |   | Completely<br>Satisfied             | Very<br>Satisfied        | Satisfied                           | Somewhat<br>Satisfied    | Not At All<br>Satisfied  |
|---|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                                 | No                       | Does Not<br>Apply/Not<br>Required   | Don't<br>Know            |                          |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly?.....   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                          |                          |
|   | Completely<br>Satisfied             | Very<br>Satisfied        | Satisfied                           | Somewhat<br>Satisfied    | Not At All<br>Satisfied  |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### About Your Service Consultant/Advisor

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                            | Somewhat Satisfied                  | Not At All Satisfied     | Don't Know<br>Applicable<br>Required |
|--|-------------------------------------|--------------------------|--------------------------------------|-------------------------------------|--------------------------|--------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? . . . | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                                      |
|  | Yes                                 | No                       | Don't Know<br>Applicable<br>Required | Don't Know                          |                          |                                      |
| 6. Were you <u>offered</u> transportation options? . . . . .   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             | <input type="checkbox"/>            |                          |                                      |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                            | Somewhat Satisfied                  | Not At All Satisfied     | Don't Know<br>Applicable<br>Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? . . . . .                    | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>             |
|  | Yes                                 | No                       | No Time Provided                     |                                     |                          |                                      |
| 8. Was your vehicle ready by the original time promised? . . . . .   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/>  |                                     |                          |                                      |



1617Y32G9K5132235 26302

21025297837 00000114725 045310

# About Your Service Consultant/Advisor - Continued

9. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant?.....

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
  - The ease of getting your vehicle?.....
  - The condition in which it was returned?.....

12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No
- IF NO, why not? (check all that apply)
- ☐ Condition explained - repair not necessary
  - ☒ Work performed did not correct the problem
  - ☐ Service Department could not duplicate problem
  - ☐ Service Department was too busy
  - ☐ Parts not available
  - ☐ I declined repair
  - ☐ Other (please specify: DO NOT WORK)
  - ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
14. Were you given a copy of the completed repair order/invoice?.....
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with John Joshua Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1988 Corvette?.....

19. Do you have any comments/recommendations about your:
- Dealership: John Joshua Chevrolet
- Vehicle: 1988 Corvette
- Comments: DO NOT WORK FOR EVERY WORKING CLASS
- PLEASE ASK FOR SERVICE
- VEHICLE SERVICE WORKS, LOCK DOWN NOT RELEASE, THERE WAS ONE WORK 5 PERSONS SOME OF THEM
- WERE NEVER ADVISED

20. Are you... ☒ Male ☐ Female
21. Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older
22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to:

CHEVROLET MOTOR DIVISION, P.O. BOX 10000, TOLLEDO, OH 43602-4001

1G1YY3208X513235 26302

21025287837 2680168861 048910

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

BOCA RATON

FL

HOME PHONE:

CASE NUMBER: 02032738 VIN: 1G1YY32G9Y5100676  
MODEL YEAR: 2000  
DATE OPENED: 2000-10-25 SERIES: CORVETTE CONV  
DATE CLOSED: 2000-11-14 MILEAGE: 22000  
SOURCE: DELIVERY DATE:  
HRC TYPE: REP DEALER NAME: LOU BACHRODT CHEVROLET INC  
HRC PARENT: 01878512 DEALER ADDRESS: 1801 W ATLANTIC BLVD., POMPANO BEACH, FL, 33069, USA

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

M01 Steering General  
3 REPAIR ATTEMPT(S)

Other  
STEERING LOCKS UP

J01 Engine  
3 REPAIR ATTEMPT(S)

Hard Start - Cold Engine  
NO START

FINAL - FL

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

CRM RECVD FILE MADE INITIAL CONTACT WITH CUSTOMER. CRM INFORMED CUSTOMER COPY OF CURRENT  
REGISTRATION WOULD BE NEEDED AND LEASE AGREEMENT.; 0; 341361145  
2000-11-14

\*\*\*\*\*REPURCHASE

SUMMARY\*\*\*\*\*

GM SUPERVISOR AUBREY WASHINGTON AUTHORIZED LEASE REPURCHASE DUE TO NO START CONDITION AND  
STEERING LOCKUP. VEHICLE MEETS CONSUMER PROTECTION LAW.  
LEASE REPURCHASE;; 0; 343081688  
2000-11-14

LEASE REPURCHASE:

DEALER BUYOUT: \$ 43,363.17  
PAYMENTS: \$ 16,419.60  
CAP COST REDUCTION: \$ 2,322.23  
TOTAL ADDITIONS: \$ 62,105.00  
USAGE: \$ 9,383.00  
TOTAL DEDUCTIONS: \$ 9,383.00  
TOTAL REPURCHASE AMT: \$ 52,722.00  
DEALER BUYOUT: \$ 43,363.17  
TOTAL REFUND TO CUSTOMER: \$ 9,358.83

\*\*\*\*\*EXECUTIVE

SUMMARY\*\*\*\*\*

AVM CARL COOK MADE DECISION FOR LEASE REPURCHASE DUE TO NO START CONDITION AND STEERING  
LOCKUP. PARTICIPATING DEALER LOU BACHRODT CHEVROLET, DEALER CONTACT MIKE BYRNE.  
CRM CLOSING FILE FORWARDING TO RVDC.; 0; 343081916

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:  
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: AVM  
REQUEST TYPE: Non-Mandated  
REPURCHASE REASON: NO START STEERING LOCKS UP

TRANSACTION: Straight Repurchase

DEALER BAC:  
DEALER NAME: LOU BACHRODT CHEVROLET INC  
DEALER ADDRESS: , ,  
CONTACT: Sales, MIKE BYRNE  
PHONE NUMBER: 954-971-3000  
PRODUCT CODE:

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

ENGINE TYPE:  
MILEAGE @ BUY-BACK:  
MSRP:

DEPRECIATION: \$ 9,383.00  
UPGRADE: NONE  
AFTERMARKET: NONE  
LEASE TERM: NONE  
DAMAGE: NONE  
OTHER:  
BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL: N

LEGAL TYPE: N

LEMON LAW: N

DEALER ADMINISTRATION: N

VEHICLE DESTINATION:

RELEASE: N

LIEN PAYOFF: N

TITLE BRAND: N

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

**GM****Business America Center****Fax**

From: COURTNEY BROWN

To: MSX

Date: November 14, 2000

Fax: 813-835-4081

Phone: 800-231-1841 ext 68729

Pages: 12 including this cover sheet

Re: File # C02032735-COCOLA

☐ Urgent☐ For Review☐ Please Comment

Please Reply

☐ Please Recycle☒ Confidential

Please include above mentioned file number.



**GENERAL MOTORS  
BUSINESS RESOURCE CENTER  
STRAIGHT/LEASE REPURCHASE CHECKLIST**

☒ COPY OF TITLE OR REGISTRATION

☒ WARRANTY HISTORY

☐ INCENTIVES FROM ~~2021~~ IN BARS

☐ DESCRIPTIONS OF INCENTIVES ~~2021~~ IN BARS

☐ CHECK REQUEST FORM

☒ RVDG SPECIAL INSTRUCTIONS FORM (I.A.)

☒ RVDG CALCULATION WORKSHEET

☒ PRA FORM

☒ INVOICE ON ORIGINAL VEHICLE

☐ INVOICE FOR CONVERSION PACKAGE (I.A.)

(I.A.) MEANS IF APPLICABLE

☒ SIGNED BILL OF SALE ON ORIGINAL VEHICLE

☐ ADV ON TRADE-IN DOCUMENTATION (I.A.)

☐ BEELEMON LAW RULING (I.A.)

☐ RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)

☒ SIGNED SETTLEMENT OFFER LETTER

☒ SIGNED RELEASE AGREEMENT

☐ SIGNED DEALER CONFIRMATION LETTER

☐ GM CARD EARNINGS ON BUYBACK FORM (I.A.)

☐ STATEMENT OF FINANCE CHARGES FROM BANK

☐ INVOICE FOR ATTORNEY FEES (I.A.)

☐ REPAIR ORDERS FOR REASON FOR REPURCHASE

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION:**

Name	[REDACTED]
VIN#	1G1Y329945109676
Year-Make and Model:	2000 Chevrolet Corvair

**LIENHOLDER INFORMATION:**

Lienholder Name:	GMAC
Lender Contact Person and Data:	Lou Anne
Physical Address:	621 NW 53rd St. # 900
City/State/Zip:	Boca Raton FL 33487
Phone:	800-200-4622
Fax Number:	561-989-2070
Account Number:	238-3124-63588
Dealer Buyout/Payoff Amount:	43,363.17
Buyout/Payoff Expiration Date:	12-15-00
Per Diem:	

Additional Information

## Repurchase Approval/Check Approval Form

Original VIN	1G1YY2G0Y0100676	Vehicle is going for			In Vehicle Drivable?	Is it 1998?
BAG	114741	<input checked="" type="checkbox"/> Auction			Yes	No
Customer Name	STEPHEN J. COCOLO	<input type="checkbox"/> Scrap/Trade/VP			Dealer Admin Fee Applied	Is it 1998?
Dealer Name	LOU BACHRODT CHEVROLET	<input type="checkbox"/> No-BB			Yes	No
Dealer Contact/Title	MIKE BYRNE	This vehicle was repurchased as a result of a (Check One)				
Dealer Phone	(864) 871-8000 Ext.	Voluntary mediated customer satisfaction repurchase				
Dealer Fax	(864) 877-3229					
Year	2000 Make CHEVROLET	Return Sales Tax?	Lease Payoff Required?	Title Brand?		
Model & Trim level	CORVETTE	No	Yes	Yes		
Body Type	2 DR COUPE	Vehicle Meets Prescription of LEMON LAW				
Delivery Date	08/16/1999	Vehicle located at repurchase Dealership				
Buyback Mileage	23000	If no, where? (See Dealership?) Please enter BAG				
Transmission	MANUAL	Dealership Name:				
Engine (in Liter)	5.7	Contact Name:				
Product Code	1Y00	Address1:				
UCC Code(s)	M41 J00	Address2:				
MSRP	60395.00	City: State: Zip: ZIP:				
NADA	36380.00	Phone H: Ext:				
Came Number	000000000	Fax H:				
Type of Transaction	LR	Special Instructions? No				
Type of Cash	GENERAL	Comment:				
Replacement VIN						
Repurchase Source	PRV AYM CARL R. COOK					

Reason for Repurchase: NO START CONDITION AND STEERING LOCKUP

## Check Information

Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	60395.00	Check Amt:	60395.17	Check Amt:	0.00
Check Made Payable to (142):	STEPHEN J. COCOLO & LOU BACHRODT CHEVROLET	Check Made Payable to (142):	GMAC 200-5124-0000	Check Made Payable to (142):	
Address1:	23166 LEBMITHS OFFICE	Address1:	821 NW 33RD ST	Address1:	
Address2:		Address2:	SUITE 400	Address2:	
City - State:	BOGA RATON FL	City - State:	BOGA RATON FL	City - State:	State
ZIP - ZIP4:	33432	ZIP - ZIP4:	33487	ZIP - ZIP4:	
Phone H:	(861) 585-0885 Ext:	Agency:	LEASE PAYOFF	Attention:	
Fax H:	(861) 585-0883	Phone H:	(800) 200-4002 Ext:	Phone H:	Ext:
		Fax H:	(861) 585-0070	Fax H:	
		Account H:	200-5124-0000	Fed Tax ID:	
Case ID:	Description:	Broken Out:		No	
91719	The submission was successful. The Case ID is on the left.	Firm Name:			

Printed BAG Name: COUNTRY BROWN Ext: 8729 Date: 11/09/2000  
 Authorized GM Printed Name: A.M. WASHINGTON Date: 11/12/2000

Authorized GM Signature:

User Name:

Washington

SUBMIT

MAKE COPY FOR YOUR FILE

Rev 8/20/00

## ENC REPURCHASE WORKSHEET

## File Number

**Customer Name:**

**Worksheet filled out by:**  
**COURTNEY BROWN**

**Old Vehicle VIN:**  
1G1YF3247Y100670

**New Vehicle VHC:**  
N/A

**Date:**  
10/24/00

			Lease Term MD MI			Lease Usage Mo MI		
1	Acct. 231/237 Vehicle Costs	\$0.00	1	Base Price	\$0.00	1	Dealer Buyout Price	\$43,363.17
2	Adjustment to line 1		2	Conversion Price		2	Payments (opt)	\$18,419.80
3	Conversion Cost		3	Tax		3	Pre-Payment(s) (Pro-rata)	
4	Tax		4	Reg./Lic./Title (opt)		4	Cap Cost Reduction	\$2,822.23
5	Reg./Lic./Title (opt)		5	Aftermarket Items		5	Tax	
6	Aftermarket Items		6	Finance Charges		6	Reg./Lic./Title (opt)	
7	Other		7	Incentives (deduct)		7	Other	
8			8	Total Purchase Price	\$0.00	8	Total Additions	\$82,105.00
9	Total Replacement Price	\$0.00	9			9		
10	Usage/Depreciation		10	Usage/Depreciation		10	Usage/Depreciation	\$9,583.00
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	Total Deductions	\$0.00	15	Incentives	
16	Total Customer Cost	\$0.00	16			16	Total Deductions	\$9,583.00
17			17			17		
18			18	Total Repurchase Amount	\$0.00	18	Total Repurchase Amount	\$62,722.00
19			19			19		
20	Trade Repurchase Amount	\$0.00	20	Total Payoff Amount		20	Dealer Buyout Price (From Line 1)	\$43,363.17
21			21			21		
22			22	Total Refund to Customer	\$0.00	22	Total Refund to Customer	\$9,368.83
23			23			23		
24			24			24		
25	Estimated Auction Price		25	Estimated Auction Price		25	Estimated Auction Price	\$35,290.00
26	Projected Loss	\$0.00	26	Projected Loss	\$0.00	26	Projected Loss	(\$17,432.00)

**PAYMENT TERM**

[illegible]

1. **Country/State** Country

## FLORIDA VEHICLE/VESSEL REGISTRATION CERTIFICATE

12/01/77 0004 1000 0000  
 4 0 120 65 70 265345072 06 33980 10 45244  
 0747224504K M 0023 52 0023 01 DNR 6 1106 60 100245  
 077973977 18144328095100278 2000 LHEU 20 0 3174  
 0240790323030  
 BOCA RATON, FL  
 0.00 3.00 0.00 3.00

ATTN: COURTNEY

THIS IS CURRENT REG. FOR

my car. Thank you

STEVE COOLA

**PRELIMINARY REPURCHASE AUTHORIZATION (PRA)**Information on this form must be communicated to your Division's Business Resource Center (BRC) to initiate the Process  
FAX to 1-813-955-0000BUICK ☐CADILLAC ☐CHEVROLET ☒OLDSMOBILE ☐PONTIAC-GMC ☐

DEALER SAC CODE: 114741

DEALER PHONE #: 954-971-3000

DATE: 10/24/00

DEALER NAME &amp; CITY: Lou Beckwith Chevrolet Pompano Beach, FL

DEALER CONTACT: Mike Byrne

CUSTOMER NAME: Stephen Cecala

CUSTOMER DAY PHONE NO.:

CAC CASE NO. (if available): C01878

TAC CASE NO. (if available):

**VEHICLE INFORMATION:**

OLD VIN: 1 3 1 Y Y 3 2 3 8 Y 5 1 0 0 0 7 8

CURRENT MILEAGE: 22000

NEW VIN: TRANSACTION TYPE: Trade Repurchase ☐ Straight Repurchase ☐ Lease Repurchase ☒

Specific Reason for Repurchase: NO START-STEERING LOCK UP

The AVM must advise the customer and the dealer that the following items will be a factor in determining the customer's financial participation. (BRC to finalize with customer/dealer)

Taxes &amp; Fees • Negative Equity • Over Allowance

- No Rebates/Cash incentives of any kind will be allowed on replacement vehicle.
- Special Lease Rates and Financing will be allowed on replacement vehicle.
- Current GM Card points may be applied on replacement vehicle.
- GM Card points will never be refunded in cash.

Detail your agreement with the customer on the following items:

Usage/Depreciation: CHARGE OWNER PER FLORIDA LEMON LAW FORMULA \$8353 FOR USAGE

\$51178 X 22000 MILES / 120000 = \$8353

Upgrade/Downgrade: N/A

Aftermarket Items: N/A

Lease Termination: LEASE ENDS 6/16/01

Damage to Vehicle beyond normal wear and tear: N/A

Special Instructions: GIVE OWNER DOWNPAYMENT OF \$2222.22 + ALL LEASE PAYMENTS TO DATE LESS \$8353 OFFSET FOR USAGE

**Recommended Disposition of Repurchased Vehicle:**Auction ☒ Scrap/Donate/Vehicle Recovery ☐ Other ☐

Explain:

NOTE: DEALER MUST NOT DELIVER REPLACEMENT VEHICLE UNTIL FINAL TRANSACTION DOCUMENTS ARE RECEIVED BY THE DEALER FROM THE BRC

Authorization: Carl R. Cook

800-383-0083

404-287-5084

10/24/00

Print Name

VAIL

Netherland

Date

## GMAC Small Loan Agreement — Monthly Payment

LESSOR (and CO-LESSOR) ("You") name and address, including county

N/A  
SOLA KAYE PALM

LESSOR (Financier)

100 BACKBAY CHEVROLET, INC.  
1801 N ATLANTIC BLVD  
PORTFORD BEACH FL 33069

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignor. An "assignor" is a person to whom this lease is assigned (if it is assigned).

Make/Model	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2009	CHEVROLET CORVETTE	2dr	1G1YT3ZG7Y5000676	12	Business, Family or Household <input type="checkbox"/> Business or Agricultural

Dealer Installed Options:

1. Amount Due at Lease Signing or Delivery (Required Down Payment)	2. Monthly Payments	3. Other Charges (not part of your monthly payment)	4. Total of Payments
\$ 2322.23	<p>You are making a payment of \$ 1094.74 in cash on 08/16/09, followed by 23 payments of \$ 1094.74 due on the 15th of each month.</p> <p>The total of your monthly payments is \$ 25278.76</p>	<p>Disposition fee (if you do not purchase the vehicle)</p> <p>\$ N/A</p> <p>\$ N/A</p> <p>\$ N/A</p> <p>Total \$ N/A</p>	<p>(The amount you will have paid by the end of the lease.)</p> <p>\$ 27601.25</p>

## \*Explanation of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	\$ 1000.00
First monthly payment	\$ 1094.74
Refundable security deposit	\$ N/A
Title fee	\$ N/A
Registration fees	\$ 55.00
Sales tax	\$ 63.99
Doc fee	\$ 68.00
	\$ N/A
Total	\$ 2322.23

6. How the Amount Due at Lease Signing or Delivery will be paid:

Net trade-in allowance	\$ N/A
Refund and amount credit	\$ N/A
Amount to be paid in cash	\$ 2322.23

Total \$ 2322.23

## Your monthly payment is determined as shown below:

7. Gross capitalized cost. The agreed upon value of the vehicle is \$ 51170.00 and any fees you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balances)	\$ 52068.07
8. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, amount credit, or cash you pay that reduces the gross capitalized cost.	\$ 1000.00
9. Residual capitalized cost. The amount used in calculating your base monthly payment.	\$ 51068.07
10. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment.	\$ 27791.75
11. Depreciation and any overhead expenses. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.	\$ 23273.32
	\$ 11513.16

1094.04 x 15 = 16,419.60

Ann Corley Brown

13. Total of lease monthly payments. The depreciation used any overland amounts plus the first charge.	= \$ 2,478.92
14. Lease term. The number of months in your lease	= 78
15. Base monthly payment	= \$ 322.77
16. Monthly selection fee (calculated)	= \$ 51.97
17.	= \$ N/A
18. Total monthly payment	= \$ 1004.74

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater the charge is likely to be.

19. **Excessive Mile and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$20 per mile.
20. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 37,531.75, plus official fees and taxes.
21. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, wear/tear, title and defect charges, and insurance.

## 22. RECAPITULATION OF LEASE CAPITALIZED COST.

Agreed upon value of the vehicle	= \$ 51,178.00
GM/GC administrative fee	= \$ N/A
Lien/encumbrance release fee	= \$ N/A
Sales tax	= \$ N/A
Other fee (dealer)	= \$ 687.07
Optional service contract	= \$ N/A
Optional life insurance	= \$ N/A
Optional disability insurance	= \$ N/A
	= \$ N/A
<b>Gross Capitalized Cost</b>	= \$ 52,065.07

23. THE VEHICLE YOU ARE TRADING	N/A
	(year) (make) (model)
Gross trade-in value	= \$ N/A
Payoff	= \$ N/A
Net trade-in value	= \$ N/A

24. **OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, taxing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the governing bodies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

<b>TOTAL ESTIMATED FEES AND TAXES THROUGH PURCHASING PRICE</b>	= \$ 2562.91
Title fees	= \$ N/A
Registration fees	= \$ 199.00
License fees	= \$ N/A
Optional fees (including tax on capitalized cost reduction)	= \$ 1551.77
Excise taxes	= \$ 887.07
Personal property taxes	= \$ N/A
Other (dealer)	= \$ 68.00

25. **LATE CHARGE.** If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the past due payment that is late.

26. <b>EXCESS MILEAGE CHARGE.</b> The total allowed mileage on the commercial lease will be:	
Commercial mileage	= 12 miles
Personal mileage	= 1000 miles
Excess mileage charge	= \$ N/A

## Insurance Notice

The valid and collectible insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by sections 324.021(7) and 327.735, Florida Statutes.

**YOU AGREE THAT YOUR OWN LIABILITY AND PERSONAL INJURY PROTECTION INSURANCE WILL PROVIDE PRIMARY INSURANCE COVERAGE UP TO ITS FULL POLICY LIMITS UNDER THE AGREEMENT.**

STATE: FLORIDA  
(NAME OF LESSEE'S INSURANCE COMPANY)

28. **OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get your coverage(s) checked for the lease term. We will include the premium in your lease monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the lease monthly payment.

Insurer Name \_\_\_\_\_  
Address \_\_\_\_\_

<input type="checkbox"/> Life Insurance ( <input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium	= \$ N/A
	Coverage Limit	= \$ N/A
<input type="checkbox"/> Disability Insurance (Lessee Only)	Premium	= \$ N/A
	Monthly Coverage Limit	= \$ N/A
Lessee's Signature _____	Age	_____
Co-Lessee's Signature _____	Age	_____

29. **WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty charged below.

☒ Standard manufacturer's warranty

☐ We hereby certify that we separate from this lease note any coverage from the vehicle manufacturer's warranty. We do not warrant the vehicle condition or the manufacturer's warranty. We do not warrant the condition or the manufacturer's warranty. ON THE VEHICLE, WE MAKE NO WARRANTY OF ANY KIND. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

3 of 3

You will pay a late charge of 5% of the past due payment that is past.

**20. CHARGES-WEARABLES:** The total amount charge on this schedule of lease and for:

Starting vehicle mileage.....	12	miles
End mileage.....	24000	miles
Planned end time.....	9/4	year
Estimated mileage at end of lease and.....	24012	miles

You are paying \$ 511 per month. At scheduled lease end, we will credit you with \$ 511 per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is \$ 22 per mile for each mile beyond 24000 miles. If the lease ends early, you excess mileage, and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

**21. CHARGE FINE FINES:** If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$25.

**22. REQUIRED INSURANCE:** You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the vehicle is not under your control. You must also insure the vehicle with a policy that covers any damage to the vehicle or to the body of the vehicle. The policies must cover any additional benefits and loss payees that we require. You must give us proof of insurance when we ask. We require an other insurance.

Liability insurance must (a) cover up to \$20,000 for property damage, \$100,000 for bodily injury to any one person, and \$200,000 for bodily injury for any one accident, or (b) have a combined single limit of \$200,000 for bodily injury and property damage for any one accident.

Physical damage insurance must have deductibles of no more than \$500 for collision and upset loss and \$500 for comprehensive fire and theft loss.

For bodies of 30,000 lbs. GVW or more, liability insurance must (a) provide primary coverage of up to \$20,000 for property damage, \$100,000 for bodily injury to any one person, and \$200,000 for bodily injury for any one accident, and (b) have a combined single limit of \$200,000 for bodily injury and property damage for any one accident. Physical damage insurance must have deductibles of no more than \$1,000.

If you want to a new state, we will require coverage acceptable in keeping with our requirements for the new state. We now require that your coverage will be the same as that in this lease, except liability insurance for vehicles other than bodies of 30,000 lbs. GVW or more any time a combined single limit of \$200,000. However, the requirements may be higher.

**THIS IS THE ENTIRE AGREEMENT.** This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change in the terms of this lease must be in writing and signed by you and us. No oral change has binding. We may delay or refuse to enter into any oral change without losing them. Lessor (and Co-Lessor) is the

LESSOR: LEASOR CO-LESSOR: CO-LESSOR

**NOTICE TO LESSOR.** 1. DO NOT ENTER THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT POUNCE-BEACH, FL ON 08/15/07 BY CO-LESSOR

LESSOR: LEASOR BY CO-LESSOR TITLE:

LESSOR: LEASOR BY CO-LESSOR TITLE:

Lessor assigns all right, title, and interest in the lease to the party identified in this lease as the intended assignee, under the terms of the lease plus dealer agreement or in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its assignee, under the terms of the Dealer Agreement.

LESSOR: LEASOR BY CO-LESSOR TITLE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROMISE OF TRANSFER OF YOUR INTEREST.

COPIES OF THIS LEASE AND OTHER IMPORTANT AGREEMENTS INCLUDING A PROMISE OF TRANSFER OF YOUR INTEREST.

**21. ASSIGNMENT OF LEASE AND INSURANCE CONTRACT.**

Name: CO-LESSOR

Address: CO-LESSOR

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay that charge on the price.

**22. ASSIGNMENT BY LESSOR.**

☐ If this box is checked, Lessor (Plaintiff) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Plaintiff) will assign it and sell the vehicle to General Motors Acceptance Corporation.

☐ If this box is checked, Lessor (Plaintiff) will assign this lease and sell the vehicle to:

☐ If this box is checked, Lessor (Plaintiff) through not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle certificate of title under registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Whether the assignee now Vehicle Asset Universal Leasing Trust will have to make any payment to the vehicle, get any insurance, or provide any service Lessor has agreed to provide under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease. If GMAC is the assignee or if GMAC helped to arrange this lease, Lessor will make all payments to GMAC (to be in or the assignee's account) or an otherwise directed. If we assign this lease, you will not receive notice of assignment.



## Genuine Chevrolet

November 3, 2000

Dear Jason

SETTLEMENT OFFER

Subject: Repurchase of 1GLYY3G9Y8104674, 2000 Chevrolet Corvette Convertible

Dear Mr. Cowie:

We regret that you are dissatisfied with your 2000 Chevrolet Convertible and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$ 52,722.00. This offer is arrived at, by using the following figures:

Payoff to GMAC	\$ 43,363.17
Plus payments	\$ 16,419.00
Plus unpaid cost reduction	\$ 2,352.23
Less taxes	\$ 1,361.00
<b>TOTAL CHEVROLET REPURCHASE PRICE</b>	<b>\$ 52,722.00</b>
<b>TOTAL TO CUSTOMER AFTER LEASE PAYOFF</b>	<b>\$ 9,358.83</b>

Please return this document to fax number (813) 539-0661 or the address below by 11-06-00. The conditions of the lease repurchase are as follows:

- the vehicle is free from any unusual damage or alterations which may impair its resale value
- all factory installed equipment are intact and functional
- a free and clear title is provided at the time of repurchase
- a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Chevrolet)
- an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)
- actual mileage does not exceed 33,000 miles at the time the transaction is completed
- the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to Lou Barakat Chevrolet Alcoa 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 221-1841 extension 31729 if you have any questions or concerns.

Signature  
Cynthia Brown  
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for Stephen J. Cowie release of liability stemming from warranties, express or implied, covering this vehicle. File Number C03032738.

Signature and Date

Chevrolet Division  
General Motors Corporation, MDX International, 1464 John A. Pugh Drive, Warren, MI 48090

# RELEASE AGREEMENT

The undersigned, Stephen J. Coole, and Chevrolet Motor Division, General Motors Corporation (Chevrolet) wish to resolve a dispute involving a 2000 Chevrolet Corvair Convertible, 1G1YY32G0Y2100076, owned by the releaser(s). Therefore, in sole consideration of Chevrolet's payment to the lienholder (or releaser(s)) GMAC, \$43,363.17, and the lienholder paying off the lien and providing a refund of the difference back to the releaser. The Releaser, for himself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Chevrolet and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser might have or acquire in the future against Chevrolet and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser(s) agrees to transfer title and possession of subject vehicle to Chevrolet unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releaser(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of Chevrolet, and that the payment is intended to resolve this matter without litigation.

Releaser(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that Chevrolet has not made any promise or representation to Releaser(s) other than those contained in this Release Agreement.

Releaser(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a receipt.

This Release Agreement is executed this 3 day of November 2000

[Redacted Signature Block]

# **GMAC LEASE TERMINATION QUOTE SHEET - U.S.**

**FAXED TO:** GM Business Resource Center

**ATTENTION:** Cortney

**FROM:** GMAC

**GMAC EMPLOYEE:** J. Cameron

**LESSEE NAME:** [REDACTED]

**PHONE #:** (361) 393-3936

**QUOTE REQUESTED BY:** \_\_\_\_\_

**PHONE #:** \_\_\_\_\_

**QUOTE GIVEN TO:** Cortney w/GM Business Resource Center

**PHONE #:** \_\_\_\_\_

**MAKE, MODEL:** NOV Chevrolet

**VIN:** 1G1YY3239Y5100516

**LEASE ACCOUNT NUMBER:** 238-3124-03384

## **REASON FOR QUOTE:**

LESSEE PURCHASE ☐ TRADE ☐ EARLY TERMINATION ☒ TOTAL LOSS ☐ NORMAL MATURITY ☐

**OTHER INFORMATION:**

## **EARLY TERMINATIONS**

QUOTE TYPE	QUOTE AMOUNT	GOOD THROUGH	SCHEDULED END DATE	INFORMATION
DEALER BUYOUT	\$ 42,263.17	12/1/00	8/15/01	Quote this amount to GM and non-GM dealerships
DEALER NET	\$			GMAC Will Need <input type="checkbox"/> Assignment of Credit Letter <input type="checkbox"/> Application of Credit Letter
LESSEE BUYOUT	\$			Quote this amount to lease or financial institution.
LESSEE RETURN	\$			Lessee returns vehicle, no cash purchase - sometimes no excess wear.

## **MATURED LEASES**

DEALER PURCH FOR INVENTORY	\$			Quote this amount to GM and non-GM dealership. Lessee is Responsible For Any Excess Mileage and/or Wear And Any Other Outstanding Charges. <input type="checkbox"/> Send Assignment of Credit Letter
DEALER PURCH FOR LESSEE	\$			Quote this amount to GM and non-GM dealership. Lessee is Not Responsible For Any Excess Mileage or Wear. <input type="checkbox"/> Send Application of Credit Letter
LESSEE BUYOUT	\$			Quote this amount to lease or financial institution.

**DATE AND TIME FAXED:** 11/3/00 9:05:44 AM

Actual mileage of \_\_\_\_\_ provided by \_\_\_\_\_

**Please remit funds to:** GMAC, P.O. Box 310715, Boca Raton, FL 33431-0715

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6716540	VIN Number:	1G1YY32G9Y5105652
Date Opened:	8/20/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B32172	Mileage:	20589
Address:	AUGUSTA CHEVROLET-OLAUGUSTA	State:	ME
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK COLUMN DOES NOT UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/20/2003 14:17:55 SBD TEMPLATE - KENNEDY

STRATEGY BASED DIAGNOSTICS

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

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

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

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

CUSTOMER CONCERN -STEERING DOES NOT UNLOCK AT KEY-UP.

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

COLUMN IS NOT UNLOCKING AT KEY-UP. TECH STATES IT APPEARS THAT THE CAMPAIGN WAS NOT PERFORMED OR NOT PERFORMED CORRECTLY.

TAC RECOMMENDATION -FIRST, REVIEW CAMPAIGN AND BE SURE IT WAS PERFORMED CORRECTLY. A000285, CHECK RELAY AND BCM FUNCTION, CHECKED GROUNDS, REPLACE ACTUATOR IF OTHER CHECKS ARE GOOD.

08/20/2003 14:17:55 HISTORY - KENNEDY

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Baltimore

MD

HOME PHONE:

CASE NUMBER: 1-20694917

VIN: 1G1YY32G9Y5114139

MODEL YEAR: 2000

DATE OPENED: 2002-07-31

SERIES: Corvette

DATE CLOSED: 2002-07-31

MILEAGE:

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/ANO

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

RPI Campaign 01044; ; 2002-07-31

2002-07-31

Service Request has been Closed Satisfied.; ; 2002-07-31

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

**RESOLUTION SOUGHT:**

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

**CONTACT PHONE:**

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	4873255	VIN Number:	1G1YY32G9Y5117171
Date Opened:	7/11/2001	Model Year:	2000
Date Closed:	8/15/2001	Series:	Corvette
Dealer Code:	B14297	Mileage:	22684
Address:	HALL CHEVROLET CHESAPEAKE	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK NO UNLOCK ALLEGED A000265  
RESOLUTION ABSTRACT- STEERING COLUMN TELESCOPIC ACTUATOR - RPL  
UCC CODE 1-----  
UCC-1 DESCRIPTION--- STEERING  
UCC CODE 2-----  
UCC-2 DESCRIPTION---  
UCC CODE 3-----  
UCC-3 DESCRIPTION---

07/11/2001 08:25:58 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION  
\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION  
\_Y\_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP  
\_N\_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES  
\_N\_ (Y/N) CAN COMPLAINT BE DUPLICATED  
\_N/A\_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE  
\_Y\_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT  
\_N/A\_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED  
\_Y\_ (Y/N) BULLETIN OR PI SEARCH PERFORMED  
\_Y\_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION  
\_N\_ (Y/N) ARE THERE ANY DTC'S  
\_N\_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/11/2001 08:25:58 HISTORY - MILLER

DEALER (PAUL) STATES THE CUSTOMER ALLEGES THE STEERING COLUMN WILL NOT  
UNLOCK INT. CANNOT DUPLICATE THE CONCERN.

ADVISED DEALER OF PI A000265.

08/15/2001 11:00:14 ORR - FAXED CASE CLOSING

CAUSE: STEERING COLUMN WONT UNLOCK



REP: REPLACE ACTUATOR

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5909781	VIN Number:	1G1YY32G9Y5118322
Date Opened:	9/24/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B13460	Mileage:	22116
Address:	BOB ROBINSON CHEV-OLWHEELING	State:	WV
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/24/2002 09:15:31 SBD TEMPLATE - HALLER

STRATEGY BASED DIAGNOSTICS

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

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

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

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

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED AND WILL NOT RELEASE.

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

DLR STS THE COLUMN LOCK MESSAGE IS DISPLAYED AND NEEDS A COLUMN LOCK. DLR  
SEEKING IF HE CAN APPLY PARTS LISTED IN CAMP 01044.

TAC RECOMMENDATION - TAC ADV DLR OF TSB 01-02-35-008 THAT ADDRESSES THIS  
QUESTION AND CONCERN.

09/24/2002 09:15:31 HISTORY - HALLER

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING SERVICE COLUMN LOCK MESS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/24/2002 09:15:31 SBD TEMPLATE - HALLER

EA02-031 / GM22C

\_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) SHAWN CROW

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED AND WILL NOT RELEASE.

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

COMPARE TO LIKE VEHICLE?)

DLR STS THE COLUMN LOCK MESSAGE IS DISPLAYED AND NEEDS A COLUMN LOCK. DLR

SEEKING IF HE CAN APPLY PARTS LISTED IN CAMP 01044.

TAC RECOMMENDATION - TAC ADV DLR OF TSB 01-02-35-008 THAT ADDRESSES THIS

QUESTION AND CONCERN.

09/24/2002 09:15:31 HISTORY - HALLER

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Boynton Beach  
FL

HOME PHONE:

CASE NUMBER: 1-19036114

VIN: 1G1YY32G9Y5119583

MODEL YEAR: 2000

DATE OPENED: 2002-07-24

SERIES: Corvette

DATE CLOSED: 2002-07-24

MILEAGE: 25000.0000000

SOURCE:

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Steve Moore Chevrolet Delray, LLC

BRC PARENT:

DEALER ADDRESS: PO Box 310, Delray Beach, FL, 33447-0310, USA

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

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

Sticks

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

cust called; ; 2002-07-24  
2002-07-24

Service Request has been Closed Satisfied.; ; 2002-07-24  
2002-07-24

Service Request has been Closed Satisfied.; ; 2002-07-24

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:  
DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5841599	VIN Number:	1G1YY32G0Y5120848
Date Opened:	8/26/2002	Model Year:	2000
Date Closed:	9/6/2002	Series:	Corvette
Dealer Code:	B47158	Mileage:	11044
Address:	JOHN ERICKSON CHEV IVERONA	State:	WI
Dealer Phone:			

---

SYMPTOM ABSTRACT--- COLUMN LOCK OPERATION STEERING LOCKED - A0002

RESOLUTION ABSTRACT- SERIAL DATA/DLC/STAR CONNECTOR

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/28/2002 16:25:59 SBD TEMPLATE - ELLIOTT

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 - RICH LARSON - TECH

CUSTOMER CONCERN - STEERING COLUMN IS LOCKED.

DEALER COMMENTS/DIAGNOSIS - RICHARD HAS PERFORMED TSB# 01-02-35-008 BUT STILL HAS THE CONCERN.

TAC RECOMMENDATION - TAC ADV RICHARD OF INFO FROM PI# A000285.

08/28/2002 16:25:59 HISTORY - ELLIOTT

PI# A000285 STS:

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

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.

EA02-031 / GM22C

Page 1 of 4



2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (87 & 88) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.

3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN RETENTION.

4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

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

08/28/2002 17:29:21 SHERMAN -

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

RICH LARSON

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

\_8\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH REPLACED THE BCM. TECH ALSO INSTALLED 01044A. COLUMN LIGHT IS ON. PCM IS SETTING A P2980.

NEW RECOMMENDATIONS

DISCOVERED WHEN ONLINE WITH THE TECH THAT HE DIDN'T INSTALL 1801 TO THE 01044A RELAY.

TECH THE REWIRE RELAY PER FIGURE ALL MANUAL & EXPORT AUTOMATIC(C)

08/04/2002 11:59:48 BACK -

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

RICH LARSON TECH

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

**\_15\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION**

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

**DLR STS HAS BEEN AWAY FOR A WHILE AND IS NOW GETTING BACK TO VEHICLE  
DLR STS ORIGINALLY THE SERVICE COLUMN MESSAGE ON BUT THE COLUMN LOCK WOULD  
LOCK AND UNLOCK DOESN'T REMEMBER WHAT IF ANY CODES WERE SET AND VEHICLE  
WOULD RUN PROPERLY**

**DLR STS FOLLOWED BULLETIN 01-02-35-008 AND NOW STILL HAS MESSAGE BUT NOW  
THE VEHICLE WILL NOT RUN PAST IDLING**

**NEW RECOMMENDATIONS**

**ADVISED TO PUT VEHICLE BACK TO ORIGINAL AND DIAGNOS CONCERN THEN  
DETERMINE TO FOLLOW BULLETIN 01-02-35-008**

**08/05/2002 10:13:31 CIARKOWSKI**

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

**-RICH LARSON- TECH**

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

**\_16\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION**

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

**-THERE WAS APPARENT MISCOMMUNICATION BETWEEN TAC AND THE DEALER**

**-DEALER STATES THAT THEY WERE INSTRUCTED TO RETURN THE VEHICLE BACK TO  
THE ORIGINAL STATE, NOT PERFORM 01-02-35-008**

**-VEHICLE IS RETURNED TO ORIGINAL STATE AFTER HAVING 01044A PERFORMED ON  
IT**

**-CURRENTLY THE COLUMN DOES NOT UNLOCK AND NO DTC ARE STORED**

**-WHILE ON THE PHONE IT WAS FOUND THAT AFTER CLEARING THE BCM BY REMOVING  
THE FUSE, THE TECH 2 STILL WOULD NOT ACTUATE THE LOCK  
MOTOR USING OUTPUT TESTS**

**-TECHNICIAN CAN HEAR THE RELAY CLICK**

**NEW RECOMMENDATIONS**

**-ADVISED DEALER TO TEST CKT 912 AND 1604 BY JUMPING RELAY TERMINALS A2**

**EA02-031 / GM22C**

AND C1, THEN APPLYING  
A6 AND A8

POWER AND GROUND AT BCM TERMINALS

-IF THE ACTUATOR DOES NOT ACTUATE CHECK CKT 150 G202 USING TEST LAMP AND  
OHM METER

08/08/2002 15:16:22 MILLER  
POSITION)

-CALLER'S NAME (FIRST, LAST, AND

TECHNICIAN REPAIRED AND REPLACED TERMINALS A2, A6 AND A8 AT THE BCM.

CASE CLOSED.

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

BIRMINGHAM

MI

HOME PHONE:

CASE NUMBER: 05115209

VIN: 1G1YY32G9Y5123228

DATE OPENED: 2001-07-30

MODEL YEAR: 2000

DATE CLOSED: 2001-08-08

SERIES: CORVETTE CONVERTIBLE

SOURCE: Phone

MILEAGE: 24076

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: MIKE SAVOIE CHEVROLET INC

DEALER ADDRESS: 1900 W MAPLE RD., TROY, MI, 48064, USA

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

M41 Steering Column/Lock/Attaching Parts

Broken

1 REPAIR ATTEMPT(S)

is it under campaign

A07 Referred to Dealer

Customer Satisfaction

1 REPAIR ATTEMPT(S)

transferred to dlr

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

\*Probe to identify failed item/component

\* Determine Customers Expectation

\* Using delivery data, 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.html>]]

\* 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.html>]]

( 1st attempt - offer to coordinate repair at a dealership)

( Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish &amp; 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>]]

Vehicle repair request - Repair not done

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

cust states steering wheel locked up cust had veh towed dlr repairing veh. in dlr states recall parts are being put in updated part cant' call it a campaign so that they get paid. Cust satisfied with svc mgr explanation. thanked csm. front is making wierd noise when braking. cust seeks. to get creaking noise fixed. csm recontacted dlr. dlr sates he will look into problem. Svc mgr said he would drive veh csm will do courtesy call back by friday aug 2 5-7 pm pdt dave stanley cac pdx; 0; 365396269  
2001-08-01

called cust lft msg will call back 08-02-01 5-7 pm pdt dave stanley cac pdx; 0; 365569067

2001-08-02

called cust lft msg will call on aug 8 2001 5-7 pm pdt dave stanley / cac/pdx; 0; 365654715  
2001-08-08

cild earlier dave stanley cac pdx; 0; 366166960  
2001-08-08

cild cust for forth time left msg next crm pls help cust call cac letter being sent . dave  
stanley cac pdx.; 0; 366174329  
2001-08-08

TM REVIEWED REQUEST AND APPROVES CALL CAC LETTER. RYON SLAUGHTER/TM/PDX; 0; 366178234

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



August 8, 2001

[REDACTED]  
Birmingham, MI [REDACTED]

Request: C05115209  
[REDACTED]

We would like to discuss any other concerns on your 2000 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

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

Sincerely,

David Stanley Jr.  
Customer Relationship Manager

RS0006-P/jlc



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

WEST PORT

CT

HOME PHONE:

CASE NUMBER: 04015019

VIN: 1G1YY32G9Y5130728

MODEL YEAR: 2000

DATE OPENED: 2001-05-01

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-09-26

MILEAGE: 8400

SOURCE:

DELIVERY DATE:

BRC TYPE: ADR No

DEALER NAME: WILTON MOTORS CORPORATION

BRC PARENT: 03732382

DEALER ADDRESS: 190 DANBURY RD, WILTON, CT, 06897, USA

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

N02 Battery

Other

1 REPAIR ATTEMPT(S)

VEH WOULD NOT START BECAUSE BATTERY KEPT

DRAINING

C14 Seat Lumbar

Other

1 REPAIR ATTEMPT(S)

SHORT IN DRIVERS SIDE ELECTRICAL SEAT

M41 Steering Column/Lock/Attaching Parts

Other

1 REPAIR ATTEMPT(S)

COLUMN FROZE UP

S13 Reimbursement Requested

Other

0 REPAIR ATTEMPT(S)

FOR INCONVENIENCE &amp; TO RESTORE CUST'S FAITH

IN GM

Vehicle operation or design

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

CUST HAS FILED W/BBB. BBB AGENT IS ANN GILDNER AT EXTENSION 528./MARY

NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357601250

2001-05-01

CUST STATES THE BATTERY DIED DUE TO A DRIVER'S SEAT ELECTRICAL PROBLEM, IS NOT CURRENT & HAD 3 REPAIR ATTEMPTS. CUST STATES THE STEERING COLUMN LINE BROKE IS NOT CURRENT W/1 REPAIR ATTEMPT.

CUST SEEKS FOR GM TO REIMBURSE HIM FOR MONTH'S LEASE ON THE VEH, SINCE HE WAS NOT ABLE TO USE IT DUE TO THE REPAIRS BEING DONE AT THE TIME.

CRM ADVISED CUST THAT CRM HAS RECEIVED HIS FILE ON CRM'S DESK, WHERE HE HAD FILED W/BBB & CRM WILL BE HIS GM CONTACT. /MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357601503

2001-05-01

CRM LEFT VOICE MAIL FOR CUST ADVISING CUST TO CONTACT CRM AT HIS EARLIEST CONVENIENCE, SO THAT WE MAY DISCUSS HIS CASE. CRM LEFT 800#, EXT# & FAX#/MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357601549

2001-05-01

CRM CONTACTED ERIC TURKELSON, SVC MGR. AT WILTON MOTORS. CRM REQUESTED REPAIR ORDERS W/TECH NOTES FAXED. CRM PROVIDED FAX#. ERIC STATED HE GOES OUT OF HIS WAY FOR THIS CUST. ERIC STATED THE MOST THIS CUST WAS OUT OF SERVICE WAS 10 DAYS. ERIC STATED FOR SOME REASON ONE OF THE R.O'S IS MISSING. ERIC STATED HIS BOSS PROBABLY HAS IT. ERIC STATED HE'S WONDERING IF THE CUST HAS CALLED HIS BOSS OR SOMETHING. ERIC STATED HE WILL FAX THE R.O'S TO CRM./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357603507

2001-05-01

CRM LEFT VOICE MAIL MESSAGE FOR AVM, JOE MATWIJEC, ADVISING OF CUST FILING W/THE BBB & WHAT ERIC, SVC MGR, AT WILTON MOTORS STATED. CRM LEFT 800# & EXT#/MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357603563  
2001-05-03

CRM RECEIVED VOICE MAIL MESSAGE FROM AVM, JOE MATWIJEC. AVM STATED THIS CUST IS TRYING TO HOLD US HOSTAGE FOR A PAYMENT. AVM STATED GOOD BUSINESS ETHICS DICTATES THAT WE SHOULDN'T SPEND THE MONEY FOR ARBITRATION W/THE BBB. AVM STATED CRM HAS HIS BLESSING FOR OFFERING THE CUST SOMETHING, HE JUST FEELS THAT IT SHOULD BE LESS THAN A PAYMENT./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357773413  
2001-05-03

CRM TRIED TO CONTACT CUST AT WORK # OF 203-876-4100, HE WAS NOT IN. CRM LEFT VOICE MAIL MESSAGE AT CUST'S HOME, ASKING CUST TO CALL CRM AT HIS EARLIEST CONVENIENCE. CRM LEFT HOURS THAT CRM WORKS EST, 800# & EXT#/MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357773491  
2001-05-04

CRM CONTACTED CUST AFTER CUST LEFT VOICE MAIL MESSAGE TO CALL HIM AT HIS WORK # OF 203-876-4100. CRM ADVISED CUST THAT CRM CAN OFFER CUST A CAR PAYMENT OR GMPP SMART CARE FOR 24/24,000. CUST CHOSE THE CAR PAYMENT. CRM ADVISED CUST THAT CRM WILL NEED HIM TO FAX IN SOMETHING THAT SHOWS WHAT HIS CAR PAYMENT IS. CRM PROVIDED CUST W/FAX#. CUST STATED HE WILL NOT BE ABLE TO FAX TODAY, MOST PROBABLY WILL FAX ON MONDAY, 5/7/01./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 357862735  
2001-05-07

CRM RECEIVED VOICE MAIL MESSAGE FROM CUST STATING THAT HE HAD FAXED PAYMENT INFO AT 9:00 AM, & TO PLEASE CALL TO ADVISE HIM IF CRM HAS RECEIVED IT. CRM CHECKED THE FAX & DIDN'T FIND THE FAX FROM THE CUST. CRM CONTACTED CUST & ADVISED THAT SO FAR CRM HAS NOT RECEIVED IT. CRM ADVISED CUST, CRM WILL CONTINUE TO LOOK, IF NOT RECEIVED, CRM WILL CONTACT CUST THIS AFTERNOON TO ADVISE./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 358099015  
2001-05-07

CRM RECEIVED FAX FROM CUST. CRM CONTACTED CUST & ADVISED OF RECEIPT OF FAX. CRM ADVISED THE CUST THAT CRM WILL PROCESS THE REIMBURSEMENT FOR ONE (1) PAYMENT TODAY./MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 358099950  
2001-05-07

\*\*\*\*\*EXECUTIVE

SUMMARY\*\*\*\*\*

DECISION: REIMBURSEMENT OF ONE (1) CAR PAYMENT  
JUSTIFICATION: FOR INCONVENIENCE & TO RESTORE CUST'S FAITH IN GM  
DECISION MAKER: CRM, MARY NARRAMORE  
FOLLOW UP: NONE  
/MARY NARRAMORE/BRC/ADR/TAMPA/57353; 0; 358100036  
2001-05-07

TL reviewed and submitted reimbursement on 5/7/01.  
\*\*\*Eric Ratherton\ADR\TL; 0; 358116408  
2001-05-07

FILE REVIEWED AND APPROVED FOR REIMBURSEMENT OF \$826.74 ON 5/7/01 BY BILLI GRIFFIN TEAM  
MANAGER ADR/BRC; 0; 358122012

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION: Standard

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER: CHV0162906 DATE:

TITLE NAMES: JAY WALSHON & CAROLINE KNIGHT

BUSINESS: Y

% BUSINESS: 0

ACCIDENT: Y

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 1

DATE OF PURCHASE/LEASE: 2000-06-08

MILEAGE AT PURCHASE: 1

PURCHASE/LEASE AS: NEW PNC

DOES OWNER HAVE POSSESSION OF VEHICLE: Y

RESOLUTION SOUGHT: GM TO REIMBURSE FOR MONTH'S LEASE ON VEH, SINCE HE WAS UNABLE TO USE IT  
AT THE TIME THE REPAIRS WERE DONE.

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

May 7, 2001

[REDACTED]  
West Port, CT. [REDACTED]

Request: C04015019  
[REDACTED]

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

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 \$826.74. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Business Resource Center at 1-800-231-1841, extension 57353, Monday through Friday between 8:00 a.m. and 4:45 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,

Mary Narramore  
Customer Relationship Manager  
Business Resource Center

TO:Stacey Beasley COMPANY:Chevrolet Motor Division

To: Stacey Beasley  
Fax#: 13132035001  
From: Ann Gildner  
Apr 30, 2001

Re: Chevrolet Motor Division/CHV0162906  
TotalPages: 4

TO: Stacey Beasley COMPANY: Chevrolet Motor Division

AUTO LINE

---

April 30, 2001

Re: m01 1718 X 1836 CHV0162908 :Walshon vs Chevrolet Motor Division

Ms. Stacey Beasley  
Chevrolet Motor Division  
Tampa, FL

Dear Ms. Beasley:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed CCF, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Ann Gidner at Extension 528

Customer Claim Form

Case Number: CHV0162908

Contract Date: 04/30/01

Start Date: \_\_\_\_\_

Customer Name Address

WESTPORT, CT

Vehicle Information

Name(s) that appear on vehicle title: Jay Watson & Caroline Knight

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Standard

Number of vehicles owned or leased by the business: 0

Make: Chevrolet

Model: Corvette

Model Year: 2000

Current Mileage: 8500

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State: Wilson Motors,

Selling Dealer/City/State: Kerbeck Chevrolet, Atlantic City, NJ

Insurance Carrier: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage: \_\_\_\_\_

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: \_\_\_\_\_ Mileage at purchase: \_\_\_\_\_

Lease Date: 06/05/00 Mileage at lease: \_\_\_\_\_

Purchased As: \_\_\_\_\_

Leased As: New

Is the vehicle in your possession? \_\_\_\_\_

Is the vehicle in your possession? yes

Lienholder's Name: \_\_\_\_\_

Lending Company's Name: PNC Lending Company

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

Address: P.O. Box 2368

City/St/Zip: \_\_\_\_\_

City/St/Zip: Pittsburgh, PA 15230

Phone: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Resolution Sought

Consumer wants the manufacturer to reimburse him for month's lease on this vehicle since he was not able to use it due to the repairs been done at the time.

Signature of Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am authorizing my lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



### Customer Claim Form

**Customer Name:** Mr. Jay Watson

Case Number: CHV0162808

[illegible]

(Please indicate whether each problem is current)

North American Operations  
General Motors Corporation  
Disbursements (2813)  
PO Box 82530  
Phoenix, AZ 85062-2530



CHECK No. 908479784

DATE  
05/09/01

\*\*\*\*\*\$26 DOLLARS

AMOUNT  
\*\*\*\*\*74 CENTS \*\*\*\*\*\$26.74

North American Operations  
General Motors Corporation  
Disbursements (2813)

PAY  
TO THE  
ORDER  
OF

WEST PORT CT

*[Signature]*

SIGNATURE

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

ADP

⑈900479704⑈ ⑆021309379⑆ 601-2-62520⑈

VENDOR  
DUNS NO. RD 000100954

VENDOR NAME JAY H WALSHAM

North American Operations  
General Motors Corporation  
Disbursements (2813)  
PO Box 82530  
Phoenix, AZ 85062-2530

ATTACH BEFORE DEPOSITING ON

CHECK NO. 908479784

PAYMENT  
DATE 05/09/01

REFERENCE NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
101YY380YY8188728 104918019	05/08/01 04918019	VN 000000000015981 000000000015981	04.0000	826.74	.00	826.74
TOTAL				826.74	.00	826.74

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT. QUESTIONS CALL 800-462-8782

NS

TOTAL

826.74

.00

826.74

TO:Stacey Beasley COMPANY:

To: Stacey Beasley  
Fax#: 13132035001  
From: Ann Gildner  
Jun 08, 2001

Re: /CHV0162906  
TotalPages: 2

TO: Stacey Beasley COMPANY:

AUTO LINE

---

June 8, 2001

Re: AA1 1716 X 1636 CHV0182908 :Walshon vs Chevrolet Motor Division

Ms. Stacey Beasley  
Chevrolet Motor Division  
Tampa, FL

Dear Ms. Beasley:

As you have indicated that you do not wish to pursue your claim with the BBB AUTO LINE program at this time, your case has been closed.

If you decide to pursue your case in the future, we will need to determine your eligibility for BBB AUTO LINE on your vehicle's new age and mileage and the eligibility requirements at that time.

If you have any questions, please feel free to contact me at 800.955.5100.

Sincerely,

Ann Gädner at Extension 528

# TECHNICAL ASSISTANCE SYSTEM

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

Case No:	6606720	VIN Number:	1G1YY32G8Y5130910
Date Opened:	7/9/2003	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B03669	Mileage:	23000
Address:	PINEGAR CHEVROLET-OLBRANSON	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- DTC FUSE STEERING B2587 BCM FUSE BLOWS AFTER  
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/09/2003 11:30:41 SBD TEMPLATE - THOMPSON  
STRATEGY BASED DIAGNOSTICS

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

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

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

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

TONY- TECH

CUSTOMER CONCERN -

TECH STS STEERING COLUMN WAS LOCKED, 'SERVICE COLUMN' MESSAGE;

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

TECH STS VEH IS A MANUAL; STS HAS PERFORMED PROCEDURE FOR TSB  
01-02-35-006, NOW HAS B2587, BLOWS BCM FUSE# 23, UNPLUGGED COLUMN LOCK  
SOLENOID, FUSE STOPS BLOWING;

TAC RECOMMENDATION -

TAC DISCUSSED PI A001839 WHICH STS IN PART

'CONDITION/COMPLAINT: A NUMBER OF CALLS...CONCERNING INTERMITTENT OR  
HARD STEERING WHEEL POSITION SENSOR ...

EA02-031 / GM22C

**CORRECTION/RECOMMENDATION: ALTHOUGH EXISTING TAC CASES MAY SUGGEST MULTIPLE COMPONENT REPLACEMENTS &/OR VARIOUS REPAIRS, THE VAST MAJORITY OF VEHICLES CAN BE REPAIRED BY THE FOLLOWING...**

**...INSPECT THE CONNECTOR BETWEEN THE SWPS & THE EBTOM FOR WATER CONTAMINATION..."**

**DISCUSSED PI A001782 WHICH STS IN PART**

**\*2. "SERVICE COLUMN LOCK" MESSAGE APPEARS AFTER THE CAMPAIGN:**

**2A. POOR PIN TENSION / LACK OF CONTINUITY AT ANY JUMPER / HARNESS CONNECTORS.**

**ON M/T VEHICLES, THE TERMINAL CAN BE DAMAGED IF THE PROPER TOOL IS NOT USED TO REMOVE IT**

**(.8 PPL 1804 FROM BCM CONNECTOR CAVITY A8).**

**2B. FAULTY CAMPAIGN PART (DOUBLE POLE DOUBLE THROW RELAY ON M/T OR BYPASS LATCH RELAY ON A/T)**

**2C. BLOWN BCM FUSE AS A RESULT OF NOT FOLLOWING THE CAMPAIGN STEPS PROPERLY.**

**2D. JUMPER WIRE (.8 PPL 1804) NOT INSTALLED INTO BCM CONNECTOR CAVITY A8.**

**2E. FAILING TO DISCONNECT THE BATTERY (STEP 1....)**

**2F. BCM FUSE 25 CAN BE PULLED FOR 15 SECONDS..."**

**TECH TO COMPLY.**

**07/09/2003 11:30:41 HISTORY - THOMPSON**

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

Etnaus , PA

CASE NUMBER: 1-23688907 VIN: 1G1YY32G9Y5133080  
MODEL YEAR: 2000  
DATE OPENED: 2002-08-12 SERIES: Corvette  
DATE CLOSED: 2002-08-15 MILEAGE: 6000.0000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANO DEALER NAME: Stanley A Strohl Chevrolet Inc  
BRC PARENT: DEALER ADDRESS: PO Box 155, Fogelsville, PA, 18051-0155, USA

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

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

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

Locked steering column; , 2002-08-12  
2002-08-12

Advise of cust steering problem; , 2002-08-15  
2002-08-12

C/b to discuss cust; , 2002-08-15  
2002-08-12

Coverage of cust repair; , 2002-08-15  
2002-08-15

Service Request has been Closed Satisfied.; , 2002-08-15

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

## PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

FAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,



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

RESTRAINT:  
  
IF SO, WHERE:

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	6604436	VIN Number:	1G1YY32GX15109621	
Date Opened:	7/8/2003	Model Year:	2001	
Date Closed:		Series:	Corvette	
Dealer Code:	B47202	Mileage:	15835	
Address:	ERIKSEN CHEVROLET-BUMILAN	I	State:	IL
Dealer Phone:				

---

SYMPTOM ABSTRACT--- COLUMN LOCK ALLEGED COLUMN WON'T UNLOCK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/08/2003 15:47:34 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

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

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

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

CALLER'S NAME TIM MCCracken

CUSTOMER CONCERN - ALLEGED COLUMN LOCK MESSAGE AND COLUMN WON'T UNLOCK.

DEALER COMMENTS/DIAGNOSIS - TECH STATES NOT ABLE TO DUPLICATE THIS CONCERN.

TAC RECOMMENDATION - A000285

1. CHECK BOTH 'A' PILLAR GROUNDS G201 & G202.

2. CONNECT A TECH II & CHECK THE IGNITION KEY INPUT/OUTPUT STATUS (WIGGLE THE KEY WHEN DOING THIS). SOME EARLY MODEL YB'S (97 & 98) DO NOT UTILIZE THE STEERING COLUMN LOCK RELAY. IN THOSE VEHICLE W/O THE RELAY, YOU MUST DISCONNECT THE COLUMN LOCK MOTOR CONNECTOR FIRST BEFORE CHECKING KEY STATUS ON TECH II. AFTER CHECKING KEY STATUS THE TECH MUST PULL THE BCM FUSE TO CLEAR IT OUT OF FAIL ENABLE MODE.

3. CHECK THE IGNITION SWITCH CONNECTOR FOR LOOSE CONNECTORS OR POOR PIN

EA02-031 / GM22C

RETENTION.

4. CHECK THE COLUMN LOCK RELAY LOCATED NEXT TO THE BCM BY PLACING FINGERTIPS ON THE RELAY & FEEL IT

ENERGIZE WHEN ACTIVATING THE COLUMN MOTOR. THEN PLACE FINGERTIPS ON THE CASE OF THE BCM AND YOU SHOULD FEEL A BUZZING NOISE INSIDE INDICATING THE INTERNAL RELAY IS FUNCTIONING.

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

07/08/2003 15:47:34 HISTORY - RADZIOCH

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

THOUSAND OAKS

CA

HOME PHONE:

CASE NUMBER: 03783000

VIN: 1G1YY32GX15116066

MODEL YEAR: 2001

DATE OPENED: 2001-04-10

SERIES: CORVETTE CONVERTIBLE

DATE CLOSED: 2001-04-17

MILEAGE: 3500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: COURTESY CHEVROLET

BRC PARENT:

DEALER ADDRESS: 3640 STEVENS CREEK BLVD, , SAN JOSE, CA, 95117, USA

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

M01 Steering General

Other

0 REPAIR ATTEMPT(S)

STEERING LOCK UP WITH KEY

A07 Referred to Dealer

Customer Satisfaction

0 REPAIR ATTEMPT(S)

REFERRED TO DEALER

## COMPLAINT VEHICLE

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

CUST STATED THAT WHEN PUTTING KEY INTO IGNITION, STEERING COLUMN LOCKED AND WOULD NOT ALLOW CUST TO TURN VEH ON. CUST STATED THAT DLR TOLD HIM THAT HE MAY NEED AN IGNITION SWITCH REPLACED. CUST STATED THAT HE WANTED COMPLAINT DOCUMENTED BECAUSE HE FEELS THAT THIS SHOULD NOT BE HAPPENING AND IS WORRIED IT MAY HAPPEN IN THE FUTURE. CUST STATED TOW TRUCK WAS WAITING FOR HIM AND NEEDED TO HANG UP. CRM GAVE CUST REQUEST NUMBER AND ADVISED THAT CONCERN WOULD BE DOCUMENTED. CRM ASKED CUST IF HE WAS SEEKING ANYTHING ELSE. CUST STATED THAT HE WAS NOT SEEKING ANYTHING OTHER THAN DOCUMENTATION AND FELT COMFORTABLE WITH DLR REPAIR AND CONCERS.

DENNA HUNTER/CAC/PDX PILOT TEAM; 0; 355778319  
2001-04-10

CUST STATES THAT HE HAD TO GET OFF CALL B/C TOW TRUCK WAS WAITING FOR HIM. CUST STATES HE WAS CALLING BACK TO FINISH FEELINGS W/ CONCERN ON VEH. CUST STATES THAT HE KNOW DOES NOT FEEL COMFORTABLE OR CANNOT RELY ON VEH. CUST STATES THAT VEH IS GOING TODLRSHP FOR REPAIR AND JUST WANTED TO DOCUMENT CONCERN. AUDREY BAIR/CAC/PDX; 0; 355780281  
2001-04-11

CRM SET F/U CALL ON 4/17 AROUND 10-10:30 PST. AUDREY BAIR/CAC/PDX; 0; 355873618  
2001-04-17

CRM CALLED CUST AND L/M TO SEE IF EVERYTHING WAS ALRIGHT. ADVSD CUST THAT IF HE STILL HAS PROBLEMS TO CALL CAC FOR ASSISTANCE. AUDREY BAIR/CAC/PDX; 0; 356381376

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

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

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

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

# TECHNICAL ASSISTANCE SYSTEM

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

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Case No:	5689891	VIN Number:	1G1YY32GX25134262
Date Opened:	6/24/2002	Model Year:	2002
Date Closed:		Series:	Corvette
Dealer Code:	B25467	Mileage:	138
Address:	PENSKE CHEVROLET INDIANAPOLIS	State:	IN
Dealer Phone:			

---

06/24/2002 11:40:18 SBD TEMPLATE - JACOB  
STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION  
\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION  
\_N\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)  
PERRY ST. JOHN TECH  
CUSTOMER CONCERN -  
CUSTOEMR STS THE STEERING WHEEL IS LOCKED

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,  
COMPARE TO LIKE VEHICLE?)  
TECH STS THE BCM HAS A CURRENT B2587 AND A B2592  
TECH STS THE STEERING COLUMN LOCK MOTOR HAS BEEN REPLACED

TAC RECOMMENDATION -  
TAC ADVISES TECH TO MONITOR LOCK FEEDBACK STATUS WITH THE TECH 2  
TAC ADVISES TECH TO TRY UNLOCKING THE STEERING COLUMN WITH THE TECH 2  
TAC ADVISES TECH OF POSSIBLE OPEN OR STG ON CKT 1801

06/24/2002 11:40:18 HISTORY - JACOB  
SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCKED B2587 B259  
RESOLUTION ABSTRACT-  
UCC CODE 1-----  
UCC-1 DESCRIPTION--- STEERING  
UCC CODE 2-----  
UCC-2 DESCRIPTION---  
UCC CODE 3-----  
UCC-3 DESCRIPTION---

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

AUSTIN , TX

CASE NUMBER: 05070265 VIN: 1G1YY32GKW5104183  
DATE OPENED: 2001-07-26 MODEL YEAR: 1998  
DATE CLOSED: 2001-07-30 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 40000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: HENNA CHEVROLET, L.P.  
DEALER ADDRESS: 8805 IH-35 N., AUSTIN, TX, 78753, USA

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

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

Other  
STEERING COLUMN LOCKING

S85 Dealer Resolved With Goodwill  
0 REPAIR ATTEMPT(S)

Dealer Resolved With Good  
veh not in recall, goodwill given

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

ELECTRONIC COLUMN LOCK

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

CUST STATES THAT HAVING PROBLEM WITH THE STEERING COLUMN LOCKING. CUST STATES HAD VEH TOWED TO HENNA CHEVY DEALERSHIP 512 832 1888 IN AUSTIN TEXAS YESTERDAY. CUST STATES THAT THEY HAD 2 CHEVY CORVETTES, 1 HAD THE RECALL ON THE ELECTRONIC STEERING COLUMN AND THE OTHER DIDNT. CUST STATES THAT THE ONE THAT DIDNT HAVE THE RECALL ON IT, IS THE ONE WITH THE STEERING COLUMN PROBLEM. CUST STATES THAT DAUGHTER KRISTEN MUENNICK IS HANDLING THIS PROBLEM FOR THEM BECAUSE CUST IS ON VACATION IN FLORIDA, CUST STATES THAT DAUGHTER CAN BE REACHED AT 512 926 8822 SHE IS WORKING WITH BRENT, SRVC DEPT AT HENNA DEALERSHIP IN AUSTIN, TX AND HE HAS STATED THAT THIS VEH DONT HAVE THE ELECTRONIC STEERING RECALL, THEREFORE CUST HAS TO PAY OUT OF POCKET. CUST STATES CAN BE REACHED AT 954 494 6307 AND WILL BE IN AND OUT, SO PLEASE LEAVE A CALLBACK MESSAGE IF WE NEED TO SPEAK WITH HIM. CUST SEEKS ASSISTANCE WITH THIS REPAIR. CRM ESCALATING THIS CALL TO TIER 2 . ALFREDA MOORE/TIER 1/TAMPA; 0; 99999  
2001-07-30

Cust sts that he has not heard back regarding his concern with the steering column, crm advised that I will call dlrship & do some research regarding this issue & call him back at 1-800-233-6529

CRM spoke with svc mgr Mr. Burns, he sts that as of rightnow, they are not offering any goodwill or assistance to the cust b/c he has threatened to sue b/c his family could have been killed, sts that no assistance at this time



CRM called the cust back & ad that his veh does not fall within the VIN breakpoints & that the dlrship has advised that the cust has threatened them with lawsuits so no assistance from GM or the dlrship will be granted, cust became very irate, sts that they did not threaten dlr, sts that dlr is lying, cust seeks conference call with dlr, ma, my TM, & them to resolve issue, crm called dlr again & got svc director on line, he advised that they yhad the wrong cust & that they would take care of the repair for them, crm advised cust of new info, apologized for miscommunication  
kimmovak/cac/pdx, 0, 365376843

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

ACCOUNT BALANCE:  
LEGAL:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

Waterford

MI

HOME PHONE:

CASE NUMBER: 1-7857667

VIN: 1G1YY32GXM5108735

MODEL YEAR: 1998

DATE OPENED: 2002-06-12

SERIES: Corvette

DATE CLOSED: 2002-07-18

MILEAGE: 48000.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Les Stanford Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 21711 Michigan Ave, Dearborn, MI, 48124-2220, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Inoperative

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

ELECTRONIC COLUMN LOCK CONCERN; ; 2002-06-12

2002-06-12

SVC ADVSR - GREG SYNOWIECZ ASSIST SVC MGR - JERRY MARX; ; 2002-06-12

2002-06-13

S1-7857667 UPDATE ON DIAGNOSIS AND COST ASSISTANCE; ; 2002-06-14

SVC ADVISOR - GREG SYNOWIEC LES STANFORD DLR; ; 2002-06-14

2002-06-18

UPDATE ON DIAGNOSIS; ; 2002-06-25

2002-06-18

SVC ADVSR - BRENT HESTAND; ; 2002-06-25

2002-06-18

LEFT MESSAGE TO CONTACT CAC; ; 2002-06-19

2002-06-25

CHECKING FOR ACTIVITY FROM CUST; ; 2002-06-25

2002-06-25

SENDING CALL CAC LETTER DUE TO NO ACTIVITY AND NO CONTACT WITH CUSTOMER; ; 2002-06-25

2002-06-25

Created: CAC\_RS0006. SR#1-7857667; ; 2002-06-25

2002-06-25

OUTBOUND CORRESPONDENCE SUBMITTING FOR APPROVAL; ; 2002-06-28

2002-06-28

APPROVED LETTER RS0006; ; 2002-06-28

2002-06-28

Service Request has been Closed Satisfied.; ; 2002-06-28  
2002-07-12

update; ; 2002-07-12  
2002-07-12

update; ; 2002-07-18  
2002-07-18

UPDATE ON STEERING COLUMN CONCERN LOCK UP; ; 2002-07-18  
2002-07-18

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

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:  
\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

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

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

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

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

NAME:  
 INTEREST PAID:  
 DEALER BUYOUT:

ACCOUNT BALANCE:  
 LEGAL:

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

DEALER ADMINISTRATION:  
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

LOCATION:

RESTRAINT:  
 IF SO, WHERE:

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

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

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

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

NAME:  
 COMPANY:  
 ADDRESS:

CONTACT NUMBER: 1  
 CONTACT TYPE:  
 CONTACT PHONE:



October 21, 2003

[REDACTED] 80  
Waterford, MI [REDACTED]

Service Request: S1-7857667  
[REDACTED]

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

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

Sincerely,

Suzanne Sutherland  
Customer Relationship Manager

RS0006-P/kld

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

HOUSTON , TX

CASE NUMBER: 05505484 VIN: 1G1YY32GKW5109089  
MODEL YEAR: 1998  
DATE OPENED: 2001-09-12 SERIES: UNKNOWN  
DATE CLOSED: 2001-09-12 MILEAGE: 35000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

## Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

## STEERING COLUMN LOCK

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

CUST STS THAT THE STEERING COLUMN HAS LOCKED UP AND THE VEH IS CURRENTLY BEING TOWED TO LOCAL DLR CUST STS THAT THE SOME OTHER CORVETTE OWNERS HAVE MENTION ISSUE OF THIS NATURE CUST STS THAT THE VEH IS BEING TOWED TO MAC HAIR CHEV IN HOUSTON CUST STS THAT HE SPOKE WITH SVC ADV ANDY CUST SEEKS TO KNOW IF THIS IS COVERED UNDER WARRANTY CRM ADVISES CUST THAT THE CUST BUMPER TO BUMPER HAS EXPIRED BY A YEAR CRM ADVISES CUST THAT THE VEH WOULD NEED TO BE DIAGNOSISED TO CONSIDER COST ASSISTANCE CRM ADVISES CUST THAT CRM WILL TRANSFER CUST TO PRODUCT SPECIALIST  
CHRIS CANNON/ATX; 0; 369182711  
2001-09-12

CUST STEERING COLUMN LOCKED UP AND HE STS THEIR'S AN OPEN CAMPAIGN ON VEH.....CUST SEEKS COST ASST W/ REPAIRS.....CRM ADVISED CUST THAT VEH VIN BREAKPOINT DOES NOT QUALIFY FOR OPEN CAMPAIGN, BUT ONCE VEH IN DLRSH W/ DIAG TO CONTACT CAC AND CRM COULD CONTACT DLRSH TO SPEAK W/ SVCMGR REGARDING REPAIR CONCERNS.....BETTY IKNER/TMCARS; 0; 369183515  
2001-09-14

CUST STATE DLR IS GOING TO GOODWILL THE ENTIRE COST OF REPAIR. CUST SEEKS TO DOCUMENT AND GIVE UPDATE. CRM ADVISE DOCUMENTING THE UPDATE. CUST IS SATISFIED. BRENDA SANTOS/ATX/CARS; 0; 369339449

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



INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0  
MSRP:

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:

DAMAGE:  
OTHER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:

DEALER ADMINISTRATION:  
RELEASE:

VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

DOUGLASVILLE

PA

HOME PHONE:

CASE NUMBER: 05590709

VIN: 1G1YY32GKW5110100

DATE OPENED: 2001-09-27

MODEL YEAR: 1998

DATE CLOSED: 2001-09-27

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 40000

BRC TYPE: Yes

DELIVERY DATE:

BRC PARENT:

DEALER NAME: QUIGLEY CHEVROLET

DEALER ADDRESS: 326 MAIN ST, BALLY, PA, 19503, USA

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

M41 Steering Column/Lock/Attaching Parts  
1 REPAIR ATTEMPT(S)Vibration  
steering column clogged upT18 Request for Miscellaneous Information  
0 REPAIR ATTEMPT(S)Other  
wanted to check any open campaigns

## REQUEST FOR INFORMATION

## INFORM THE CALLER:

"We rely heavily on the Service Managers at our dealerships to be our technical specialist for the customer. We also offer the dealership a technical assistance center that they can access if they are seeking additional technical information."\*\*Use the dealer locator process if the caller would like to locate their nearest dealer.

## Technical Information

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

cust sts his steering column locked up....cust seeking to see if there are any campaigns are open for this issue.....crm advised cust no open campaign are under his vehicle #...crm advsd cust i would doc & he would be notified if any other info comes abt....lala sánchez/atx/cac; 0; 370456294

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

ALPHARETTA

GA

HOME PHONE:

CASE NUMBER: 05889500 VIN: 1G1YY32GKW5111103  
MODEL YEAR: 1998  
DATE OPENED: 2001-11-16 SERIES: UNKNOWN  
DATE CLOSED: 2001-11-19 MILEAGE: 38650  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: Yes DEALER NAME: NORTHPOINT CHEVROLET INC  
SRC PARENT: DEALER ADDRESS:

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

M40 Steering Wheel Other  
1 REPAIR ATTEMPT(S) NOT ON RECALL FOR POWER STEERING COLUMN  
LOCK

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST SEEKS COST ASSISTANCE.

CUST STTS THAT VEHICLE HAS STEERING COLUMN LOCK.

VEHICLE DOES NOT HAVE RECALL FOR POWER STEERING.

SVC MGR/MARK STTS HE HAS DONE GOODWILL FOR OTHER CORVETTES FOR THIS CUST AND DOES NOT WANT TO USE UP GOODWILL FOR SUCH A LOWREPAIR COST OF AROUND \$425.00 estimated repair cost... not final estimate.

CUST STTS HE HAS ALREADY DELT W/THIS SAME PROBLEM ON ANOTHER CORVETTE HE HAS HAD.

TM STTS TO CALL AVM.

CRM PUT IN AVM CALL FOR A DECISION.

\*~Customer Satisfied~Christine Desaulnier Davis/Atx; 0; 374801268

2001-11-16

AVM CALL WILL BE DONE ON MONDAY.... CRM CANNOT PLACE CALL HERSELF.

\*~Customer Satisfied~Christine Desaulnier Davis/Atx; 0; 374802374

2001-11-19

CUST SEEKS TO EXPRESS CONCERN FOR HIS CONCERN 1998 CHEV CORVETTE WITH 38,658 MILES. CUST ADVISES THAT HIS VEHICLE HAS HAD A STEERING COLUMN LOCKING ISSUE. CUST ADVISES THAT THIS IS THE 2ND VEHICLE TO DO THIS ON. CUST VEHICLE IS AT THE DLRS NORTHPOINT CHEV 678-461-7625 AND CRM CONTACT THE SVC MGR MARK FETTER ON THIS CUST'S CONCERNS. THE PREVIOUS CRM HAS ADVISED

THAT THE AVM WILL BE CALLED ON THIS CUST'S CONCERNS. CUST EXPRESSES A WISH FOR THE AVM TO CALL HIM ABOUT THESE CONCERNS AT HIS HOME PH# 678-560-2254 OR HIS CELL PH# 404-667-9768. CUST IS SATISFIED. CRM ANNETTE COOPER/CAC/CARS/ATX; 0; 375034477  
2001-11-19

CUST STATES IS WORKING W/CRM DAVIS1. CUST SEEKS FOR CRM TO CALL HIM AT 678-560-2254 TODAY. CRM ADVISED CUST WILL SEND NOTIFICATION. MICHAEL DOW, CARS/TAMPA.; 0; 375036235  
2001-11-19

CUST STATES THAT PREV CRM DAVIS WAS SUPPOSED TO CONTACT AVM AND GIVE AN ANSWER. CUST SEEKING UPDATE ON FILE. CRM ADV CUST THAT AVM RESPONSES TAKE UP TO 24-48 HRS FROM POINT OF CONTACT. CUST STATES THAT HE UNDERSTANDS, BUT VEH IS AT DLR RIGHT NOW, AND HE DOES NOT WANT TO FLY TO FAMILY HOME FOR THANKSGIVING. CUST STATES NO ONE IS FLYING DUE TO TRAGEDY. CUST NEEDING HIS VEH. CRM ADV CUST THAT SHE WOULD DOC FILE AND LET DAVIS NO OF SITUATION, BUT NO GUARANTEES CAN BE MADE. CRM ADV CUST MAY BE CONTACTED BY 11/26/01, AND HOPEFULLY SOONER. CRM ADV CUST THAT IF DAVIS1 RCVS INFO BEFORE WED, SHE WOULD BE CONTACTING WITH INFO. CUST UNDERSTANDS AND IS SAT. NO FURTHER ACTION REQUIRED. CRM FORWARDING FILE TO DAVIS1. MICHELLE MORALES/CAC/ATX; 0; 375047408  
2001-11-19

PER AVM NOTES; CUSTOMER PURCHASED VEHICLE USED & TRANSFERRED OUT OF GMPP MAJOR GAURD.  
2. VEHICLE DOESNT FALL INTO RECALL OF THE POWER STEERING LOCK.  
3. FINANCIAL RESPONSIBILITY WILL REMAIN THAT OF THE CUSTOMER.  
END OF NOTES.....CRM LEFT A VOICE MESSAGE FOR CUSTOMER ON HIS CELL PHONE.. 404-667-9768.....\*-Christine Desaulnier Davis/Atx; 0; 375057612

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE: TRANSACTION:  
 REQUEST TYPE:  
 REPURCHASE REASON:

DEALER BAC:  
 DEALER NAME:  
 DEALER ADDRESS: , ,  
 CONTACT: ,  
 PHONE NUMBER: FAX NUMBER:  
 PRODUCT CODE: BODY TYPE:

ENGINE TYPE: TRIM:  
 TRANSMISSION:  
 VEHICLE DRIVEABLE:  
 MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:  
 MSRP: NADA: 0  
 SALES TAX:

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

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

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

NUMBER OF INJURIES: 0  
 COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:  
 TITLE NAMES:  
 BUSINESS: % BUSINESS: 0  
 ACCIDENT: DATE OF ACCIDENT:  
 DESCRIPTION OF DAMAGE:  
 PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:



MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

ENGLEWOOD

FL

HOME PHONE:

CASE NUMBER: 03804868 VIN: 1G1YY32GKW5114311  
DATE OPENED: 2001-04-11 MODEL YEAR: 1998  
DATE CLOSED: 2001-04-11 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 15000  
BRC TYPE: No DELIVERY DATE:  
BRC PARENT: DEALER NAME: BILL BUCK CHEVROLET INC  
DEALER ADDRESS: 2324 S TAMiami TrL, VENICE, FL 34293, USA

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

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

TRANSFER TO ROADSIDE

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

CUST STE HER STEERING WHEEL COLUMN IS LOCKED. CUST SEEKS INFORMATION TO UNLOCK COLUMN. CRM  
ADVISED CUST SHE WOULD TRANSFERED TO ROADSIDE. REBECCA JOHNSON/CARS/TAMPA/TIER1; 0;  
355879735  
2001-04-11

CRM ADVISED CUST OF NUMBER TO ROADSIDE AND TRANSFERED BUT CUST WAS NOT ON LINE WHEN CRM WENT  
TO TRANSFER. REBECCA JOHNSON/CARS/TAMPA/TIER1; 0; 355880476

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 1-22958328 VIN: 1G1YY32GKW5114857  
MODEL YEAR: 1998  
DATE OPENED: 2002-08-08 SERIES: Corvette  
DATE CLOSED: 2002-08-15 MILEAGE: 52450.00000000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/AYes DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

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

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

Campaign search; ; 2002-08-08  
2002-08-15

Service Request has been Closed Satisfied., ; 2002-08-15

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:  
MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

LAKELAND, FL

CASE NUMBER: 05269636 VIN: 1G1YY32GKW5121226  
MODEL YEAR: 1998  
DATE OPENED: 2001-08-10 SERIES: UNKNOWN  
DATE CLOSED: 2001-08-24 MILEAGE: 24000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: MICHAEL HOLLEY CHEVROLET  
BRC PARENT: DEALER ADDRESS: 1025 HWY 98 S, LAKELAND, FL, 33801, USA

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

M41 Steering Column/Lock/Attaching Parts Inoperative  
0 REPAIR ATTEMPT(S) LOCKED UP  
  
S90 Dealer Referred Customer to CAC Dealer Referred Customer  
0 REPAIR ATTEMPT(S) FOR ASST

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES THE STEERING COLUMN IS LOCKED UP. CUST STATES THE DLR REFFERRED TO CAC. CUST STATES THERE WAS RECALL ON THIS CONDITION BUT HIS VIN ISN'T IN THE PARAMETERS. CUST STATES HE HAS AN EXTENDED WRNTY THROUGH A 3RD PARTY BUT IF THEY GET WIND THATSOME OF THE VEHs ARE BEING RECALLED FOR THIS CONDITION THEY PROBABLY WON'T ASST. CUST SEEKS TO KNOW IF THERE IS A RECALL ON THE VEH. CUST SEEKS COST ASST W/THIS REPAIR. CRM ADVISED ESCALATION TO TIER 2. CRM TRANSFERRING TO REBECCA JOHNSON. IRITA EDWARDS/TPA/TIER 1; 0; 366301227  
2001-08-10

file transfered from t1

CUST STATES THAT HE IS NOT SURE HIS EXTENDED WRNTY WILL COVER THE REPAIR FOR HIS STEERING



WHEEL LOCKING UP. CUST STATES HE WOULD LIKE TO KNOW IF THIS IS SOMETHING THAT GM COULD COVER. CUST SEEKS TO KNOW IF GM WILL COVER IT BUT IF NOT HE WILL TRY TO HAVE HIS EXTENDED WRNTY COVER BUT HE IS NOT SURE THEY WILL  
CRM ADVISED CUST OF FURTHER RESEARCH AND SET CALL BACK 8/10/01\*\*\*\*\*12-2  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 366301962  
2001-08-10

CRM CALLED THE ACTING SVC MGR DENNIS HOOD. DENNIS STATES THAT HE KNOWS THE CUST REAL WELL AND IS CERTAIN THIS SOMETHING HE CAN COVER UNDER GOODWILL. DENNIS STATES THAT HE WILL CALL THE CUST B/C HE IS CERTAIN THE EXTENDED WRNTY WILL NOT COVER THE REPAIR. DENNIS STATES HE IS GOING TO CALL THE CUST  
CRM THANKED  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 366302215  
2001-08-10

CRM CALLED AND LET VME W/ CUST  
CRM WILL CALL CUST AN FOLLOW UP W/ HIM ON 8-13-01\*\*\*\*\*9-11  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 366319967  
2001-08-10

CRM CALLED CUST  
CUST STATES HE SPOKE W/ DENNIS HOOD AND HE SAID THAT WHAT THE EXTENDED WRNTY GRP DID NOT COVER HE WOULD ASSIST CUST W/. CUST STATES HE WILL CALL CRM IF HE HAS ANY CONCERNS HE WOULD LIKE ADDRESSED HE WILL CALL  
CUST SEEKS NOTHING AT THISTIME  
CRM ADVISED CUST OF NUMBER AND EXTENSION  
CRM CLOSING FILE SATISFIED  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 366327237  
2001-08-17

CRM RECEIVED A VME FORM CUST  
CUST CALLED AND WOULD LIKE FOR CRM TO CALL BACK. CRM WILL CALL CUST 8/20/01\*\*\*10-12  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 366935519  
2001-08-20

CRM CALLED CUST AND LEFT VME FOR CUST  
CRM WILL CALL CUST BACKON 8/22/01\*\*\*9-11  
REBECCA JOHNSON/CARS/TPA/T2; 0; 367169834  
2001-08-22

CRM LEFT VME FOR CUST  
CRM WILL CALL CUST 8/24/01\*\*\*3:30-5:30  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 367349978  
2001-08-24

CRM LEFT VME FOR SVC MGR DENNIS HOOD  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 367518716  
2001-08-24

CRM SPOKE W/J SVC MGR DENNIS HOOD AND HE STATES THAT HE ASSISTED THE CUST AND IS NOT SURE WHY THE CUST IS CALLING  
CUST STATES THAT HE WOULD LIKE TO KNOW IF HE IS THE SYSTEM TO RECEIVE INFO REGARDING CAMPAINGS. CUST SEEKS TO KNOW IF HE WILL RECEIVE ANYFUTURE CAMPAIGNS  
CRM ADVISED CUST THAT CUST ARE NOTIFIED BY GM FIRST CASS MAIL AND HE IS IN THE SYSTEM AS BEING THE OWNER OF THE VEH NOW AND HE SHOULD RECEIVE ANY INF REGADING CAMPAIGNS OR SP. CUST THANKED  
REBECCA JOHNSON/CARS/TAMPA/T2; 0; 367543194

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:  
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEMON LAW:

DEALER ADMINISTRATION:  
RELEASE:

VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

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

Shalimar , FL

CASE NUMBER: 1-13126716 VIN: 1GLYY32GXW5122568  
MODEL YEAR: 1998  
DATE OPENED: 2002-07-02 SERIES: Corvette  
DATE CLOSED: 2002-07-09 MILEAGE:  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: N/ANo DEALER NAME: Preston Hood Chevrolet Inc.  
BRC PARENT: DEALER ADDRESS: 212 SW Hollywood Blvd, Port Walton Beach, FL, 32548-4764, USA

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

M01 General

0 REPAIR ATTEMPT(S)

Inoperative

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

steering locked up; ; 2002-07-02  
2002-07-02

svr mgr rick brushmeyer; ; 2002-07-02  
2002-07-09

svr mgr rick brushmeyer; ; 2002-07-09  
2002-07-09

cust very happy; ; 2002-07-09  
2002-07-09

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

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BOYCOT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

WAXAHACHIE

TX

HOME PHONE:

CASE NUMBER: 05902049

VIN: 1G1YY32GKW5123381

MODEL YEAR: 1998

DATE OPENED: 2001-11-20

SERIES: UNKNOWN

DATE CLOSED: 2001-12-05

MILEAGE: 29000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: CARLISLE CHEV OLDS CAD

BRC PARENT:

DEALER ADDRESS: IH 35E &amp; US HWY 287 BYP., WAXAHACHIE, TX, 75165, USA

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

M41 Steering Column/Lock/Attaching Parts

Other

0 REPAIR ATTEMPT(S)

CUST DID NOT EXPRESS A CONCERN BEYOND THAT

THIS IS WHAT HE IS CALLING ABOUT

Vehicle repair request - Repair not done

## INSTRUCTIONS TO CRM:

\*Probe to identify failed item/component

\* Determine Customers Expectation

\* Using delivery date, establish if vehicle is within any warranty coverage

\* Listen carefully to evaluate cause of failure - defect or damage

( If damage, consider explaining the consumers responsibility)

\* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

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

<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]

\* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN

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

<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]

( 1st attempt - offer to coordinate repair at a dealership)

( Previous repairs)

1) Review warranty history on "VIN Profile" tab

2) Contact appropriate Service dealership to discuss

3) Determine if TAC was previously contacted or is now necessary

4) Establish &amp; document a diagnosis and repair plan

\* Coordinate with dealership to assist with customer's repair request

\* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link

RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

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

CUST STATES THAT HE IS CALLING INTO CAC TODAY ABOUT HIS CORVETTE...HE IS HAVING CONCERNS WITH THE ELTRONIC COLUMN LOCK....CUST HAS TAKEN THE VEH TO THE DLR...CUST STATES HE WAS ADVISED THAT HIS VEH FALLS WITHIN THE VIN BREAKPOINTS BUT IT DIDN'T SHOW UP AS A CAMPAIGN ON THE VIN PROFILE....CUST SEEKS ASSITANCE WITH THIS REPAIR...CRM ADVISED THAT THE VIN # IS NEEDED BEFORE ANY FURTHER RESEARCH CAN BE DONE...CUST THEN STATED THAT HE WILL CALL BACK WITH THE VIN#....TINA CHURCHIN/ATX PILOT; 0; 375121046  
2001-11-20

CRM IS CLOSING FILE AS THERE IS NO FURTHER ACTION THIS CRM CAN TAKE...TINA CHURCHIN/ATX PILOT; 0; 375121082  
2001-11-20

CUST STATES THAT HE NEEDED TO CALL BACK TO PROVIDE HIS VIN#. CUST SEEKS TO UPDATE HIS REQ W/VIN#. CRM ADV CUST THAT CRM HAS UPDATED CUST REQ W/HIS VIN#. CRM INQUIRED IF CUST IS SEEKING TO HAVE HIS STEERING COLUMN COVERED BY CAMPAIGN, BUT THAT CUST DOES NOT HAVE CAMPAIGN ON VEH. CUST STATES YES, & THAT DLR ADV HIM THAT HIS VIN FALLS W/IN BREAK POINTS OF CAMP, BUT THAT HE DOES NOT HAVE CAMPAIGN ON VEH, SO HE WOULD NEED TO CONTACT CUST ASSIST. CRM ADV CUST THAT CRM WILL NEED TO CONTACT DLR FOR MORE INFO. CUST STATES THAT HE HAS TO GO. CRM ADV CUST THAT CRM WILL CONTACT CUST BACK ONCE CRM HAS GOTTEN MORE INFO ON CUST CONCERN. CUST THANKED CRM & VICE VERSA.

MARCIE OCHOA/ATX/PILOT; 0; 375123029  
2001-11-20

CRM CONTACTED DLR & SVM, KEN THOMAS, WAS NOT AVAIL. CRM LEFT VME.....CRM SPOKE W/CUST SVC ADV, STEVE SURDICK, @ 214-920-1963. STEVE STATES THAT CUST CALLED BUT THAT HE HAS NOT BROUGHT IN VEH, & THAT CUST ADV HIM THAT STEERING COLUMN HAD LOCKED UP, & DID THE 10-SECOND WARNING, & THAT HE ADV CUST THAT THERE WAS NOT ANY CAMPAIGNS ON HIS VEH, BUT THAT HIS VEH DID FALL W/IN BREAKPOINTS, BUT CUST HAS NEVER BEEN TO DLR BEFORE, & THEY HAVE NOT SEEN VEH FOR PROB. CRM THANKED STEVE.

MARCIE OCHOA/ATX/PILOT; 0; 375123268  
2001-11-20

CRM CONTACTED CUST @ 214-792-5588. CRM ADV CUST THAT CUST WOULD FIRST NEED TO HAVE VEH DIAGNOSED BEFORE ANY ASSIST CAN BE DETERMINED, SO CUST WOULD NEED TO TAKE VEH IN FOR DIAGNOSIS, & THEN CALL BACK & REFER TO REQ#, ONCE DIAGNOSIS HAS BEEN DONE. CUST STATE WILL THERE BE A CHARGE FOR DIAGNOSIS. CRM ADV CUST YES, UNLESS WE ARE ABLE TO PROVIDE ASSIST. CUST THANKED CRM & VICE VERSA.

MARCIE OCHOA/ATX/PILOT; 0; 375123429  
2001-12-05

CUST SEEKING TO KNOW IF THERE ARE ANY RECALLS ON THE VEH, ANYTHING SIGNIFICANT IN WARRANTY INFORMATION, AND IF THE VEH HAS BEEN IN ANY COLLISIONS. CRM LOOKED IN NX AND FOUND NO RECALLS ON VEH. CRM INFORMED CUST OF THIS. CRM INFORMED CUST WARRANTY HISTORY IS PROPRIETARY INFORMATION AND HE WOULD HAVE TO CONTACT HIM LOCAL DMV FOR COLLISION INFORMATION. CUST STATES HE WAS INFORMED OF A RECALL ON THE COLUMN LOCK. CUST STATES HE HAS HAD THIS SAME CONCERN. CRM SPOKE WITH CINDY @ CARLISLE CHEV (972-938-8000) CINDY LOOKED UP CUST VEH ON VIS. CINDY STATES THE ONLY RECALL ON CUST VEH IS A SEATBELT WEBBING THAT HAS BEEN CLOSED. CRM INFORMED CUST OF THIS. CUST SEEKING TO HAVE VEH REPAIRED, UNDER RECALL. CRM INFORMED CUST THE VEH DOES NOT FALL UNDER THE RECALL. CRM INFORMED CUST MY RECOM WOULD BE TAKING THE VEH TO THE DLR TO BE DIAGNOSED. CRM CLOSING FILE. TRINA KELLAR/PDX/CAC; 0; 376431661

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:



WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,

LOCATION:

PHONE NUMBER:  
SEATING POSITION: RESTRAINT:  
TYPE OF INJURY:  
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

Farmington Hills  
MI

HOME PHONE:

CASE NUMBER: 1-27266910

VIN: 1G1YY32GKW5123770

MODEL YEAR: 1998

DATE OPENED: 2002-08-23

SERIES: Corvette

DATE CLOSED: 2002-09-26

MILEAGE: 29812.0000000

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: N/AYes

DEALER NAME: Marty Feldman Chevrolet, Inc.

BRC PARENT:

DEALER ADDRESS: 42355 Grand River, Novi, MI, 48375-1839, USA

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

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

Broken

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

office connection; ; 2002-08-23  
2002-08-23

DLRSHY BUY-IN; ; 2002-08-23  
2002-08-23

Service Request has been Closed Satisfied.; ; 2002-08-23  
2002-08-27

Related whitemail; ; 2002-09-24  
2002-08-27

REQUEST FOR ASSISTANCE Scanned: 2002-08-26-23.21.49.000000, MSXDocNum: 0223800812; ; 2002-08-28  
2002-08-29

Related docs attached; ; 2002-09-24  
2002-09-16

check for goodwill documents - documents arrived.; ; 2002-09-16  
2002-09-18

needs update; ; 2002-09-18  
2002-09-19

REIMBURSEMENT FOR LOCKED STEERING COLUMN; ; 2002-09-19  
2002-09-19

REIMBURSEMENT FOR 279.99 SUBMITTED FOR REVIEW AND APPROVAL; ; 2002-09-20  
2002-09-19

Created: CAC\_RS0005. SR#1-27266910; ; 2002-09-19  
2002-09-20

REIMB TO APPROVER FOR FINAL APPROVAL; ; 2002-09-20

2002-09-20

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-09-20  
2002-09-20

OTS for Use of Copies; ; 2002-09-20  
2002-09-20

REIM \$279.99 FINAL APPROVED; ; 2002-09-24  
2002-09-20

Goodwill Status has been changed from: PreAprv - Check to Approved; ; 2002-09-20  
2002-09-24

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

OLC MAILED; ; 2002-09-26  
2002-09-26

Service Request has been Closed Satisfied.; ; 2002-09-26

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

## INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:  
COMPANY:  
  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

October 21, 2003

[REDACTED]  
Farmington Hills, MI [REDACTED]

Service Request: S1-27266910  
[REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$279.99. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Robert Curan  
Customer Relationship Manager

RS0005-T/lkd

North American Operations  
General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85062-2530



CHECK No. 990505939

25

DATE  
09/24/02

\*\*\*\*\*279 DOLLARS

\*\*\*\*\*99 CENTS

AMOUNT  
\*\*\*\*\*279.99

North American Operations  
General Motors Corporation  
Disbursements (2613)

PAY  
TO THE  
ORDER  
OF

FARMINGTON HILLS

MI

SIGNATURE

Payable to the order of  
General Motors Bank, N.A.  
Phoenix, AZ

SEP 25 2002

AMOUNT

990505939 0213093790 601 2 62520

ENDORSE  
LINE NO. 55 000000000  
ENDOR NAME JOSEPH HINC

1

North American Operations  
General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 990505939

PAYMENT  
DATE 09/24/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	S. DISC.	DISCOUNT AMOUNT	DISC. AMOUNT	NET AMOUNT
101YV5830AS123778.1-272609.1-KHJ28	09/23/02	VH 1-KHJ28	00.0000	279.99	.00	279.99
TOTAL				279.99	.00	279.99

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RELEASE FOR  
REIMBURSEMENT. FOR QUESTIONS CALL 800-442-8702

ME



**the office connection**

26442 HAGGERTY  
FARMINGTON HILLS, MI 48331-3461



CHEVROLET

P.O. Box 33170

AUG 26 2002

DETROIT, MI 48232

FILE # 1-27266910

48232+5170 51





President

REIMBURSEMENT FOR 50%  
PER ROBERT CURRAN 8-23-02.

FILE # 1-27266910  
(827998) = BAL. DUE

THANKS  
*[Signature]*  
PRESIDENT

DATE 08/22/02	TECH WILLIAM R MCCUE 912	CONTROL 8847	INVOICE DATE 08/22/02	INVOICE NO. CVC9121798
THE OFFICE CONNECTION JOE KIMK 26442 HAGGERTY		DATE 08/22/02	TIME 29812	BLACK/BLACK
FARMINGTON HILLS, MI 48331-3461		VEHICLE MAKE 98/CHEVROLET/CORVETTE CONV/2DR		VEHICLE YEAR 04/08/98
		VEHICLE BODY 1 6 1 7 Y 3 2 B X 4 5 4 2 3 7 7 0		VEHICLE COLOR 44145
		VEHICLE TYPE 08/22/02		VEHICLE NO. 29812

LABOR & PARTS  
LN 1 77CUZ INTERIOR TRIM WORK TECH(8)1RL00 280.00  
STEERING LOCKED TOW IN  
SCAN TEST-FOUND THE LOCK MOTOR SHORTED  
NEC TO DISASSEMBLE STEERING COLUMN TO REPLACE LOCK MOTOR  
REASSEMBLED-VEHICLE WORKING PROPERLY AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	26050960	LOCK 2.195	171.25	171.25
JOB # 1 TOTAL PARTS				171.25	171.25
JOB # 1 TOTAL LABOR & PARTS				451.25	

SUBLET	POW	VENO INW	INV DATE	DESCRIPTION	CONTROL NO
JOB # 1	12276	69879	08/22/02	TOWING	
TOTAL - SUBLET					82.55
TOTAL - SUBLET					82.55

MISC CODE DESCRIPTION CONTROL NO  
JOB # A 88 SHOP SUPPLIES/DISPOSAL FEE 15.00  
TOTAL - MISC 15.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$560.00 (TAX)  
TECHNICIAN CERTIFICATION  
BLOO 10044 DOUG WRIGHT N118857  
BLOO 333 PAUL D KEBYER M179948  
BLOO 669 KEITH ENYEDY M205498

TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: 02/20/2003 / 33171 MI \*  
\*\*\*\*\*

ALL GM PARTS CARRY A 12 MO 12000 MILE WARRANTY  
CUSTOMER PAY PARTS MARKED \* HAVE A LIFE TIME WARRANTY

REPAIRS PROPERLY COMPLETED &  
CHECKED BY:

AUTHORIZED REPRESENTATIVE

TOTAL LABOR	280.00
TOTAL PARTS	171.25
TOTAL SUBLET	82.55
TOTAL S.O.G.	0.00
TOTAL MISC CHG	15.00
TOTAL MISC DTSC	0.00
TOTAL TAX	11.18
TOTAL INVOICE \$	559.98

FILE # 1-27266910

CUSTOMER SIGNATURE

Goodwrench  
Service  
Plus

PAID  
AUG 28 2002  
MARTY FELDMAN  
CHEVROLET

- ASE Certified Technicians
- Courtesy Automobile Transportation

- Lifetime Service Guarantee
- Competitive Up Front Pricing

MARTY FELDMAN-CHEVROLET  
4235 GRAND RIVER  
NOVI MI 48375  
(248)308-7000  
A

8:18 AM 88/23/82

US 4246311934413797 1283  
JOSEPH J NINC

SALE TERM 0004

AMOUNT \$ 559.98

REF 8802 AM 825960  
BATCH 8978

I AGREE TO COMPLY  
WITH THE CARDHOLDER  
AGREEMENT

TOP COPY-MERCHANT/BOTTOM COPY-CUSTOMER

FILE # 1-2726690

**MICHIGAN REGISTRATION**

**CANDICE E. MILLER**  
Secretary of State

Plate: 05/04/2003  
 RENEWAL PLATE BLANK RECD: PERSONALIZED 1  
 1998 CHEVROLET ORIENTAL  
 Vehicle No.: 1G1FY3260M123770 Fee Cal. or Wt: 080044  
 C County: OAKLAND  
 THE OFFICE CONNECTION & JOSEPH J  
 PINE  
 26442 MAGGENTY RD.  
 FAIRMINGTON HILLS MI 48331  
 License Fee: 100.00  
 05012002 MW0121130-0442 — 100.00

*FILE # 1-27266910*

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTEDCUSTOMER:  
ADDRESS:

LOS ANGELES

CA

HOME PHONE:

CASE NUMBER: 02244314 VIN: 1G1YY32GXW5129505  
DATE OPENED: 2000-11-14 MODEL YEAR: 1998  
DATE CLOSED: 2000-11-17 SERIES: CORVETTE CONV  
SOURCE: Phone MILEAGE: 29000  
BRC TYPE: DELIVERY DATE:  
BRC PARENT: DEALER NAME:  
DEALER ADDRESS:

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

H01 Paint Scratches - Fine  
1 REPAIR ATTEMPT(S) Cust sts scratches after repairs

H01 Brakes Squeak  
1 REPAIR ATTEMPT(S) cust sts left side squeals

A14 Dealer Service/Modification/Parts Delay Other  
0 REPAIR ATTEMPT(S) Cust sts dealer has damaged vehicle several times

B11 Body Other  
1 REPAIR ATTEMPT(S) convertible top replaces and leaks water now

M01 Steering General Other  
1 REPAIR ATTEMPT(S) locks up

Brake Pad Replacement

INFORM THE CALLER:

\* [[Brake Pads and Brake Rotor Warranty Clarification RUN  
C:\Progra-1\Plus\Micros-1\explore.exe  
<http://carsweb/common/productcenter/generalinfo/content/cwc/brakepadsandbrakerotorwarrantyclarification.htm>]]  
brakes  
Scratches on body

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

Cust sts taking veh to dealership has resulted in much damage to veh. Items are as follows:  
Noise in Right rear brakes. squeak worse after the calipers changed. Rubbing sound left side of veh then idle set lower and rubbing still then engine stalled. Reset idle and rubbing still there but engine not stalling. Steering wheel locks up, reported three times then finally key lock mechanism was replaced. Convertible top was replaced and did not fit, and it leaks water in rain. Various paint chips, scratches and marks on vehicle each time left at dealership. 38 unaccounted for miles on vehicle and gas tank empty and new tire indicators not on tires when picked up after work performed on car. Marks and scratches in and around the trunk area.

CRM reads letter to Dawin L. Wright Dir Customer relations, dated on Marc 12, 2000

Barton J. Sagar/PDX; 0; 343093385  
2000-11-15

CRM called svc mgr Harry Anderson on 11/15/2000 @ 9:34 am pt. Sts the cust waited almost two years to register these complaints and has not been seen since Oct 6th 1996. Next step is will call cust when he is available to find out what he needs.

Barton J. Sagar/PDX; 0; 343161498  
2000-11-16

CRM Called cust no ans 11/15/2000 @ 09:30am pt Called cust no ans 11/16/2000 @ 12:35pm pt  
Will try again at 4:00 to 5:00pm pt.

Barton J. Sagar CRM/PDX; 0; 343258634  
2000-11-17

CRM called the correct dealer Santa Monica Chevrolet and appologised to the La Brea Chevrolet dealer for presenting them with the problems in the Cust letter. Letter seemed to say that La Brea Chevrolet was the source of identified complaints. Then called the Svc Mgr Mike Pasold at Santa Monica Chevrolet to disuss Cust's statements outlined in his letter. CRM and Svc Mgr came to clear understanding that this set of problems is not a GM issue. It is and issue with the dlr and the customer.

Alledged damage to veh at the dealership had nothing to do with the Chevrolet Division, it had to do with the work done by the dealership's chosen body shop and apoulstry shop and possible workman at the dealership.

CRM advised the cust that there is nothing we can do for him in this matter. He accepted this saying I know you have done all you can. My problem is with the dealership and I have to deal with them like I have been.

Barton J. Sagar CRM/PDX; 0; 343332962

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

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

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

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

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

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	
BUSINESS:	0 BUSINESS: 0
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:



MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

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

11-13-00P04:16 RVD



Darin L. Wright  
Director-Customer Relations  
Chevrolet Motor Division  
PO BOX 10063 TOLEDO, OH  
43682-4081

CASE # 0000-71-087

43682-4081



Attachment 02249314

Dawin L. Wright  
Director - Customer Relations  
Chevrolet Motor Division,  
PO Box 10063 Toledo, Oh 43682-4081 Case # 0000-71-087

March 12, 2000

Richard J. Finn  
2340 Midvale Ave. Los Angeles, Ca 90064 tel: 310-446-0087

Dear Mr. Wright,

I have some matters that should be brought to your attention, I purchased a new Corvette, from La Brea Chevrolet in Los Angeles on 8-29-98.

I live in the west end of town and the Santa Monica dealership is more convenient for me for service and repairs.

I am a builder in the area and have always appreciated nice things, always gave my customers the best job and products possible. I have a Lexus in beautiful condition and a station wagon. I purchased the first and last American car of my life. I thought and still do feel the Corvette is a masterpiece and a car to be proud of. I love the car and take painstaking care to keep it in the best condition I can. Always keep it garaged, waxed and covered. I paid cash for the car it means a lot to me an investment so to speak. The dealership in Santa Monica knows this about me and the car is truly beautiful.

Somehow things are just not right, I wonder if the mechanics in this Chevrolet dealer really care or understand how important the automobile is to the customer either top of the line or bottom the same care should be given. I thought perhaps they were not used to working on a new Corvette and they had not had the training, or they just treated every car like garbage, I have been through the ringer and my car has been mistreated, I have never received service like this for any car or anything for that matter.

Enclosed is just a partial accounting of what has transpired over the last year, I have many more complaints and documentation.

You are my last resort before I engage an attorney.

I would like to think Chevrolet is a company that would like to produce a wonderful product, and have proper service and care available to the consumer. My car is not the same, and of no fault of mine.

Sincerely, Richard Finn



October 23, 2000

Dear Mr. Wright,

Seven months have elapsed since my last conversation with the Santa Monica dealership, I have been waiting to hear from the service manager that promised to rectify the problems. Still no call from Camron. I never sent the first letter to you because I felt the dealer would make good on their promise. Enclosed is most of the information regarding this matter, I would like your input, and to hear from you.

Sincerely, Richard Finn

A handwritten signature in black ink, appearing to be 'R. Finn', written in a cursive style.

Owner: [REDACTED] L.A. Ca 90064 [REDACTED]

**1G1YY32GXW5129505 Chevrolet 1998 Convertible Corvette**

**Customer Service 800-222-1020 FAX**

**Case # 0000-71-087**

**Servicing Dealer:**

**Santa Monica Group 3223 Santa Monica Blvd. Santa Monica, Ca 90404**

**310-828-4424 FAX 310-453-5433**

**Service Advisor: Bruce Viviani # 216**

**General Manager: Camron**

---

**10-26-98 R.O. # 007585**

**Complaint: Noise in rear brakes right side.**

**Solution: Replaced left rear caliper.**

**Outcome: Rear brakes squeak worse, car was returned dirty with scuff marks on drivers side door threshold.**

**9-8-99 R.O. # 011570**

**Complaint: Rubbing sound on drivers side wheels.**

**Solution: Reset idle speed calibration.**

**Outcome: Car dies after start up and rubbing sound continues.**

**Returned car next day, Outcome: Idle speed calibration returned to normal, rubbing sound continues.**

**10-25-99 R.O. # 10241**

**Complaint: Steering wheel locks up after start up.**

**Solution: None, they could not duplicate the problem.**

**10-28-99 Invoice # CVCS10241**

**Complaint: Steering wheel locks up after start up.**

**Solution: Dealer could not duplicate the problem therefore could not repair.**

**The car was again returned dirty with a new scratch in the left rear quarter panel, car had to return to dealer for on sight paint repair, an all day event.**

**Repair done by Jackie Jackson 800-706-3555 pager 310-224-3755**

**11-10-99 R.O. # 10681**

**Complaint: Steering wheel locks up after start up.**

**Outcome: None, dealer could not duplicate problem. After leaving the dealer the third time for the same problem the steering wheel locked up one block**

from the dealer, I left the car running at the curb, and walked back to the dealer to find a mechanic and to inform Bruce Viviani, who then realized there was a serious problem and then ordered and replaced the SOP Lock Mod, another week in the shop. Again car was returned filthy.

**2-3-00 Invoice # 2484**

**Request:** Install new convertible top, as top was vandalized, dealer asked to be paid in full before the order was to be placed. I agreed and paid.

**Outcome:** The top was replaced, not only did the top not fit properly on the rear seal, the interior lining sags and top is under tension when raised, dealer says the top will stretch, also dealer said they would check for leaks, the top leaks big time, this after two repair attempts, also there were many deep scratches through the paint on the trunk, and storage compartment lid. Scratches on the front, back, and sides of the car, grease prints, scratches on the painted threshold on both doors, scratches in the plastic threshold drivers side, new chips in the paint on the front, chips in the windshield, and 38 unaccounted miles on the car, mileage was recorded upon delivery and pick up. I noticed the brand new tires I had replaced the day before I brought the car in did not have the same new marks on the tread, and the car looked as though it had been driven, the rear deck and storage lid had been removed by the dealer for repainting, the car never left the dealership. The two items I believe were never repainted only sanded down, buffed, and shot with clear coat, the scratches are still visible. Scrape marks on the inside of the trunk lid as though the two pieces went to the body shop unprotected or scraped on the ground, the alignment is off, yellow paint scrape marks on the front underside, and the dealer says we don't know how the miles got on the car. The car also was returned so low on fuel it stalled on the ramp in the dealership completely out of gas. Each time I have brought the car in for repairs I have walked around the car with the service advisor and documented that the car was in perfect condition no scratches or damage of any kind. Each time I pick up the car the dealer has to remove new scratches and scuff marks now through the paint in several areas and always says we will handle it.

Service advisor Robert looked over the car carefully and only found one small mark on the front of the car when it was brought in on 2-3-00

All above accounts accurate and truthful. 3-13-00

Service Advisor: \_\_\_\_\_

General Manager: \_\_\_\_\_

GM R E S T R I C T E D

339727

CASE NUMBER: 00780038 VIN: 1G1YY32GXM5130850  
DATE OPENED: 06/29/00 MODEL YEAR: 1998  
DATE CLOSED: 06/29/00 SERIES: CORVETTE CONV  
SOURCE: YES MILEAGE: 17000  
CUSTOMER: [REDACTED]  
ADDRESS:  
HOME PHONE: [REDACTED] STATE: FL  
BUS. PHONE:

DELIVERY DATE: DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

F10 Front Suspension Other  
1 REPAIR ATTEMPT(S) STEERING HAS LOCKED UP TWICE

STEERING LOCKING UP

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

; ;

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES:

PROPERTY DAMAGE:

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

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

339727

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:

LOCATION:



GM RESTRICTED

339727

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

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

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

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

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

GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:

PORT LAUDERDALE  
FL

HOME PHONE:

CASE NUMBER: 04531636 VIN: 1G1YY32GKX5103360  
MODEL YEAR: 1999  
DATE OPENED: 2001-06-13 SERIES: CORVETTE CONV  
DATE CLOSED: 2001-07-17 MILEAGE: 40000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: KELLEY CHEVROLET INC  
BRC PARENT: DEALER ADDRESS: 500 E STATE BLVD, , PORT WAYNE, IN, 46805, USA

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

M40 Steering Wheel Inoperative  
1 REPAIR ATTEMPT(S) STEERING WHEEL LOCKS UP  
  
S13 Reimbursement Requested Customer Satisfaction  
0 REPAIR ATTEMPT(S) CUST 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\Plus!\Micros~1\Iexplore.exe  
http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
- \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra~1\Plus!\Micros~1\Iexplore.exe  
http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
  - 1) Review warranty history on "VIN Profile" tab
  - 2) Contact appropriate Service dealership to discuss
  - 3) Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- \* Be prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase Link  
RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe  
http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

STEERING WHEEL

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

CUST STATES LAST YEAR SHE HAD TO HAVE HER STEERING WHEEL REPLACED B/C IT LOCKED UP AND LEFT HER STRANDED. CUST STATES THE REPAIR WAS COVERED UNDER WARRANTY. CUST STATES HER STEERING WHEEL LOCKED UP AGAIN THE OTHER DAY AND SHE HAD TO HAVE THE VEH TOWED TOTHE DLR. CUST STATES THE SAME PART NEEDS TO BE REPLACED AGAIN AND IT IS NOT COVERED. CUST STATES THE DLR HAS ADVISED HER THAT THEY SEE THIS IN THE CORVETTE'S ALL THE TIME. CUST STATES THIS IS A DEFECT AND SHE SHOULD NOT HAVE TO PAY FOR THIS. CUST SEEKS TO HAVE CHEVY PAY FOR THIS REPAIR. CRM ADVISED CUST THAT IT DOES NOT APPEAR THAT THERE ARE ANY OPEN CAMPAIGNS OR POLICIES ON THE VEH. CRM ADVISED I HAVE DOCUMENTED THIS REQUEST AND WILL TRANSFER THE CUST TO A CUST

ASSISTANCE SPECIALIST FOR FURTHER REVIEW. CRM ADVISED CUST OF REQUEST NUMBER.  
JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 99999  
2001-06-13

cust states that her steering wheel locked up for the 2nd time. cust states the veh is still on the side of the road. cust states that this happened once under warranty (3/28/01 w/27006 miles). cust states that she was told by her svc adv, rick coil, that he sees this w/alot of corvettes. cust states the dealer has told her the repair would not be covered because she was out of warranty. cust states the veh has to be towed to the dealer and she is not sure if AAA will cover it. cust states that the tow is more expensive because of wheels being locked and veh being so low. cust states that she feels this should be covered under warranty because of reoccurring concern. cust seeks cost assistance for repair. crm called dealer. spoke to marvin mathis (svc mgr). he states that he has no way to have cust's veh towed for free. he states the cust is not original owner and she was not satisfied w/previous goodwill repair. he states the cust will bash him on survey, so he sees no reason to assist w/repair.; 0; 361293619  
2001-06-13

.....marvin states if there was no surveys he would consider the assistance, but for this cust he will not give any consideration. he states the cust is out of the parts warranty, so he will do nothing further. crm advised cust that before consideration can be given the veh has to be diagnosed. crm advised the towing expense would be up to cust. crm advised cust to have veh towed to the dealer and crm can give further consideration. crm advised that crm can not promise anything, but that crm will definately give consideration. cust agreed and stated that she will have veh towed to dealer. crm advised cust to call crm once veh gets to dealer and crm can do further research. cust agreed. crm advised cust of crm's ext and request #. cust states that she can be reached on cell phone @ 954-610-5010 anytime. crm advised that crm would stay in touch w/dealer for repair info. cust agreed and thanked. mark kazmierski, cars, tampa; 0; 361294093  
2001-06-13

crm called dealer (954-457-8500 ext 723). spoke to rick coil (svc mgr). he states that he sees this everyday in corvettes. he states the repair is around \$140 for the part and about 3 hours labor. he states the it is about 20000 miles after last repair for same concern. crm advised that crm would stay in touch for repair updates.; 0; 361294921  
2001-06-13

crm spoke to team lead, shannon galfords. she stated that crm shoud put call to avm for further consideration.; 0; 361296479  
2001-06-13

crm left message for wesley sheffield, avm. crm advised of cust's concern. crm requested callback w/update. crm requested avm to advise crm if further consideration should be given and if so from who (cac or dealer).; 0; 361296560  
2001-06-13

CUST STATES SHE ENTERED THE EXTENSION SHE WANTED AND IT DID NOT WORK. CUST STATES SHE WANTS EXT. 57350. CUST STATES SHE IS STILL STRANDED IN THE ROAD. CUST STATES SHE HAS CAUSED 2 ACCIDENT'S. CUST STATES 2 TOW TRUCKS HAVE COME OUT TO GET HER BUT THE WHEEL LOCKS ARE LOCKED AND THEY CAN NOT MOVE HER, WITHOUT DAMAGING THE VEH. CUST STATES SHE DOES NOT WANT TO PAY FOR ROADSIDE, STATES SHE WOULD RATHER HAVE TH POLICE TAKE THE VEH AND SHE WILL GET OUT OF HER LEASE THAT WAY. CUST SEEKS TO SPEAK WITH CRM KAZMIERM. CRM ADVISED CUST THAT MARK KAZMIERSKI IS NOT AVAIL AT THIS TIME. CRM CTC ROADSIDE TO SEE IF THEY KNEW OF A WAY TO MOVE THE VEH WITHOUT DA,AGING IT. CRM SPOKE WITH KATY AND WAS ADVISED THAT SHE COULD TRY TO DISCONNECT THE BETTERY AND RECONNECT IT. CRM ADVISE CUST AND CUST HAD TRIED THAT. CRM ADVISED WE CAN HAVE ROADSIDE COME OUT BUT CUST DENIED. CUST DISCONNECTED CALL. CRM FORWARDING FILE BACK TO MARK KAZMIERSKI.

JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 361301524  
2001-06-13

crm received extended absence message for avm. cac will make decision if no response from crm at time of repair.; 0; 361301704  
2001-06-13

customer states: vehicle is on tow truck at this time and the dealer will not take it in for service unless, crm kazmerski ok's

customer seeks: speak w/ m/ kazmerski

crm advises: m. kazmerski not available tl, s. glaford took over call---suspendingso that tl can add her notes---p.todd--cars tier1/tpa; 0; 361308835  
2001-06-13

TL TOOK CALL AND EXPLAINED THAT THE CUST WOULD NEED TO HAVE THE VEH DIAGNOSISED BEFORE ANY ASSISTANCE COULD BE OFFERED. CUST STATES THAT SHE UNDERSTANDS THAT BUT SHE DOES NOT WANT TO PAY FOR ANYTHING. CUST STATES THAT THE VEH HAS STALLED ON 7 TIMES AND IS NOTHING BUT PROBLEMS. CUST STATES THAT SHE WILL JUST LEAVE THE VEH AT THE DLRSHIP IF WE CANNOT TELL HER THAT THE REPAIR WILL BE PAID FOR UP FRONT AND SHE DOES NOT HAVE TO PAY ANYTHING. TL ADVISED CUST THAT WE WOULD BE WILLING TO LOOK AT ASSISTING BUT WOULD NOT GIVE AN AMOUNT UNTIL WE HAD FIGURES TO WORK WITH. CUST WAS NOT HAPPY AND ASKED FOR NAME. TL FORWARDING BACK TO PREVIOUS CRM, KAZMIER, TO MAKE CONTACT WITH THE DLRSHIP AND SEE WHAT IS TAKING PLACE. SHANNON GILFORD/CARS/TAMPA; 0; 361320574  
2001-06-13

cust states she just ordered another corvette today. cust seeks update on veh's. crm called dealer. spoke to dan coil (svc adv). he states the repair was covered under warranty. he states he is not sure who authorized repair but it was done. crm advised cust. cust seeks to know if she can be reim for towing charges. crm advised crm will research and contact cust on cell phone tomorrow. cust agreed.; 0; 361322070  
2001-06-14

crm received call from avm, wesley sheffield. crm advised him of outcome. crm advised that the dealer ended up covering repair for cust and in turn the cust purchased another corvette from them. mr sheffield stated that is good, but he would have most likely denied the cust. he states the cust did not purchase the veh new and may not have purchased the veh from the dealer, so he does not feel they owe her anything. mr sheffield states that he is glad to hear the concern was already resolved. crm thanked for callback.; 0; 361377146  
2001-06-14

crm spoke to team mgr. it was decided that cac would reim cust for towing costs. reasons: promote cust satisfaction, loyal gm cust (previous vehs and ordered new corvette), known defect caused concern and need for towing.; 0; 361389005  
2001-06-14

crm called cust on cell phone. crm advised that cac would like to reim cust for cost of towing. crm advised that crm would need docs to be sent to crm. cust states she was driving at moment. cust stated she would call crm tomorrow morning for needed info. crm advised cust that crm arrives at 8:00 am. cust states she has crm's ext. crm agreed for cust to call crm tomorrow.; 0; 361389213  
2001-06-15

crm called cust on cell phone. crm advised cust of needed docs and address. crm advised cust to send in docs and reim will be processed asap. cust states that she just ordered another corvette and she will be picking it up at the museum. cust states that she is very appreciative of all of crm's assistance. crm suspending file until needed docs for towing reim are received. mark kazmierski, cars, tampa; 0; 361485847  
2001-06-25

TM JENNIFER JARRETT FORWARDING REQUEST TO CRM SIMMONS TO ADDRESS CUST CONCERN. PREVIOUS CRM IS NOT AVAILABLE TO ASSIST CUST. THANK YOU. JENNIFER JARRETT/TM/TAMPA/PLF; 0; 362353021  
2001-06-28

CrM called cust on cell phone @ 954-610-5010. cust asked crm to call back in 15 mins, cust was on another call. crm will try back w/in 30mins.>>>>> HSIIMONS,TPA; 0; 362600263  
2001-06-28

crm called cust, left message that docs have not arrived. crm adv cust to send docs and  
reimb was be processed ASAP. crm adv cust to contact x57357 for further  
assistance.>>>>HSIMMONS,CARS,TPA; 0; 362603043  
2001-07-03

CRM CALLED CUST. CUST STATE SHE ONLY HAS A CANCELLED CHECK, THE TOWING COMPANY DID NOT GIVE  
HER ANY RECEIPT. CRM ADV CUST TO CONTACT THE TOWING AGENCY FOR A RECEIPT FOR VERIFICATION,  
CAC CANNOT REIMB W/OUT DOCS. CUST AGREED TO CONTACT THE TOWING AGENCY AND SEND DOCS FOR  
REIMB.>>>>HSIMMONS,TPA; 0; 363026103  
2001-07-10

CRM REVIEWED FILE.... NO DOCS ARE IN.>>>>HSIMMONS,TPA; 0; 363642256  
2001-07-17

crm reviewed file.....no docs are in. crm ending ltr.>>>>hsimmons,tpa; 0; 364234078  
2001-07-18

GOODWILL LIAISON REVIEWED AND APPROVED LETTER  
EUREKA ALLEN/TPA/APPROVAL GROUP; 0; 364319146

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

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:	TRANSACTION:
REQUEST TYPE:	
REPURCHASE REASON:	
DEALER BAC:	
DEALER NAME:	
DEALER ADDRESS: , ,	
CONTACT: ,	
PHONE NUMBER:	FAX NUMBER:
PRODUCT CODE:	BODY TYPE:
	TRIM:
ENGINE TYPE:	TRANSMISSION:
	VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0	BRC WARRANTY DATE:
MSRP:	NADA: 0
	SALES TAX:
DEPRECIATION:	
UPGRADE:	
AFTERMARKET:	
LEASE TERM:	
DAMAGE:	
OTHER:	
BRANCH:	NAME:
ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER BUYOUT:
ACCOUNT BALANCE:	
LEGAL:	LEGAL TYPE:
	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
	TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

July 17, 2001

[REDACTED]  
Fort Lauderdale, FL [REDACTED]

Request: C04531636  
[REDACTED]

This letter is in reference to your 1999 Chevrolet Corvette and the repair of the steering wheel. We appreciate your support and apologize for any inconvenience you may have experienced. As we discussed we are interested in reimbursing you as a demonstration of our dedication to customer satisfaction. In order to expedite receipt of your check, please send the original to:

Chevrolet Customer Assistance Center  
PO BOX 33170  
Detroit, MI 48232-5170

- Original of customer receipt(s). Please make a photocopy for your records.
- Proof of payment for repairs completed. Copies of front and back of cancelled check, or copy of charge slip.
- Copy of current registration or title.

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

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

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

Sincerely,

Hollis Simmons  
Customer Relationship Manager

RS0010-T/cca



GENERAL MOTORS CORPORATION  
CHEVROLET DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

Austin , TX

CASE NUMBER: 1-82195028 VIN: 1G1YY32GXX5107019  
MODEL YEAR: 1999  
DATE OPENED: 2003-03-18 SERIES: Corvette  
DATE CLOSED: 2003-04-14 MILEAGE: 15000.0000000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: N/Ayes DEALER NAME: RI/Rmc Acquisition, Ltd.  
SRC PARENT: DEALER ADDRESS: 11400 Research Blvd, Austin, TX, 78759-4154, USA

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

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

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

campaign; ; 2003-03-18  
2003-03-18

Darrell Black srv mgr; ; 2003-03-18  
2003-03-24

1-82195028; ; 2003-03-24  
2003-03-31

512-328-2189-follow up; ; 2003-03-31  
2003-04-01

Darrel-Champion Chevrolet 3382420 ext 1602; ; 2003-04-01  
2003-04-01

no answer at dlrship; ; 2003-04-01  
2003-04-03

Srv mgr Darrel Black; ; 2003-04-03  
2003-04-03

Darrel Black srv mgr; ; 2003-04-03  
2003-04-03

continued; ; 2003-04-14  
2003-04-14

recall; ; 2003-04-14  
2003-04-14

Service Request has been Closed Satisfied.; ; 2003-04-14

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0  
MSRP:

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

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

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

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

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

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

EUGENE, OR

CASE NUMBER: 06711058 VIN: 1G1YY32GXX5111099  
MODEL YEAR: 1999  
DATE OPENED: 2002-04-15 SERIES: CORVETTE CONVERTIBLE  
DATE CLOSED: 2002-04-22 MILEAGE: 3700  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME: ROMANIA CHEVROLET  
BRC PARENT: DEALER ADDRESS: 2020 FRANKLIN BLVD., EUGENE, OR, 97403, USA

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

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

Vehicle operation or design

## INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATES HE TOOK VEH TO DLR FOR CAMPAIGN REPAIR 01044 ON STEERING COLUMN LOCK. CUST STATES REPAIR WAS MADE AND HE TOOK TRIP AND IT LOCKED AGAIN AND HE HAD TO HAVE TOW TO DLR FOR REPAIR. CUST STATES 2ND REPAIR WAS DONE AND HE HAD DRIVEN CAR AFTER STORING IT IN GARAGE FOR WINTER AND WHEN HE WENT TO DRIVE IT, STEERING COLUMN LOCKED AGAIN. CUST SEEKS REPAIR OF STEERING COLUMN. CRM CONTACTED DLR AND SPOKE W/ SVC ADVISOR DON BAKER. MR BAKER SAYS THAT HE SPOKE W/ CUST THIS MORNING AND HE ADVISED CUST THAT TAC WILL BE CALLED IN REGARDS TO REPAIR. CRM ADVISED CUST TO DLR CONTACTING TAC FOR REPAIR. CRM WILL C/B CUST ON 04/22/02 7-9AM PDT. DARREN HURLEY/CAC/PDX; 0; 387729065  
2002-04-22

CUST STATES THAT HE TOOK VEH IN TO DLR AND TAC WAS CONTACTED. CUST STATES DLR REPLACED BODY CONTROL MODULE AND CUST STATES HE HAS NOT HAD PROBLEM AND BELIEVES VEH IS REPAIRED. CLOSING FILE SATISFIED. DARREN HURLEY/CAC/PDX; 0; 388333453

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

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS: