

EA02-031

GM

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4850298	VIN Number:	1G1YY32GXX5125553
Date Opened:	6/29/2001	Model Year:	1999
Date Closed:		Series:	Corvette
Dealer Code:	B44234	Mileage:	8226
Address:	GAGE CHEVROLET INC GRAND HAVEN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— STEERING LOCKED COLUMN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/29/2001 10:42:01 SBD TEMPLATE - KLIMKOWSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

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

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

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

N (Y/N) BULLETIN OR PI SEARCH PERFORMED

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

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

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

06/29/2001 10:42:01 HISTORY - KLIMKOWSKI

DLR STS STEERING COLUMN LOCK INOP.

DLR STS NO DIAGNOSIS ,DLR CLAIMS NO \$12000 AND NOT SURE WHERE SERVICE MANUAL IS.

FAXED DLR T/T AND WIRE SCHEMATIC

GM RESTRICTED

CASE NUMBER: 06447299 VIN: 1G1YY32QXX5125729
 DATE OPENED: 03/01/02 MODEL YEAR: 1999
 DATE CLOSED: 03/01/02 SERIES: CORVETTE CONVERTIBLE
 SOURCE: YES MILEAGE: 19500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] FREEPORT, TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06447299 VIN: 1G1YY32QXX5125729
 MODEL YEAR: 1999
 DATE OPENED: 2002-03-01 SERIES: CORVETTE CONVERTIBLE
 DATE CLOSED: 2002-03-01 MILEAGE: 19500
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: RON CARTER AUTOLAND
 BRC PARENT: DEALER ADDRESS: 3205 FM 528, ALVIN, TX, 77511, USA

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

A07 Referred to Dealer	Other
0 REPAIR ATTEMPT(S)	TECHNICAL QUESTION
A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	01044 ELECTRONIC LOCK
M41 Steering Column/Lock/Attaching Parts	Other
0 REPAIR ATTEMPT(S)	LOCKED UP
L10 Exhaust System	Other
0 REPAIR ATTEMPT(S)	TAIL PIPE CONCERN

LOCATE DEALER

CRM INSTRUCTIONS:
 LINK TO WEBKNOWLEDGE TO FIND:
 SPECIFIC DEALER
 DEALER WITHIN A SPECIFIC RADIUS
 MARKET TEAM

[[Locate Dealer RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Utilities/UtilitiesMain.htm>]
 LOCATE DEALER

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

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

CUST STATES ORIGINAL OWNER OF VEH FROM RON CARTER. CUST STATES STEERING COLUMN HAS LOCKED UP. CUST SEEMS TO HAVE CONCERN RESOLVED. CRM CONTACTED SVC DEPT AND SPOKE TO SVC ADVISOR LOUIS AND HE STATES THAT THERE MIGHT BE A CAMPAIGN FOR THIS CONCERN. CRM FOUND CAMPAIGN 01044 FOR ELECTRONIC COLUMN LOCK FOR VEH. CUST ALSO WANTS A LOOSE EXHAUST TAILPIPE LOOKED AT AS WELL. CRM ADVISED CUST OF THIS AND CALLED ROADSIDE TO HAVE VEH TOWED IN. CRM THEN WARM TRANSFERRED CUST THROUGH. CRM OFFERED TO MAKE A CALLBACK BUT CUST STATES HE IS A TRUCK DRIVER AND UNABLE TO GET CONTACTED. CRM ADVISED CUST TO CALL BACK IF THERE ARE ANY OTHER CONCERNS. REQUEST CLOSED SATISFIED PENDING FURTHER CUST CONTACT. FREDERICK DUNN/CORR/TAMPA; 0; 383851725

*****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:

TRANSACTION:

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

REPURCHASE REASON:

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

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:
 EBC 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:

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

MENLO PARK

CA

HOME PHONE:

CASE NUMBER: 01458126 VIN: 1G1YY32GXX5128937
DATE OPENED: 2000-09-02 MODEL YEAR: 1999
DATE CLOSED: 2000-09-05 SERIES: CORVETTE CONV
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME: ANDERSON CHEVROLET.
BRC PARENT: DEALER ADDRESS: 300 EL CAMINO REAL, MENLO PARK, CA, 94025, USA

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

C29 Moldings	Loose
3 REPAIR ATTEMPT(S)	various moldings have come loose
M41 Steering Column/Lock/Attaching Parts	Inoperative
1 REPAIR ATTEMPT(S)	the lock malfunctioned, could not turn
wheel	
N02 Battery	Charging/Lack of Charge
2 REPAIR ATTEMPT(S)	failed 2 times in 1 week
F10 Front Suspension	Vibration
0 REPAIR ATTEMPT(S)	cust states "undetected" vibration in front
end	
N01 Electrical General	Other
0 REPAIR ATTEMPT(S)	headlights dim when operating windows or
applying brakes	
H70 Antilock Brake System (ABS)	ABS Brake Light
0 REPAIR ATTEMPT(S)	light came on for traction ctrl and ABS

complaint about vehicle

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

Cust states multiple problems with his veh. Cust states he's had problems with various exterior moldings, window rattle, steering column, battery failure, front suspension vibration, electrical, ABS and traction control systems, passenger-side seat belt. Cust states his veh is a \$79K C5 Convertible and he shouldn't be having these problems. Cust states his "dream car" is very unreliable and he doesn't drive it anywhere except his 5 mile commute to work because of the problems. Cust states he does not feel safe in his veh. Cust seeks repurchase of veh and response. Exec placing cust on calendar for follow up. -- Marissa Byrum/Executive Office.; 0; 99999
2000-09-05

Exec contacted dirship, left message for svc mgr, he said his name so fast on the voice mail I could not understand it. Exec awaiting callback. --Marissa Byrum/Executive Office; 0; 337023557
2000-09-05

Exec received callback from Jeff Ide, svc mgr. Mr. Ide states the cust purchased the veh used with 17K miles on it. Mr. Ide states 6-17 at 19K miles the battery was replaced; 7-17

at 21491 mi cust had steering column lock failure, weatherstrip concerns, passenger seat belt retractor replaced, front end vibration concern (not duplicated); 8-15, 23657 mi - electrical problem with voltage drops when using power accessories and headlights at the same time, they corrected a battery terminal connection. Mr. Ide states the steering column lock is a frustrating problem, however, he doesn't see that this cust is a candidate for repurchase, and he hasn't heard from this cust since 15 August. Exec advised I would call the cust to see if there have been problems since August, Mr. Ide states they're more than happy to see him if there is further concerns with the veh, veh still under warranty, will fix it. --Marissa Byrum/Executive Office; 0; 337038137

2000-09-05

Exec notes there is no phone number in file. Jason in svc at the dlrship states res is [REDACTED] work [REDACTED] Exec contacting home number. Cust states there's been more problems since 15 August. Cust states the things that have happened to the veh have not been life threatening, but the problems have been frustrating and annoying, the most frustrating was the column lock assembly, and this is his main concern. Cust states he's had to purchase a bypass kit to override this column lock. Cust states he thinks it might have been a lemon law or repurchased veh before he purchased it. Cust states the top leaks water, glove box light stays on (feels the battery may have died twice for this reason). Cust states he's pursuing a lemon law procedure from his attorney, the dlrship has offered to trade him out for \$5000, it's been in the shop 13 days in 3 months. Cust states he has no faith in the veh at all, no satisfaction at all. Cust states "it's been a complete disaster" but he loves the car.; 0; 337038965

2000-09-05

>>>Cust states he wants out of the veh. Exec advised that we would continue to honor our warranty to fix his veh, and he should have his current concerns taken care of at the dlrship, otherwise there was nothing more I could do for him. Cust advised I looked at www.corvetteforum.com. Cust states he would like to see the steering column lock recalled on 1997-2001 vehicles. Exec advised I would place a product suggestion in his file for the recall. Cust thanked me for calling and acknowledging his letter, he would take the veh to the dlrship to have his problems addressed. Exec advised we are continuing to improve our products and with the suggestions and concerns of our customers being documented in our cust assistance centers we will keep trying to make our products better. Exec closing file pending further cust contact. --Marissa Byrum/Executive Office; 0; 337040000

*****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:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

*****BHC CONTACT INFORMATION*****

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

08/14/2000 20:04 ET

REF:

PLAN7031

FR:PLANETFEEDBACK.COM TO:3135555108

Page 1 of 2

FAX COVER PAGE

Date: Mon Aug 14 19:55:59 CDT 2000

Message Reference: PLAN7031 00861986

From: fax@email.planetfeedback.com

Attention: G. R Wagoner Jr.

Subject: Important Consumer Feedback from [REDACTED]

Destination Fax: 3135555108

Number of pages including cover: 2

This message was generated by PlanetFeedback, Inc.
For more information, call please call (513) 421-0494

The following letter is being sent to General Motors by PlanetFeedback at the request of [REDACTED] at [REDACTED]

This letter also is being sent to everyone on the cc: list provided by [REDACTED]

08/14/2000

RECEIVED

AUG 15 2000

CLF. WAGONER, JR.

TO:

G. R Wagoner Jr., CEO
General Motors
300 Renaissance Center
Detroit, MI 48265

FROM:

[REDACTED]
Menlo Park, CA [REDACTED]

RE: PlanetFeedback incident number 184103

I have detailed below all of the items that have gone wrong with my 1999 G5 convertible since May 26, 2000, the date I leased the vehicle.

- 1) Failed battery, mid-June.
- 2) Failed battery, 1 week later.
- 3) Steering column lock, 7/15/00. Steering column locked while in my driveway as I was pulling forward. This was at 1:00 a.m. The car would start, engage in Drive or Reverse, but the steering column was locked; I could not turn the steering wheel at all.
- 4) Warranty work (performed during the week of 7/16/00):
 - a) Broken plastic moulding: on drivers side power seat adjustment; separated from the leather.
 - b) Broken front windshield moulding; separated from trim. c) Broken passenger-side seatbelt retractor: this failed during a 500-mile road trip, while my girlfriend was in the passenger seat.
 - d) Broken driver-side window moulding: started separating from the door, glue exposed.
 - e) Undetected vibration in front end.
- 5) New Warranty work (to be performed):
 - a) Drivers-side window rattle.
 - b) Corroding air ducts in drivers-side and passenger-side doors.
 - c) Unknown electrical problem with windows: headlights go substantially dim when putting down both or one of the windows or applying the brakes.
 - d) ABS/Traction Control System malfunction: this happened on 7/27/00. Suddenly, the warning lights came on the computer screen and the dashboard icon. Sometimes it stays on, sometimes it doesn't.

My dream car is 100% unreliable and has cost me a substantial amount of time and money. I literally cross my fingers each time

I start the car that nothing will go wrong. The steering column lock and seatbelt failure had the potential to cause a great deal of harm to my girlfriend and myself. The miscellaneous warranty repairs are an embarrassing statement as to the build quality of my car. Now the traction control and ABS system have apparently failed. I do not feel safe in this car, and am hesitant to travel anywhere other than the 5-mile commute to the office.

Over the life of the lease (including the buyout) my C5 will cost me \$79,000. Wouldn't you be upset if you faced this many problems in a \$79,000 car--let alone GM's flagship vehicle?

In sum, I do not want this car, and I would appreciate what efforts Anderson Chevrolet (in Menlo Park, CA) and/or GM Customer Service will do to rectify this situation at no cost to me. So far, I have not heard from either party (both received copies of this letter on 7/28/00).

Sincerely,

PlanetFeedback rates companies on how they respond to customer communications, so it's important that you send a copy of your answer to this letter to respond@email.planetfeedback.com; fax it to [redacted] or mail it to PlanetFeedback, 1128 Main St., Cincinnati, OH 45210-3300.

To smooth this process in the future, please send the name, fax number and/or e-mail address of the Customer Service person best equipped to handle consumer feedback at your company. Just e-mail the information to companyinfo@email.planetfeedback.com or forward it to the fax number or address above. If you've already done so, thanks!

PlanetFeedback is a Web site that helps consumers focus and send their feedback directly to companies. The information enables companies to improve customer service and earn consumers' long-term loyalty. Find out more at <http://www.planetfeedback.com/>.

To learn more about our commitment to customer service, go to http://www.planetfeedback.com/pfb/about_us.manifesto

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

DALLAS , TX

CASE NUMBER: 05013346 VIN: 1G1YY32GKX5133040
MODEL YEAR: 1999
DATE OPENED: 2001-07-23 SERIES: CORVETTE CONVERTIBLE
DATE CLOSED: 2001-07-23 MILEAGE: 23300
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: STAKLEY CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 6411 E NORTHWEST HWY., DALLAS, TX, 75231, USA

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

M41 Steering Column/Lock/Attaching Parts
0 REPAIR ATTEMPT(S)Other
lockedA07 Referred to Dealer
0 REPAIR ATTEMPT(S)Customer Satisfaction
referred to dlr for inspection

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\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_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 states just recently got his veh (bought it used w/ approx 23100 miles, now has approx 23300 miles)...cust states veh is @ a restaurant right now, because the steering column is locked up...cust states called roadside assistance, and someone came out, but they couldn't do anything...cust states roadside assistance advised the cust that they would need to have a svc technician come out to their veh...cust seeks for a svc technician to come out to their veh...crm advised that we don't have svc technicians here @ cac, so we would need to contact a dlr to see if we could arrange to have a svc technician go out to the customer's veh...cust agreed to this, asked the crm to call him back after calling the dlr...cust states he feels this should be a campaign, because the roadside assistance representative stated this is a common problem...crm advised can check for campaigns on this veh, and can ask dlr about this concern...cust stated that would be fine...no further assistance requested. jeremy carner/pdx/cac; 0; 364746391
2001-07-23

crm attempted to call the dlr, and got no answer...crm called the cust back to advise him of this...cust stated that he believed the svc department was open, & provided their direct line...cust asked crm to call him back after trying that...crm advised would do so...crm called the svc department directly and spoke w/ frank (svc mgr), who advised that they couldn't send someone out to the customer's veh, but they could assist him by

having it towed in...frank explained that there is a campaign out for that concern also...crm thanked frank for this time...crm contacted the cust and advised him of the information received from the dlr...cust states he also contacted the dlr & spoke w/ mrs. betty greenfield (his svc adv for his other veh, an astro)...cust states he will work w/ the dlr...crm discussed other campaign on the veh (00034) w/ the cust...cust states dlr informed him of the campaign...cust thanked the crm...no further assistance requested. jeremy carsner/pdx/cac; 0; 364746909

*****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: BODY TYPE:

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:
*****BODILY INJURY*****

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:

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:

Southaven

MS

HOME PHONE:

CASE NUMBER: 1-123842103

VIN:

1G1YY32GXY5100511

DATE OPENED: 2003-07-28

MODEL YEAR:

2000

DATE CLOSED: 2003-07-28

SERIES:

Corvette

SOURCE: Phone

MILEAGE:

28000.0000000

SRC TYPE: N/ANo

DELIVERY DATE:

DEALER NAME: Garry Lane Enterprises, Inc.

SRC PARENT:

DEALER ADDRESS: 6505 Florida Blvd, Baton Rouge, LA, 70806-4464, USA

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

M41 Column / Ignition Lock / Parts

0 REPAIR ATTEMPT(S)

Sticks

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

rfi roadside; ; 2003-07-28

2003-07-28

transfer; ; 2003-07-28

2003-07-28

Service Request has been Closed Satisfied.; ; 2003-07-28

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

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

ROAD SURFACE:

NUMBER OF PEOPLE:

BODY INJURY:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

GM RESTRICTED

CASE NUMBER: 1-14457029 VIN: 1G1YY32GXY5113050
 DATE 07/08/02 MODEL 2000
 DATE 07/18/02 SERIES CORVETTE
 SOURCE: N/YES MILEAGE 9000.0
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE WI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Verona , WI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-14457029 VIN: 1G1YY32GXY5113050
 MODEL YEAR: 2000
 DATE OPENED: 2002-07-08 SERIES: Corvette
 DATE CLOSED: 2002-07-18 MILEAGE: 9000.0000000
 SOURCE: Phone DELIVERY DATE:
 ERC TYPE: N/Yes DEALER NAME: Jon Lancaster, Inc.
 ERC PARENT: DEALER ADDRESS: 3501 Lancaster Dr, Madison, WI, 53718, USA

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

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

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

steering column locks up; ; 2002-07-08
 2002-07-08

call dlr; ; 2002-07-08
 2002-07-16

s1-14457029/steering; ; 2002-07-16
 2002-07-16

calling dlr; ; 2002-07-16
 2002-07-16

creating oil change goodwill; ; 2002-07-16
 2002-07-16

creating outbound corr; ; 2002-07-16
 2002-07-16

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

Created: CAC_RS0022. SR#1-14457029; ; 2002-07-16
2002-07-16

Oil change goodwill to goodwill liaison for review and submission; ; 2002-07-17
2002-07-17

MAINT CERT/OIL CHANGE LETTER TO APPROVER FOR FINAL APPROVAL; ; 2002-07-18
2002-07-17

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-07-17
2002-07-17

MAINT CERT/OIL CHANGE LETTER; ; 2002-07-18
2002-07-18

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 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:

GM RESTRICTED

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 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*****

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Apopka , FL

CASE NUMBER: 1-37379989 VIN: 1G1YY32GKY5118507
MODEL YEAR: 2000
DATE OPENED: 2002-10-01 SERIES: Corvette
DATE CLOSED: 2002-10-01 MILEAGE: 36000.0000000
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) Inoperative

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

STEERING COLUMN LOCK; ; 2002-10-01
2002-10-01
Service Request has been Closed Dissatisfied.; ; 2002-10-01

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Vero Beach

FL

HOME PHONE:

CASE NUMBER: 1-103207045 VIN: 1G1YY32GKY5123173
MODEL YEAR: 2000
DATE OPENED: 2003-05-27 SERIES: Corvette
DATE CLOSED: 2003-06-20 MILEAGE: 8500.0000000
SOURCE: DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

S96 Non Component GM
0 REPAIR ATTEMPT(S)

Chevrolet

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

The cust is exhibiting the steering column lock from recall 01044A.; ; 2003-06-20
2003-06-02

I will f/u in 5 days for a dlr diagnosis.; ; 2003-06-20
2003-06-11

Closing file as no further contact has been made by the cust.; ; 2003-06-11
2003-06-20

Service Request has been Closed Satisfied.; ; 2003-06-20

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:
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 RAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-110109129 VIN: 1G1YY32GKV5124260
MODEL YEAR: 2000
DATE OPENED: 2003-06-17 SERIES: Corvette
DATE CLOSED: 2003-06-17 MILEAGE: 24000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Premiere Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 2829 9th Ave N, Bessemer, AL, 35020-3581, USA

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

M01 General
0 REPAIR ATTEMPT(S) Inoperative

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

Steering column locked, ; 2003-06-17
2003-06-17

RFI veh steering column locked, ; 2003-06-17
2003-06-17

Additional notes; ; 2003-06-17
2003-06-17

Service Request has been Closed Satisfied., ; 2003-06-17

*****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:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Franklin, MA

CASE NUMBER: 1-128681617 VIN: 1G1YY32GXY5126462
MODEL YEAR: 2000
DATE OPENED: 2003-08-11 SERIES: Corvette
DATE CLOSED: 2003-08-22 MILEAGE: 8000.000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A Yes DEALER NAME: Keigan Chevrolet-Geo-Oldsmobile, Inc.
BRC PARENT: DEALER ADDRESS: 340 East Central Street, Franklin, MA, 02038-1357,

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

MU1 General

0 REPAIR ATTEMPT(S)

No Symptom Indicated

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

Steering Column Locked; ; 2003-08-11
2003-08-11

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-11
2003-08-12

1-128681617; ; 2003-08-12
2003-08-15

1-128681617; ; 2003-08-15
2003-08-12

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-12
2003-08-14

1-128681617; ; 2003-08-14
2003-08-14

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-14
2003-08-14

1-128681617; ; 2003-08-15
2003-08-15

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-15
2003-08-15

Cell Number [REDACTED] 2003-08-15
2003-08-19

1-128681617; ; 2003-08-19
2003-08-19

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-19
2003-08-22

1-128681617; ; 2003-08-22
2003-08-22

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-22
2003-08-22

Keigan Chevrolet-Geo-Oldsmobile, Inc.; ; 2003-08-22
2003-08-22

Daytime Number; ; 2003-08-22
2003-08-22

Service Request has been Closed Satisfied.; ; 2003-08-22

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER RAC:
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:

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6121583	VIN Number:	1G1YY32GXY5128408
Date Opened:	12/20/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B26257	Mileage:	17558
Address:	NEW SMYRNA CHEVROLETNEW SMYRNA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- COLUMN LOCK STEERING COLUMN LOCKED

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/20/2002 13:05:33 SBD TEMPLATE - GEMUS

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)

CUSTOMER CONCERN -STEERING COLUMN LOCKED

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

DLR STATES VEHICLE CAME IN FOR A STEERING COLUMN LOCK CONCERN BUT WHEN THE TOW TRUCK DROPPED THE VEHICLE OFF THE CONCERN WAS NOT PRESENT...

TAG RECOMMENDATION -

SUGG DLR PERFORM A PRODUCT REPORT AND IF THERE IS NO RESPONSE WITHIN 24 HOURS TO THE DLR FROM THE BQM SUGG DLR REPAIR VEHICLE AS NECESSARY...TECH SAYS HE WAS GOING ON VACATION SO HE DIDNT CARE AND WAS GOING TO GIVE THE TICKET TO SOMEONE ELSE TO REPAIR...43584

12/20/2002 13:05:33 HISTORY - GEMUS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5831065	VIN Number:	1G1YY32GXY5131029
Date Opened:	8/21/2002	Model Year:	2000
Date Closed:		Series:	Corvette
Dealer Code:	B08040	Mileage:	8270
Address:	BELLAMY-STRICKLAND CMC DONOUGH	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT-- COLUMN PERFORMANCE STEERING STEERING COLUMN I

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- STEERING

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/21/2002 15:33:14 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JOHN BARNETT

CUSTOMER CONCERN -

STEERING COLUMN LOCKED UP.

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

DLR WANTED TO KNOW IF THEY CAN APPLY CAMPAIGN 01044 TO THIS VEH.

TAC RECOMMENDATION -

TAC ADVISED DLR OF P/I A001782.

2000 VEHICLES:

M/T & A/T THE PROCEDURES OUTLINED IN CAMPAIGN 01044 CAN BE PERFORMED ON
VEHICLES OF THIS VINTAGE THAT DO NOT FALL WITHIN THE VIN BREAKS LISTED IN
THE CAMPAIGN. LABOR OPERATION E7501 (ECL REPLACE) SHOULD BE USED. DO

EA02-031 / GM22C

NOT USE THE CAMPAIGN LABOR OPERATION.
08/21/2002 15:33:14 HISTORY - ELDORADO

GM REPORTS CORRESPONDING TO NHTSA REPORTS

CASE NUMBER: 00550610 VIN: 1G1YY12GXX5111706
DATE OPENED: 06/07/00 MODEL YEAR: 1999
DATE CLOSED: 06/09/00 SERIES: NOT FOUND
SOURCE: REP MILEAGE: 6000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: FL
BUS. PHONE: [REDACTED]

DELIVERY DATE: DEALER NAME: PALM CHEVROLET-OLDSMOBILE INC

BRC PARENT: 00535979 DEALER ADDRESS: 1901 S TAMiami TRl,, FUnTA
GORDA, FL, 33950, USA

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

M01 Steering General
4 REPAIR ATTEMPT(S)

Other
LOCKING

STEERING CONCERN

318911

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

06/06/2000 CRM ARDEAN MILLER-PATTERSON REC'D PRA

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

DECISION MAKER:

C.E.

BRYANT& MARY LOU COATS (ADR)

TRANSACTION:

STRAIGHT REPURCHASE

REASON FOR REPURCHASE:

STERRING

COLUMN/TILT LOCKING

DEALER CONTACT:

SCOTT

HENDRICKS

*****;

0; 329261245

2000-06-07

06/06/2000 CRM CALLED CUST TO INFORM HIM THAT I HAVE THE FILE & WILL BE HANDLING THE REPURCHASE FOR THIS CUSTOMER. CRM ADVISED THE CUSTOMER THAT I NEED A COPY OF REGISTRATION OR TITLE. THAT WAS THE ONLY THING NEEDED IN HIS FILE. CUST FATHER STATES WILL GIVE CUST MESS & HAVE HIM FAX ITEMS THAT I NEED.

06/06/2000 CRM HAD A MEETING & WAS INFORMED THAT DUE TO THE FACT THAT CUST REGISTRATION WAS EXPIRED CUST HAD TO REPLACE W/ NEW REGISTRATION. CRM WAS ADVISED TO CALL CUST FOR THIS ITEM..

06/06/2000 CRM CALLED CUSTOMER TO EXPLAIN TO HIM THAT I NEED A CURRENT REGISTRATION & IF WE DO NOT REC'D ONE WE CAN NOT REPURCHASE HIS VEHICLE (PER ED BAILEY). CUSTOMER ASKED AGAIN WHY DO WE A CURRENT REGISTRATION. CRM ADVISED THE CUSTOMER THAT WE ALWAYS NEED A CURRENT REGISTRATION WE JUST DID NOT ENFORCE IT BEFORE AND NOW WE ARE. CUSTOMER STILL STATES WHY DO WE NEED A CURRENT REGISTRATION. CRM ADVISED AGAIN THAT WE WILL NOT REPURCHASE HIS VEHICLE UNLESS WE GET ON.; 0; 329262029
2000-06-07

06/06/2000 CON'T CONV W/ CUST: CUSTOMER WENT ON TO SAY HE NEEDS TO SPEAK W/ [REDACTED] & HIS LAWYER. CUSTOMER ALSO ASKED THAT I FAX HIM A COPY OF A LETTER STATING THAT WE HAVE TO HAVE A CURRENT REGISTRATION. CRM ADVISED CUSTOMER SHE WILL FAX SUCH LETTER.; 0; 329262136
2000-06-09

06/06/2000 CRM SPOKE W/ AUBREY WASHINGTON & INFORM HIM WHAT THE CUSTOMER WAS STATING & HE STATES TO GO AHEAD & WRITE A FAX STATING THAT FACT &

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

318911

SEND TO CUSTOMER & MAKE SURE I CALL CUSTOMER IF HE DOESN'T CALL ME TO
CONFIRM THAT HE HAS REC'D THE FAX.; 0; 329403860
2000-06-09

06/07/2000 CRM REC'D CALL FROM CUST HE STATES THAT HE HAS NOT SEEN THE FAX
THAT I WAS SUPPOSE TO SEND TO HIM. CRM ADVISED THAT I HAD NOT SENT IT YET
BECAUSE BEFORE I SEND IT IT HAS TO BE PRE-APPROVED. CRM ADVISED THAT I
WOULD BE SENDING IT SHORTLY. CUST ASKED IF FAX WILL HAVE THAT EFFECTIVE
TUESDAY (06/6/00). CRM ADVISED THAT THE FAX WILL SAY THAT IN ORDER FOR
US TO REPURCHASE HIS VEHICLE HE WOULD HAVE TO RE-REGISTER HIS VEHICLE
BECAUSE THE REGISTRATION HAS TO BE CURRENT. CUST ASKED AGAIN WILL THE
LETTER STATES THAT THIS WENT INTO EFFECT AS OF TUESDAY (6/6/00). CRM
ADVISES AGAIN THE LETTER WILL STATES THE FACTS WE WILL NO REPURCHASE HIS
VEHICLE UNLESS HE CAN PRODUCE A CURRENT REGISTRATION. CUSTOMER STATES HE
WILL GO BACK TO THE STATE & ALSO CALL [REDACTED] & LET HIM KNOW., ALSO
CUSTOMER STATES THAT I DID NOT STATES THAT THE DAY BEFORE THAT WE WILL NOT
REGISTER HIS VEHICLE UNLESS HE RE-REGISTERS HIS VEHICLE. CRM ADVISED THAT
I DID TELL HIM THAT. CUST STATES THAT I TOLD HIM THAT IS WAS EFFECTIVE; 0;
329404542
2000-06-09

06/07/2000 CON'T CONVERSATION W/ CUST: TUESDAY THAT WE HAD TO HAVE THE
REGISTRATION CURRENT. CRM ADVISED CUST AGAIN THAT WE WILL NOT REPURCHASE
HIS VEHICLE UNLESS HE RENEWS HIS REGISTRATION. CUST STATES THAT HE
RECORDED ME ON 06/06/00. CRM ADVISED THAT IF HE DID RECORD ME AT THAT TIME
W/OUT INFORMING ME HE WAS DOING SO THAT I CAN SUE HIM, CUST STATES HE WILL
RECORD THIS CONVERSATION & CRM ADVISED THAT I WISH NOT TO BE RECORDED &
THAT WE CAN DISCONNECT THIS CALL, CUSTOMER STATES OKAY & THEN HE HUNG UP.;
0; 329404697
2000-06-09

06/07/2000 CRM WENT TO SPEAK W/ AUBREY WASHINGTON & HE STATES THAT WE WILL
GO AHEAD THIS TIME & DO THIS CUSTOMER REPURCHASE, BUT WE WILL WRITE HIM A
LETTER LETTING HIM KNOW THAT WE ARE DOING IT W/OUT A CURRENT
REGISTRATION. AUBREY ALSO STATES THAT HE WILL CALL MR BRYANT TO INFORM HIM
WHAT IS GOING ON W/ THIS CASE INC CASE THE CUSTOMER HAS CALLED HIM &
INFORM HIM THAT NO MORE REPURCHASE WILL BE HANDELED UNLESS THE CUSTOMER
CAN PRODUCE A CURRENT REGISTRATION. CRM WENT ON TO DO ALL PAPERWORK TO
COMPLETE THIS CUSTOMERS REPURCHASE, AFTER COMPLETION CRM GAVE FILE TO A
WASHINGTON TO APPROVE & FAX ALL DOC INCLUDING THE LETTER STATING THAT WE
WILL PROCEED W/ HIS REPURCHASE W/ OUT A CURRENT REGISTRATION. CRM CALLED
CUST TO INFORM HIM TO HAVE HIS FAX MA READY THAT I WAS FAXING OVER SOME
DOC FOR HIM TO SIGN, CUST BEGAN TO ASK QUESTIONS & CRM ADVISED THAT DOC
ARE EXPLANATORY JUST READ THEM & IF HE STILL HAVE QUESTIONS THEN CALL ME
BACK. CRM FAXED DOC TO CUSTOMER. CRM REC'D CONFIRMATION HE REC'D.; 0;
329405147
2000-06-09

318911

06/07/2000 CRM REC'D CALL RIGHT BACK FROM CUST STATEING THAT HE WILL NOT SIGN DOC BECUASE HE CAN NOT SUE GM & THAT HE WILL CALL HIS LAWYER & [REDACTED] BECAUSE THAT WAS NOT THE AGREEMENT HE MADE W/ [REDACTED] CRM ADVISED PER LETTER HE HAS UNTIL THAT TIME TO MKE UP HIS MIND & ALSO IS HE W/ DRAWING OR REFUSING THE OFFER AT THIS TIME, CUST STATES NO, NO I'M NOT SAYING THAT, BUT I WILL GET BACK W/ YOU AFTER I SPEAK W/ MY LAWYER [REDACTED]. CALL ENDED....; 0; 329405481
2000-06-09

06/07/2000 CRM REC'D SIGNED DOC FORM THE CUSTOMER BUT NOT THE RELEASE, ALSO CUST HAD WRITTEN ON OUR SETTLEMENT LETTER, WHICH A WASHINGTON DID NOT LIKE BUT STATES SEND IT THRU ANYWAY TO GET THIS CASE DONE. CUSTOMER HAS TO SIGN RELEASE AT DLRSHIP OR HE WILL NOT GET HIS CHECK, SO THEREFORE RELEASE AT THIS TIME WILLNOT BE A PRBLM. CRM MSX FILE & SEND IN LAST BOX TO RDVC....; 0; 329405624
2000-06-09

REFURCHASE SUMMARY *****

GM SUPERVISOR AUBREY WASHINGTON AUTHORIZED STRAIGHT REFURCHASE DUE TO STERRING COLUMN/TILT LOCKING. VEHICLE MEETS CONSUMER PROTECTION LAWS:

MERP:40,712.00

PURCHASE PRICE:	38,050.00
TAX/TITLE & FEES:	3,118.13
AFTERMARKET ITEMS:	106.00
RENTALS& OTHER FEES REFUNDED:	956.28
USAGE/DEPRECIATION:	1,833.69
TOTAL REFURCASHE COST:	40,396.72

*****; 0;
329405866

*****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:
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: ADR TRANSACTION: Straight Repurchase
REQUEST TYPE: Non-Mandated
REPURCHASE REASON: repurchaseing vehicle due to steering column/tilt
locking was replaced several times.

DEALER BAC:

DEALER NAME: PALM CHEVROLET-OLDSMOBILE INC

DEALER ADDRESS: , ,

CONTACT: Sales, SCOTT HENDRICKS

PHONE NUMBER: 941-639-1155

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: N

MILEAGE @ BUY-BACK:

HRC WARRANTY DATE:

MSRP:

NADA:

SALES TAX:

DEPRECIATION: 1833.69

UPGRADE: none

AFTERMARKET: 106.00

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:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

FLOWER MOUND

TX

HOME PHONE:

CASE NUMBER: 05615306 VIN: 1G1YY22G0V5106985
MODEL YEAR: 1997
DATE OPENED: 2001-10-02 SERIES: UNKNOWN
DATE CLOSED: 2001-10-31 MILEAGE: 70000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RAY HUFFINMS CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 1001 COIT RD., PLANO, TX, 75075, USA

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

M41 Steering Column/Lock/Attaching Parts Broken
4 REPAIR ATTEMPT(S) STEERING COLUMN HAS LOCKED FOUR TIMES. CUST
SEEKS REIMBURSEMENT FOR LAST REPAIR.

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 a 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 THE STEERING COLUMN ON HIS VEHICLE HAS LOCKED 4 TIMES. LAST REPAIR WAS OUTSIDE WARRANTY. CUST SEEKS INFORMATION REGARDING CAMPAIGN FOR THIS COMPONENT AND SEEKS REIMBURSEMENT FOR LAST REPAIR. DLR SVC MAN, STEVE GANDY, STATES THAT THEY CANNOT EXTEND GOODWILL TO CUST W/O AVM APPROVAL BECAUSE LAST REPAIR WAS OVER 12 MONTHS AGO.

CUST IS ORIGINAL OWNER. VEHICLE HAS 70000.

STEERING COLUMN HAS LOCKED AND REQUIRED REPAIR SEVERAL TIMES

4/28/99 21385 MILES PKE COMPONENT RPL

6/18/99 24132 MILES IGN LOCK RPL

7/8/99 27175 MILES PKE SYS RPL

CUST STATES HE HAD A REPAIR THAT HE PAID FOR AS WELL. CUST SEEKS REIMBURSEMENT FOR THIS REPAIR. CUST IS AWARE OF CAMPAIGN FOR 1998-2000 CORVETTES FOR THIS PROBLEM. CUST SEEKS

FUTURE REPAIRS TO THIS COMPONENT BE COVERED. CRM ADVISED CUST THAT MORE RESEARCH IS NEEDED TO DETERMINE WHETHER ASSISTANCE CAN BE GIVEN. CALL BACK SCHEDULED FOR FRIDAY, 10/12/01
CHARLOTTE HUSKEY/ATX/CAC; 0; 370891624
01-10-12

CALL BACK TO CUST TO GIVE UPDATE. CRM ADVISED CUST THAT I AM CONTACTING THE AVM REGARDING POSSIBLE REIMBURSEMENT FOR REPAIR. SCHEDULED CALL BACK FOR TUES 10/16/01 BETWEEN 2-4 PM
CHARLOTTE HUSKEY/ATX/CAC; 0; 371773839

*****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:
PURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

ENGINE TYPE:

TRIM:

MILEAGE @ BUY-BACK: 0

TRANSMISSION:

MSRP:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST 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:



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

05-NOV-2001

Repository ☐

Reference No.
754094

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GLYY22G0V5106965		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 01-JUN-97	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE		Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1ABBC136)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

THE STEERING COLUMN HAS LOCKED IN PLACE (PREVENTING ANY STEERING OF THE WHEEL) ON FOUR SEPARATE OCCASIONS, AND HAS RESULTED IN MY HAVING TO TOW THE VEHICLE TO THE DEALERSHIP SO THEY CAN "FIX" IT. I UNDERSTAND THAT THE 1996-2000 MODEL YEAR CORVETTES HAVE ALL BEEN RECALLED FOR THIS EXACT SAME ISSUE. THE ONLY THING THAT DIFFERENTIATES THE 1997 FROM THE 1996 IS THE VIN NUMBER. THE 1997 SHOULD ALSO HAVE BEEN PART OF THE SAME RECALL, AS EVIDENCED BY THE FOUR FAILURES ON MY VEHICLE. I WOULD HATE TO THINK WHAT WOULD HAPPEN IF THE STEERING COLUMN LOCKED IN PLACE WHILE I WAS DRIVING AT A HIGH RATE OF SPEED. THANKS FOR YOUR REVIEW OF THIS. HARRY BIZIOS. *AK REF. IN 8A02-031 *CJ5

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Baker , VA 70714

CASE NUMBER: 1-61877953 VIN: 1G1YY22G0V5109420
MODEL YEAR: 1997
DATE OPENED: 2003-01-08 SERIES: Corvette
DATE CLOSED: 2003-01-08 MILEAGE: 71000.00000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Graves Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 14750 Plank Rd, Baker, LA, 70714-4421, USA

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

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

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

RPI Campaign; , 2003-01-08
2003-01-08

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

*****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:

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

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

IS VEHICLE INSPECTED:
LEAGE 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 INJURING: 0
COMMENTS:

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

LOCATION:

ATING 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:



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

15-APR-2003

Repository ☐

Reference No.
10014430

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22GRV5109420		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 16-MAR-02	Dealer's Name and Telephone Number		Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE		Vehicle Component Code 012200 STEERING; COLUMN LOCKING; ANTI-THEFT DEVICE
Multiple Failure: 3				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-APR-2003	Failure Mileage 75500	Failure Speed 5	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/63R15)
DOT No. (Example: DOTM4LSABCD38)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
i.e., parts repaired or replaced (and if old part is available).

STEERING COLUMN LOCKED WHILE DRIVING AT APPROXIMATELY 5 MPH IN PARKING LOT. THIS IS THE THIRD TIME IT HAS LOCKED ALTHOUGH THE FIRST TWO TIMES THE CAR WAS STATIONARY. *JB RBF IN 8A02-031 *CJS

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to a statutory vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA principals with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Clinton, MD

CASE NUMBER: 1-111015874 VIN: 1G1YY22G0N5122752
MODEL YEAR: 1998
DATE OPENED: 2003-06-19 SERIES: Corvette
DATE CLOSED: 2003-07-16 MILEAGE: 50000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Ourisman Chevrolet CO., Inc.
BRC PARENT: DEALER ADDRESS: 4400 Branch Ave, Marlow Heights, MD, 20748-1899, USA

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

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

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

RFI Customer Complaint; ; 2003-06-19
2003-06-19

steering column; ; 2003-06-19
2003-06-19

follow up to dlr; ; 2003-06-19
2003-06-19

Service Request Ownership has changed FROM: TEMPAUTO TO: CARTERC; ; 2003-06-19
2003-06-19

svc mgr called in; ; 2003-06-19
2003-06-19

follow up to dlr; ; 2003-06-19
2003-06-19

svc mgr called in; ; 2003-06-19
2003-06-19

follow up to dlr; ; 2003-06-19
2003-06-19

svc mgr called in; ; 2003-06-19
2003-06-19

follow up call to cust; ; 2003-06-19
2003-06-23

Created: CAC_RS0006. BR#1-111015874; ; 2003-06-23
2003-06-23

2nd follow up attempt; ; 2003-06-23
2003-06-23

Created: CAC_RS0006. SR#1-111015874; ; 2003-06-23
2003-06-23

Submitting an unable to contact letter for approval; ; 2003-06-24
2003-06-24

Letter Approved; ; 2003-06-24
2003-06-24

Service Request has been Closed Dissatisfied.; ; 2003-06-24
2003-07-16

SR in Status of Closed has been Re-Opened by COOPERJU; ; 2003-07-16
2003-07-16

RFI recall; ; 2003-07-16
2003-07-16

Cust called see notes; ; 2003-07-16
2003-07-16

Service Request has been Closed Dissat-Won't Purchase GM Again.; ; 2003-07-16

*****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:
STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
TITLE NAMES:
INNESS:
IDENT:
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:



U.S. Department
Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1375

Date Received

19-JUN-2003

Repository ☐Reference No.
10024485

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 6 / 19 / 2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GL1Y22G0W5122752		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 012000 STEERING: COLUMN		
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DDYMA9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

STEERING COLUMN LOCKED UP AFTER VEHICLE WAS ENGAGED. CAR IS CURRENTLY BEING CHECKED BY DEALER. *AK
REF. IN EA02-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

October 21, 2003

[REDACTED]
Clinton, MD 20735-4173

Service Request: S1-111015874

Dear [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,

Christopher Carter
Customer Relationship Manager

RS0006-A/ri1

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

MORROW , GA

CASE NUMBER: 05197869 VIN: 1G1YY22G1V5107952
MODEL YEAR: 1997
DATE OPENED: 2001-08-06 SERIES: UNKNOWN
DATE CLOSED: 2001-11-08 MILEAGE: 55000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: NALLEY CHEVROLET
BRC PARENT: DEALER ADDRESS: 2555 METROPOLITAN PKWY SW, ATLANTA, GA, 30315, USA

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

M01 Steering General	Other
0 REPAIR ATTEMPT(S)	LOCKED UP
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	FIX STEERING COLUMN
T19 Campaign Correction Required	Customer Satisfaction
0 REPAIR ATTEMPT(S)	2000030

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 - (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.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 & 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*****

IT STATES THE STEERING COLUMN HAS LOCKED UP FOR THE SECOND TIME. CUST STATES HAD THE
PAIR DONE AT NALLY CHEV WHERE CUST PURCHASED VEH ON 06-23-00. THE PART IS NOW OUT OF
WRENTY. CUST SEEKS TO KNOW WHY THIS HAS HAPPENED AND COST ASSIST ON REPAIR. CUST IS NOT
ORIG OWNER. CUST IS OUT OF STATE AT THIS TIME AND WILL BE TAKING VEH TO SPARTON CHEV 330-
758-7521. DLR DOES KNOW THAT THERE IS A CAMPAIGN ON VEH, AND BELIEVS THAT THERE IS A
BULLITIN FOR THE STEERING COLUMN. CRM ADVSD CUST THAT THERE MAY BE A BULLITIN ON VEH, AND

WILL C/B ON 08-07-01 BETWEEN 10:30-12:30 TO SEE WHAT IS BEING DONE. KRISTEN TIFT/CAC/PDX;
0; 365963734
2001-08-07

CRM CONTACTED CUST ON SET C/B. CUST STATES THAT ALL IS NOT WELL BECAUSE THE DLH STATES THE REPAIR IS 332.00 AND CUST CONTACTED THE CORVETTE PLANT IN BOLLING GREEN KY WHO STATED AN ADDITION PART NEEDED REPLACED. SHAWN DID SPEAK TO THE GENTLEMAN FROM KYWHO STATED TO CHECK WIRES. CUST IS VERY UPSET THAT THIS ISSUE KEEPS HAPPENING. CRM REQUESTED DOCS. PLEASE FORWARD FILE BACK TO CRM WHEN DOCS ARRIVE. CRM SET C/B ON 08-15-01 BETWEEN 9-11PT. KRISTEN TIFT/CAC/PX; 0; 366062023
2001-08-15

CRM CONTACTED CUST ON SET C/B. CRM STILL HAS NOT RECEIVED DOCS THAT WERE REQUESTED. CRM L/M THAT STILL HAVE NOT RECEIVED DOCS. CRM WILL CONTACT ON 06-17-01. KRISTEN TIFT/CAC/PDX; 0; 366749755
2001-08-17

CRM SPOKE TO PERSON AT HOUSE WHO STATED THAT CUST IS AT WORK. STILL WAITING FOR DOCS KRISTEN TIFT/CAC/PDX; 0; 366930948
2001-08-17

CUST CALLED IN DUE TO CALL MADE TO HUSBAND. CUST WORK NUMBER IS [REDACTED] CUST WAS SEEKING TO CLARIFY WHAT INFO CRM WANTS. CUST STATES SHE MAILED COPIES ON MONDAY. SHE STILL HAS THE ORIGINAL. SHE DOES NOT HAVE THE FAX NUMBER. CRM ALARMED PREV CRM WORKING FILE OF PHONE CALL FROM CUST. CRM TRANSFERRING FILE BACK TO CUST. JFRANCO/CAC/PDX; 0; 366931612
2001-08-23

CRM LEFT MESSAGE THAT THE DOCS STILL HAVE NOT ARRIVED. CRM STATED FILE # AND ADVSD THAT WOULD PERIODICALLY CHECK ON FILE TO SEE IF DOCS HAVE ARRIVED. KRISTEN TIFT/CAC/PDX; 0; 446552
2001-08-23

CUST CALLED IN BECAUSE SHE SENT THE PAPERWORK IN ON 8-13. CUST SEEKS WHY WE DO NOT HAVE IT YET. CRM ADVISED CUST THAT WE HAVE IT MAILED IN AND THEN SCANNED INTO THE SYSTEM, BUT IT TAKES APPROX 10-14 DAYS AFTER IT ARRIVES. CUST UNDERSTOOD. CRM ADVISED CUST THAT TIFTK WILL CALL HER WHEN SHE RECIEVES THE DOCS. CUST ALSO STATES THAT THE SOMEBODY FROM THE CORVETTE PLANT CALLED HER TO LET HER KNOW THAT THE STEERING COLUMNS HAD BEEN RECALLED, SO THE CUST IS STILL WONDERING WHY SHE PAID FOR IT IN THE FIRST PLACE. CRM ADVISED CUST THAT IT MAY NOT HAVE BEEN OUT WHEN HER REPAIR WAS DONE OR DID NOT APPLY TO HER VEH. ANGELA KIMBALL/PDX/CAC; 0; 367458536
2001-08-28

WHITE MAIL CORR RECV'D IN VISUAL INFO

CRM ATTACHING DOCS TO THIS REQ. #05197869 & FORWARDING REQUEST BACK TO PREVIOUS CRM TIFTK WHO IS CURRENTLY ASSISTING CUST WITH THEIR INQUIRY IN REGARDS TO REQUEST FOR COST ASSISTANCE ***** CRM JOANIE MARTIN/CARS CORR TAMPA; 0; 367854658
2001-09-11

CRM UNABLE TO DO COMPLETE RESEARCH ON REIM DUE TO US SITUATION. KRISTEN TIFT/CAC/PDX; 0; 369080163
2001-09-24

CRM REVIEWED FILE. KRISTEN TIFT/CAC/PDX; 0; 370219732
2001-10-06

WILL REVIEW FILE W/ CRM DURING THE WEEK TO SEE STATUS OF FILE. MAIRA ESPINOZA TM/PDX; 0; 239269
2001-10-15

CRM REVIEWING FILE. THE PART NUMBERS ON BOTH RO'S MATCH. THESE NUMBERS ARE THE SAME THAT ARE ON THE CAMPAIGN 01044A, BUT DOES NOT FALL UNDER THE CAMPAIGNS VIN BREAKPOINTS. THESE

TWO RO'S ARE 14 MONTHS APART, JUST 2 MONTHS OUTSIDE OF THE 12/12 PART WRNTY. CRM STILL RESEARCHING. KRISTEN TIFT/CAC/PDX; 0; 372026119

2001-10-15

CRM CONTACTED THE SVC MGR SHAWN SCHEETZ WHO STATES THAT THE VEH HAD AN EXTENDED WRNTY THROUGH AN INDEPENDANT. THIS INDEPENDANT DENIED ANY ASSIST FOR REPAIR ACCORDING TO THE SVC MGR. CRM STILL RESEARCHING. KRISTEN TIFT/CAC/PDX; 0; 372029898

2001-10-24

CRM REVIEWED FILE W/TH MAIRA ESPINOZA. CUST SEEKS REIM ON LAST REPAIR, BUT WE ARE NOT ABLE TO ASSIST BASED ON...

1. THE VEH DOES NOT FALL WITHIN BREAK POINTS OF VIN
2. CUST HAS EXTENDED WRNTY WHICH DENIED ASSIST ON REPAIR
3. THE VEH IS OUT OF PARTWRNTY

CRM ATTEMPTED TO CONTACT CUST, CUST HAS CALLER ID SYSTEM. CRM WAS UNABLE TO CONTACT & LEAVE MESSAGE. CRM WILL ATTEMPT TO CONTACT ON 10-29-01.

KRISTEN TIFT/CAC/PDX; 0; 372796462

2001-10-29

CRM ATTEMPTED TO CONTACT CUST. CRM L/M OF 800 # & FILE #. CRM HAS MADE TWO ATTEMPTS AT DIFFERENT TIMES OF DAY. KRISTEN TIFT/CAC/PDX; 0; 373240625

2001-10-29

NEXT CRM.... IF CUST CALLS IN PLEASE ADVS THAT WE ARE UNABLE TO ASSIST, REASONS ARE IN FILE, OR LET ME KNOW WHEN AND WHERE CUST CAN BE REACHED. KRISTEN TIFT/CAC/PDX; 0; 373240682

2001-10-29

Approval CRM reviewed file and letter and will forward to MSX for processing.....

Approval CRM Franko Tarin-Portland; 0; 373241968

2001-10-29

CUST CONTACTED CAC FOR UPDATE CRM ADVISE THAT NO ASSISTANCE FOR VEHICLE 1.VEHICLE NOT IN VIN BREAK POINTS2.CUST EXTENDED WARRANTY DENIED ASSISTANCE 3.VEHICLE OUT OF PARTS WARRANTY.CASE CLOSED DOMMUNSON/PDX/CAC; 0; 373254265

2001-11-08

CUSTOMER STATES SHE RECEIVED A LETTER FROM CAC. CRM ADVISED CUSTOMER THAT THE LETTER WAS SENT OUT BECAUSE PREVIOUS CRM WAS UNABLE TO CONTACT HER BUT SINCE THEN SHE HAS CALLED INTO CAC WE HAVE ALREADY DENIED ASSISTANCE.

CUSTOMER STATES THAT IS FINE.

CRM CLOSING FILE CUSTOMER SATISFIED.

DANIEL MCNAB/CAC/TAMPA; 0; 374114313

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

IDENT 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:
FAR 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:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT 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: 2
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:



U.S. Department
Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

12-SEP-2001

Repository ☐

Reference No.
752107

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1YYZ2G1V5107952

Make
CHEVROLET

Model
CORVETTE

Model Year
1997

Date Purchased
01-APR-00

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:
Gas

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

011000 STEERING:WHEEL AND HANDLE BAR

Multiple Failures:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-JUN-2000

Failure Mileage

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTFMA19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

STEERING COLUMN COMPLETELY LOCKED RESULTING IN VEHICLE BEING TOWED TO DEALER AND HAVING STEERING LOCK, CYLINDER, IGNITION, LOCK ACTUATOR REPLACED AT THE TIME OF \$591.61. IN AUGUST OF 2001 SAME EXACT PROBLEM AND PART REPAIRED. NO ASSISTANCE WHAT SO EVER FROM THE MANUFACTURER. REF. IN EA02-031 *C36

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-597 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

October 29, 2001

[REDACTED]
Morrow, GA [REDACTED]

Request: C05197869

Dear [REDACTED]

We would like to discuss your recent inquiry regarding your 1997 Chevrolet Corvette. Unfortunately, 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,

Kristen Tift
Customer Relationship Manager

RS0006-P/fjt

MORROW, GA



09-21-61 PG 2:16 ACCE

48232+5170

August 13, 2001

General Motors Automotive Corporation
P.O. Box 33170
Detroit, MI 48232-5170

Dear Sir/Madam:

I am writing this letter in regards to a problem I experienced with my 97 Chevy Corvette, VIN # 1G1YY22G1V5107952. My husband and I purchased this vehicle on 4/18/2000. On 6/23/2000, the vehicle had to be towed to the dealer because the steering column lock. The steering theft dent locked was replaced as was the ignition cylinder assembly at the tune of \$591.61.

On 8/5/2001, the steering column locked up again. This time I was 800 miles away from home and the car had to be towed again to a dealer in Ohio. The same part, (26050960) was replaced again at the tune of \$332.88. My husband and I have been a loyal customer of General Motors for many years. This is our 4th Vette and I am writing this letter because I have always believed General Motors to be a reliable company that stood behind its products. I am very concerned that this part had to be replaced at all let alone twice in a little over a years time. It makes me wonder if there is something wrong with this car or with this part. In any case, something needs to be addressed with regards to this particular situation. I'm sure that I am not the only consumer experiencing this problem and if I am again I must wonder if something is wrong this vehicle.

I am wondering if this particular part has been recalled. If not, maybe someone should be looking into whether or not it should be. I am aware that all vehicles require maintenance but this is not a part that should be going out on a regular basis. Normal wear and tear such as tires, oil changes, etc you expect but how does one tear up a steering column assembly?

I am hoping that you will look into this matter and I will be compensated for this last repair.

I can be reached at [REDACTED] or [REDACTED] if you require any additional information. I have included copies of both repair orders with the part numbers highlighted.

Sincerely,

[REDACTED]

Goodwrench
SERVICE
CENTER
TOP RATED



2555 Metropolitan Parkway
Atlanta, GA 30315
(404) 786-1861

HOURS OF OPERATION
7:30am - 6:00pm Monday - Friday
8:00am - 12:00 Noon Saturday

VEHICLE NO. 71482	OWNER BARRY L THOMPSON 6035	YEAR 815	INVOICE DATE 08/23/00	INVOICE NO. CNC8114454
LABORATORY	MAKE/TYPE CHEVROLET CORVETTE/2 DOOR HATCH	MODEL 35388	COLOR BLACK	DELIVERY DATE 2070484
TECH/FACTOR	VIN 1G1VY2281W5107052	DELIVERY DATE	DELIVERY DATE	DELIVERY DATE
ADDRESS MORROW, GA	TECH/FACTOR	DELIVERY DATE	DELIVERY DATE	DELIVERY DATE
PHONE	TECH/FACTOR	DELIVERY DATE	DELIVERY DATE	DELIVERY DATE

LABOR & PARTS					
JOB # 1	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	1	20050900	STEERING COLUMN LOCKED UP	155.00	266.00
1	1	12458100	FOUND STEERING WHEEL LOCK ACTUATOR SHORTED	71.00	
			REPLACED STEERING WHEEL DETENT LOCK, REPLACED IGNITION KEY		
			CYLINDER ASSEMBLY, REDUCED KEY CYLINDER		
JOB # 1 TOTAL PARTS					226.00
JOB # 1 TOTAL LABOR & PARTS					496.01
JOB # 2	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	1		TONING	0.00	0.00
			TUNING COST		
			VEH TUNED TO SHOP		
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
SUBLET	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	43706	VEH INVA	67.50	67.50
TOTAL - SUBLET					67.50
MISC	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # A	1	1540	SHOP SUPPLIES	12.00	12.00
TOTAL - MISC					12.00
TOTALS					

BECAUSE WE "CARE"!!!!
WE HAVE EXTENDED OUR SERVICE HOURS FOR YOUR CONVENIENCE!!!
OUR SERVICE DEPARTMENT HOURS ARE 7:00AM TO 7:00PM M-F
OUR QUICK LUBE HOURS ARE 7:00AM TO 7:00PM M-F
SAT HOURS FOR QUICK LUBE ARE FROM 8:00AM TO 5:00 PM
ALL GM PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY

TOTAL LABOR... 266.00
TOTAL PARTS... 226.00
TOTAL SUBLET... 67.50
TOTAL MISC CHG... 12.00
TOTAL MISC DISC... 12.00
TOTAL TAX... 16.11
TOTAL INVOICE \$ 699.61

CASH



CUSTOMER SIGNATURE

I authorize the following repair work to be done along with necessary parts and material and agree to pay for the repair. I agree to pay for the repair work to be done along with necessary parts and material and agree to pay for the repair. I agree to pay for the repair work to be done along with necessary parts and material and agree to pay for the repair.

AT THE TOP OF THIS FORM, THERE WILL BE A SPACE FOR THE CUSTOMER TO SIGN AND DATE. THE CUSTOMER'S SIGNATURE AND DATE MUST BE AT THE TOP OF THIS FORM.

17045

34117
CUSTOMER COPY
INVOICE



7870 MARKET ST. - YOUNGSTOWN, OH 44112
(330) 769-7521

DUPLICATE 1
PAGE 1

MORROW, GA
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADV/SOR: 250 JOHN BURLOCK JR

VEHICLE MAKE: [REDACTED] VEHICLE MODEL: [REDACTED] VEHICLE YEAR: [REDACTED] VEHICLE COLOR: [REDACTED] VEHICLE VIN: [REDACTED] VEHICLE LICENSE: [REDACTED] VEHICLE TAG: [REDACTED]

BLACK 97 CHEVROLET CORVETTE 1G1YY22G1V5107952 861EE 59241/59241

WORK DATE: [REDACTED] WORK TIME: [REDACTED] WORKED BY: [REDACTED] DATE OF PAYMENT: [REDACTED] PAYMENT DATE: [REDACTED]

01JAN1997 17:00 06AUG01 59.00 CASH 07AUG2001

WORK ORDER NO: [REDACTED] OPTIONS: ENG:5.7_Liter_V8_MFI

14:17 06AUG01 09:09 07AUG01

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

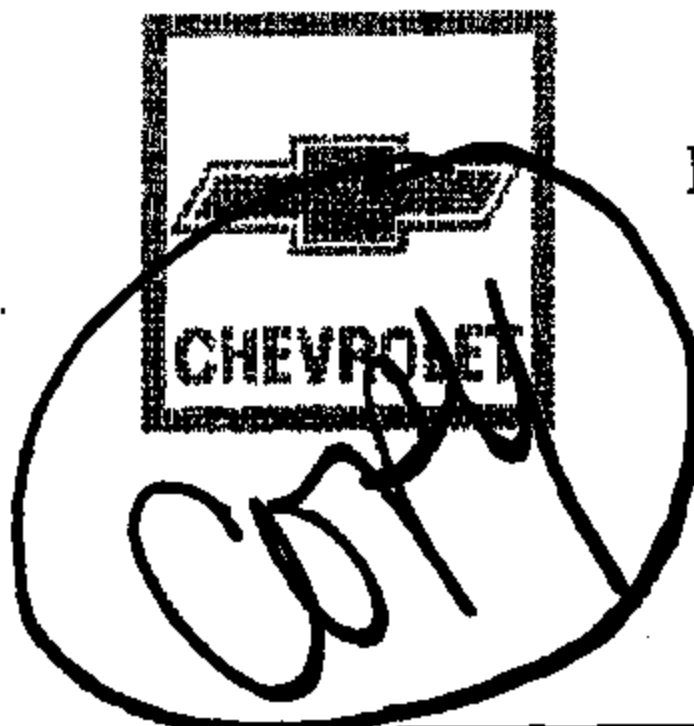
A STEERING COLUMN WILL NOT UNLOCK

J99 DIAG AND REPLACE STEERING COLUMN LOCK ASM

738 C 2.80

1 26050960 LOCK

151.36 151.36
162.68 162.68 162.68



PAID

AUG 8 7 2001

J. Y. Vici

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE NOTED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO REGISTRATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CORRECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR DAMAGE. WORKING SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF SERVICE. REGISTRATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

Any warranty on the products sold herein are those made by the manufacturer of these products. Dealer hereby expressly disclaims all warranties other than those as limited, including any implied warranty of merchantability or fitness for a particular purpose, regardless of any written or verbal promises, unless they are included on the signed repair order. The customer agrees to accept any products or other goods in exchange for any liability in connection with the sale of said products or repairs. This disclaimer is in no way affected by the terms or performance of the manufacturer's warranty.

REPLACEMENT PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE

☐ DISCARD

WARRANTY BASIS/CLAIMS ATTACHMENTS MADE

I hereby warrant the repair work performed on my vehicle to be free from any and all defects and agree that you are not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby agree to transfer your ownership permission to operate the vehicle from the date of repair, regardless of the purpose of the repair. An express disclaimer that is hereby acknowledged by the owner is to be given to the owner of the vehicle and vehicle operation including, but not limited to, the following: 1. The vehicle is not to be used for any purpose other than the repair work performed on it.

DESCRIPTION	AMOUNT
LABOR AMOUNT	151.36
PARTS AMOUNT	162.68
GAS, OIL, LUBE	0.00
SUMLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	314.04
LESS INSURANCE	0.00
SALES TAX	18.84
PLEASE PAY THIS AMOUNT	332.88

SIGNED: [REDACTED]
DEALER, GENERAL MANAGER
OR AUTHORIZED PERSON

(DATE)

SERVICE HOURS: MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 06492286 VIN: 1G1YY22G1V5108681
MODEL YEAR: 1997
DATE OPENED: 2002-03-08 SERIES: CORVETTE
DATE CLOSED: 2002-03-11 MILEAGE: 21700
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HURD BUICK CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS:

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

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

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

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

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

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

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

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

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

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

My vehicle is not involved in a Recall Campaign

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

CUST STATED PURCHASED VEH USED 11/14/2000 W/11,000 MILES. STATED NO EXTENDED SERVICE CONTRACT WAS PURCHASED. CUST STATED VEH STEERING WHEEL LOCKED AND HAD TO BE TOWED INTO LOCAL DLR. CUST STATED HEARD INFO THAT THERE WAS A RECALL REGARDING CERTAIN CORVETTES REGARDING THE STEERING WHEEL. CUST WANTS TO KNOW IF HIS VEH IS INVOLVED AND IF NOT THAT HE IS SEEKING COVERAGE FOR THE REPAIRS. CRM ADVISED WOULD RESEARCH. CRM FOUND ONLY ONE OPEN CAMPAIGN TO THE LAP BELT. CRM ADVISED CUST VEH IS NOT INVOLVED IN THE CAMPAIGN FOR STEERING WHEEL LOCK UP. CRM ADVISED ADDITIONAL RESEARCH NEEDS TO BE DONE TO DETERMINE IF COST ASSISTANCE CAN BE PROVIDED FOR THIS REPAIR. CRM WILL CONTACT THE CUST @ # IN REQUEST OR ON CELL # MONDAY BETWEEN 2-4 PM MDT. ALICIA RAMIREZ/CAC/PDX; 0; 384482976
2002-03-11

CRM CONTACTED THE DLR AND SPOKE W/SVC MGR BOB PLASSE. HE STATED THE VEH HAS NEVER BEEN IN HIS DLR. STATED THERE HAS BEEN NO PREVIOUS CONCERNS W/THE VEH UNDER WARRANTY REGARDING CONCERNS. STATED THEY HAVE NO MAINTENANCE HISTORY, VEH IS ALMOST 5 YEARS OLD. CUST IS 2ND OWNER, STATED @ THIS TIME HE HAS NO BASIS FOR OFFERING GOODWILL. STATED THE REPAIR MAY BE APPROX \$200-300. ALICIA RAMIREZ/CAC/PDX; 0; 384715198
2002-03-11

CUST STATES WAITING FOR INFO ON FILE.

CUST SEEKS TO KNOW IF HE WILL GET COST ASST W/ REPAIR.

ADVISED AFTER SPEAKING W/ PREV CRM THAT SHE WILL CALLBACK TODAY WITHIN 10-15 MIN. CUST
ISFIED. BETHANY SCHULTZ/CAC/PDX; 0; 384733864
2002-03-11

CRM CONTACTED THE CUST AND REVEINED. CUST DOES NOT GET ANY MAINTENANCE DONE @ ANY CHEVY
DLR. CRM ADVISED THE CUST THAT DUE TO THE AGE OF THE VEH ALMOST 5 YEARS OLD, NO VERIFIABLE
MAINTENANCE ON THE VEH, VEH NOT UNDER THE CAMPAIGN THAT THIS TIME NO COST ASSISTANCE CAN BE
MADE FOR THE REPAIR OF THE VEH. CUST STATED THIS WAS NOT ACCEPTABLE AND REQUESTING THE NEXT
STEP. CRM ADVISED THE CUST OF THE BBB AUTOLINE. CRM CLOSING REQUEST DISSAST W/NO BBB
LETTER. ALICIA RAMIREZ/CAC/PDX; 0; 384736054

*****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:



U.S. Department
Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 778

Date Received

08-MAR-2002

Repository ☐

Reference No.
8005263

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G1V5108661		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING: WHEEL AND HANDLE BAR Multiple Failures: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-MAR-2002	Failure Mileage	Failure Speed	
---------------------------------	-----------------	---------------	--

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4LSABC038)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
--	---	---------------------------	------------------	-------------------------

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

STEERING WHEEL LOCKED WITHOUT PRIOR WARNING. DEALERSHIP WAS AWARE OF PROBLEM. *AK REF. IN EAD2-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

MIDLAND , TX

CASE NUMBER: 05402581 VIN: 1G1YY22G1W5102073
MODEL YEAR: 1998
DATE OPENED: 2001-08-27 SERIES: UNKNOWN
DATE CLOSED: 2001-10-09 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: JACK SHERMAN CHEVROLET, INC.
SRC PARENT: DEALER ADDRESS: 4100 W WALL, , MIDLAND, TX, 79703, USA

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

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

Vibration
STEERING COLUMN LOCK

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)

Customer Satisfaction
REPAIR RELATED TO CAMPAIGN 01044A

S86 CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)

CAC Resolved With Goodwill
REIMBURSEMENT GRANTED

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

Vehicle operation or design

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

CUST STATES THAT HIS STEERING COLUMN LOCKED ON HIM AND HE HAD TO PAY \$400+ FOR REPAIRS. HE THEN SAW A NOTICE ON THE WEB ABOUT A CAMPAIGN THAT THIS PROBLEM MAY HAVE BEEN RELATED TO. CRM CONTACTED SVC MGR DOUG LEGGET @ JACK SHERMAN CHEV AND HE STATED THAT THE PROBLEM WAS IN FACT RELATED TO THE CAMPAIGN. HE ALSO STATES THAT HE SHOULD BE AVAILABLE FOR SOME GOODWILL ASSISTANCE. CRM ADVISES CUST THAT FURTHER RESEARCH WILL BE DONE ON THIS ISSUE. CRM WILL CONSULT W/ TM ABOUT GOODWILL CONSIDERATION AND GIVE C/B ON 8/30/01 W/ RESULTS.....TONY GODINEZ/CARS/ATX; 0; 367781865
2001-08-27

CONSULTED W/ TM PETE QUINTERO. 40% REIM APPROVED FOR COST OF REPAIR INCLUDING LABOR AND TS DUE TO THE FACT THAT THE CUST IS 2ND OWNER AND VEH IS NOT INVOLVED IN CAMPAIGN. TOTAL REPAIR COST= 377.59. REIM APPROVED BY TM= 40% (\$151.07). CRM WILL FORWARD TO GOODWILL LIASON.
TONY GODINEZ/CARS/ATX; 0; 367803950
2001-08-28

LIAISON HAS REVIEWED REQUEST FOR REIM AND WILL SEND GOODWILL FEEDBACK FORM TO CRM GODINEZT
BECAUSE THERE ARE NO DOCUMENTS IN THIS FILE.

SHAUNTE WILLIS/LIAISON/ATX; 0; 367885430
2001-10-18

CORR RECEIVED

CUST SENT IN DOCS FOR REIMB. CRM ATTACHING TO FILE AND FORWARDING BACK TO PREV CRM FOR
REVIEW. EDWARD CRAWFORD/CORR/TAMPA, FL; 0; 369666048
2001-10-01

LIAISON CONTACTED THE DLR AND SPOKE WITH CATHY MCKENZIE WHO STATES THAT THE CUST DID PAY
WITH CHECK [REDACTED] ON 8/21/01. LIAISON NOTES THAT CUST IS HAVING SAME CONCERN AS CAMPAIGN
01044A. LIAISON NOTES THAT CRM WAS REQUESTING A 40% REIM, BUT AFTER SPEAKING WITH THE CUST
(WHO WAS NOT SATISFIED WITH 40%) LIAISON OFFERED 75% BECAUSE HE WAS HAVING THE SAME CONCERN
AS THE CAMPAIGN AND HE WAS IN A PARKING GARAGE AND THE STEERING WHEEL LOCKED UP ON HIM
CAUSING HIM TO HAVE THE VEHICLE TOWED INTO THE DLR. THE CUST ACCEPTED THE OFFER OF 75% AND I
ADVISED HIM THAT I COULD NOT REIMBURSE 100% BECAUSE THE VEHICLE DOES NOT FALL UNDER THE
CAMPAIGN. CUST UNDERSTOOD. VERIFIED ADDRESS.

THE REIMBURSEMENT BREAKDOWN:

LABOR - \$150.00 PARTS - \$162.68 SUBLET (TOWING) - \$52.00 MISC - \$15.00

TAX - \$22.24 TOTAL - \$401.92

75% OF 401.92 IS \$301.44 WHICH HAS BEEN OFFERED AND ACCEPTED.

SHAUNTE WILLIS/LIAISON/ATX; 0; 370827414
2001-10-01

CUST THOUGHT THAT BELT AND TENSIONER SHOULD HAVE BEEN COVERED UNDER CAMPAIGN ALSO. LIAISON
RESEARCHED CAMPAIGN IN WEEKNOWLEDGE AND ADVISED CUST OF ALL PARTS COVERED UNDER CAMPAIGN.
CUST ADVISED ME THAT HE MUST HAVE MISUNDERSTOOD WHAT THE DLR ADVISED HIM PREVIOUSLY.

SHAUNTE WILLIS/LIAISON/ATX; 0; 370827536
2001-10-01

LIAISON IS SUBMITTING TO GOODWILL QUEUE FOR APPROVAL OF REIM IN THE AMOUNT OF \$301.44.
SHAUNTE WILLIS/LIAISON/ATX; 0; 370827576
2001-10-02

Processed Final Approval.....Goodwill Liaison*/Tim Christian Austin*,TX.; 0; 370898400
2001-10-09

CHECK [REDACTED] WAS MAILED OUT ON 10/04/01.
SHAUNTE WILLIS/LIAISON/ATX; 0; 371514050

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

ICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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
MERF:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

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

RESTRAINT:

IF SO, WHERE:

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

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

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

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



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 25B

Date Received

22-AUG-2001

Repository ☐

Reference No.
750908

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G1WS102073		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 01-MAY-01	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR Multiple Failure:	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-AUG-2001	Failure Mileage	Failure Speed 0	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM15ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e., parts repaired or replaced (and if old part is available).

STEERING COLUMN LOCKS AND WILL NOT RELEASE. *AK
REF. IN EAD2-031 *CIS

Include, if available: Police/Fire Department Report, Photos, and Receipt Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

October 2, 2001

[REDACTED]
Midland, TX [REDACTED]

Request: C05402581

Dear [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 \$301.44. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Tony Godinez
Customer Relationship Manager

RS0005-A/bnw

North American Operations

General Motors Corporation
Reimbursements (2813)
PO Box 6230
Phoenix, AZ 85062-2830



CHECK No. 900486209

27

DATE
10/04/01

*****301 DOLLARS

*****CENTS

AMOUNT

*****301.44

PAY
TO THE
ORDER
OF

HYDLAND TX

North American Operations
General Motors Corporation
Reimbursement Account

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

AMT

10-09-01P05:39 RCVD

#900486209# 021309379# 601-2-62520#

North American Operations

General Motors Corporation
Reimbursements (2813)
PO Box 6230
Phoenix, AZ 85062-2830

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900486209

CHECK NO. 900486209

ENDOR NAME

PAYMENT DATE 10/04/01

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% REC.	INVOICE AMOUNT	CHG. AMOUNT	NET AMOUNT
101VY2801N3103075	10/02/01	VN 800800000021772	00.0000	301.44	.00	301.44
	10/02/01	000800000021772				
TOTAL				301.44	.00	301.44

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT. ON QUESTIONS CALL 800-462-8788



Midland, TX



09-14-01P03:54 RCVD

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

4823243170

Chevrolet

I talk with Tony in customer service at 800-222-1020 and he said that I needed to send repair invoice and proof of ownership of my 1998 Corvette. This is on Request # 05401699 that was given to me when I spoke with Tony. The first item is repair and wrecker to get my Corvette out of a parking lot where it was stuck with the steering column locked. After checking, I found out this is an ongoing defect in 1997- 2000 Corvettes. The part that the dealer replaced was the same part number that was defective. Steering Column Lock # 26050960. I am asking for reimbursement for this expense because this is a design or manufacturing problem and Chevrolet should be responsible for the repair. The second item is the dealer that repaired my car told me that it was being fixed with an updated part which is not the case since the old part and new part numbers are the same. I saw on the internet where Chevrolet issued a recall on certain VIN numbers but not all. WHY, when my VIN is outside the numbers but my steering column is still locked. What is the updated part number or fix for this problem? This part failing does cause lots of problems and possible dangerous effects. I hope you will help me with reimbursement and updated part number. Thank You

[REDACTED]
Midland, Texas [REDACTED]
[REDACTED]

Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: MIDLAND
STICKER NO: 155855JC
PLATE NO: 1483JDC
DOCUMENT NO: 10152737039124629

TAC NAME: KATHY REEVES
DATE: 08/30/2001
TIME: 12:44PM
EMPLOYEE ID: SHANA...

EFFECTIVE DATE: 09/01/2001
EXPIRATION DATE: 8/2002
TRANSACTION ID: 15530837131124417

OWNER NAME AND ADDRESS

MIDLAND, TX

REGISTRATION CLASS: PASSENGER-LESS/ROL 6000
PLATE TYPE: PASSENGER FLT
STICKER TYPE: NS

PREVIOUS PLATE NO: FASTER
VEHICLE IDENTIFICATION NO: 1G1YY22G1NE102073
YR/MAKE: 1998/CHEV MODEL: CVT BODY STYLE: CP UNIT NO:
EMPTY WT: 3600 CARRYING CAPACITY: 0 GROSS WT: 3600 TONNAGE: 0.00
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

INVENTORY ITEM(S)
WINDSHIELD STICKER

YR
2002

FEES ASSESSED	
WINDSHIELD STICKER	\$ 50.50
REFLECTORIZATION FEE	\$ 0.30
CNTY ROAD BRIDGE ADD-ON FEE	\$ 10.00
AUTOMATION FEE (LARGE CNTY)	\$ 1.00
TOTAL	\$ 61.80

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE
SURVIVORSHIP RIGHTS

METHOD OF PAYMENT AND PAYMENT AMOUNT:
CHECK #14307 \$ 61.80
TOTAL AMOUNT PAID \$ 61.80

THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.

Current law requires an additional \$1.00 fee (already included) in counties with 50,000 or more vehicles.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

PUNTA GORDA

FL

HOME PHONE:

CASE NUMBER: 04837077

VIN: 1G1YY22G1W5124218

DATE OPENED: 2001-07-09

MODEL YEAR: 1998

DATE CLOSED: 2001-07-09

SERIES: UNKNOWN

SOURCE: Phone

MILEAGE: 20500

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*****

M01 Steering General
2 REPAIR ATTEMPT(S)

Other
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

Vehicle operation or design

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

CUST STATES THAT THERE IS NO WARNING WHEN THE STEERING LOCKS WHEN CUST STARTS THE VEHICLE. CUST STATES THIS HAS HAPPENED 2X'S THE FIRST TIME IN JANUARY 2001 AND ON 7/3/2001. CUST WANTS TO KNOW WHEN WILL THIS PROBLEM BE RESOLVED BY GM. CRM ADVISED CUST THERE ARE NO CAMPAIGNS OR SPECIAL POLICIES. CRM ADVISED THAT GM DOES PULL ITS FILES WHEN THEY LOOK INTO A CAMPAIGN AND FIND THE LISTED PROBLEMS BEFORE THE NHTSA AND GM DECIDES TO HAVE A CAMPAIGN. THANKED CUST INPUT AND FEEDBACK. IF PROBLEM OCCURS AGAIN PLEASE CONTACT OUR CENTER. SUE HEYDEN/CARS/TAMPA/TIER1; 0; 363546593
2001-07-09

CUST STATES HE WILL CONTACT NHTSA AND THE STATE ATTORNEY BECAUSE THIS ISSUE SHOULD BE ADDRESSED. CRM WILL CLOSE FILE. SUE HEYDEN/CARS/TAMPA/TIER1; 0; 363546845

*****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 HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

LEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

LANTANA, FL

CASE NUMBER: 04088067 VIN: 1G1YY22G1X5102771
MODEL YEAR: 1999
DATE OPENED: 2001-05-07 SERIES: CORVETTE COUPE
DATE CLOSED: 2001-07-02 MILEAGE: 34790
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: ED MORSE CHEVROLET
BRC PARENT: DEALER ADDRESS: 1640 N STATE RD 7 (441), LAUDERHILL, FL, 33313, USA

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

K30 Automatic Transmission Other
6 REPAIR ATTEMPT(S) FAILURE & REPLACEMENT

M01 Steering General Inoperative
3 REPAIR ATTEMPT(S) LOCKUP

REPURCHASE

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

CST STATES THT HE HAS HAD NUMEROUS PROBLEMS WITH HIS VEH AND THAT HE FEELS THAT HE HAS COME TO THE POINT WHERE IN HE MAY ACTUALLY DIE IN HIS VEH. CUST STATES THAT THE TRANSMISSION LOCKED ON HIM WHILE DRIVING AND THE TRANSMISSION COMPLETELY SELF-DESTRUCTED WHILE IN OPERATION. CUST STATES THAT HE WILL NO LONGER DRIVE THIS VEH BECAUSE HE KNOWS WHAT IS GOING TO HAPPEN NEXT. CUST STATES THAT THIS IS THE FOURTH TIME HIS TRANSMISSION HAS GONE COMPLETELY OUT. VEH IS CURRENTLY AT BILL SCHULTE CHEV FT PIERCE, FL PH NUMBER FOR DEALER. 561-461-4800

CUST SEEKS TO HAVE HIS VEH REPURCHASED AND GIVEN A CREDIT TOWARD THE PURCHASE OF ANOTHER VEH OF HIS CHOICE, OR TO BE GIVEN ANOTHER CORVETTE THAT IS SAFE FOR HIM TO DRIVE. CRM ADVISED CST THAT WE TRULY VALUE OUR CUSTOMERS AND THAT WE WILL DO ALL THAT WE CAN TO ASSIST HIM BECAUSE WE ALSO WANT TO ENSURE HIS SAFETY AS WELL AS KEEP HIM AS A CUST. TRANSFERRING TO TIER 2
KAYTRINA GLENN/TIER 1/TAMPA; 0; 358099080
2001-05-07

CUST STATED THAT HE WOULD LIKE TO HAVE HIS VEH REPLACED OR REPURCHASED. CRM ADVISED THE CUST THAT CRM IS UNABLE TO ADVISE HIM ON THAT SUBJECT AND THAT CRM CAN ASSIST IN THE REPAIR OF THE VEH. CRM ADVISED THE CUST THAT CUST CAN REFER TO THE BACK OF HIS OWNERS MANUAL TO FIND OUT ABOUT REPURCHASE OF THE VEH. CUST STATED THAT HE DOES NOT HAVE HIS OWNERS MANUAL W/ HIM. CRM ADVISED HIM THAT CRM WILL HAVE TO CONTACT THE DLRS FOR ADDITIONAL INFO. CRM CALLED BILL SCHULTE AND ASKED TO SPEAK W/ SVC MGR. CRM WAS ADVISED THE SVC MGR NAME IS JOHN SHEPARD AND THAT HE WAS UNAVAIL @ THE TIME. CRM WAS TRANSFERRED TO HIS VME. CRM LEFT A MSG STATING CUST INFO AND CRM CAN BE CALLED BACK @ CHEV CAC PHONE NUMBER AND CRM'S EXTENSION. CRM ALSO CALLED ED MORSE DLR AND ASKED TO SPEAK W/ STEVE ROBERTS AND CRM WAS ADVISED THAT HE WAS UNAVAIL. CRM LEFT A VME STATING CUST'S CONCERNS AND CHEV CAC PHONE NUMBER AND CRM'S EXTENSION. CRM DISCUSSED THE REPURCHASE ISSUE W/ T/L SHANNON GILFORD. **CONFID...; 0;
180619
2001-05-07

***CONFID... SHE ADVISED CRM TO ADVISE THE CUST THAT CRM IS UNABLE TO ADVISE HIM ON THE SITUATION AND HIS BEST RESOURCE IS THE OWNER'S MANUAL. SHE ALSO ADVISED CRM TO ADVISE CUST TO WORK W/ DLR. CRM ADVISED THE CUST OF THAT INFO AND HE STATED AGAIN THAT HE DID NOT HAVE

HIS OWNER'S MANUAL. CRM ADVISED HIM THAT HE SHOULD WORK W/ DLR. CRM SET UP A CALL BACK W/ THE CUST FOR TODAY BETWEEN 4 & 4:45 PM. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358100800
01-05-07

CRM CALLED BOTH DLRS AND SVC MGR @ BILL SCHULTZ WAS UNAVAIL AND STEVE ROBERTS WAS @ LUNCH. CRM WAS ADVISED THAT STEVE ROBERTS WAS EXPECTED TO BE BACK AROUND 2:30 PM. CRM WILL CALL DLRS BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358112573
2001-05-07

CRM CALLED BILL SCHULTZ DLR BACK AND SPOKE W/ JOHN SHEPPARD, THE SVC MGR. HE STATED THAT THE TRANSMISSION WILL NOT GO INTO SECOND. HE STATED THAT HE SEES THAT THE CUST HAS HAD OTHER REPAIRS W/ THE VEH. HE STATED THAT HE WOULD LIKE TO PUT ANOTHER TRANSMISSION IN THE CUST'S VEH AND HE HAS ALREADY CALLED HIS AVM AND LEFT A MSG FOR HIS AVM. CRM WILL CALL THE ORIGINAL DLR AND SPEAK W/ STEVE ROBERTS. ***** CRM CALLED THE DLR AND SPOKE W/ STEVE ROBERTS. HE STATED THAT THE CUST HAS BEEN IN THE DLR QUITE A FEW TIMES. HE STATED THAT CUST HAD THE VEH IN ON 4/13/01 AND 10/28/00 FOR TRANSMISSION TEMPERATURE CONDITION AND HE STATED THAT THE PROBLEM WAS NOT DUPLICATED. HE ALSO STATED THAT THE CUST HAD THE VEH IN ON 8/29/00 FOR TRANSMISSION SLIPPING INTO REVERSE. HE STATED THAT THEY REPLACED THE REVERSE HOUSING. HE STATED THAT HE CAME IN A FEW TIMES FOR CHECK ENGINE LIGHT COMING ON. CRM WAS TRANSFERRED TO THE SVC MGR, KEVIN KENIBEL AND HE STATED THAT CUST HAS HAD THE VEH IN.
***CONFID....; 0; 358117407
2001-05-07

****CONFID.... HE ALSO STATED THAT THE CUST HAD THE VEH IN FOR REPAIR IN JANUARY OF 2000 FOR A BAD TRANSMISSION HOSE. HE STATED THAT CUST DID NOT PURCHASE THE VEH @ THAT DLR. HE STATED THAT HE THE CUST HAS HAD A TOTAL OF TWO TRANSMISSION REPAIRS. CRM ADVISED THE SVC MGR THAT CUST IS SEEKING REPURCHASE AND THAT CRM WILL CALL AVM FOR A HEADS UP. HE STATED THAT WAS O.K. **** MR. ROBERTS ALSO ADVISED CRM THAT TRANSMISSION NEVER WAS REPLACED. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358117641
01-05-07

CRM DISCUSSED THE SITUATION W/ T/L AND WAS ADVISED TO LET THE DLR KNOW OF THE CUST STATING THAT HE WILL SEEK REPURCHASE. CRM WILL RESEARCH AND CALL THE REPAIRING DLR AND LET THEM KNOW OF THE INFO. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358117991
2001-05-07

CRM CALLED THE AVM, CARL COOK @ MOBE: 404082 & MAIL BOX #: 8064. CRM LEFT A MSG STATING THAT THE CUST IS SEEKING REPURCHASE AND THAT CRM WAS CALLING TO GIVE A HEADS UP ON THE SITUATION. CRM ALSO ADVISED OF THE TWO DLRS THAT THE CUST WAS WORKING W/. *****
****CRM WILL CALL THE CUST BACK. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358118855
2001-05-07

CRM CALLED THE CUST BACK AND ADVISED HIM THAT THE VEH SHOULD BE REPAIRED BY THE END OF THE WEEK. CUST STATED THAT HE WANTS TO KNOW THE PROCEDURE TO GET THE VEH REPURCHASED. CRM ADVISED THE CUST THAT HE WOULD HAVE TO REFERENCE THE OWNER'S MANUAL. HE STATED THAT HE DID NOT HAVE IT AVAIL HE STATED THAT HE WOULD LIKE TO SPEAK W/ SOMEONE WHO HAD THAT INFO AVAIL AND HE REQUESTED TO BE CALLED BACK. CRM ADVISED THE CUST THAT AN ANSWER COULD NOT BE GUARENTEED. CRM DISCUSSED THE SITUATION W/ TEAM MGR JENNIFER JARRETT AND SHE ADVISED CRM CAN READ THE INFO FROM THE OWNER'S MANUAL VERBATIM. ***** CRM CALLED THE CUST BACK AND READ TO HIM THE INFO IN THE BACK OF THE OWNER'S MANUAL. CRM ADVISED THE CUST THAT CRM'S MAIN CONCERN IS TO REPAIR THE VEH AND CRM WILL CONTINUE TO WORK W/ THE DLR ON THIS SUBJECT. CUST THANKED THE CRM AND STATED THAT WAS ALL THE INFO HE NEEDED. CRM WILL CALL THE DLR BACK TOMORROW OR WEDNESDAY. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358124197
2001-05-09

CRM WILL CALL THE DLR TOMORROW AND FOLLOW UP W/ THE DLR ON THE CUST'S CONCERN. KISSHA FIELDS, CARS, TPA, TIER 2; 0; 358283242
2001-05-10

BBB CASE CHV0163967 RECEIVED IN BRC. CUSTOMER SEEKS REPURCHASE, VEHICLE IS OUTSIDE LEMON LAW RIGHTS PERIOD FOR REPURCHASE AND IS ONLY ELIGIBLE FOR REPAIRS. BBB WILL BE CLOSING CASE. SHERRI COOLEY/TAMPA/ADR 58462; 0; 358359545
2001-06-18

CUST STATES THAT BBB CASE WASNT FILED. CUST STATES SEEKING VEH TO BE REPAIRED, NEEDS GM TO INTERVENE WITH DEALERSHIP REGARDING REPAIRS NEEDED ON VEH AND SEEKING SOME FORM OF COMPENSATION FOR PROBLEMS WITH VEH REPAIRS. CRM ESCALATING CALL TO TIER 2. ALFREDA MOORE/TIER 1/TAMPA; 0; 361721937
2001-06-18

CRM TRANSFERRED CALL TO SPECIALIST SHAMEKA THOMAS. ALFREDA MOORE/TIER 1/TAMPA; 0; 361725724
2001-06-18

CUST STATES ON THURSDAY THE VEH STARTED TO HAVE A NOISE IN THE VEH THAT DLR WAS NOT ABLE TO DUPLICATE. CUST STATES HE TOOK VEH INTO DLR AND WAS ADVISED THERE MAY BE DEBRIS IN THE BLOWER MOTOR. CUST STATES DLR ADVISED THIS WOULD BE AT A COST TO HIM. CUST STATES ON SATURDAY MORNING THE TRANSMISSION STARTED TO FEEL LIKE IT WOULD NOT CATCH. CUST STATES SUNDAY THE TRANSMISSION STARTED TO WINE. CUST STATES THIS MORNING THE VEH IN FIRST GEAR HARD SHIFT. CUST STATES THERE IS ALSO A NOISE WHEN BACKUP. CUST STATES DLR WOULD NOT OFFER A RENTAL VEH TODAY. CUST STATES BECAUSE THE DLR WILL NOT OFFER A RENTAL HE TOOK THE VEH AWAY FROM THE DLR AND DROVE BACK HOME.; 0; 361729056
2001-06-18

CUST SEEKS TO HAVE A RENT A VEH TODAY. CUST SEEKS TO HAVE SOME ASSISTANCE IN GETTING OUT OF THE VEH. CUST SEEKS TO KNOW IF HE RENTS A VEH BEFORE HIS VEH IS INSPECTED WILL WE REIMBURSE. CRM ADVISED CUST IF FOR ANY REASON THE TRANSMISSION WAS TO GIVE OUT THE REPAIR WOULD BE AT A COST TO HIM. CRM ADVISED CUST IF HE KNOWS THERE IS A CONCERN AND HE CONTINUES TO DRIVE THE VEH IT IS CONSIDERED ABUSE. CRM ADVISED CUST HE NEEDS TO GET THE VEH BACK TO THE DLR. CRM ADVISED CUST OF RENTAL VEH POLICY. CRM ADVISED CUST IF HE RENTS A VEH BEFORE THE TRANSMISSION IS INSPECTED WE WILL NOT REIMBURSE HIM. CRM CONTACTED AVM TO ADVISED OF CUST CONCERN. CRM ADVISED AVM OF CUST REQUEST TO HAVE ASSISTANCE WITH GETTING INTO ANOTHER VEH. CRM ADVISED CUST WILL GIVE HIM A CALL BACK ON THURSDAY 9-11. CRM ADVISED OF RXT. 57264.

SHAMEKA THOMAS CARS TAMPA; 0; 361729070
2001-06-18

AVM RESPONSE (CARL COOK): I WOULD NOT BE OFFERING TO BUY THE VEH BACK. WE HAVE TO DEAL WITH ENOUGH CORVETTES THAT DO QUALIFY UNDER THE LEMON LAW. I DON'T FEEL WE SHOULD BE BUYING THE VEH BACK. BUT I WOULD FEEL SOME LOYALTY TO THE CUST. I SEE THAT HE DOES HAVE A GMPP POLICY. WHAT I WOULD ASK YOU TO OFFER WE WILL OFFER THE SAME GMPP POLICY THAT HE'S GOT AND HE CAN CANCEL CURRENT POLICY AND GET A REFUND FOR WHAT EVER HE HAS PAID ON IT FOR THE PORTION OF USE HE HAD. SO, THAT SHOULD GIVE HIM SOME GOOD WILL. I THINK THAT IS THE MOST APPROPRIATE THING TO DO IN THIS CASE. YOU CAN LOOK UP THE VISS HISTORY AND SEE THE COVERAGE THAT HE GOT AND USE THE SAME LIMITS HE HAS ON GMPP. SHAMEKA THOMAS CARS TAMPA; 0; 361733890
2001-06-18

CRM LEFT MESSAGED BACK TO AVM ADVISING THE GMPP THAT CUST HAS ON THE VEH WAS GIVEN TO HIM BY CAC. CRM ADVISED THERE COULD BE NO REIMBURSEMENT FOR CUST. SHAMEKA THOMAS CARS TAMPA; 0; 361734020
2001-06-29

CRM LEFT ANOTHER MESSAGE FOR THE AVM. SHAMEKA THOMAS CARS TAMPA; 0; 362681570
2001-06-29

CRM CONTACTED BOTH DLR AND NEITHER SERVICE MANGER HAS HEARD FROM AVM. SHAMEKA THOMAS CARS TAMPA; 0; 36268462
2001-07-02

AVM RESPONSE (CARL COOK): THE CUST IS NOT ELIGIBLE FOR A BUY BACK. HE CAN'T PURSUE THAT THROUGH LEMON LAW PROCEDURE. WE ARE NOT GOING TO BUY BACK THE VEH. THERE IS A CONSIDERABLE AGE FACTOR WHEN A CUST GOES THROUGH THAT. CUST SHOULD BE AWARE OF THAT FROM THEIR SIDE. BASED ON THE PREVIOUS MESSAGE I SAID TO OFFER THE CUST GMPP WITH THE SAME COVERAGE THAT HE HAS. I KNOW HE HAS GMPP. BUT WHAT HE CAN DO IS CANCEL THAT GMPP. GET A REFUND FOR WHAT EVER IS AVAILABLE ON GMPP AND GET ANOTHER GMPP BRAND THAT WILL BE AT NO CHARGE TO HIM. SO, THAT IS WHAT THE OTHER MESSAGE WAS. THE DECISION IS BASICALLY THE SAME. SHAMEKA THOMAS CARS TAMPA; 0; 362933090
2001-07-02

AVM RESPONSE (CARL COOK): I DID NOT REALIZE THAT GM HAD GIVEN HIM THE OTHER POLICY. I GUESS YOU DID NOT MAKE YOURSELF CLEAR ENOUGH SO THAT I COULD UNDERSTAND THAT FROM THE PREVIOUS CALL. I HAVE NO WAY OF TELLING THAT FROM OUR SYSTEM THAT THAT IS WHAT HAPPEN. IF HE ALREADY HAS A POLICY THAT WE GAVE HIM FOR FRNN, I THINK WE'VE DONE ENOUGH TO SHOW OUR GOOD WILL OF TRYING TO GIVE HIM CONSIDERATION. THERE IS NOTHING WE CAN DO THEN. THERE IS NO REASON TO BE ISSUING ANOTHER GMPP POLICY. THAT IS MY MISTAKE FOR NOT KNOWING HE HAD THAT POLICY BASED ON US GIVING IT TO HIM. THERE IS REALLY NOTHING MORE THAT WE CAN GIVE HIM. WE SHOWED HIM OUR FAITH BY TRYING TO GIVE HIM SOMETHING EXTRA FOR HIS PROBLEMS BUY GIVING HIM THE FREE GMPP POLICY. I THINK THAT IS REALLY ALL WE CAN DO AT THIS TIME. SHAMEKA THOMAS CARS TAMPA; 0; 362933746
2001-07-02

CRM CONTACTED CUST BACK TO ADVISED THERE IS NOTHING ELSE THAT WE CAN ASSIST HIM WITH. CRM APOLOGIZED TO CUST FOR NOT BEING ABLE TO ASSIST MORE. CRM THINK CUST FOR CALLING. CUST NO UPSET. CUST UNDERSTANDS. CRM CLOSING FILE. SHAMEKA THOMAS CARS TAMPA; 0; 362933941

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:

REQUEST TYPE:
 REPURCHASE REASON:

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

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOFF:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

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

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

NAME:
 COMPANY:

CONTACT NUMBER: 1
 CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 479

Date Received

30-MAR-2001

Repository ☐

Reference No.
884656

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1 / 2001

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1YY22G1X3102771

Make
CHEVROLET

Model
CORVETTE

Model Year
1999

Date Purchased
01-OCT-98

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:
Gas

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
011000 STEERING:WHEEL AND HANDLE BAR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-MAR-2001

Failure Mileage

Failure Speed
10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM4LSABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE TRAVELING AND WITHOUT ANY INDICATION STEERING WHEEL COLUMN LOCKED UP. *AK
REF. IN EA02-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Lebanon, PA

CASE NUMBER: 1-14209957 VIN: 1G1YY22G215102270
MODEL YEAR: 2001
DATE OPENED: 2002-07-08 SERIES: Corvette
DATE CLOSED: 2003-01-21 MILEAGE: 22000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Frederick Chevrolet-Cadillac, Inc.
BRC PARENT: DEALER ADDRESS: 1505 Quentin, Lebanon, PA, 17042-7472, USA

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

M01 General
0 REPAIR ATTEMPT(S)

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

Steering concern/key gets stuck; ; 2002-07-08
2002-07-08

14209957 Srv mgr; ; 2002-07-08
2002-07-08

1-14209957 Update info; ; 2002-07-08
2002-07-08

Service Request has been Closed Satisfied.; ; 2002-07-08
2002-12-26

SR in Status of Closed has been Re-Opened by SPIEGELST; ; 2002-12-26
2002-12-26

Requesting status of steering issue; ; 2002-12-26
2002-12-26

Service Request has been Closed Satisfied.; ; 2002-12-26
2003-01-10

SR in Status of Closed has been Re-Opened by WAGNERJ; ; 2003-01-10
2003-01-10

steering column locks unexpectedly; ; 2003-01-16
2003-01-10

CRM call to Svc Mgr; ; 2003-01-10
2003-01-10

steering column information; ; 2003-01-10
2003-01-10

Service Request Ownership has changed FROM: LEHMANN TO: WAGNERJ; ; 2003-01-10
2003-01-16

Call for additional information after guidance from TM, Kirk Dimmery.; ; 2003-01-16
2003-01-17

Follow up to steering concern; ; 2003-01-21
2003-01-21

Service Request has been Closed Satisfied.; ; 2003-01-21

*****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: FAX NUMBER:
PRODUCT CODE: BODY TYPE:

ENGINE TYPE:

LEASE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

INTERNAL 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:



U.S. Department
Transportation
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Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

31-DEC-2002

Repository ☐

Reference No.
10000653

OWNER INFORMATION (Type or Print)

Printed Information (Name, Address, and Phone)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY2G215102270		Make CHEVROLET	Model CORVETTE	Model Year 2001
Date Purchased 10-AUG-00	Dealer's Name and Telephone Number FREDERICK 717-274-1461		Engine: No. Cylinders 8	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City LEBANON	State PA	Zip Code 17042	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 012200 STEERING COLUMN LOCKING ANTI-THEFT DEVICE	
Multiple Failure: 0				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-DEC-2002	Failure Mileage 27000	Failure Speed 65	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: D0THAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

STEERING WHEEL HAS LOCKED UP ABOUT 10 OR 15 TIMES. USUALLY IMMEDIATELY AFTER STARTING THE CAR. IT HAS HAD ME STRANDED FOR ANYWHERE FROM 5-60 MINUTES. TWO DEALERS HAVE LOOKED AT THE CAR AT LEAST 5 OR 6 TIMES. I THOUGHT THE PROBLEM WAS RESOLVED UNTIL I WAS DRIVING TO WORK A FEW WEEKS AGO ON A MAJOR HIGHWAY AT A RATE OF SPEED OF ABOUT 65MPH WHEN THE DIGITAL DISPLAY ON THE COMPUTER SAID TO "SERVICE STEERING COLUMN LOCK". THIS IS THE USUAL NOTIFICATION I GET ON MY CAR WHEN THE WHEEL HAS LOCKED UP IN THE PAST. FORTUNATELY THE STEERING DIDNT LOCK UP BUT IT REALLY FRIGHTEENED ME. THE DEALER WAS UNABLE TO IDENTIFY ANY PROBLEM IN THE DEALERSHIP AND NOW I'M SCARED TO DRIVE THE CAR FOR FEAR THE STEERING WHEEL WILL LOCKUP WHILE I'M DRIVING. ABOUT A WEEK AFTER THIS HAPPENED I WAS MADE AWARE OF AN INVESTIGATION INTO THIS PROBLEM BY NHTSA. I HAVE A 2001 CHEVY CORVETTE. CAN YOU PLEASE UPDATE ME ON THE INVESTIGATION AND WHAT SHOULD I DO NOW??
REF. IN EA02-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a notation summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Medina , OH

CASE NUMBER: 1-60266856 VIN: 1G1YY22G2V5108964
MODEL YEAR: 1997
DATE OPENED: 2003-01-02 SERIES: Corvette
DATE CLOSED: 2003-01-16 MILEAGE: 24000.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Underwood Chevrolet, Buick, Inc.
BRC PARENT: DEALER ADDRESS: 312 Bank St, Lodi, OH, 44254-0207, USA

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

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

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

Chevrolet Corvette Owner Assistance; ; 2003-01-02

Chevrolet Corvette Owner Assistance; ; 2003-01-02
2003-01-09

Check for req info; ; 2003-01-09

RE: Chevrolet Corvette Owner Assistance; ; 2003-01-09
2003-01-09

Service Request has been Closed Satisfied.; ; 2003-01-09

Re: Chevrolet Corvette Owner Assistance; ; 2003-01-12
2003-01-12

SR in Status of Closed has been Re-Opened by CHAAL; ; 2003-01-12

RE: Re: Chevrolet Corvette Owner Assistance; ; 2003-01-12
2003-01-12

cust emailed; ; 2003-01-13
2003-01-13

BT Call dealer for info on if cust has come in; ; 2003-01-13
2003-01-13

to dealer; ; 2003-01-13
2003-01-16

Reply to cust and adv no coverage at this time, ask for prev dealership; ; 2003-01-16

RE: Chevrolet Corvette Owner Assistance; ; 2003-01-13

● Chevrolet Corvette Owner Assistance; ; 2003-01-14

RE: Re: Chevrolet Corvette Owner Assistance; ; 2003-01-14
2003-01-14

Cust sent email; ; 2003-01-14
2003-01-15

Cust states e-mailing CRM w/ no resolve to Campaign steering column lock; ; 2003-01-16
2003-01-16

PLEASE CONTACT CUST ASAP; ; 2003-01-16
2003-01-16

1-60266856; ; 2003-01-16
2003-01-16

seeks to speak with previous Crm; ; 2003-01-16
2003-01-16

Warm Transfer to x57235, Cust left a message; ; 2003-01-16
2003-01-16

Cust called/left msg; ; 2003-01-16
2003-01-16

● Call cust to advs of situation; ; 2003-01-16
2003-01-16

Call from cust; ; 2003-01-16
2003-01-16

Call to cust; ; 2003-01-16
2003-01-20

Call cust to provide info on situation; ; 2003-01-16
2003-01-16

Call from cust; ; 2003-01-16
2003-01-16

Call to cust; ; 2003-01-16
2003-01-16

Closing sat-pending cust contact; ; 2003-01-16
2003-01-16

Service Request has been Closed Satisfied.; ; 2003-01-16

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

● INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

REPORTED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OWNER:

CO-OWNER:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:
LEASE:
REPLACEMENT VIN:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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



U.S. Department
Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-JAN-2003

Repository ☐

Reference No.
1000970

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GL1YY22GZV5108964		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 11-FEB-00	Dealer's Name and Telephone Number		Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 012000 STEERING: COLUMN Multiple Failures: 0	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-SEP-2002	Failure Mileage 24900	Failure Speed 4	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4LSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHILE BACKING OUT OF MY DRIVE THE STEERING COLUMN LOCKED UP AND WOULD NOT ALLOW THE WHEEL TO TURN. ALL I COULD DO IS
PULL STRAIGHT FORWARD INTO MY GARAGE AND TURN OFF THE CAR. REF. IN EA02-031 *CJ5

Include, if available: Police/Fire Department Reports, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Santa Barbara
CA

HOME PHONE:

CASE NUMBER: 1-55701341 VIN: 1G1YY22G2W5109159
MODEL YEAR: 1998
DATE OPENED: 2002-12-13 SERIES: Corvette
DATE CLOSED: 2002-12-13 MILEAGE: 53000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Bayshore Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 301 S Hope Ave, Santa Barbara, CA, 93105-4044, USA

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

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

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

Steering column locked; ; 2002-12-13
2-12-13

Service Request has been Closed Dissatisfied.; ; 2002-12-13
2002-12-13

SR in Status of Closed has been Re-Opened by ERNSTERT; ; 2002-12-13
2002-12-13

Service Request has been Closed Dissatisfied.; ; 2002-12-13

*****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:
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
INJURY DETAILS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

NAME :
COMPANY :
ADDRESS :

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:



U.S. Department
Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-827-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-DEC-2002

Repository ☐

Reference No.
10000083

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/1/02

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22G2W5109159		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 07-MAY-00	Dealer's Name and Telephone Number		Engine: No. Cylinders 8	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE		Vehicle Component Code 012200 STEERING: COLUMN LOCKING: ANTI-THEFT DEVICE
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-DEC-2002	Failure Mileage 53096	Failure Speed	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
(4, parts repaired or replaced (and if old part is available).

STEERING COLUMN LOCKUP. WITH THE KEY IN THE IGNITION AND THE ENGINE RUNNING, THE STEERING COLUMN LOCK FAILS TO RELEASE.
THIS MAKING THE VEHICLE IMPOSSIBLE TO DRIVE.
REF. IN EA02-031 *CJ5

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. **ATTACH ADDITIONAL SHEETS IF NECESSARY**
Privacy Act of 1974-Public Law 93-597 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining what law a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Yorktown, IN

CASE NUMBER: 1-31548501 VIN: 1G1YY22G2W5123191
MODEL YEAR: 1998
DATE OPENED: 2002-09-09 SERIES: Corvette
DATE CLOSED: 2002-09-27 MILEAGE: 35000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANO DEALER NAME: Sam Pierce Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 8814 State Rd #236-W, Middletown, IN, 47356-0174,

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

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

Broken

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

Steering locked up; ; 2002-09-09
2002-09-09

called Dlr Sam Pierce; ; 2002-09-09
2002-09-10

SR#1-31548501/Call Dlr for diagnosis; ; 2002-09-11
2002-09-16

cust called for update; ; 2002-09-16
2002-09-16

called dlrship; ; 2002-09-16
2002-09-16

Cust req transfer to EXT 48031; ; 2002-09-16
2002-09-16

Cust - dissat w/ prev CRM; ; 2002-09-16
2002-09-16

Service Request Ownership has changed FROM: CRUZW TO: TYLERRA; ; 2002-09-16
2002-09-16

Dlr - reimb amt?; ; 2002-09-16
2002-09-16

Service Request has been Closed Satisfied.; ; 2002-09-16
2002-09-27

cust - update / verify cust satisfaction; ; 2002-09-27
2002-09-27

Service Request has been Closed Satisfied.; ; 2002-09-27

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

IDENT DATE:
IDENT 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:
IDENTIFY 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:
PAGE 0 BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

LEASE TERM:

DAMAGE:

ER:

CH:

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*****

PERSONAL 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:



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-FEB-2003

Repository ☐

Reference No.
10007811

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1 / _____

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 1G1YY2ZG2W5123191		Make CHEVROLET	Model CORVETTE	Model Year 1998
Date Purchased 14-APR-98	Dealer's Name and Telephone Number		Engine: No. Cylinders <u>8</u>	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 012200 STEERING: COLUMN LOCKING: ANTI-THEFT DEVICE	
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-SEP-2002	Failure Mileage 34272	Failure Speed 0
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: D0THAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), condition(s), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

STEERING COLUMN LOCKED ON 1998 CORVETTE - DID NOT LOCK WHILE VEHICLE WAS MOVING - REMAINED LOCKED AFTER STARTING VEHICLE FROM PARKED POSITION
REF. IN EA02-031 *CIS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

CHEVROLET CASE 990097005 TYPE: A-ARBITRATION
 : ROGER DEAN CHEVROLET, INC.
 YR/MDL: 1999/CORVETTE

Base Case Information

OWNER: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: JUPITER STATE: FL ZIP: [REDACTED]
 VIN: 1G1YY22G2X5110779 DELIVERY DATE: 11/19/1998
 RESP DEALER: 00000
 MILEAGE: 5900 CORPORATE CASE #:
 YEAR/MODEL: 1999/CORVETTE
 CASE TYPE : A-ARBITRATION STATUS: 0
 OPEN DATE : 05/27/1999 ORIG OPEN DATE: 02/22/1999
 REOPENED: N
 LAST ACTIVITY DATE: 07/28/2000 BY: RENEE E WILLIAMS
 CLOSE DATE: 07/04/2000 SCRAP DATE: 12/31/9999
 LITIGATION/RETENTION REQUIREMENT HOLDS:
 LETTER 99-03, SEAT BELT RESTRAINT SYSTEM
 CHECK OR REIMBURSEMENT
 LETTER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT
 LETTER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER
 CONTACT METHOD: T-TELEPHONE
 ORIGIN CODE:
 TARGET AREA: SERV-SERVICE
 SOURCE CODE:
 LOCATION: RSL OWNER DEMAND AMT: \$0.00
 WARRANTY: I (IN/OUT)
 REPAIR ORDER: RO DATE:
 SAFETY CASE: Y CUSTOMER SATISFACTION: D
 LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
 REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
 WARRANTY CODE: I VEHICLE BUYBACK: Y
 DEALER CONTACTED: N DEALER NUMBER: 26129
 CONTACTED DATE: 02/22/1999 NAME: ROGER DEAN CHEVROLET, INC.
 DEALER CLOSED : 02/25/1999 CITY: WEST PALM BEACH ST: FL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A12	0		BBB CALL RECORD**5/27/99**MEDARB**5/27/99**
	3		AIR LEAK/WIND NOISE IN WINDOW
	0		P-SEATBELT DOES NOT RETRACT, CAN NOT USE
L10	0		EXHAUST SYSTEM SOUND
N40	0		LOCKED UP WHEN IN REVERSE

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/22/1999 12:33:45
2-22-1999****
O/C/STS DISEAT W/VEH...ORIG O/NO EXT SERV CONTRACT, NO OTHER CHEV...
O/STS VEH HAS BEEN IN TO DLR FOR AT LEAST 30 DAYS FOR RPR'S & IS GOING
IN FOR 4X FOR WINDOW NOISE...CO ACK & APOLOGISED FOR CONCERN...O/STS
WANTS REPURCH OF VEH...O/STS DOESN'T KNOW LEMON LAW...CO ADV O/TO C/
STATE ATTY GENERAL FOR LEMON LAW PARAMETERS...CO DCC DLR, BUT DCC
FAILED...CO ADV O/OF FAILED DCC...CO ADV O/OF FILE# & PURPOSE...CO ADV
O/CO OR ANOTHER REP FROM CMD W/C/B/IN FILE-10 BUSINESS DAYS...O/ACK &
THANKED...CO THANKED...
MICHELLE L. LANDRY, 1455
***NOTE TO NEXT...WHEN SMGR C/B, PLS FIND OUT R.O.'S ON VEH & HOW MANY
DAYS VEH HAS BEEN OUT...THANKS...****

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/25/1999 10:26:19
2-25-1999****
CO DCC DLR & SPOKE W/SMGR...SMGR ADV WAS BUEY & ADV W/C/B/LATER TODAY
TO ANSWER ???'S...O/ACK & THANKED...
MICHELLE L. LANDRY, 1455
***NOTE TO NEXT...WHEN SMGR C/B, PLS FIND OUT R.O.'S ON VEH & HOW MANY
DAYS VEH HAS BEEN OUT...THANKS...****
2-25-1999****
CO REC'D VRU FROM SMGR...CO DCC DLR, BUT SMGR N/A...CO LEFT
MESSAGE ADV SMGR CAN SPEAK TO ANYONE AT CMD REGARDING FILE...
MICHELLE L. LANDRY, 1455
***NOTE TO NEXT...WHEN SMGR C/B, PLS FIND OUT R.O.'S ON VEH & HOW MANY
DAYS VEH HAS BEEN OUT...THANKS...****

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/01/1999 10:06:08
03-01-99****
O/C/B/W/CASE # REQ UPDATE ON FILE...CO REV'D FILE & ADV O/PRV
UNABLE TO GET NECESSARY INFO FROM DLR...CO ADV O/WOULD TRY AND
CONTACT DLR FOR NECESSARY INFO...CO DCC ROGER DEAN CHEV & SPOKE
TO
03-01-99****
O/C/B/REQ UPDATE ON FILE...CO REV'D FILE & ADV O/WOULD CONTACT
DLR TO OBTAIN NECESSARY INFO FOR REV...CO DCC ROGER DEAN CHEV
& SPOKE W/NEIL, CUSTOMER RELATIONS MGR...DLR STS VEH OUT OF
SERVICE A TOTAL OF 19 DAYS...DLR STS 6 RO'S, 2 FOR EXHAUST, 4
FOR WIND NOISE FROM DRIVER'S SIDE WINDOW...DLR STS ONLY 2 RPRS
WERE MADE FOR NOISE, 1 RPR FOR EXHAUST...CO REV'D W/MGR MONICA
SCHACT...CO ADV O/CMD WOULD CONTINUE TO WORK WITHIN TERMS OF
WARR BUT THAT CMD WOULD NOT OFFER ASST W/TRADE/IN OR REPURCHASE...
O/STS WANTS COMPENSATED FOR TIME VEH HAS HAD TO SPEND AT DLR...
CO ADV O/NOT PART OF WARR...O/REQ BUMP...O/DISCONNECTS B/4
CO ADV O/OF BUMP...STEVE WYERS TO C/B O/FOR BUMP
NOTE: DLR GAVE FOLLOWING RO INFO:

03-01-99****
CONCERN: WIND NOISE/WATER LEAK
RPR: NO RPR DLR UNABLE TO SCHEDULE

DATE: 01/04/99 RO# 49051 MI: 1248

CONCERN: WIND NOISE
RPR: RESEALED BOTTOM PILLAR BEAM

CONCERN: WIND NOISE
RPR: DLR ROAD TESTED, DETERMINED OUTSIDE NOISE, NO RPRS
3-1-89*****

CO REC'D BUMP MESSAGE FROM SUSAN UGOLINO...CO C/B O/ & ADV O/ CO
REV'D FILE...CO ADV O/ CO WILL BE SUPPORTING POSITION THAT SUSAN HAS
PROVIDED...O/VENTS & VENTS...O/STs SHE SHOULD BE COMPENSATED FOR
PROBLEMS SHE HAS HAD W/ VEH...CO ACK & ADV O/ CMD WILL CONTINUE TO
WORK UNDER THE TERMS OF THE WARR...CO APOLOGIZED FOR NOT BEING ABLE TO
MEET O/'S EXPECTATIONS....O/REQ TO SPEAK W/ SOMEONE HIGHER...CO ADV O/
CALLS ARE NOT ESCALATED BEYOND THIS LEVEL...O/ REQ CMD ADDRESS...CO
ADV O/ OF CMD ADDRESS...O/ DISCONNECTED
STEVEN NYERS

CO REC'D CORR UNDATED , POST MARK ILLEGISLE, ADDRESSED TOCMD...
O/ENCLOSED MOTOR VEH DEFECT NOTIFICATION FROM STATE OF FL.
O/STS VEH HAS BEEN TO DLR OVER 21 DAYS FOR DIFFERENT CONCERNS FROM
PASSENGERS SEAT BELT RETACTS TO SLOW AND TWISTS AND STEERING WHEEL
LOCKED UP ONCE..CO DCC SMGR TODD STS TO TALK TO WARR CLERK KIM
MORROW MORING FOR INFO...CO THANKS TODD...

THIA FERRELL 6720
CO ATTACHED & ARCHIVED ICORR.....

CO DCC WARR CLERK KIM STS LAST SAW VEH ON 4/26/99, AND RPR
WAS DONE BY REPL PASSENGER SEAT BELT RETRACKER AND O/HAD
STEERING COLUMN LOCK UP SO STEERING COLUMN WAS REPL AND CODE RESET.
HAS NOT HEARD OR SEEN VEH SINCE THAT TIME....CO THANKS KIM....
CO C/O/ W/A LEFT MSG ON MACHINE W/800# AND FILE#...
CYNTHIA FERRELL 6720

***** NEXT 800 SPECIALIST *****
PLS ACK CORR REC'D AND ? IF CCAC COULD BE ASSIST SINCE VEH HAS NOT
BEEN SEEN 4/26/99, AND DEFECT NOTICE WAS DATED 4/27/99.....GIVING
DLR ONE MORE TIME TO RPR VEH....THANKS!

O/C/REQ/PREV.....CO/ACK/PREV.....CO/ACK/CORR REC'D 5/11/99....
O/STS HE HAS DOC TO PROVE CMD REC'D CORR 4/27/99.....CO/ACK/ADV/O
ON OUR FILE IT STS CORR REC'D 5/11/99....CO/??/HOW CMD CAN ASST...
O/STS IS ABOUT TO TAKE VEH IN AGAIN FOR RPR AS STATED IN PREV CMTS...
CO/ACK....O/??/CO AS TO WHAT ROUTE TO TAKE AFTER RPR EXECUTED...
CO/ADV/O ONCE RPR HAS BEEN EXECUTED C/B/CCAC & RPR WILL BE DOC &
FURTHER ASST WILL THEN BE IMPLEMENTED.....O/ACK/TRANKED CO/FOR HELP..
O/ACK/TRANKED O/FOR C.....
UD ALLEN 1625

COMMENT TYPE: M-MEDIATION ENTERED DATE/TIME: 05/27/1999 00:00:01
CCF RCVD. 5/27/99 O/SREKS REPURCHASE AT 6200 MILES...

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/27/1999 14:45:47

5-27-99*****

5-27-99*****O/C/STS NEEDS TO UPDATE FILE WITH NEW RPR...O/ PROVIDE
CO OFFER TO ASSIST O/ WANTS TO KNOW WHAT IS TAKING SO LONG ...C
O/ W/DOC NEW INFO BUT W/ NEED TO C/O/ B TO LET O/ KNOW NEXT
ACTION...SME MIKE RICE ADV SPEC TO GATHER ALL R.O. ...SPEC TO C/DLR
AND GATHER ALL INFO CO TO F/UP W/O/LATER TODAY...
CHRISTINA ESSAYIAN 7322

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/26/1999 09:52:01
CAC ADR RECEIVED CALL RECORD FROM THE BBB OF OWNERS INTENT ON MEDARB
CASE IS BEING HANDLED BY THE ADR TEAM ... PLEASE DIRECT ANY QUESTIONS
TO YOUR ADR TEAM CONTACT OR THE ADR TEAM ASSISTANT...
5-28-99*****CO WENT TO F/UP W/CASE AND NOTICED FILE IS NOW BEING HANDLE
BY ADR GROUP.....CO DID NOT F/UP W/O/.....
CHRISTINA ESSAYIAN 7322

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/01/1999 10:20:20

OWNERSHIP FILE, BETH BERTELSON
BRG/ADR
REGION USE ONLY 8-366-7357
DLR USE ONLY 1-800-CHEV-007 EXT. 8884

6-1-99*****
CO RECEIVED CCF W/ A START DATE OF 6-1-99...O/BEEKS REPURCHASE...CO TO
FOLLOW UP W/ DLR & O/...

BETH BERTELSON
BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/02/1999 15:40:09
6-2-99*****
CO DCC SMGR TRACY LONG AT DEAN CHEV...SMGR CURRENTLY UNAVAILABLE...CO
SPOKE W/ PAT IN SERV...PAT ADV THAT LAST TIME O/WAS AT DLR WAS 4-26-99
...PAT ADV THAT O/HAS 3 RO'S FOR RPR TO PASSENGER SEATBELT...PAT ADV
THAT VEH HAS BEEN OUT OF SERV FOR ABOUT 21 DAYS...PAT ADV THAT ASM IS
TOM SCOTT...PAT ADV THAT WILL FAX OVER RO INFO & LEAVE A MESSAGE FOR
SMGR...CO THANKED PAT...

BETH BERTELSON
BRC/ADR
6-2-99*****

CO LEFT MESSAGE FOR O/AT LISTED # FOR O/TO PLEASE C/B...

BETH BERTELSON
BRC/ADR
6-2-99*****

CO SUBMITTED VERBAL MRP TO BRYAN AT BBB...CO ADV THAT CHEV WILL
INSPECT & RPR ANY VERIFIABLE MANUFACTURES DEFECT & UPON O/
SATISFACTION CHEV WILL OFFER 5/75 GMPP & 2/24 SMART CARE...

BETH BERTELSON
BRC/ADR
6-2-99*****

CO LEFT MESSAGE FOR ASM TOM SCOTT W/ FYI OF STATUS OF FILE...

BETH BERTELSON
ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/03/1999 11:31:20
6/3/99*****
O/C/REQ BETH...CO CASE SCAN FOR FILE...CO TRANSFERS C/TO BETH...
MATT GARRETTSON, 3978

6-3-99*****

CO RECEIVED C/FROM O/...O/STS THAT CURRENT CONCERN IS W/ PASSENGER
SEATBELT LOCKING...O/STS THAT FINAL RPR WAS ON 5/14/99 AT ED MORSE
V...O/STS THAT VEH IS CURRENTLY FIXED BUT THE CONCERN HAPPENS
PERIODICALLY...O/STS THAT TODD FROM ROGER DEAN ADV THAT CONCERN W/ SEAT
BELT IS A DESIGN FLAW & CANNOT BE FIXED...O/STS THAT BEN WINE FROM ED
MORSE CHEV ALSO ADV THAT CONCERN CANNOT BE FIXED...O/STS DISSAT W/
CHEV...O/VENTS ABOUT DISSAT W/ SERV WHEN PURCHASING VEH...CO ACK &
APOLOGIZED FOR CONCERN...CO ADV O/THAT WOULD LIKE TO GET AN ASM
INVOLVED IN CASE...CO ADV O/THAT CO WILL CONTACT ASM TOM SCOTT WHO IS
OVER ROGER DEAN CHEV & C/O/B/...CO ADV O/THAT UPON O/SATISFACTION OF
RPR'S CHEV WOULD OFFER 5/75 GMPP & 2/24 SMART CARE...O/STS VEH IS A
LEASE & VENTS...O/STS WILL WAIT TO HEAR FROM CO & DISCONNECTED BEFORE
CO COULD OFFER ANYTHING FURTHER...CO TO LEAVE MESSAGE FOR TOM SCOTT...
BETH BERTELSON BRC/ADR

6-3-99*****

CO LEFT MESSAGE FOR ASM TOM SCOTT TO PLEASE C/B REGARDING FILE...

BETH BERTELSON
BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/04/1999 11:10:20
6-4-99*****

CO LEFT MESSAGE FOR ASM TOM SCOTT TO ADV THAT O/HAD REJECTED CHEV
OFFER & TO REV REQ...

BETH BERTELSON
BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/09/1999 08:56:23
6-9-99*****

CO CONTACTED O/AT LISTED #...CO ADV O/THAT CHEV WILL REPURCHASE VEH...
CO ADV O/THAT CO WILL FORWARD FILE TO ANOTHER DEPARTMENT THAT WILL
C/O/IN 7-10 BUSINESS DAYS REGARDING FACTS & FIGURES...O/STS WILL C/CO
B/TO GET FAX # TO FAX OVER BUYERS AGREEMENT...

BETH BERTELSON
BRC/ADR

6/9/99*****

CO REC'D BBB CASE & ASSIGNED TO G. GOLDIN...

JAMIE KOCIEMBA

6-09-99*****

O/C/B REQ TO SPEAK W/ PREVIOUS..CO ADV O/ PREVIOUS WAS N/A WILL LEAVE
A MESSAGE..O/REQ IF O/ COULD LEAVE MESSAGE..CO STS WOULD CHECK..CO
C/B/ TO PREVIOUS STILL RECEIVED VOICEMAIL SO CONFERENCE C/ OVER..
O/ LEFT MESSAGE..

YELONDA GRAHAM X1885

6-9-99*****

CO SENT FILE TO REPURCHASE...CO NOTES THAT GARY GOLDIN HAS O/SHIP &
FORWARD FAX FROM O/W/BUYERS ORDER SEPERATE FROM FILE...

BETH BERTELSON
BRC/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/10/1999 16:46:03

SHIP FILE GARY GOLDIN

CCAC/REPURCHASE/BRG

FOR REGION USE ONLY 1-248-696-1611

FOR DLR USE ONLY 1-800-234-8007 EXT.2148

06/10/99*****

CO REV'D FILE & C/O/TO ADV WORKING ON FILE...CO ADV O/ OF INFO NEEDED
TO REV VEH REPR (CURRENT LEASE & LIENHOLDER INFO)...O/ACK &
REFERENCED LEASE COMPANY, CO OBTAINED NEEDED PAYOFF & LIENHOLDER
...CO ADV O/ OF ROUGH ESTIMATE OF VEH REPR PER O/'S REQ...O/ACK &
INDICATED ESTIMATED OFFER APPEARS ACCEPTABLE...CO ADV O/ THAT CO WILL
COMPLETE ACTUAL OFFER ONCE DOCS ARE REV'D COMPLETELY & F/UP W/O...O/
ACK & THANKED CO...CO THANKED O/...CO TO F/UP AS REQUIRED BY NEXT WEEK
...>>>>>

>>>>> 06/10/99 (CONTINUED)
GARY GOLDIN, 2148
CCAC/REPURCH

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/14/1999 11:54:23
06/14/99*****
CO C/B O/ TO REV VEH REPR OFFER...O/ACK OFFER & REQ CO FAX FOR O/'S
REV...CO ADV O/ THAT CO WILL DO SO...CO ADV O/ THAT CO WILL F/UP &
COMPLETE VEH REPR PAPERWORK ONCE SIGNED OFFER LETTER & RELEASE ARE
REC'D FROM O/...O/ THANKED CO...CO THANKED O/...CO FAXED OFFER &
RELEASE TO O/, WILL F/UP AS REQUIRED...
GARY GOLDIN, 2148
CCAC/REPURCH

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/15/1999 13:55:22
06/15/99*****
CO REC'D SIGNED OFFER LETTER & RELEASE FROM O/...CO COMPLETED FILE &
FORWARDED FOR FINAL PROCESSING...
GARY GOLDIN, 2148
CCAC/REPURCH
***** GM CONFIDENTIAL --- FOR INTERNAL USE ONLY *****
STRAIGHT REPURCHASE FILE FORWARDED TO RESALE *****
ON TITLE: ADAM L. WILNER
CHECK TO OWNER: \$3,078.69
LIENHOLDER: BANK ONE
ATTN/ADDRESS: PAYOFF DEPT./1600 EAST NORTHERN AVENUE, SUITE 155
CITY,ST, ZIP/PHONE: PHOENIX, AZ, 85020/800-592-9844
ACCT #: 63012220048-5
PAYOFF/PER DIEM/GOOD TIL: \$40,728.85/ N/A /7-14-99
CHECK TO LIENHOLDER: \$40,728.85
DLR/CLR CONTACT/PH: ROGER DEAN CHEVROLET/HARRY COLLINS/561-683-8100
CHECK TO DEALER: \$100.00
OTHER: N/A
CHECK TO OTHER: N/A
REPURCHASE COORDINATOR: GARY GOLDIN EXT: 1611

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/17/1999 18:00:11
I APPROVED REPRWORK AND FORWARDED IT ON TO DISPOSITION

B. HALL

COMMENT TYPE: G-REIMB. PAYOR ENTERED DATE/TIME: 06/18/1999 00:00:01
STRAIGHT REPURCHASE CUSTOMER SATISFACTION, DUE TO PASSENGER
SIDE SEAT BELT WILL NOT RETRACT

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/18/1999 09:33:24

OWNERSHIP FILE. SIMPSON DOAKES
O/RESALE
USE ONLY 800 CHEV 007 EXT. 8574

I WILL REVIEW FILE AND PROCESS CKS, THEN FORWARD FOR APPROVAL...
SIMPSON DOAKES X1799

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 06/23/1999 13:47:07
06/23/99*****

REC'D SIGNED RELEASE AGREEMENT...
ATTACHED & ARCHIVED...
JUANETTA HAYES, 8737
I MAILED REPURCHASE DOC'S TO SMR (TRACEY LONG) AT ROGER DEAN
CHEVROLET....

SIMPSON DOAKES X1799

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/21/1999 13:06:27
I CONTACTED THE DLR SPOKE WITH THE TITLE CLERK....I WAS ADV THAT
THE TITLE IS ONE ITS WAY...I THANKED HER...

SIMPSON DOAKES X1799

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/22/1999 15:21:05

OWNERSHIP FILE. RENEE WILLIAMS
CCAC/RESALE
DLR USE ONLY 800 CHEV 007 EXT. 7902

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/03/1999 09:57:45
8/3/99*****C/ DLRSHIP AND ??? TITLE CLERK IF TITLE WAS SENT...SHE ADV
THAT TRACY LONG HANDLES LEMON VEHICLES BUT THAT HE IS OUT OF TOWN
UNTIL MONDAY...

RENEE B WILLIAMS

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/10/1999 10:09:22
8/10/99*****I C/ TRACY AT DLRSHIP WHO ADV THAT THEY NEVER HAD POSSESSI
ON OF THE TITLE...I WILL CONTACT LEINHOLDER...C/ LEINHOLDER...TITLES
DEPT NOT OPEN YET BUT I WAS ADV TO SPEAK W/TIM AT EXT.1778...OPERATOR
TRANSFERRED ME TO HIM AND I LEFT MSGG REQ STATUS OF TITLE...

RENEE B WILLIAMS

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/11/1999 15:55:18
8/11/99*****SPOKE W/ CHRIS IN LOANS...SHE ADV THAT SHE WILL SEND A
REQ TO THE VAULT AREA TO RELEASE THE TITLE TO C/O...REF # OF THE REQ
IS 1831...I ACK AND THANKED...

RENEE B WILLIAMS

COMMENT TYPE: 5-REPURCHASE ENTERED DATE/TIME: 07/04/2000 00:00:01
PASSENGER SIDE SEATBELT WILL NOT RETRACT

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 07/04/2000 00:00:01
FOR DLR INFO
FOR DLR INFO
FOR DLR INFO

GM 1241

GM 1241 Data available for this case.
GM 1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

Reimbursement Case 990097005 9012290

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 1G1YY22G2X5110779	MILEAGE: 5900
DESCRIPTION: STRA	
MODEL YEAR/CODE: 1999	DOCUMENT NUMBER: 173810
LABOR PAY: \$0.00	PARTS PAY: \$0.00
NET PAY: \$100.00	TOTAL PAY: \$100.00

VIN: 1G1YY22G2X5110779	MILEAGE: 5900
DESCRIPTION: STRA	
MODEL YEAR/CODE: 1999	DOCUMENT NUMBER: 173812
LABOR PAY: \$0.00	PARTS PAY: \$0.00
NET PAY: \$3,078.69	TOTAL PAY: \$3,078.69

VIN: 1G1YY22G2X5110779	MILEAGE: 5900
DESCRIPTION: STRA	
MODEL YEAR/CODE: 1999	DOCUMENT NUMBER: 173813
LABOR PAY: \$0.00	PARTS PAY: \$0.00
NET PAY: \$40,728.85	TOTAL PAY: \$40,728.85

CODE: 02	
TYPE: H	
NAME: ROGER DEAN CHEVROLET	
AMOUNT: \$100.00	DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1	CHECK PRINT ISSUE DATE: 06/23/1999
NET PAYMENT AMOUNT: \$0.00	
1099: N	TIN NUMBER:

CODE: 02	
TYPE: H	
NAME: [REDACTED]	
AMOUNT: \$3,078.69	DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1	CHECK PRINT ISSUE DATE: 06/23/1999
NET PAYMENT AMOUNT: \$0.00	
1099: N	TIN NUMBER:

CODE: 02	
TYPE: H	
NAME: BANK ONE	
AMOUNT: \$40,728.85	DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1	CHECK PRINT ISSUE DATE: 06/23/1999
NET PAYMENT AMOUNT: \$0.00	
1099: N	TIN NUMBER:

Reimbursement History

VIN:

ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0

CHECK NUMBER: 00000000

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN:

ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0

CHECK NUMBER: 00000000

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN:

ENTERED DATE: 02/01/1930 PAYMENT AMOUNT: 0

CHECK NUMBER: 00000000

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN:

ENTERED DATE: 06/18/1999 PAYMENT AMOUNT: 0

CHECK NUMBER:

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN:

ENTERED DATE: 06/18/1999 PAYMENT AMOUNT: 0

CHECK NUMBER:

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN:

ENTERED DATE: 06/18/1999 PAYMENT AMOUNT: 0

CHECK NUMBER:

FAILURE CODE:

EVENT CODE:

REPURCHASE IND:

PAYMENT TYPE:

TOTAL PAYMENT:

DESCRIPTION:

VIN: 1G1YY22G2X5110779

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 40728.85 CHECK NUMBER: 00000000

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 40728.85 CHECK NUMBER: 00000000

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G2X5110779

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 100 CHECK NUMBER: 00000000

FAILURE CODE: 98

EVENT CODE:

REPURCHASE IND: Y

PAYMENT TYPE: H

TOTAL PAYMENT: \$0.01

DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 100 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 1G1YY22G2X5110779

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 3078.69 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 3078.69 CHECK NUMBER: 00000000
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN:

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 3078.69 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:

ENTERED DATE: 06/21/1999 PAYMENT AMOUNT: 40728.85 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G2X5110779

ENTERED DATE: 06/23/1999 PAYMENT AMOUNT: 100 CHECK NUMBER: 002686843
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G2X5110779

ENTERED DATE: 06/23/1999 PAYMENT AMOUNT: 3078.69 CHECK NUMBER: 002686845
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1G1YY22G2X5110779

ENTERED DATE: 06/23/1999 PAYMENT AMOUNT: 40728.85 CHECK NUMBER: 002686846
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 973

ENTERED DATE: 06/24/1999 PAYMENT AMOUNT: 100 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 973

ENTERED DATE: 06/24/1999 PAYMENT AMOUNT: 3078.69 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

VIN: 973

ENTERED DATE: 06/24/1999 PAYMENT AMOUNT: 40728.85 CHECK NUMBER:
FAILURE CODE: 98
EVENT CODE: REPURCHASE IND: Y
PAYMENT TYPE: H TOTAL PAYMENT: \$0.01
DESCRIPTION: STRAIGHT REPURCHASE

Arbitration / Mediation

SITUATION TYPE: HBB
ACR AGREEMENT RECEIVED:
ACCEPTED/REJECTED DATE:
OPEN DATE: 05/27/1999
AWARD SETTLEMENT: -
SETTLED DATE:
DEALER RO DATE:
CHECK/CERTIFICATE NUMBER: 000000000000
OFFER DATE:
DIVISION OFFER CODE:
OWNER DEMAND CODE:
CUSTOMER ACCEPT CODE: B-BUYBACK
AWARD CODE:
PARTS AMOUNT: \$0.00

FTC RELATED:
ACR AGREEMENT SIGN:
DECISION DATE:
HEARING DATE:

CLOSE DATE:
REPAIR ORDER:

CHECK DATE:

OFFICE NUMBER: BBBVA0001
AWARD AMOUNT: \$0.00
LABOR AMOUNT: \$0.00

Product Liability / Breach

Product Liability / Breach Data available for this case.
Related Documents

1999168003

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: JUPITER

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: FL

HOME PHONE: [REDACTED]

EXTENSION: [REDACTED]

DATE:

DATE:

ZIP: [REDACTED]

Injured Parties

● Injured Party Data available for this case.
● purchase

CREATION DATE: 06/15/1999 DECISION DATE:
CHECK REQUESTED AMOUNT: \$43,907.00 CHECK DATE:
CHECK/CERTIFICATE NUMBER:
AUCTION HOUSE: AUCTION CHECK:
VEHICLE DISPOSED DATE: TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: \$0.00
ACCOUNT NUMBER LABOR AMOUNT: \$0.00
COST TO DIV: \$0.00
AMOUNT RECOVERED: \$0.00
NET LOSS BUYBACK AMOUNT: \$0.00
NADA AMOUNT: \$38,754.00 TRANSFER MILES: 005900
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: C28
PROBLEM OCCURANCE NUMBERS: 4 0

DMAC Correspondence

DMAC Correspondence Data available for this case.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 150

Date Received

03-JUN-1999

Repository ☐

Reference No.
837079

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 6/1/99

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1YY22GXS110779

Make
CHEVROLET

Model
CORVETTE

Model Year
1999

Date Purchased
01-NOV-98

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
011000 STEERING:WHEEL AND HANDLE BAR

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-MAY-1999

Failure Mileage

Failure Speed
5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM4SABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Condition, and Injuries.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

STEERING WHEEL LOCKED UP WHEN IN REVERSE GEAR, AND THE VEHICLE WAS ROLLING WHICH COULD HAVE CAUSED AN ACCIDENT. 2. PASSENGER'S SIDE SEAT BELT WILL NOT RETRACT IN PLACE PROPERLY OR IT WILL TWIST AND JAM THE SYSTEM, CAUSING LOSS OF PROTECTION. THE SERVICE DEPARTMENT ADMITS TO THE DEFECT IN BOTH CASES. *AK
REF. IN EA02-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GM RESTRICTED

376839

CASE NUMBER: 04924814 VIN: 1G1YY22G2Y5128653
 DATE OPENED: 07/16/01 MODEL YEAR: 00
 DATE CLOSED: 08/09/01 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 13000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] CHICAGO , IL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 04924814 VIN: 1G1YY22G2Y5128653
 MODEL YEAR: 2000
 DATE OPENED: 2001-07-16 SERIES: CORVETTE COUPE
 DATE CLOSED: 2001-08-09 MILEAGE: 13000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: MULLER CHEVROLET
 SRC PARENT: DEALER ADDRESS: 550 SKOKIE VLY RD, HIGHLAND PARK, IL, 60035, USA

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

M01 Steering General	Excessive Effort
3 REPAIR ATTEMPT(S)	Locked up
T44 Maintenance Certificate (Oil Change)	Customer Satisfaction
2 REPAIR ATTEMPT(S)	ONE FREE OIL CHANGE
J01 Engine	Other
2 REPAIR ATTEMPT(S)	Knocks
B40 Tires	Other
2 REPAIR ATTEMPT(S)	Bad sensors
M41 Steering Column/Lock/Attaching Parts	Inoperative
3 REPAIR ATTEMPT(S)	STEERING WHEEL WONT UNLOCK
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)	ONE COMPLIMENTARY OIL CHANGE

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:
 *Probe to identify failed item/component
 *Determine Customers Expectation

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

376839

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/Products/general/solutionsByComponentCode.htm]]
 * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/carscp/sbs/html/chronic repair.htm]]
 (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/sbs customer requests vehicle
 repurchase.htm]]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

cust states steering wheel is locking up. cust states this is 2nd time this has happened. cust states dealer could not get code. cust states dealer could duplicate, but would not register. cust states there is a knock in motor. cust states no codes on motor either. cust seeks why dealer cannot fix. cust contacted NHTSA, faxed forms and waiting a reply. crm contacted Mark Swartz, svc mgr, and he advised there is a campaign 01044 on veh. Mark advised to have cust bring veh in and he will put in a rental. crm advised cust. cust seeks why part was not replaced before now. crm advised could not diagnose, so could not replace any parts. crm advised that there is a campaign on her veh now, so even if she didn't have this complaint, the part would be replaced. cust states that the sensors in her tires are bad also, will not stay balanced. cust states she would rather address these issues after steering column repaired. crm set up follow up call for 7/24/01 between 10-12 cdt. nancy o'neill/pdx/cac; 0; 364166528
 2001-07-17

CUSTOMER STATES THAT HER STEERING COLUMN IS LOCKED AND THAT HER CAR FALLS UNDER A CAMPAIGN. CUSTOMER STATES DEALERSHIP TOLD HER THAT TO HAVE THE CAR FIXED WOULD MEAN SHE WOULD LOSE THE LOCKING DEVICE ENTIRELY. CUSTOMER NOT HAPPY WITH THIS AT ALL. CRMCALLED DEALERSHIP TO VERIFY AND SPOKE TO SERVICE MANAGER. SERVICE MANAGER CONFIRMED THIS. CRM ADVISED CUSTOMER. CUSTOMER UPSET CRM CALLED DEALERSHIP. CUSTOMER HUNG UP UNHAPPY. CRM CALLED ANOTHER DEALERSHIP AND SPOKE TO SERVICE MANAGER. SERVICE MANAGER STATED THAT THE CUSTOMER WOULD NOT LOSE THE LOCKING DEVICE IF SHE HAD THE CAMPAIGN WORK DONE. RICH WILL BE CALLING CUSTOMER BACK.
 JEANINE WOODARD /ATX/CARS/CAC; 0; 364234339
 2001-07-18

CONTACTED CUSTOMER TO FOLLOW UP, CUSTOMER STATES THAT THE VEHICLE WAS REPAIRED AND SHE HAS PICKED UP THE VEHICLE FROM THE DLR AND IT HAS BEEN REPAIRED. CUSTOMER IS SATISFIED WITH THE REPAIR AND STATES THE VEHICLE IS RUNNING NORMALLY, RECIEVED OVER THE SHOULDER APPROVAL FROM TM SHERRI MAURER TO SEND CUSTOMER AN OIL CHANGE CERTIFICATE FOR HER INCONVENIENCE.

BUSINESS CASE FOR OIL CHANGE CERTIFICATE:
 CUSTOMER HAD TO HAVE VEH TOWED TO DLR BECAUSE STEERING WHEEL WOULD NOT UNLOCK.
 CUSTOMER HAD TO TAKE A DAY OFF OF WORK

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

376839

CUSTOMER HAS HAD THIS VEHICLE IN TO THE DLR TWO OTHER OCCASIONS BUT DLR COULD NOT DUPLICATE
CUSTOMER HAS HAD THE VEHICLE TOWED TWICE FOR THIS CONCERN AND ONE OTHER TIME CUSTOMER WAS
ABLE TO UNLOCK STEERING WHEEL BEFORE TOW TRUCK ARRIVED.

CRM VERIFIED CUSTOMER ADDRESS AND CUSTOMER ACCEPTED THE OIL CHANGE OFFER.
RICHARD SALINAS / CAC / ATX; 0; 364332252
2001-07-19

TM HAS REVIEWED FILE AND DOES AGREE WITH GOODWILL BUSINESS CASE AS STATED IN FILE////TM
WILL WIAT FOR GW LIASON TO REVIEW FILE////RFLORES/TEAMCARS/ATX.; 0; 364421613
2001-07-26

LIAISON REVIEWED REQUEST AND WILL SEND FEEDBACK FORM TO CRM TO MAKE
ADJUSTMENTS.....SHERRY JOHNSON/LIAISON/ATX; 0; 365002063
2001-08-07

CONTACTED CUSTOMER MADE OFFER OF OIL CHANGE CERT. CUSTOMER ACCEPTED, CRM VERIFIED
ADDRESS.
RICHARD SALINAS / CAC / ATX; 0; 366048765
2001-08-07

liaison reviewed request and will submit for approval.....sherry
johnson/liaison/atx; 0; 366057869
2001-08-07

LIAISON HAS REVIEWED REQUEST FOR LOF. AFTER FURTHER REVIEW, LIAISON WILL SEND A
GOODWILL FEEDBACK FORM TO SUBMITTING LIAISON TO MAKE ADJUSTMENTS. KERRIE
LINDHOLM/ATX/GOODWILL LIAISON; 0; 366073887
2001-08-07

DISREGARD PREVIOUS COMMENT BY JASOLINK.
LIAISON UNDERSTANDS THAT THE CUSTOMER'S TIRE CONCERN HAS NOT BEEN ADDRESSED, BUT THE
CUSTOMER STATED THEY WERE NOT GOING TO ADDRESS THE CONCERN WITH THE DEALER UNTIL THE
STEERING CONCERN WAS REPAIRED. THEREFORE, LIAISON WILL SUBMIT FOR FINAL APPROVAL BECAUSE
THE CUSTOMER'S MAIN CONCERN HAS BEEN REPAIRED. KERRIE LINDHOLM/ATX/GOODWILL LIAISON; 0;
366074802
2001-08-08

LIAISON REVIEWED THE REQUEST AND WILL GRANT FINAL APPROVAL FOR ONE COMPLIMENTARY OIL
CHANGE THE CUSTS ADDRESS HAS BEEN VERIFIED AND CUST HAS ACCEPTED THE OFFER. PERCY
EDWARDS/AUSTIN/LIAISON.; 0; 366131570

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

376839

ACCIDENT 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:

FINCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

376839

COUNT 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:

CONTACT PHONE:

ADDRESS:



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

16-JUL-2001

Repository ☐

Reference No.
748538

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY22GZY5128653		Make CHEVROLET	Model CORVETTE	Model Year 2000
Date Purchased 01-MAY-00	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING-WHEEL AND HANDLE BAR	
Multiple Failure: 2				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-JUL-2001	Failure Mileage	Failure Speed 0	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example DOTMA19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and injury(s).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(es).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
ie, parts repaired or replaced (and if old part is available).

THIS CAR HAS BEEN NOTHING BUT PROBLEMS. STEERING HAS LOCKED ON ME 2 TIMES WHICH I WAS LATE FOR WORK BOTH TIMES, AND IS A SAFETY CONCERN, WHAT IF I WAS IN A BAD AREA TO BE STUCK?? THE DEALER SAYS NOTHING IS WRONG WITH THE CAR BUT WHEN CHECKING THE NHTSA.GOV SITES THERE ARE TONS OF CARS WITH THE SAME PROBLEMS. CHEVROLET HAS GOTTEN RID OF THE STEERING LOCK IN 2001 AND 2002 WHY IS THAT BECAUSE IT DOESNT OPERATE CORRECTLY. THE TIRE PRESSURE WAS ALWAYS OFF ON EACH TIRE. MY FUEL GAUGE IS ALWAYS WRONG. NOT TO INCLUDE MY ENGINE TICKS VERY LOUD AND THE DEALER SAYS NOTHING IS WRONG WITH THAT THERE IS ALSO OIL LEAKAGE AND CONSUMPTION PROBLEM. I JUST WANT MY \$30K CAR FIXED. IF THIS DOES NOT GET RESOLVED I WILL HAVE TO TAKE THIS A STEP FURTHER AND REVIEW LEGAL OPTIONS. THANK YOU. NHTSA FOR YOUR HELP. *AK
RUF. IN EA02-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to a authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should be taken appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

WINNETKA, CA

CASE NUMBER: 01742556 VIN: 1G1YY22G3V5108312
MODEL YEAR: 1997
DATE OPENED: 2000-09-29 SERIES: CORVETTE COUPE
DATE CLOSED: 2000-09-29 MILEAGE: 35000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

M02 Steering Linkage/Component Parts Other
0 REPAIR ATTEMPT(S) FROZE UP ON CUST

Campaign and Special Policy Letters

INFORM THE CALLER:

"General motors does not provide copies of campaign or special policy letters to customers." For Campaigns Inform the caller: Offer to research the customers VIN for any open Campaigns. Enter the customer information and VIN into the system to check for "ALERTS".

Special Policy Inform the Caller:

If your vehicle was involved in a special policy, they may have been mailed a letter. If they say they had lost the letter or bought the car used and was just inquiring if there were any special policies ask: "Is there anything in particular you are concerned about?" If they respond yes, review the alerts under VIN history tab. for that particular problem. If you find they may be involved in a special policy, inform them that: "A special policy is to provide them assistance should the (named issue) arise and in most instances there is nothing necessary to do."

*DO NOT share Special Policy information unless specifically requested by the customer.

*DO inform the customer of any Open Campaigns and offer to provide the customer's nearest or servicing dealership location and phone number.

STEERING COLUMN LOCK

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

CUST CALLED HIS STEERING COLUMN LOCKED UP ON HIM VEH WAITING TO BE TOWED AND HE KNEW HE WAS OUT OF WARRANTY

CUST SEEKING RECALL INFO

CRM CHECKED TO SEE IF ON RECALL/SPECIAL POLICY THERE WAS NONE ABOUT STEERING COLUMN CKD VIN PROFILE IT SAID HE HAD GMPPMAJOR GUARD. CRM CALLED GMPP TO SEE IF TOWING AND STEERING COLUMN COVERED THEY INFORMED CRM THE POLICY WAS CANCELLED IN 1999

CRM ADVISED CUST THAT THERE WAS NO RECALL AND THAT THE GMPP MAJOR GUARD WAS CANCELLED IN 1999 AND THAT THERE WAS NOTHING WE COULD DO FOR HIM AT THIS TIME.....TAMI KOGER/PDX; 0;
339120499
2000-10-02

referring to email received from the cust, kana case number, 575452, dated 9/29/00. cust states.....My Steering console locked up on me at work and I couldn't get home. I thought this just happened to me and when I got on the Corvette billboards I found hundreds of people with the same problem. There is even an aftermarket bypass switch. Why didn't GM notify corvette C5 owners? Why is there no recall? Why do I pay \$800 a month for a car I can't drive? This is a very bad situation I plan on fighting for until the end. I have a 97 model that is out of warranty and I don't think it's fair I pay for this obvious flaw.

Email Address: studioxi@pacbell.net; 0; 339374625
00-10-02

crm sent email to the cust advising.....Thank you for your Internet communication regarding your 1997 Chevrolet Corvette. We apologize for your frustration with the steering column in your vehicle locking up. We have updated your computer file with your most recent comments. We have also processed your Vehicle Identification Number (VIN) through our computer files, and found that your vehicle is not currently involved in any open recall campaigns. Due to the nature of your questions and comments, we feel that the Customer Assistance Center will be in the best position to further assist you. Please contact them at 1-800-222-1020, at your earliest convenience. Please refer to your file number, C01742556.

IF THE CUST CALLS PLEASE ASSIST ACCORDINGLY AND TAKE OWNERSHIP OF THE FILE. CRM IS ON THE EMAIL TEAM AND WE HANDLE THE EMAIL AS A TIER 1 CALL*****SHARON MCKINNEY/TAMPA/KANA; 0; 339374814

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

LEGED 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:
FAR STATUS:

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

SOURCE: TRANSACTION:

REQUEST TYPE:
REPURCHASE REASON:

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

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

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:

CONTACT PHONE:

ADDRESS:



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

02-OCT-2000

Repository ☐

Reference No.
733130

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1 / 1 / _____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1YY2263V5108312		Make CHEVROLET	Model CORVETTE	Model Year 1997
Date Purchased 01-JUL-99	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 011000 STEERING:WHEEL AND HANDLE BAR	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-SEP-2000	Failure Mileage	Failure Speed 0	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTN13ABC636)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Aftermarket	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure(s), parts repaired or replaced (and if old part is available).

STEERING WHEEL COLUMN LOCK FAILS AND ENGAGES THE WHEEL IN A LOCKED POSITION. THE CAR BECOMES UNDRIVEABLE AND MUST BE TOWED. MY CONCERN IS IF THIS WERE TO HAPPEN WHILE DRIVING. I WAS PARKED. THE DEALERSHIP TOLD ME IT WAS A VERY COMMON PROBLEM. THERE IS. *AK REF. IN EA02-001 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a substantial summary thereof, may be used in support of the agency's action.

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

CASE NUMBER: 06860477 VIN: 1G1YY22G3W5114659
 DATE OPENED: 05/15/02 MODEL YEAR: 1998
 DATE CLOSED: 05/15/02 SERIES: CORVETTE COUPE
 SOURCE: YES MILEAGE: 40000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] KELLER, TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06860477 VIN: 1G1YY22G3W5114659
 MODEL YEAR: 1998
 DATE OPENED: 2002-05-15 SERIES: CORVETTE COUPE
 DATE CLOSED: 2002-05-15 MILEAGE: 40000
 SOURCE: Phone DELIVERY DATE:
 C TYPE: Yes DEALER NAME: BRUCE LOWRIE CHEVROLET, INC.
 C PARENT: DEALER ADDRESS: 711 SW LOOP 820, FORT WORTH, TX, 76134, USA

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

T19 Campaign Correction Required Customer Satisfaction
 2 REPAIR ATTEMPT(S) 01044A

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

Vehicle operation or design

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

CUST IS ORIGINAL OWNER OF VEH. VIN SEARCH DONE. CUST STATES THAT HE HAS HAD TO HAVE CAMPAIGN 01044A DONE FOR THE SECOND TIME B/C HIS STEERING COLUMN LOCKED UP. CUST STATES

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

HE WAS NOT CHARGED, BUT IS SEEKING TO KNOW WHY CAMPAIGN HAD TO BE DONE TWICE. CRMCONTACTS
ST SVC MGR BECKY WADE. ASSIST SVC MGR STATES THAT "PARTS BRAKE DOWN EVERYDAY", AND
THERE WAS NO REASON WHY THE VEH BROKE DOWN. CRM ADVISED CUST THAT THERE IS NO
TELLING WHY VEH BROKE, AND THAT THIS CAMPAIGN REPAIR SHOULD SOLVE THE ISSUE. CUST
UNDERSTANDS, CRM CLOSING FILE..

DAN GUIBERT/CARS/TPA/57030.; 0; 390343177

*****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:

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

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

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:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

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

CONTACT PHONE:

ADDRESS:



U.S. Department
Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 798

Date Received

15-MAY-2002

Repository ☐

Reference No.
B009898

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G1YY22G3W5114659

Make
CHEVROLET

Model
CORVETTE

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

011000 STEERING:WHEEL AND HANDLE BAR

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-MAY-2002

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

WHILE STARTING VEHICLE STEERING LOCKED UP, AND CONSUMER COULD NO LONGER TURN WHEEL OR CONTROL VEHICLE. CONTACTED DEALER, AND DEALER WAS NOT WILLING TO DO ANYTHING. *AK REF. IN FA02-031 *CJS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

Privacy Act of 1974: Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

JOPPA , MD

CASE NUMBER: 06623912 VIN: 1G1YY22G3W5121384
MODEL YEAR: 1998
DATE OPENED: 2002-04-01 SERIES: UNKNOWN
DATE CLOSED: 2002-04-01 MILEAGE: 32000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: J B A CHEVROLET
BRC PARENT: DEALER ADDRESS: 7327 RITCHIE HWY, GLEN BURNIE, MD, 21061, USA

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

M41 Steering Column/Lock/Attaching Parts Other
0 REPAIR ATTEMPT(S) steering column 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/CNC/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 that his steering column is locked up and cust seeks to know how to unlock it
crm advised the cust that he would need to take the veh to the dlr for diagnosis cust states
that o one will come out to tow the veh because of the way his driveway is designed crm will
close file dissat due to resolution linda prado/atx; 0; 386544420

*****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:

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:
VEHICLE TYPE:
PURCHASE REASON:

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

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

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

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

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:

*****ADP 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:

GM RESTRICTED

348845

CASE NUMBER: 01533610 VIN: 1G1YY22G3W5122096
 DATE OPENED: 09/12/00 MODEL YEAR: 98
 DATE CLOSED: 10/11/00 SERIES: CORVETTE COUPE
 SOURCE: MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 01533610 VIN: 1G1YY22G3W5122096
 MODEL YEAR: 1998
 DATE OPENED: 2000-09-12 SERIES: CORVETTE COUPE
 DATE CLOSED: 2000-10-11 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: DEALER NAME:
 BRC PARENT: DEALER ADDRESS:

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

M01 Steering General Other
 1 REPAIR ATTEMPT(S) steering column locking

steering column lock

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

kana file number 537570. cust states he has had concerns with the steering column locking up on him. cust states he knows we are aware of this yet gm will not issue a recall. cust seeks to know what is going to be done for this. crm will advise cust to contact cac for further asst. pls asst accordingly. thank you. *****stacey williams/tpa/kana; 0; 99999
 2000-09-25

CUST CALLED IN STATED THAT HE IS HAVING A CONCERN WITH THE STEERING ON THE CORVETTE. CUST STATED THAT THE ENGINE WILL QUIT, AND HE CAN NOT START THE VEH. CUST STATED THAT IT WAS HARD GETTING VEH ON AND OFF THE TOW TRUCK DUE TO WHEEL BEING TURNED. CUST STATED THAT HE KNOW OF OTHER CUST HAVING THIS CONCERN. CUST FEELS THAT GM SHOULD DO SOMETHING ABOUT THIS PROBLEM. CRM ADVISED CUST WILL DOC INFO./STACIE COLLINS TX; 0; 338750697
 2000-10-03

crm received correspondence addressed to Mr. Wagoner. The cust states the concern w/ the veh is the steering column locks up. The cust has several questions for GM.

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

348845

If GM has known about the situation since 1997 why hasn't anything come about the complaint. 2) The aftermarket has a lock bypass, will GM authorize dlr's to install without voiding the warranty. 3) Why has GM eliminated the steering column locks in the 2001 models. The cust states that his faith in the veh is somewhat less than before, states since he finds this to be a common concern w/ the steering column. Exec crm to acknow receipt of the letter & provide further info to the cust's concern. Eugene Mann
Exec Office; 0; 339466085
2000-10-11

EXEC CRM CONTACTED THE CUST. THE CUST STATES WHILE LEAVING EXITING THE GARAGE IN REVERSE THE ENGINE SHUT DOWN & WHEELS LOCKED ON THE VEH, STATES THE WHEELS LOCKED AT AN ANGLE CAUSING DIFFICULTY REMOVING THE VEH. THE CUST STATES HE RECEIVED A FORM LETTER FROM THE WEB, WHICH WAS FORWARDED. EXEC CRM EXPLAINED TO THE CUST GM WILL ADDRESS THE CONCERN UNDER THE TERMS OF THE WARRANTY, ADVISED GM RECOGNIZES THE FEEDBACK FROM THE CUST'S AND GIVES CONSIDERATION TO THE DESIGN CONCERN THAT CUST'S EXPERIENCE W/ THE VEH. EXEC CRM ADVISED SHOULD ANY RESULTS OR CHANGES WHICH DIRECTLY AFFECT THE VEH CAMPAIGNS, SPECIAL POLICIES THE CUST WILL BE NOTIFIED. THE CUST AGREED TO THE RESOLUTION & STATED OVERALL SATISFACTION W/ THE VEH. CLOSING FILE; 0; 340131720

*****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:
RE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

GM RESTRICTED

348845

TEST DESCRIPTION:
 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:	
AGE:	
COLOR:	
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:

GM RESTRICTED

348845

NAME:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

NASHVILLE, TN



06-20-00 03:17 RCVD

G.R. Wagoner Jr.
General Motors
300 Renaissance Center
Detroit MI 48265

48242-1401 34



TO: G. R. Wagoner Jr., CEO
General Motors
300 Renaissance Center
Detroit, MI 48265

FROM: [REDACTED] r.
Nashville, TN [REDACTED]

RECEIVED

SEP 18 2000

G.R. WAGONER, JR.

As you know, C5 Corvettes have a problem with the steering column lock malfunctioning and leaving owners stranded. I know of several owners affected myself included, they have had to have their cars towed as have I. GM has known about this problem yet refuses to issue a recall and fix the potential problem; they are handling each one individually since it may be more cost-effective than issuing a general recall.

My main concern is that I don't want to be far from home or in a bad section of town when this happens again which would then leave me stranded.

Questions:

1. If you have known about this since 1997, why haven't you addressed the issue?
2. The aftermarket has responded with a steering column Lock bypass - will you authorize a dealer to install it without voiding the warranty on the vehicle?
3. Why have you eliminated the steering column lock on 2001 automatics but not on the manual transmission Models?

I hope you address this very real issue.

I think that in view of what is happening to Ford/Firestone at present, and the destruction of public Trust in the automotive industry that is resulting from this debacle, and the consequent large number of spillover lawsuits that will surely result from failures to deal with known gross product defects, you are making a sizable error in refusing to provide an upgraded part,

My column locked up last week as I was leaving for a round of Golf (which I did not make). It took over an hour once the wrecker arrived to get the car out of the garage, as the wheels were not straight. We also spent considerable time at the dealer trying to get the car off of the wrecker because we could not turn the wheels. The part was replaced but my faith in the car is somewhat less than before and I am really concerned since finding that this is a common problem!

Sincerely,

1998 Corvette coupe
1G1YY22G3W5122096

P.S: This is my 8th Corvette and the last year!
I know that this is a form letter but
my concerns are real especially since it
has happened to me!

I look forward to a true fix!