

EA03-007

GM 12/16/03

ATTACHMENT 1A

BOOK 1 OF 2

PART 1 OF 4

GM6385
EA03-937

ATTACHMENT "1A"

GM RESTRICTED

376405

CASE NUMBER: 05475566 VIN: 1GHDT138822163492
 DATE OPENED: 09/07/01 MODEL YEAR: 02
 DATE CLOSED: 09/24/01 SERIES: BRAVADA AWD
 SOURCE: REP YRS MILEAGE: 900
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] TROY MI [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05475566 VIN: 1GHDT138822163492
 MODEL YEAR: 2002
 DATE OPENED: 2001-09-07 SERIES: BRAVADA AWD
 DATE CLOSED: 2001-09-24 MILEAGE: 900
 SOURCE: DELIVERY DATE:
 SRC TYPE: REP Yes DEALER NAME: SUBURBAN OLDSMOBILE CADILLAC
 SRC PARENT: 05422297 DEALER ADDRESS:

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

J01 Engine Stalls - Hot Engine
 3 REPAIR ATTEMPT(S) REPURCHASE

Engine stalls while driving, will not crank after stall.

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

***** executive summary*****

Decision Maker AVM LEONARD FOX
 Transaction TRADE
 Reason BATTERY CABLE
 Dealer Contact/ number CHUCK MARTIN SERVICE MANAGER; 0; 368731768
 2001-09-07

CRM CONTACTED CUST AND INFORMED CUST OF CONTACT NUMBER AND EXTENSION. CUST STATES FAX
 PAPERWORK DIRECTLY TO HIM. DANIELLE TAYLOR; 0; 368731610
 2001-09-17

*****Repurchase Summary*****

Base Price 32044.08
 Lic/ Title fees 1922.64-19.00
 Aftermarket Items 0.00

Q W R E S T R I C T E D

376405

0.00
Total Repurchase amount 34,220.72; 0; 369604172
2001-09-24

cust recieved check. danielle taylor; 0; 370199806

*****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: INSPECTOR'S NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: AVN TRANSACTION: Straight Repurchase
CUST TYPE: Non-legal/General
PURCHASE REASON: BATTERY CABLES

DEALER SAC:
DEALER NAME: STEPHEN OLDSMOBILE CADILLAC

GM RESTRICTED

376405

DEALER ADDRESS: , , ,
 CONTACT: Sales, CRICK MARTIN
 PHONE NUMBER: 248-643-0070
 PRODUCT CODE:

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

ENGINE TYPE:
 RELEASE @ BUY-BACK:
 REBP:

DEPRECIATION: NONE
 UPGRADE: 235 DOWNGRADE
 AFTERMARKET: NONE
 LEASE TERM: NONE
 DAMAGE: NONE
 OTHER:
 BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL: N

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

DEALER ADMINISTRATION: N
 RELEASE: N

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*****

INTERNAL CASE NUMBER:
 TITLE NAME:
 BUSINESS:
 ACCIDENT:
 DESCRIPTION OF DAMAGE:
 PURCHASE/LEASE: 0
 RELEASE AT PURCHASE: 0
 DOES OWNER HAVE POSSESSION OF VEHICLE:
 RESOLUTION SOUGHT:

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

*****SRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

GM RESTRICTED

375408

NAME:
ADDRESS:

CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

380134

CASE NUMBER: 05131000 VIN: 1GKDS138322184537
 DATE OPENED: 07/31/01 MODEL YEAR: 02
 DATE CLOSED: 10/10/01 SERIES: ENVOY 2WD (4-DOOR)
 SOURCE: NO MILEAGE: 8400
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] GRAND PRAIRIE TX [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05131000 VIN: 1GKDS138322184537
 DATE OPENED: 2001-07-31 MODEL YEAR: 2002
 DATE CLOSED: 2001-10-10 SERIES: ENVOY 2WD (4-DOOR)
 SOURCE: Phone MILEAGE: 8400
 SRC TYPE: No DELIVERY DATE:
 SRC PARENT: DEALER NAME: FRANK KEET PONTIAC-GMC, INC.
 NORTH, TX, 76116, USA DEALER ADDRESS: 3535 W. LOOP 820 SOUTH, FORT

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

ALL Parts Delay	Other
0 REPAIR ATTEMPT(S)	PARTS DELAY/SPAC
J57 BCM/PCM/CALPAK/MEMCAL	Other
1 REPAIR ATTEMPT(S)	BCM MODULE NEEDS TO BE REPLACED
J57 BCM/PCM/CALPAK/MEMCAL	Service Engine Soon
2 REPAIR ATTEMPT(S)	LIGHT HAS COME ON
H70 Antilock Brake System (ABS)	ABS Brake Light
1 REPAIR ATTEMPT(S)	ABS LIGHT IS ON

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 NOW]

GM RESTRICTED

380134

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 THAT HIS VEH NEEDS A NEW COMPUTER. CUST STATES THAT THE DLR HAS ORDERED THE PART. CUST WANTS TO HAVE THE PART SOONER. CRM CALLED THE SVC MGR, MONTHS. SVC MGR STATED THAT HE HAS A SPAC CASE AND DOES NOT KNOW WHEN THE PART IS COMING IN. SVC MGR STATED THAT HE WILL TRY TO SPEED UP THE PROCESS. CRM SPOKE WITH WAYNE IN PARTS DEPT. WAYNE STATED THAT THE SPAC CASE # IS 08409928 AND EXPECTS THE PART ON 8/6. WAYNE STATES THAT IF THE PART COMES THEN THE VEH CAN BE READY FOR 8/7. CRM ADVISED THE CUST THAT THE PART IS ON SPECIAL ORDER AND THAT IF THE PART COMES IN THE VEH SHOULD BE READY BY 8/7.

CRM ADVISED THE CUST THAT THE SVC MGR WILL TRY TO SPEED UP THE PROCESS. CRM SET CALL BACK TO THE CUST AT HIS HOME PHONE FOR 8/3 BETWEEN 2-4 PM EST. GAYLE WASK/CARS/TPA; 0; 365653020

2001-08-03

CRM CALLED THE SVC MGR, MONTHS, WHO STATED THAT THE PART CAME IN AND THE CUST HAS HIS VEH BACK ALREADY. CRM CALLED THE CUST. CUST IS HAPPY TO HAVE HIS VEH. GAYLE WASK/CARS/TPA; 0; 368718709

2001-08-14

CRM RECEIVED CUST E-MAIL DATED 8/13/01, DOCUMENT #1388068. AS FOLLOWS: Hello, My name is Sylvester Dixon. I am writing you all again on behalf of my 2002 Envoy. I called to Frank Kent GMC Thursday to let them know that I would be bringing in my car Monday August 13th for the 3000 mile check-up. Well this morning when I started the car the Service Engine Soon lamp came on and stayed on. This is the same reason the car was in the shop July 26 to July 31. Please note that it took them 7 days to locate the computer module that was defective. This is more than an inconvenience since I purchased the car as my primary transportation. I live in the suburbs and there is no massive transportation in the Dallas / Fort worth area. I also purchased the car to pull a 15 foot boat. Well this weekend we are going out on the boat and I will need my car back before then or I will need a FREE LOANER TRUCK with a towing package on it.

CONTINUED-----; 0; 366645811

2001-08-14

CUST RESPONSE CONTINUED----Purchased 2002 Envoy 6/29/01. It was delivered 7/11/01. Service Engine Soon lamp came on the first time 7/21/01. Took car to the shop 7/24/01

as they were backed up that monday.

took the car up from the shop 7/31/01. Monday August 13, 2001 taking the car back for the same problem.

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

366134

GAT: JAMES-KANA/TAMPA; 0; 366648848
2001-08-14

GMC REPLIED....Thank you for taking the time to write the Internet Response Center back. Again, we sincerely apologize for the concerns you have experienced with the Powertrain Control Module on your 2002 GMC Envoy. We certainly understand your frustration. Unfortunately, we will not be able to provide you with a compatible loaner vehicle from this office. We recommend you contact the Service Manager at your servicing dealer. If you require our assistance, please feel free to write us back or call our Customer Assistance Center at 1-800-462-8782. When writing or calling, please refer to your file, 02302573.

GAT: JAMES-KANA/TAMPA; 0; 366646217
2001-10-05

cust wrote in kana 1486079--Hello again,

My 2002 Envoy is back in the shop again. This time the ABS lamp and

BRAKE lamp came on while driving at approximately 70 mph. The car

shut completely down and I had to coast from the far left hand of traffic over to emergency lane on the far right hand. The car would not start at that time. It was dead

't be the battery or alternator was gone out or something to that effect. I called On Star and reported that I was stranded on the

highway on my way to work. It took the tow truck 1 hour and 40 minutes to come to my rescue. During the wait, I was able to start the car again and actually; 0; 371193277
2001-10-05

could--drive it about 25 feet. The ABS

lamp was still on and the Service

Engine Soon lamp was not on anymore. I call On Star again and had Mr. Andre to run diagnostics on the car again. The diag did not show any problems but the ABS lamp was still on.

The car is now at Frank Kent GMC in Fort Worth, Texas. My service

advisor is Mr. Nick Wilson.

GMC, here in Texas we have a consumer protection law called the

Lemon Act. If a customer purchases a car from a dealership and the car has numerous problems the car has to be replaced with a new one or all monies must be returned. I do not want to have to get a lawyer and go through this

procedure. I like the car and I would like it to be repaired correctly.; 0; 371193299
2001-10-05

ed--; 0; 371193366
2001-10-05

GM RESTRICTED

360134

I like the car and I would like it to be repaired correctly.

I would also like someone to call me and talk to me about this issue.

Thanks,

T HARNESB/PDX/IRC; 0; 371193540

2001-10-05

crm wrote back--Thank you for contacting the GM Internet Response Center. We sincerely apologize for the concerns with your 2002 Envoy. We have created a request with the Customer and Relationship Services department. Your request number is C05131000. Please refer to this number on any correspondence. I am not on duty again until Sunday at 10AM PST. If you wish to speak to someone before 12 PM your time please call 1-800-462-8782 and reference your file number.

As we are answering this e-mail after normal business hours, we will have to wait until Monday in order to conduct our investigation. We will work diligently to provide you with an answer in the shortest time possible.

Thanks again for your e-mail and thank you for making GMC your vehicle of choice.

T HARNESB/PDX/IRC; 0; 371193859

2001-10-07

CRM CALLED CUST AND LEFT MSG ON ANSWERING MACHINE. WILL WRITE CUST AND ALSO DO FOLLOW UP LATER. T HARNESB/PDX/IRC; 0; 371329761

2001-10-07

crm attempted to call cust and left message on machine that he would call back tomorrow. T HARNESB/PDX/IRC; 0; 371341162

2001-10-09

cust sent email kana case 1495316 10-9-01 states: Please call me at home after 4:00 p.m. est. The number is [REDACTED]. <cont>; 0; 371501833

2001-10-09

crm advised: Thank you for contacting GMC. Your file, under request #C05131000, has been updated to reflect this most recent correspondence and the Customer Relationship Manager you are working with has been advised of your request. You will be contacted soon. Thank you for your patience with this matter and for contacting GMC!

Dave Feinman/Tampa/IRC; 0; 371501901

2001-10-10

CUST STATES THAT HE HAS NOT BEEN CONTACTED AS PROMISED. CUST STATES THAT THE DEALERSHIP ADVISED HIM THAT HE DOES NEED A NEW PART FOR HIS VEH WHICH HAS BEEN IN THE SHOP SINCE FRIDAY. CUST STATES THAT HE WAS DRIVING ON THE FREEWAY AND THE ABS LIGHT CAME ON AND THE VEH STOPPED. CUST STATES THAT THE VEH IS NOW AT THE DEALERSHIP AND HE NEEDS A BCM MODULE WHICH MAY OR MAY NOT COME IN TOMORROW. CUST STATES THAT HE IS DRIVING A LOANER VEH THAT IS SMALLER THAN THE VEH HE PURCHASED. CUST STATES THAT HE DID PURCHASE HIS VEH IN CASH AND THE VEH HAS BEEN IN THE SHOP FOR 20 DAYS TOTAL OUT OF THE THREE MONTHS THAT HE HAS HAD THE VEH. CUST STATES THAT EITHER HE CAN BE REACHED AT HIS HOME NUMBER OR AT HIS MOBILE NUMBER WHICH IS [REDACTED]. CUST STATES THAT HE DOES WORK ON THE WEEKENDS SO WEEKENDS ARE NOT A GOOD DAY TO REACH HIM. CRM ADVISED CUST THAT SHE WILL FORWARD FILE BACK TO WORKING CRM FOR FURTHER CONTACT WITH CUST. CRM NOTES THAT SHE DID CONTACT NICK WILSON AT THE DEALERSHIP TO ADVISE HIM THAT CUST HAD CALLED AND; 0; 371575787

2001-10-10

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

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MENTIONED LEMON LAW ON THE PHONE ABOUT 2 TIMES. MR WILSON STATES THAT HE WAS UNAWARE THAT THE CUST HAD CONTACTED CAC AND WAS EVEN CONSIDERING THE LEMON LAW. MR WILSON STATES THAT THE TWO MODULES ARE NOT RELATED AND THE CONCERN THAT THE CUST IS FACING THE LENGTH OF THE TIME THAT HE IS HAVING TO WAIT BEFORE HE IS ABLE TO DRIVE HIS VEH. MR WILSON STATES THAT THE VEH IS BRAND NEW AND THE PARTS ARE ON BACK ORDER WHICH IS WHY IT TAKES SO LONG. CRM IS FORWARDING FILE TO HARRI. ILIA CARRASCO/CAC/TAMPA; 0; 371578889
2001-10-10

CRM SPOKE WITH MONTE MAYFIELD AT DEALER -- SPAC ORDER ON PARTS-GMC TELLING DEALER PARTS WILL BE IN TOMORROW-CUST HAS LOANER THAT GMC WILL PICK UP COST- SVC MGR WILL MAKE EXTRA ATTEMPT TO GET OUT AS SOON AS PART IS IN. T HARNESSE/PDX/IRC; 0; 371601950
2001-10-10

crm wrote in outgoing --Thank you for contacting the GM Internet Response Center. We spoke with Monte Mayfield at the dealer and found that they are searching throughout the parts network for a repair part for your vehicle. The GM representative was reasonably sure that the part would be in tomorrow and the dealer would make an extra effort to get your vehicle repaired. We also understand that you have a vehicle to use until the part comes in. If you have further problems, please write us back and we will attempt to assist you.

Thank you for making GMC your vehicle of choice.

Sincerely,
T HARNESSE/ PDX/IRC CLOSED SATISFIED.; 0; 371613104

*****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:

GM RESTRICTED

380134

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

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

LINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEASE:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

LOCATION:

ADDRESS:
CITY/STATE:
PHONE NUMBER:

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

380134

DRIVING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GM RESTRICTED

CASE NUMBER: 05131000 VIN: 1GKDS138322184537
 DATE OPENED: 07/31/01 MODEL YEAR: 2002
 DATE CLOSED: 02/14/02 SERIES: HHOVOY 2WD (4-DOOR)
 SOURCE: NO MILEAGE: 8400
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: GRAND PRAIRIE TX
 HOME PHONE:

CASE NUMBER: 05131000 VIN: 1GKDS138322184537
 DATE OPENED: 2001-07-31 MODEL YEAR: 2002
 DATE CLOSED: 2002-02-14 SERIES: HHOVOY 2WD (4-DOOR)
 SOURCE: Phone MILEAGE: 8400
 SRC TYPE: No DELIVERY DATE:
 SRC PARENT: DEALER NAME: FRANK KENT PONTIAC-GMC, INC.
 DEALER ADDRESS: 3535 W LOOP 820 S., PORT WORTH, TX, 76116, USA

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

A14 Parts Delay 0 REPAIR ATTEMPT(S)	Other PARTS DELAY/SPAC
J57 BCM/PCM/CALPAK/MEMCAL 1 REPAIR ATTEMPT(S)	Other BCM MODULE NEEDS TO BE REPLACED
J57 BCM/PCM/CALPAK/MEMCAL 2 REPAIR ATTEMPT(S)	Service Engine Soon LIGHT HAS COME ON
H70 Antilock Brake System (ABS) 1 REPAIR ATTEMPT(S)	ABS Brake Light ABS LIGHT IS ON

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:\Progrs-1\Plus1\Micrps-1\Iexplor.com
<http://carswab/wabknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht>

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

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

progra-1\Plus!\Micros-1\Iexplor.exe

http://carsweb/webknowledge/CARSCP/SSE/html/ChronicAlerts.htm]

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

(Previous repairs)

- 1) Review warranty history on "VIN Profile" tab
- 2) Contact appropriate Service dealership to discuss
- 3) Determine if TAC was previously contacted or is now necessary
- 4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request

* Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase

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

http://carsweb/webknowledge/CARSCP/SSE/html/CustomerRequestsVehicleRepurchase.htm]

Vehicle repair request - Repair not done

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

CUST STATES THAT HIS VEH NEEDS A NEW COMPUTER. CUST STATES THAT THE DLR HAS ORDERED THE PART. CUST WANTS TO HAVE THE PART SOONER. CRM CALLED THE SVC MGR, MONTE. SVC MGR STATED THAT HE HAS A SPAC CASE AND DOES NOT KNOW WHEN THE PART IS COMING IN. SVC MGR STATED THAT HE WILL TRY TO SPEED UP THE PROCESS. CRM SPOKE WITH WAYNE IN PARTS DEPT. WAYNE STATED THAT THE SPAC CASE # IS D8409928 AND EXPECTS THE PART ON 8/6. WAYNE STATES THAT IF THE PART COMES THEN THE VEH CAN BE READY FOR 8/7. CRM ADVISED THE CUST THAT THE PART IS ON SPECIAL ORDER AND THAT IF THE PART COMES IN THE VEH SHOULD BE READY BY 8/7. CRM ADVISED THE CUST THAT THE SVC MGR WILL TRY TO SPEED UP THE PROCESS. CRM SET CALL BACK TO THE CUST AT HIS HOME PHONE FOR 8/3 BETWEEN 2-4 PM EST. GAYLE WABIK/CARS/TPA; 0; 365493020

01-08-03

CRM CALLED THE SVC MGR, MONTE, WHO STATED THAT THE PART CAME IN AND THE CUST HAS HIS VEH BACK ALREADY. CRM CALLED THE CUST. CUST IS HAPPY TO HAVE HIS VEH. GAYLE WABIK/CARS/TPA; 0; 365718709

2001-08-14

CRM RECEIVED CUST E-MAIL DATED 8/13/01, DOCUMENT #1385068. AS FOLLOWS: Hello, My name is Sylvester Dixon. I am writing you all again on behalf of my 2002 Envoy. I called to Frank Kent GMC Thursday to let them know that I would be bringing in my car Monday August 13th for the 1000 mile check-up. Well this morning when I started the car the Service Engine Soon lamp came on and stayed on. This is the same reason the car was in the shop July 24 to July 31. Please note that it took them 7 days to locate the computer module that was defective. This is more than an inconvenience since I purchased the car as my primary transportation. I live in the suburbs and there is no massive transportation in the Dalls / Fort worth area. I also purchased the car to pull a 19 foot boat. Well this weekend we are going out on the boat and I will need my car back before then or I will need a FREE LOANER TRUCK with a towing package on it.

CONTINUED-----; 0; 366645811

2001-08-14

CUST RESPONSE CONTINUED-----Purchased 2002 Envoy 6/29/01. It was delivered 7/11/01. Service Engine Soon Lamp came on the first time 7/21/01. Took car to the shop 7/24/01 since they were backed up that monday. picked the car up from the shop 7/31/01 Monday August 13, 2001 taking the car back for the same problem.

G. JAMES-EDNA/TAMINA; 0; 366648848

2001-08-14

GM RESTRICTED

REPLIED....Thank you for taking the time to write the Internet Response Center back. In, we sincerely apologize for the concerns you have experienced with the Powertrain Control Module on your 2002 GMC Envoy. We certainly understand your frustration. Unfortunately, we will not be able to provide you with a compatible loaner vehicle from this office. We recommend you contact the Service Manager at your servicing dealer. If you require our assistance, please feel free to write us back or call our Customer Assistance Center at 1-800-462-8782. When writing or calling, please refer to your file, 005292573.

GAIL JAMES-KANA/TAMPA; 0; 366646217
2001-10-05

cust wrote in kana 1486079--Hello again,

My 2002 Envoy is back in the shop again. This time the ABS lamp and

BRAKE lamp came on while driving at approximately 70 mph. The car

shut completely down and I had to coast from the far left hand of traffic over to emergency lane on the far right hand. The car would not start at that time. It was dead

like the battery or alternator was gone out or something to that effect. I called On Star and reported that I was stranded on the

highway on my way to work. It took the tow truck 1 hour and 40 minutes to come to my rescue. During the wait, I was able to start the car again and actually; 0; 371193277
2001-10-05

contd--drive it about 25 feet. The ABS

lamp was still on and the Service

Engine Soon lamp was not on anymore. I call On Star again and had Mr. Andre to run diagnostics on the car again. The diags did not show any problems but the ABS lamp was still on.

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advisor is Mr. Nick Wilson.

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Lemon Act. If a customer purchases a car from a dealership and the car has numerous problems the car has to be replaced with a new one or all monies must be returned. I do not want to have to get a lawyer and go through this

procedure. I like the car and I would like it to be repaired correctly.; 0; 371193299
2001-10-05

contd--; 0; 371193256
2001-10-05

I like the car and I would like it to be repaired correctly.

Would also like someone to call me and talk to me about this issue.

Thanks,

GM R E S T R I C T E D

AMR/ESS/PDX/IRC; 0; 371193840
2001-10-05

CRM wrote back--Thank you for contacting the GM Internet Response Center. We sincerely apologize for the concerns with your 2002 Envoy. We have created a request with the Customer and Relationship Services department. Your request number is CG5131000. Please refer to this number on any correspondence. I am not on duty again until Sunday at 10AM PST. If you wish to speak to someone before 12 PM your time please call 1-800-462-8782 and reference your file number.

As we are answering this e-mail after normal business hours, we will have to wait until Monday in order to conduct our investigation. We will work diligently to provide you with an answer in the shortest time possible.

Thanks again for your e-mail and thank you for making GMC your vehicle of choice.
T AMR/ESS/PDX/IRC; 0; 371193859
2001-10-07

CRM CALLED CUST AND LEFT MSG ON ANSWERING MACHINE. WILL WRITE CUST AND ALSO DO FOLLOW UP CALL LATER. T AMR/ESS/PDX/IRC; 0; 371329761
2001-10-07

CRM attempted to call cust and left message on machine that he would call back tomorrow. T AMR/ESS/PDX/IRC; 0; 371341162
2001-10-09

It sent email kana case 1495316 10-9-01 states: Please call me at home after 4:00 p.m. sat. The number is [REDACTED] <cont>; 0; 371501833
2001-10-09

CRM advised: Thank you for contacting GMC. Your file, under request #CG5131000, has been updated to reflect this most recent correspondence and the Customer Relationship Manager you are working with has been advised of your request. You will be contacted soon. Thank you for your patience with this matter and for contacting GMC!
Dave Feinman/Tampa/IRC; 0; 371501901
2001-10-10

CUST STATES THAT HE HAS NOT BEEN CONTACTED AS PROMISED. CUST STATES THAT THE DEALERSHIP ADVISED HIM THAT HE DOES NEED A NEW PART FOR HIS VEH WHICH HAS BEEN IN THE SHOP SINCE FRIDAY. CUST STATES THAT HE WAS DRIVING ON THE FRIDAY AND THE ABS LIGHT CAME ON AND THE VEH STOPPED. CUST STATES THAT THE VEH IS NOW AT THE DEALERSHIP AND HE NEEDS A ECM MODULE WHICH MAY OR MAY NOT COME IN TOMORROW. CUST STATES THAT HE IS DRIVING A LOANER VEH THAT IS SMALLER THAN THE VEH HE PURCHASED. CUST STATES THAT HE DID PURCHASE HIS VEH IN CASH AND THE VEH HAS BEEN IN THE SHOP FOR 10 DAYS TOTAL OUT OF THE THREE MONTHS THAT HE HAS HAD THE VEH. CUST STATES THAT EITHER HE CAN BE REACHED AT HIS HOME NUMBER OR AT HIS MOBILE NUMBER WHICH IS [REDACTED] CUST STATES THAT HE DOES WORK ON THE WEEKENDS SO SUNDAYS ARE NOT A GOOD DAY TO REACH HIM. CRM ADVISED CUST THAT SHE WILL FORWARD FILE BACK TO WORKING CRM FOR FURTHER CONTACT WITH CUST. CRM NOTES THAT SHE DID CONTACT NICK WILSON AT THE DEALERSHIP TO ADVISE HIM THAT CUST HAD CALLED AND; 0; 371575787
2001-10-10

MENTIONED LEMON LAW ON THE PHONE ABOUT 2 TIMES. MR WILSON STATES THAT HE WAS UNAWARE THAT THE CUST HAD CONTACTED CAC AND WAS EVEN CONSIDERING LEMON LAW. MR WILSON STATES THAT TWO MODULES ARE NOT RELATED AND THE CONCERN THAT THE CUST IS FACING IS BEYOND THE SCOPE OF THE LEMON LAW. MR WILSON STATES THAT HE IS HAVING TO WAIT BEFORE HE IS ABLE TO DRIVE HIS VEH. MR WILSON STATES THAT THE VEH IS BRAND NEW AND THE PARTS ARE ON BACK ORDER WHICH IS WHY IT TAKES SO LONG. CRM IS FORWARDING FILE TO HESST. ILSA CARRACO/IRC/TAMPA; 0; 371575889

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

11-10-10

CRM SPOKE WITH MONTE MAYFIELD AT DEALER -- SPAC ORDER ON PARTS-GMC TELLING DEALER PARTS WILL BE IN TOMORROW-CUST HAS LOANER THAT GMC WILL PICK UP COST- SVC MGR WILL MAKE EXTRA ATTEMPT TPO GET OUT AS SOON AS PART IS IN. T HARKNESS/PDX/IRC; 0; 371601950
2001-10-10

crm wrote in outgoing --Thank you for contacting the GM Internet Response Center. We spoke with Monte Mayfield at the dealer and found that they are searching throughout the parts network for a repair part for your vehicle. The GM representative was reasonably sure that the part would be in tomorrow and the dealer would make an extra effort to get your vehicle repaired. We also understand that you have a vehicle to use until the part comes in. If you have further problems, please write us back and we will attempt to assist you.

Thank you for making GMC your vehicle of choice.

Sincerely,
T HARKNESS/ PDX/IRC CLOSED SATISFIED.; 0; 371613104
2001-10-25

CUST CALLED INTO CAC SEEKING SOME TYPE OF GOODWILL ON THE PART OF GM FOR ALL THE CONCERNS HE HAS HAD WITH HIS VEH...CUST IS CONCERNED ABOUT THE QUALITY OF THE VEH B/C OF THE REPAIRS...CUST MENTIONED AN EXTENSION OF HIS ONSTAR OR HIS GMPP...CRM ADVISED THAT FURTHER RESEARCH IS NEEDED...CRM SET UP A C/B FOR MONDAY 10-29-01 BEFORE 2:30 PM....800-326-1831.....TINA CHURCHIN/ATX PILOT; 0; 372898621
2001-10-29

CRM ATTEMPTED TO CALL THE CUST...NO AVAIL...WILL CALL BACK....TINA CHURCHIN/ATX PILOT; 0; 373231227
2001-10-29

CRM SPOKE TO CUST ...ASSURED CUST THAT RESEARCH IS STILL BEING DONE AND SET UP A CALBACK FOR WED 10-31-01 @ 1-1:30 PM....TINA CHURCHIN/ATX PILOT; 0; 373235575
2001-11-01

CRM SPOKE CALLED FRANK KEET/DLRCRM SPOKE TO HICK/SVC ADVISOR TO REVIEW SVC HISTORY...CUST HAD PCM REPLACED THEN REPROGRAMMED 2 WEEKS LATER, THE ABS BRAKE SENSOR REPLACED, A SPEED SENSOR REPLACED...FOR ALL THE REPAIRS THE CUST COULD NOT HAVE PREVENTED NOT DID HE CAUSE ANY OF THE VEH CONCERNS/REPAIRS...CRM ALSO SPOKE TO MONTE MAYFIELD/SVC MGR.....MONTE ADVISED THAT THE CUST WAS OUT OF HIS VEH FOR A MONTH B/C OF THE REPAIRS...MONTE WAS IN AGREEMENT ABOUT EXTENDING THE GMPP ...MONTE SUGGESTED EXTENDING THE POLICY TO 60/100...CRM WILL REVIEW WITH TM...TINA CHURCHIN/CARS/ATX; 0; 373486731
2001-11-13

CUST STATES HAS NOT HEARD FROM CRM CHURCHIT W\AN UPDATE...CUST WANTS AN UPDATE ON FILE.....CRM REVIEWED FILE, ADVISING CUST CRM WAS WORKING ON REQUEST ALTHOUGH NOTHING HAS BEEN UPDATED RECENTLY....CRM ADVISED CUST WOULD NOTIFY CRM CHURCHIT REQUESTING CALBACK W\UPDATE, CRM WILL MONITOR REQUEST & IF NO CUST CONTACT, CRM SCHEDULED CALBACK W\CUST FOR 11/14/0112-2PM CT...CR WILL ALARM CRM CHURCHIT...
SANDY MOORE\PEX\CARS; 0; 374535792
2001-11-14

CRM CALLED THE CUST FOR MOR INFO...HOW LONG DOES CUST INTEND ON KEEPING THE VEH...DOES CUST PUT ALOT OF MILES ON VEH...CRM DID SET A CALBACK FOR MONDAY 11-09-01 9:30-11:30 AM...CRM IS RESEARCHING GOODWILL FOR THE CUST...TINA CHURCHIN/ATX PILOT; 0; 374604852
2001-11-20

C O N F I D E N T I A L

IS SUBMITTING AN AVM FORM TO SEEK ASSISTANCE WITH THIS MATTER...TINA CHURCHIN/ATK
PILOT 47784; 0; 375138757
2001-11-20

AVM CONTACTED AT 3:58PM..AVM HAS AN EXTENDED ABSENT GREETING AND WILL NOT TAKE NEW
MESSAGES..CRM WILL ADVISE TM TO VERIFY IF CMM SHOULD BE CONTACTED..PAMELA
SNEED/ATK.PILOT; 0; 375147078
2001-11-27

BU AVM SPECIALIST MAKING FURTHER DOCUMENTATION THAT THIS IS BEING ESCALATED TO TM LUIS
BARRIENTOS
FOR "CAM" CONTACT AS AVM HAS EXT ABSCENCE GREETING AND NEW MSGS CANT BE LEFT
CRM FORWARD FILE BK TO PREV CRM REQ AVM CONTACT
MARY GRINDI/ATK/CWC/CAC; 0; 375729875
2001-11-29

AVM JOHN CIENKI CONTACTED..EXTENDED ABSENT GREETING NO LONGER IN PLACE..PAMELA
SNEED/ATK/PILOT; 0; 375926622
2001-11-30

AVM JOHN CIENKI CONTACT CRM...AFTER DISCUSSING THE CUST CONCERNS AND WHAT THE CUST IS
SEEKING...JOHN APPROVED EXTENDING THE CUST CMPP BY TWO YEARS/24 MONTHS...CRM WILL NOW
REVIEW WITH TM FOR APPROVAL...TINA CHURCHIN/ATK PILOT; 0; 376002398
2001-11-30

CUST CALLED IN FOR AN UPDATE ON FILE.

IT STATES: HAS NOT HEARD FROM ANYONE IN A WHILE AND WANTED UPDATE.
CUST SEEB: HAVE PREVIOUS CRM CALL CUST
CRM ADVISED: WILL SEND NOTE TO PREVIOUS CRM AND GIVE PHONE NUMBERS. WORK [REDACTED]
BETWEEN 6- 2:30 PMCT AND AFTER 5PM AT HOME [REDACTED]
STONY ROGERS/CAC/PDX; 0; 376011574
2001-12-02

CRM REVIEWED FILE...CRM WILL CONTACT CUST AFTER REVIEWING FILE WITH TM...TINA CHURCHIN/ATK
PILOT; 0; 376242524
2001-12-10

CRM CONTACTED CUST FOR PREVIOUS CRM..CUST STATES THAT CMPP WAS FINANCED THROUGH FORD
MOTOR COMPANY..CRM WILL FORWARD FILE BACK TO CRM WORKING CASE...PAMELA SNEED/ATK/PILOT;
0; 376877220
2001-12-28

TM reviewed file...CRM awaiting further update and information from customer and or
dealer...PENDING FOLLOW UP ...TM to forward file back to CRM.
Luis Barrientos/TM/CAC/ATK; 0; 378422296
2002-01-03

CRM IS PUTTING ANOTHER REQUEST FOR FURTHER ASSISTANCE FROM THE AVM JOHN CIENKI (NOT FOR
THE CUST TO KNOW)...TINA CHURCHIN/ATK PILOT; 0; 378943086
2002-01-03

AVM JOHN CIENKI CONTACTED...PAMELA SNEED/ATK/PILOT; 0; 378949233
2002-01-07

CALLER FRANK KENT ON FRIDAY 01-04-02 AND SPOKE TO FINANCE MGR SHANE JEFFERS....FIN.
MGR VERIFIED THAT CUST VEH WAS FINANCED THROUGH FORD MOTOR CREDIT...CRM HAD AVM
SPECIALIST SNEEDP LEAVE ANOTHER MSG FOR AVM JOHN CIENKI ASKING FOR HIS ASSISTANCE IN

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

SENDING THE GMPP FOR THE CUST AS A GOODWILL GESTURE...TINA CHURCHIN/ATX PILOT; 0;
80292
2002-01-07

AVM JOHN CIENKI CONTACTED...PAMELA SNEED/ATX/PILOT; 0; 379295637
2002-01-14

AVM JOHN CIENKI CONTACTED...PAMELA SNEED/ATX/PILOT; 0; 379898259
2002-01-16

CRM REVIEWING FILE...TINA CHURCHIN/ATX PILOT; 0; 380042592
2002-01-24

CRM REVIEWING FILE FOR AVM RESPONSE...TINA CHURCHIN/ATX PILOT; 0; 380741306
2002-02-01

Team Pal checking file per TM. Team Pal forwarding back to CRM for completion.
Anthony Buckley/Austin/CRM/TM Pal/CAC/ext 48271; 0; 381440240
2002-02-01

crm reviewing file ...tina churchin/atx pilot; 0; 381440429
2002-02-08

THIS CRM MAKING DOCUMENTATION THAT A FIRST CALL WAS PLACED TO THE AVM ON THURS FEB
7TH....

WILL FORWARD FILE BK TO CRM WHO REQ AVM CONTACT.
MARY GRISW/ATX/CAC; 0; 382030186
2-02-08

Received call from AVM John Cienki about this file. He is confused about what CAC CRM is
asking. He has already given his approval to extend this customer's GMPP to a total of 5
years, not extending the mileage. He was told by someone in CAC that since the customer
had the vehicle financed by Ford Credit that this time extension could not be done. I
requested a call from the CRM handling the case so I could clarify for the AVM. George
Edinger/Tampa BRC ext 58137; 0; 382039129
2002-02-08

Team Pal received call from BRC-ADR CRM George Edinger. He stated that he was speaking
with AVM John Cienki, and that the AVM would like him to help him with another file. He
stated that the AVM stated that he gives his approval to extend the GMPP. He stated that
the AVM stated that he has never had any involvement with this cust before. BRC-ADR CRM
stated that he would like to have CRM Tina Churchin give him a call in regards to this
at her earliest convenience.

Team Pal forwarding to CRM Tina Churchin for notification.
Anthony Buckley/Austin/TM Pal/CAC/ext 48271; 0; 382039204
2002-02-08

CRM SPOKE TO GEORGE EDINGER IN BRC-ADR...GEORGE IS ASSISTING CRM IN RESEARCHING THE GMPP
INFO...CRM WAS ADVISED BY GEORGE THAT HE WILL CALL BACK WHEN HE HAS THE NECESSARY
INFO...TINA CHURCHIN/ATX PILOT; 0; 382044551
2002-02-08

Spoke to April at GMPP Enrollment. She said there is no way to process just an upgrade
without cancelling the old contract and issuing a new one. This would involve refunding
old one and changing the financing. This is not what we want to do. I then called
GMPP claims and spoke to Tony. He checked the policy and said the dealer may have
financed some overallowance into the plan to get the deal financed. At any rate, in

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

er to begin the upgrade process, GMPP needs to receive a call from the selling dealer have them tell them the correct customer charge for the policy. After they get that, they can then process an upgrade if that is our desire to submit a 5/75, 100 deductible. Don't thing that is the best option now after speaking with GMPP and finding out what they have on record for the purchase price of the plan. I will discuss with the AVM John Cienki. George Edinger/Tampa ADR ext 58137; 0; 382048388
2002-02-12

I alerted the AVM Bill Sibert as to what I found out from GMPP. Requested he contact me and we will figure out what the best way will be to extend this GMPP contract or possibly do some other goodwill item. George Edinger/Tampa ADR 58137; 0; 382380061
2002-02-12

CUST STATES HE HAS NOT HEARD ANYTHING ABOUT HIS CASE IN A WHILE AND CUST SEEKS AN UPDATE AND CRM ADVISED THAT TODAY THE CRM IS RESEARCHING TO A HIGHER LEVEL TO TRY AND RESOLVE CUST CONCERN...AND WILL FORWARD AT CUST REQUEST TO CONTACT HIM WHEN SOMETHING IS FOUND OUT...CLOSED DISSATISFIED V/M 47768/CRM THOMAS 'BUCK' SMITH/ATX-CARS; 0; 382380708
2002-02-12

I notified AVM John Cienki about the request to upgrade the GMPP from 36 to 60 months. Problems exist with the way it was purchased through Ford Motor Company financing. Will resolve with him and the dealer looking at other possible resolutions. We are still working out resolution. George Edinger/Tampa ADR 58137; 0; 382401503
2002-02-14

I discussed this case with the AVM John Cienki again this A.M. He has not been involved with the customer in any way but did get several voice mails on recommendations to prove extension of GMPP. After checking with GMPP it appears that option is not available as the dealer may have done some creative financing and charged some overallowance into the GMPP contract. This may explain why Ford Motor did the financing rather than GMAC. At any rate, John and I agree perhaps the better option is to offer a component letter for whatever Mr. Dixon considers he needs additional coverage on. He also mentioned in an email or earlier comment that he thought we could provide additional On-Star coverage as means of restitution for the inconvenience he has suffered as a result of his new truck being unavailable for the lengthy time. That option may also be better than trying to do anything with the GMPP. George Edinger/Tampa ADR 58137; 0; 382557079

*****RARE 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:

GM RESTRICTED

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 HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
HADA: 0
SALES TAX:ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MERP:DEPRECIATION:
UPGRADE:
APPROVAL:
LEASE TERM:
DAMAGE:
CYCLE:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:NAME:
INTEREST PAID:
DEALER BUYOUT:LEASER ADMINISTRATION:
LEASE:LEGAL TYPE:
LESSON LAW:
VEHICLE DESTINATION:
LEASE PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

GM RESTRICTED

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES: \$ BUSINESS: 0
BUSINESS: DATE OF ACCIDENT:
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 COURT:

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

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

GM RESTRICTED

380495

CASE NUMBER: 05493562 VIN: 1GKDT13S722220033
 DATE OPENED: 09/11/01 MODEL YEAR: 02
 DATE CLOSED: 11/21/01 SERIES: ENVOY 4ND (4-DOOR)
 SOURCE: YES MILEAGE: 2000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] LOS ANGELES CA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05493562 VIN: 1GKDT13S722220033
 DATE OPENED: 2001-09-11 MODEL YEAR: 2002
 DATE CLOSED: 2001-11-21 SERIES: ENVOY 4ND (4-DOOR)
 SOURCE: E-Mail MILEAGE: 2000
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: DEALER NAME: CULVER CITY PONTIAC GMC BUICK, INC.
 DEALER ADDRESS: 6101 SLAUSON AVE., CULVER CITY, CA, 90230, USA

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

J01 Engine Stalls - Hot Engine
 0 REPAIR ATTEMPT(S) Power loss

A07 Referred to Dealer Other
 0 REPAIR ATTEMPT(S) DEALER LOCATION IN UTAH

A14 Dealer Service/Modification/Parts Delay Special Policy
 0 REPAIR ATTEMPT(S) NATIONAL BACK ORDER

E-mail regarding veh complaint

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

Cust sent E-mail, Kana case # 1436079, dated 9/8/01 as follows:

My husband and I purchased a 2002 Envoy SLT two weeks ago. Yesterday, as I started to accelerate, the power went completely off and the car died in the middle of an intersection. There was NOTHING working. I had to have the car towed to a dealer, and they are not sure why the power went out either. It was a good thing I was not on the highway yet, as the car stopped so suddenly that a rear-end accident could not have been avoided. It was a very scary thing, and I am now nervous about driving it even after they tell me it is fixed. My husband wants you to send this email to your Risk Management Dept., and also to please acknowledge this email. Thank you.

GM RESTRICTED

380495

replied:

Dear [REDACTED],

Thank you for your recent E-mail to GMC. I apologize for the delay in my reply.

We sincerely apologize for the power loss concern you had experienced with your 2002 GMC Envoy. We certainly appreciate your concern for your safety.

Please advise us of the dealership that you had your Envoy towed to. This information will be used to document and investigate your concerns.

We have documented your comments as request C05493562. If you have any further questions or comments, please do not hesitate to E-mail us again!

Sincerely,

Keith Cale
Customer Relationship Manager
GM Internet Response Center, 0; 99999
2001-09-11

DLR (310) 636-4800; 0; 369070574
2001-09-11

Gust sent E-mail dated 9/11/01 as follows:

I had my car towed to Culver City GMC on Slauson Ave. and Hannum. They have had it since May. I am supposed to hear something today, but I am very distressed about this occurrence. It was a life-threatening experience.

Crm advised:

Dear [REDACTED]

Thank you for your recent E-mail to GMC. We appreciate you taking the time to provide us with the information that we requested.

We will contact Culver City GMC later this morning, as it is currently before normal business hours in California. We will E-mail you after our contact with Culver City GMC, and provide you with an update.

Sincerely,

Keith Cale
Customer Relationship Manager
GM Internet Response Center, 0; 369070762
2001-09-11

Crm sent originated message to cust. Crm advised:

Dear [REDACTED]

Due to a nation emergency, we have been requested not to make any phone calls at this time. We will E-mail you by Friday, September 14th, 2001. We will certainly appreciate your cooperation.

Sincerely,

Keith Cale

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

380455

Power Relationship Manager
 GM Internet Response Center; 0; 369075761
 2001-09-12

CUST STATES THAT HIS VEH WENT DEAD AND DEALER TOLD HIM THERE WAS NO PART AVAILABLE TO REPAIR VEH. CUST SEEKING A PART TO REPAIR VEH. CRM CALLED DEALER SPOKE WITH STEVEN RUIE S\N WHO STATES HE TALKED TO NICH. TODAY AND STATES THAT THE CUST'S PART (PCM) POWER CONTROL MODULE IS IN PONTIAC FACTORY HOUSE AND BEING SENT OUT FOR SHIPMENT. S\N STATES IF EVERYTHING WORKS OUT IT MAY BE IN FRI. 09/12. CRM ADVISED CUST OF THIS INFO AND CUST WANTS TO UPGRADE RENTAL CRM ADVISED CUST OF UPGRADE ON HIS OWN HE SAID NO AND CRM WILL SPEAK WITH T\N SHANNON GALFORD IN REF. TO UPGRADE ON RENTAL. EARLINE GRAHAM CAC\TAMPA; 0; 369193476
 2001-09-13

CRM CONTACTED S\N GENE LUN WHO UPGRADED CUST WITH NO PROBLEM. CRM CALLED CUST STATES THAT SHE IS FINE WITH UPGRADE. CRM WILL SET C\B 09/18 2-4 PM TO DO FOLLOW UP. EARLINE GRAHAM CAC\TAMPA; 0; 369272509
 2001-09-13

IN CONT***** DEALER 310 636-4800 CUSTOMER 310 641-3712; 0; 369272660
 2001-09-18

CRM CALLED AND CUST IS VERY HAPPY AND VEH IS REPAIRED. REQ CLOSED SATISF. EARLINE GRAHAM CAC\TAMPA; 0; 369694022
 2001-10-17

IT STATES HE IS IN SANDY, UTAH. CUST SEEKS A DEALER IN UTAH TO TAKE VEH TO RE: VEH DIED LAST NIGHT AT 75 MPH. CRM APOLOGIZED TO CUST FOR VEH CONCERN. CRM DID CONF CALL WITH DLR SVC. ADVS JERRAD. IN MIDVALE, UTAH. DLR WAS JERRY BEINER AT 144 WEST 7200 SOUTH, 801-566-3800. DEALER ADVISED CUST THAT THEY WILL CHECK AND CONTACT CUST RE: CUST REQUEST FOR A PART FOR THE VEH. CRM WILL CHECK WITH DLR LATER TODAY TO SEE IF DLR HAD VEH PART. CRM KAY DENBERNARD/CARS/TAMPA.; 0; 372182004
 2001-10-17

CRM CALLED DLR SVC. ADVS JERRAD. CRM WAS ADVISED CUST IS IN A RENTAL. CRM WAS ADVISED VEH NEEDS AN ELECTRICAL FILTER, WHICH DLR ORDERED TO BE DELIVERED OVER NIGHT AND CUST VEH WILL BE REPAIRED TOMORROW 10/18/01 AND CUST WILL BE ON HIS WAY. CRM THANKED SVC. ADVS JERRAD. CRM WILL C/B LATE 10/18/01 AT 4 PM TO SEE IF CUST VEH REPAIRED. CRM KAY DENBERNARD/CARS/TAMPA.; 0; 372202685
 2001-10-18

CRM CALLED DLR AND SVC. ADVS JERRAD ADVISED CRM THAT VEH WAS REPAIRED. EXCEPT FOR A SMALL FOAM FILTER WHICH IS ON NATIONAL BACK ORDER. THE SMALL FILTER IS TO STOP ELECTRICAL FEED. SVC. ADVS STATED THAT CUST ADVISED SVC. ADVS, HE WILL CHECK WITH HIS DEALER WHEN HE GETS BACK TO TOWN. CUST IS ON A TRIP PRESENTLY. CUST HAS VEH. CRM THANKED SVC. ADVS FOR HIS ASSIST. CRM KAY DENBERNARD/CARS/TAMPA.; 0; 372202630
 2001-10-18

CRM CALLED CUST ON HOME PHONE/HOME # [REDACTED] CUST IS SATISFIED AND UNDERSTANDS THAT THE SMALL FOAM FILTER HE NEEDS IS ON NATIONAL BACK ORDER. CRM WAS ADVISED THAT IF HE NEEDS TO CALL CAC HE WILL. CUST HAS CAC FILE # CUST IS TRAVELING AND WHEN HE RETURNS TO HIS HOME HE WILL SEE HIS GM DEALER. CRM IS CLOSING FILE SATISFIED; 0; 372291138
 2001-10-18

CRM KAY DENBERNARD/CARS/TAMPA.; 0; 372291185
 2001-10-19

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

380496

STATES HER HUSBAND WAS IN UTAH WHEN THE PCM WENT OFF FOR A SECOND TIME THE PART WAS REPLACED AT A UTAH DEALER BUT THE MRM'S WASN'T SURE WHICH ONE SHE WANTED CRM TO CALL MR ON CELL TO FIND THE NAME OF THE DEALER [REDACTED] OR HER SON'S # [REDACTED] CRM CALLED CELL PHONES NO ANSWER ON EITHER CRM CALLED CUST BACK AT HOME AND ADVSD FOR HER HUSBAND TO CALL THE CAC AND GIVE THE NAME OF THE DEALER. CUST SENDS FOR THE BACK ORDER PART TO BE MAILED TO THE CULVER CITY DEALER. COLLETTA CAVITT/CAC/PR; 0; 372370449
2001-11-15

CUST STATES IT HAS BEEN TWO MONTHS AND STILL THE DEALER HAVE NO RECEIVED THE FOAM FILTER HE IS WAITING FOR HIS VEH. CUST IS SEEKING TO HAVE THIS REPAIR DONE WHEN HE GET BACK TO UTAH. CRM CALLED DEALER IN UTAH JERRY SEINER BUICK PONT GMC @ 801-566-3400. CRM SPOKE TO SVC MGR STEFAN WIEDNER, HE ADVISED THAT HE IS AWARE OF CUST CONCERN AND STATES THAT THE PART IS ON NATIONAL BACK ORDER. HE ALSO STATES THAT WHEN CUST GOES IN NEXT WEEK HE WILL TRY TO HAVE SOMETHING DONE. CRM ALSO CALL THE DEALER IN CA AND SPOKE TO GENE IN REGARDS TO THE PART HE STATES THAT THEY HAVE DONE A SPAC AND THEN THE PART SHOULD BE RECEIVED NOV 27, 2001. CRM ADVISED CUST OF WHAT DEALER IN UTAH SAID THAT HE WOULD FOLLOW UP WITH CUST AND ALSO ADVISED CUST OF WHAT DEALER IN CA ADVISED. CUST STATES THAT HE WILL GO TO UTAH DEALER AND SEE WHAT THEY CAN DO FOR HIM. SATISFIED RITA GUERRA/ATR/CAC; 0; 374687620

*****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:

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

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TEST DESCRIPTION:
TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
FAIR STATUS:

*****FAIR 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:
LEASE:
ORDER:
BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

INTERNAL CASE NUMBER: DATE:

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FILE NAMES:
 BUSINESS: 0 BUSINESS: 0
 ACCIDENT: DATE OF ACCIDENT:
 DESCRIPTION OF DAMAGE:
 PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
 MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
 DOES OWNER HAVE POSSESSION OF VEHICLE:
 RESOLUTION BOXSET:

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

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

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CASE NUMBER: 05503574 VIN: 1GHDT138022164569
 DATE OPENED: 09/12/01 MODEL YEAR: 02
 DATE CLOSED: 11/13/01 SERIES: BRAVADA AND
 SOURCE: YES MILEAGE: 5000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NE
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05503574 VIN: 1GHDT138022164569
 MODEL YEAR: 2002
 DATE OPENED: 2001-09-12 SERIES: BRAVADA AND
 DATE CLOSED: 2001-11-13 MILEAGE: 5000
 SOURCE: Phone DELIVERY DATE:
 REC TYPE: Yes DEALER NAME: RHAGAN BUICK/OLDSMOBILE, INC.
 REC PARENT: DEALER ADDRESS: 14703 WRIGHT STREET., OMAHA, NE, 68144, USA

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

J01 Engine stalls - Hot Engine
 5 REPAIR ATTEMPT(S) cuts out

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/wahknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 G:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/wahknowledge/Products/general/SolutionsByComponentCode.htm>]]

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

Vehicle operation or design

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

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STATES VEH IN FOR SVC AT LEAST 6 TIMES SINCE PURCHASING 6/25/01 FROM REAGAN OLDS IN TAMPA, FL. HE JUST RECENTLY PICKED UP VEH FROM SVC AND TODAY IT CUT OFF TWICE. CUST IS FRUSTRATED THAT VEH IS LESS THAN 3000 MILES AND CUST SEEKS TO EXCHANGE VEH OR HAVE HIS MONEY BACK. CRM APOLOGISED AND ADVISED OUR FIRST PRIORITY IS TO HAVE THE VEH REPAIRED TO WARRANTY SPECIFICATIONS, PROVIDED REQUEST NUMBER AND INFORMED WOULD CONTACT DLRSHP. CRM CONTACTED DLRSHP AND SPOKE TO SVC MGR JOE TISTHAMMER, HE WILL CONTACT CUST TO ADDRESS VEH CONCERN AND TAKE CARE OF IT. VANDERLYN DAVIS/CARS/TAMPA; 0; 369187557
2801-11-01

cust cb stating that he was almost killed yesterday, b/c veh cut out while he was approaching intersection. cust states that he has had veh in 5 times for repair and veh is still not repaired. cust states that veh is at dlr currently. cust states he wants money back or new veh. crm advised cust that cac main priority is to repair veh under terms of new veh wnty. crm contacted Joe Tisthammer, svc mgr he stated that svc has not yet contacted TAC however will do so today. Joe states that AVM is aware of cust concern and is advising svc to get veh repaired. Joe advised to cb tomorrow as veh has not been in long enough for repair. Joe states that svc has duplicated concern once however by time veh was towed back to dlr veh was working ok and no codes. crm advised cust of this info. crm advised cust that crm will cb dlr and then cust tomorrow between 4-5 pm ct. cust cell phone [REDACTED]
Tricia Williams/CARS/TPA; 0; 373491935
2801-11-02

crm ch Joe, svc mgr he states that he spoke w/AVM and he advised Joe about a TSB that has come out from TAC since cust was last in. Joe states that he has parts on order for cust and they will be in on Tuesday.

Tricia Williams/CARS/TPA; 0; 373588082
2801-11-02

crm cb cust and he stated that he has spoken w/dlr and advised them that he is not taking veh back. cust states that he has spoken w/his attorney and the veh is a safety hazard and he refuses to take veh back. crm advised cust would doc. cust seeks no further assist from cac.

crm will contact AVM
Tricia Williams/CARS/TPA; 0; 373594022
2801-11-02

crm placed msg to AVM, Irwin Ross, advising of cust request and requesting a suggestion for cust satisfaction or ok to send arb letter.

Tricia Williams/CARS/TPA; 0; 373595387
2801-11-05

AVM IRWIN ROSS STATED HE WANTED TO UPDATE THE FILE. AVM STATED THE CUST HAS HAD A PREVIOUS REPURCHASE ON 99 BRAVADA. SINCE THE CUST IS BUILDING A FILE, THE AVM WANTS TO MEET WITH THE CUST. THE CURRENT COMPLAINT IS INTERMITTENT STALLING CONCERNS. THE VEHICLE HAS BEEN DIAGNOSED AND PART ARE ON ORDER. THE SERVICE BULLETIN COVERED THE ACTUAL REPAIR. AVM WANTS TO MEET WITH THE CUST AT THE DLR, BUT THE CUST HAS BLOCKED FROM SERVICE, CELL AND HOME. THE SVC MGR WILL SET UP AN APPOINTMENT WITH THE CUST AND AVM. THE AVM SEEMS TO UPDATE THE FILE. AVM WILL OFFER THE CUST SMART CARE ONCE THE REPAIR IS COMPLETED. CRM ADVISED THE AVM THE FILE WOULD BE UPDATED AND PREVIOUS CRM NOTIFIED. ROBERT HEINDEL/AVM TEAM TAMPA; 0; 373832570
2801-11-05

will suspend file and call back dlr in a week to get update as to if cust is satisfied.

Tricia Williams/CARS/TPA; 0; 373834135
2801-11-06

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CRM TISTHAMMER, SVC MGR AT THE DLX CLD STATING HE HAD MR WHITE IN HIS OPC. CRM ADV BOTH OF THE CUST REQ #05503574.
 CRM ALSO ADV OF THE AVM COMMENTS AND THE ACTION PLAN/RESOLUTION IS THAT THEY WILL WAIT TO MEET WITH MR ROSS THE AVM.
 CRM CLOSING FILE SATISFIED.
 TRACY GRIMM/ATK/OLDS/CAC; 0; 373920153
 2001-11-07

CRM reopening file b/c a cb was set to dlx and this file is not finished nor is cust satisfied.
 Tricia Williams/CARS/TPA; 0; 374013259
 2001-11-12

CRM cb Joe Tisthammer, svc mgr he stated that cust is meeting w/him and AVM today in his office. CRM will cb tomorrow to get end result.
 Tricia Williams/CARS/TPA; 0; 374434615
 2001-11-12

AVM ERWIN ROSS STATED HE SEEKS INFO ON WHETHER HE CAN OFFER THE CUST A TRANSFERABLE GMPP \$4/100. CRM ADVISED AVM OFFERING THE CUST AN \$4/100 TRANSFERABLE GMPP IS WITHIN THE SOG GUIDELINES. CRM ADVISED AVM THE FILE WOULD BE UPDATED. NIKEL GAINES/AVM TEAM/TPA; 0; 374450319
 2001-11-12

CRM reviewed notes and will cb dlx as scheduled.
 Tricia Williams/CARS/TPA; 0; 374450642
 2001-11-13

CRM contacted Joe Tisthammer, svc mgr he stated that AVM, Irwin Ross has offered cust a \$4/100 GMPP and a smart care to satisfy cust. Joe stated that AVM has given cust a month to think about offer before pursuing. CRM advised eill doc.
 CRM closing file as AVM is handling cust.
 CRM closing file satisfied b/c cust is satisfied at this time.
 Tricia Williams/CARS/TPA; 0; 374522946

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:
 DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:
 ORDER DESCRIPTION:
 ALLEGED DEFECTIVE COMPONENT:
 INCIDENT RESULT:
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
 NUMBER OF PEOPLE: 0 BODY INJURY:
 CRIME:
 WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

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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:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
NEEP:

DEPRECIATION:
UPGRADE:
APPROPRIATE:
LEASE TERM:
DAMAGE:
OWNER:
SEARCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEASE LAW:
VEHICLE DESTINATION:
LEASE PAYOFF:
TITLE BRAND:

LEASER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

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*****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:

January 29, 2002

[REDACTED]
Omaha, NE [REDACTED]

Request: C05503574

Dear [REDACTED]

Thank you for your support of Oldsmobile. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Major Guard plan for your 2002 Oldsmobile Bravada, Vehicle Identification Number 1GHDT13S022164569, is for the following:

- 72 months or 100,000 miles, whichever occurs first
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Oldsmobile customer.

If you have any future questions, please feel free to contact our Oldsmobile Customer Assistance Center at 1-800-442-6537 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Allen Preston
Customer Relationship Manager

RS0011-T/pdm

GMPP REQUEST FOR PROCESSING

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

FEB 05 2002

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

Customer Name: _____

Request Number: 0550 3574

Personal Use: Commercial Use: _____

Reason for offering GMPP: VEH SHUT DOWN NO WARNING MULTIPLE TIMES

Vehicle Information: (Circle one below)

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

VIN# 1GHDT138022164569

Year: 2002 In-Service Date: 06/25/2001 Mileage: 11000

Division Dealer Code Information: (Circle one below)

Pontiac - 2-89101 GMC Truck - 8-81784 **Oldsmobile - 3-91001**
Bulck - 4-89001 Chevrolet - 1-70011 Cadillac - 6-89000
Medium Duty Truck - 9-81788

Payment Approval and Type:

General Motors has agreed to: (Check one below)

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

Special Instructions:

- Transferable Non-Transferable
- Transfer all claims to new policy
- Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:
CRM (decision maker): MIKE MOORE PERAYM IRWIN ROSS

Plan Selection: 72/100 6/0EA MAJOR GUARD

Team Manager/Supervisor: _____ Date: 1/25/02

00651970

05503574

TPA 00107328202

Contract Registration

DEPT X MP GEN COB REP SER BU FT LW

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)				PLATE NUMBER/STATE DATE	
1GHD135022164569				01/25/02	
YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE	
2002	OLDSMOBILE	BRAVADA	11000	X	

FIRST NAME	ALL	LAST NAME	FLEET	ON EMPLOYEE
[REDACTED]				

NAME OF BUSINESS OR MUNICIPALITY

[REDACTED]

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

[REDACTED]

CITY: OMAHA STATE: NE ZIP CODE: [REDACTED]

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent administration.

DEALER NAME	DEALER CODE	PROMOTION CODE
OLDSMOBILE MOTOR DIVISION	399001	
ADDRESS	CITY	STATE ZIP CODE
PO BOX 33171	DETROIT	MI 48232

NAME	ON	ADDRESS	CITY	STATE	ZIP CODE
OLDSMOBILE MOTOR DIVISION		PO BOX 33171	DETROIT	MI	48232

LEASE	WHEEL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
	X	X				

MECHANICAL TERM

Subject to acceptance by the Plan provider, optional coverage for the term stated below begins on the date this Registration is signed.

<p>THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.</p> <p>WARRANTY X</p> <p>The free and mileage limits of any selected plan extension on the above date to the manufacturer's warranty period are as follows. The free and mileage limits of the manufacturer's warranty are as follows. All other plans have a 50,000-mile limit on optional coverage if selected.</p>	<p>CITY OF WARRANTY</p> <p>The free and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of purchase of the vehicle. Plans can be purchased only if the term of vehicle purchase. Certain plans have a 50,000-mile limit on optional coverage if selected.</p>
--	--

VEHICLE IN SERVICE DATE (to be determined by the dealer)	OPTIONAL ODOMETER	PRICE
06/25/01	721,000,000	\$ 0.00

MAINTENANCE TERM (See explanation of this term on the back of this form. The free and mileage for the first year will be calculated from the date and mileage on the vehicle on the purchase date of the agreement. The free and mileage for the second year will be calculated from the date and mileage on the vehicle on the purchase date of the agreement.)	MONTHS	ODOMETER	TERM-MILES	PRICE
	1			\$.00

<p>OPTIONAL COVERAGE (Select all that apply)</p> <p>SUBLEASE IN BUSINESS TON TRUCK EMERGENCY SNOWFLOW THE ROAD HAWK</p> <p>OPTIONAL COVERAGE</p>	PRICE
	\$.00

By signing this, I agree to all terms and conditions on the front and back of this form. I understand that coverage will begin and end as stated in the section above, "Term" (above). Upon acceptance of this Registration, a Service Agreement will be mailed to the address indicated on this form.

DATE	CUSTOMER	PRICE
1/25/02		\$.00
	TAX	\$
	TOTAL	\$

NOTE: IF YOU WANT TO CANCEL YOUR AGREEMENT OR TO CHANGE CALL 1-800-831-8888

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CASE NUMBER: 05766811 VIN: 1GKDT13B622171911
 DATE OPENED: 10/29/01 MODEL YEAR: 02
 DATE CLOSED: 11/02/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 4000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] KNOX , TN [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05766811 VIN: 1GKDT13B622171911
 DATE OPENED: 2001-10-29 MODEL YEAR: 2002
 DATE CLOSED: 2001-11-02 SERIES: UNKNOWN
 SOURCE: Phone DELIVERY DATE: .
 SRC TYPE: Yes DEALER NAME: HERITAGE PONTIAC-BUICK-GMC TRUCK
 SRC PART#: DEALER ADDRESS: INTERSTATE 75 & HIGHWAY
 30,,ATHENS,TN,37303,USA

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

J57 BCM/PCM/CALPAC/MISCAL Other
 4 REPAIR ATTEMPT(S) CUST STATES COMPUTER WENT OUT WHICH
 CAUSED VEH TO DIE IN THE MIDDLE OF THE ROAD.

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\Iexplora.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\Iexplora.exe
http://carsweb/webknowledge/carscp/abs/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

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- 3) Determine if TAC was previously contacted or is now necessary
- 4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request
 * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link RUN C:\Progra-1\Plus!\Micros-1\Explore.exe
 http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.htm]]

Vehicle repair request - Repair not done

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

CUST STATES THAT SHE JUST PURCHASED A 2002 ENVOY AND IT HAS BEEN IN THE SHOP FOUR TIMES FOR THE SAME EXACT PROBLEM W/ THE VEH'S COMPUTER SYSTEM WHICH MADE THE VEH STOP IN THE MIDDLE OF TRAFFIC. CUST STATES THAT SHE IS AFRAID OF THE VEH. CUST SEEKS A REPURCHASE TO GET OUT OF THE VEH. CRM CONTACTED TERRY SVC ADVISOR AT THE DLR HE STATES THAT THE VEH IS READY ALL THEY HAVE TO DO IS CHARGE THE BATTERY AND THE VEH WILL BE READY TO BE PICKED UP. TERRY STATES THAT THERE HAS BEEN A TAC CASE OPEN FOR THE VEH TAC#5140829. CRM ADVSD CUST THAT THE VEH IS REPAIRED AND IS READY TO BE PICKED UP. CUST STATES THAT SHE DOES NOT CARE IF THE VEH IS REPAIRED OR NOT REPAIRED SHE WANTS THE VEH REPURCHASED AND POINT BLANK. CRM ADVSD CUST THAT SHE DOES APOLOGIZE FOR ANY INCONVIENCE AND FRUSTRATION AND THAT SHE WOULD HAVE TO FOLLOW THE STEPS IN THE BACK OF HER OWNER'S MANUAL OR CONTACT HER SAILING DLR FOR THAT INFO. CRM ADVSD CUST OF REQ# IN CASE SHE HAS ANYMORE QUESTIONS/CONCERNS ABT THE VEH.; 0; 373221479
 2001-10-29

<<<<<<<<<CON'T>>>>>>>>>>>>

CRM GOT OTH APPROVAL FROM TM DANETTE ST. JOHN-KEARSE TO CONTACT AVM ON CUST DISSAT AND) FOR REPURCHASE . CRM IS CONTACTING AVM BRIAN GILBERT NODE/40482 MAILBOX/8151. CRM SITTING ON AVM CONTACT.

TAMIKA JOHNSON/CAC/TPA; 0; 373221506
 2001-10-29

*****EKEC OFFICE HANDLING, DO NOT RESUME*****
 *****; 0; 373223239
 2001-10-29

EKEC CONTACTED NATE BARNES, SVR AND PARTS DIRECTOR. NATE STATES THAT THE VEH IS CURRENTLY REPAIRED. NATE STATES THAT HE WILL TAKE VEH OUT ON A TEST DRIVE, AND CUST CAN PICK UP VEH THIS AFTERNOON. EKEC ADVISED NATE THAT CUST IS REQUESTING REPURCHASE. NATESTATES THAT IF THAT IS THE CASE, THAT CUST WILL HAVE TO PURSUE THAT ON HER OWN, AT THIS TIME THE VEH IS CURRENTLY REPAIRED. EKEC ADVISED NATE THAT EKEX WOULD LEAVE A VME FOR AVM AS AN FYI, NATE STATES THAT IS FINE. NATE STATES THAT THE SES LIGHT WAS ON, AND THE COMPUTER CODES SHOW THAT IT HAD SOMETHING TO DO WITH THE AIR BAG SYSTEM. NATE CONTACTED TAC (SEE PREVIOUS NOTES FOR TAC #) AND REPAIRED VEH TO TAC'S STANDARDS.. EKEC THANKED NATE FOR HIS IMPOT, EKEC LEAVING A VME FOR AVM. EKEC CONTACTING CUST TO ADVISE OF NEW INFO.
 JESSICA DUPREY/EKEC; 0; 373225145
 2001-10-29

EKEC LEFT MESSAGE FOR AVM BRIAN GILBERT 40482/8151.
 JESSICA DUPREY/EKEC; 0; 373226820
 2001-10-29

<<<<<<<<CRM RETRIEVED MSG FROM AVM BRIAN GILBERT>>>>>>>>>>>>

CRM STATES THAT THE VEH WAS CONFIRMED REPAIRED. AVM STATES FOR THE CUST TO PICK THE VEH UP IN THE DLR AND HE DOES NOT HONOR A REPURCHASE FOR THE VEH BEING THAT THE VEH HAS BEEN REPAIRED AND THE VEH STILL HAS WARRANTY, BASICALLY NEW WARRANTY. AVM HAS DENIED REPURCHASE FOR THE VEH. <<<<<<<<FYI>>>>>>>>>>>>FOR AGENT DUPREYJ, I JUST RETRIEVED THE MSG

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AVM.
 JESSICA JOHNSON/CAC/TBA; 0; 373231480
 2001-10-29

EXEC RECVD VME FROM AVM BRIAN GILBERT, AVM STATES HE HAS ALSO LEFT A MESSAGE FOR A CAC REP. AVM STATES THAT THE VEH WAS CONFIRMED REPAIRED BY THE DLR. AVM STATES THE CUST SHOULD PICK THE VEH UP FROM THE DLR AND HE DOES NOT HONOR A REPURCHASE FOR THE VEH AT THIS TIME, AND ALSO BECAUSE THE VEH HAS BEEN REPAIRED. AVM STATES THAT THE VEH STILL HAS WARRANTY, AND TO ADVISE CUST OF TERMS OF WARRANTY. AVM HAS DENIED REPURCHASE FOR THE VEH, AND AUTH A SMALL GOODWILL GESTURE, IF NEEDED. (MAINT CERT FOR \$50.) EXEC SETTING A CALL TO CUST FOR 3PM.

JESSICA DUPREY/EXEC; 0; 373232156
 2001-10-29

EXEC ATTEMPTED TO REACH CUST, CUST WAS NOT HOME. EXEC LEFT VME FOR CUST, ADVISING CUST THAT VEH IS CURRENTLY REPAIRED AND READY FOR PICK UP. EXEC SETTING A CALL BACK TO CUST FOR 10-30.

JESSICA DUPREY/EXEC; 0; 373234751
 2001-10-30

EXEC ATTEMPTED TO CONTACT CUST, EXEC LEFT A MESSAGE FOR CUST, EXEC SUSPENDING FILE FOR 3 DAYS, PENDING CUST CONTACT, IF CUST DOES NOT CONTACT EXEC, FILE WILL BE CLOSED WITH A LETTER SENT "UNABLE TO CONTACT".

JESSICA DUPREY/EXEC; 0; 373324859
 2001-11-05

EDITOR APPROVED LETTER

PAMELA MOREAU/TBA AUDITOR; 0; 373824764

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

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

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INCIDENT LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

AGE: LOCATION:
ADDRESS: ,
CITY/STATE: ,

GM RESTRICTED

380781

POLICE NUMBER:
 REPORTING 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:

GM RESTRICTED

382827

CASE NUMBER: 05865318 VIN: G
 DATE OPENED: 11/13/01 MODEL YEAR: 0
 DATE CLOSED: 11/13/01 SERIES:
 SOURCE: YES MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MIDLAND MI [REDACTED]
 HOME PHONE:

CASE NUMBER: 05865318 VIN:
 DATE OPENED: 2001-11-13 MODEL YEAR: 0
 DATE CLOSED: 2001-11-13 SERIES:
 SOURCE: Phone MILEAGE:
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: DEALER NAME:
 DEALER ADDRESS:

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

All Miscellaneous - Not Classified Other
 0 REPAIR ATTEMPT(S) VEH DIED, WILL NOT START

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\Misros-1\Iexplora.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>)]
 - * Identify if earlier repairs have been attempted? - [(Possible Chronic Rep RUN
 C:\Progra-1\Plus\Misros-1\Iexplora.exe
http://carsweb/webknowledge/carscp/sbs/html/chronic_repair.html]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
- 1) Review warranty history on "VEH 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

GM RESTRICTED

382827

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\Iexplor.exe
http://carsweb/webknowledge/carscp/sbs/html/sbs_customer_requests_vehicle_repurchase.htm]

Vehicle repair request - Repair not done

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

CUST STATES: DOES NOT HAVE VIN HANDY. HAS HAD BRAVADA FOR ABOUT 3 MOS, PULLING INTO
 DRIVEWAY, PRESSED REMOTE FOR GARAGE DOOR, NEVER TURNED OFF VEH, PRESSED ON GAS - AND VEH
 DIED - AND WILL NOT START.

CURT SREKS: IS THIS NORMAL, WHAT CAN I DO TO FIXIT.

CRM ADVED: THIS IS NOT NORMAL, DO NOT DRIVE VEH EVEN IF YOU END UP GETTING IT STARTED,
 CALL DLR SHP, HAVE IT TOWED IN. VEH NEEDS TO BE DIAGNOSED. REQUEST CLOSED SATISFIED.
 LOUJAH MARSTERS/CAC/PDX; 0; 374557278

*****RAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

GM RESTRICTED

382827

INVESTIGATIVE SUMMARY:

FILE STATUS:

*****PART 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:

AFTERSHOCK:

LEASE TERM:

DAMAGE:

OTHER:

INCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADE INFORMATION*****

INTERNAL CASE NUMBER:

FILE NAME:

BUSINESS:

ACCIDENT:

DATE:

4 BUSINESS: 0

BASE OR ACCIDENT:

GM RESTRICTED

382827

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:

GM RESTRICTED

383770

CASE NUMBER: 05893532 VIN: 1GKDS138522188055
 DATE OPENED: 11/19/01 MODEL YEAR: 02
 DATE CLOSED: 12/14/01 SERIES: ENVOY 2WD (4-DOOR)
 SOURCE: YES MILEAGE: 5100
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] PALATKA, FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05893532 VIN: 1GKDS138522188055
 MODEL YEAR: 2002
 DATE OPENED: 2001-11-19 SERIES: ENVOY 2WD (4-DOOR)
 DATE CLOSED: 2001-12-14 MILEAGE: 5100
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: ORANGE BUICK-GMC TRUCK COMPANY
 SRC PARENT: DEALER ADDRESS: 3883 W COLONIAL DR., ORLANDO, FL, 32808, USA

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

J01 Engine Stalls - Hot Engine
 2 REPAIR ATTEMPT(S) VM

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://carweb/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://carweb/webknowledge/CMSCE/SIS/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 IRC was previously contacted or to now necessary

GM RESTRICTED

363770

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\Microe-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SSG/html/CustomerRequestsVehicleRepurchase.htm>]

Vehicle repair request - Repair not done

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

CUST UPDATE. LEASING VEH FOR 3 YEARS , CUST CONCERNED WITH MILES AFTER SEVEN TRIPS TO THE DEALERSHIP 130 MILES AWAY. CUST HAD THE VEH TOWED IN TWICE. CUST HAD THE VEH TOWED IN AGAIN FRIDAY DUE TO THE VEH STALLING AND WAS MET WITH WORDS BY THE SVC DIRECTOR REGARDING THE TOWING BILL. CRM CALLED SVC MGR, KURT LIGENWITZ , WHO STATES VEH HAS BEEN IN ABOUT FIVE TIMES (TWICE FOR STALLING AND ONCE FOR REPROGRAMING SEAT MEMORY, PWR MIRROR, EXTERIOR LIGHT.>>>TRANSFERRED TO SVC DIRECTOR,JOHN BURGAMMER, WHO STATES THAT THERE WERE FIVE OTHER DEALERSHIPS CLOSER TO THE CUST AND VEH COULD HAVE BEEN TOWED TO INSTEAD OF TOWING IT 130 MILES TO THEIR DEALERSHIP. MR BURGAMMER STATES THAT THE CUST WAS IRATE AND HE APPROVED THE TOWING TO APPEASE THE CUST(CUST IS A REPEAT BUYER).TOWING TOTALLED \$275.00 AND AVM REFUSED PAYMENT OF THE OVERAGE. A TAC CASE IS NOT OPEN TO DATE. CRM WILL CALL BACK ON WED BETWEEN 10A-12NOON EST TO FOLLOW UP. CUST SATISFIED. ERIKA NEWMAN/CAC/TPA/57926; 0; 3758032708

2001-11-28

documents attached.....Dianna Macey//tpa//corr; 0; 375803084

2001-12-03

CRM SPOKE WITH SVC DIRECTOR, WHO STATES THAT THE CUST HAS OTHER GMC DEALERSHIPS WITHIN A FIVE MILE RADIUS OF WHERE SHE LIVES AND CHOOSES TO DRIVE 130 MILES TO THEIR DEALERSHIP TO HAVE VEH INSPECTED OR REPAIRED. CUST VEH CONCERN IS THAT THE VEH STALLS INTERMITTENTLY AND SHE HAS BEEN STRANDED AND IN NEED OF A TOW TO THE CLOSEST DEALERSHIP. CRM ADVISED THAT GM FIRST PRIORITY IS TO REPAIR THE VEH TO GM SPECS WITHIN THE BUMPER TO BUMPER WARRANTY. CUST SEEKS VE TO BE REPURCHASED OR TO BE TRADED INTO ANOTHER VEH. ERIKA NEWMAN/CAC/TPA/57926; 0; 376245710

2001-12-03

CRM ATTEMPTED TO CALL CUST. CUST UNAVAIL, V/MAIL DID NOT PICK UP. CRM WILL ATTEMPT AGAIN ON THUR DEC 6TH BETWEEN 2P-4P EST. ERIKA NEWMAN/CAC/TPA/57926; 0; 376245925

2001-12-07

CUST SEEKS TO BE TRADED OUT OF THE VEH , DUE TO REPAIR CONCERNS. SVC MGR ADVISES THAT REPURCHASE IS NOT AN OPTION AT THIS TIME AND THAT THEY WILL CONTINUE TO REPAIR THE VEH TO GM SPECS. CRM WILL ATTEMPT TO CALL CUST AGAIN ON TUE DEC 11TH BETWEEN 1P-3P EST TO ADVISE OF THIS INFO. ERIKA NEWMAN/CAC/TPA/57926; 0; 376608590

2001-12-12

CRM WILL ATTEMPT TO REACH THE CUST AGAIN ON FRIDAY DEC 14TH BETWEEN 9A-11EST TO FOLLOW UP. ERIKA NEWMAN/CAC/TPA/57926; 0; 377027982

2001-12-14

CRM CALLED AND SPOKE TO SVC DIRECTOR,JOHN B., WHO STATES THAT THE VEH IS REPAIRED TO DATE AND THAT AS A GOODWILL GESTURE, FOR THE CUST INCONVENIENCE ,THE AVM APPROVED ONE LEASE PAYMENT FOR \$569.74 TO BE PAID. CUST RECEIVED CHECK ALREADY. CRM ATTEMPTED TOCALL CUST TO FOLLOW UP,CUST NOT HOME, V/MAIL OR ANSWERING MACHINE DID NOT PICK UP. CUST SEEKS VEH REPURCHASE, AVM DECIDED REPURCHASE IS NOT AN OPTION. VEH IS REPAIRED TO DATE. CRM SENDING LETTERS TO CONTACT LETTER AFTER SEVERAL ATTEMPTS TO CONTACT CUST.; 0; 377193772

2001-12-15

Letter Approved*Claudia M. Calhoun*Letter Approved*Erika; 0; 377276640

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

383770

*****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: . . .
FACT:
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRM:

GM RESTRICTED

363770

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

383770

[REDACTED]
Pahokee, Florida [REDACTED]

November 19, 2001

GMC Customer Assistance Center
Attention: Erica Newman
P. O. Box 33172
Detroit, MI 48232-5172

Dear Erica:

Enclosed you'll find a copy of the invoices for repairs to the 2002 GMC Envoy that we spoke about on the phone. I wanted you to be aware of all the problems I've had with the vehicle from the time of purchase. In my most honest opinion and that of my husband's we really think it does qualify for a replacement vehicle. I can't begin to explain the anguish and frustration we have experienced concerning this vehicle. For obvious reasons I couldn't enclose the latest invoice because the vehicle is in for repair as you're aware of. Also, you'll find enclosed a copy of the original letter sent to Mr. Stevens at the dealership, regarding the first time towing and repairs. Thanks for your time and consideration regarding this matter.

Sincerely,
[REDACTED]

[REDACTED]
Palatka, Florida

August 14, 2001

Sorry King's Orange-Buick/GMC
C/O Mr. Bo Stevens
3883 W. Colonial Drive
Orlando, Florida 32808

Dear Mr. Stevens:

I wish that I could say we are writing under more pleasant circumstances. On July 14th 2001, my husband [REDACTED] leased a 2002 Envoy. We were very excited about the aspect of leasing the all new vehicle, just as we were when we leased a Jimmy prior to this at your dealership. Our business there has always been one of our most pleasant experiences. Our salesman, Mr. Long, I just can't say enough great things about him. However, this issue of ours needs to be addressed and resolved. We have had nothing but problems with the vehicle from the beginning. On July 27th, while driving home from Orange Park, I noticed that the SES light had come on, I immediately called On Star. I drove to the nearest GM dealer, which was located in Green Cove Springs. They ran a diagnostic check on it, it checked out okay and they reset it and I was on my way. On July 31st, the SES light was once again displayed, so I went to the GM dealer here in Palatka. I was asked to return on August 2nd, because the guy that does diagnostic checks wasn't in, so I did. They said it was the exhaust cam sensor position wire loose. They repaired it, and I was on my way. Upon arriving at K-mart on the same day, which is only a mile away from the dealership, the light was on again, so I returned and they told me they were busy, I would have to come back later. I went home and called Orange/Buick GMC, since it was leased there. I was asked to bring it in on August 3rd, and I did. My husband and I were told that the oil needed to be changed because the oil was too thin that was in the vehicle from the factory and that would take care of the problem. Once again we are on our way. On August 11th, I was driving approximately fifty miles per hour when the Envoy shut off on an open highway. I coasted to a nearby convenience store and tried to restart the vehicle, it wouldn't start so I called On Star, and Roadside assistance was going to tow it to the dealership in Palatka but I wanted it towed to where it had been leased, I called the dealership and Mr.

Lang kindly returned my call after having it changed. Meanwhile I'm constantly being called back by both services debating over who was going to pay for it. I waited two and one half hours in the heat for a tow truck. Once the tow truck arrived, that was another hour and a half to get to Orlando, but at this point I was just glad that they actually showed up. Once at the dealership, Mr. Lang greeted me with kindness as always. I received a loaner car for the weekend and was on my way. On Monday I was called and told about the condition of the Envoy, and all what they had done to try and find out what was wrong with it. I was asked if it could be left to be driven home by Mr. Curt Rignoff for two days. My husband and I disagreed because we had already put a lot of extra miles on from going back and forth trying to get it fixed. I was told that it was running fine and I could pick it up, so I did. Upon picking it up I noticed that the seats were performing as usual, so I drove back in and a nice young man came over to help me and they seem to work for a bit. On my way back to Palatka, I stopped at a convenience store. I noticed that they were not working properly again, but the service department had closed so I continued home. Once home, going by the manual's directions I tried to program the seats, it didn't work, and whenever I did try, it would interfere with the Compact Disc Player/Changer, it would change the tracks. I called the Service Department on today's date August 14th, and spoke with Mr. Baumgardner, he stated that he would call me back after he spoke with someone that was an expert in that field. He did call me back and explained that when they replaced the original computer back into the vehicle, it probably dropped some programs and I needed to return the vehicle so that they could repair it and he asked me when would I like to bring it in and I told him I would check with my husband. My husband told me to go ahead and take it back right away. I arrived at twelve noon. Mr. Rignoff was on his lunch break so I didn't have a problem waiting, I just wanted it fixed. I was there until 3:50 p.m. and Mr. Baumgardner called me out of the waiting room and explained that they had taken a module out of a manager's Envoy and placed it in, and it still didn't solve the problem, that he called General Motors and they had advised him that, there is a problem with the drivers seat memory and all and that they would probably have a replacement kit of sorts by the end of the month, could I bring it back then, he would call me. I agreed at this point because what other choice did I have. When I arrived home, I felt as if I hadn't accomplished anything other than spending the day there but at least I know what the problem is. My husband was upset and he felt that too much has happened since we have had this vehicle. Because today actually made only a complete month that we have had it. We now have over sixteen hundred miles on it with all the going back and forth for repairs and we wouldn't normally have that many miles in such a short time. We would have liked to have taken another vacation before our daughter returned to school but we couldn't because we didn't think we had a dependable vehicle and we were spending time taking it to the shop. We

both think it is a lemon, and we should receive a replacement, a new Envoy with every single thing in it and on it in working condition and that for everything that we have endured, a sun-roof and running boards should be on it at no extra cost to us. We think it's only fair. We would appreciate it very much if this situation is handled in a timely and proper manner, as we have been more than patient. I do commend the people there for their effort but it's not good enough. I think if you were in this situation, you would agree.

Sincerely,





BAINBRIDGE MOTORS, INC.

1910 Reid Street P.O. Drawer 370

PALATKA, FLORIDA 32177

Telephone (904) 328-4508

FAX (904) 328-8840



MV-12963

VEHICLE NO. 180955	LICENSE #	STOCK #	DEALER # DEALER	INVOICE DAY 08/02/2001	INVOICE # 810382
CUSTOMER NAME & ADDRESS PALATKA FL	RELEASE IN 0808	RELEASE OUT 0808	LOT BENT # 178	COLOR WHITE	DELIVERY DATE / /
	YEAR MAKE MODEL 0808C ENVY			PROD. DATE 08/02/2001	F.O. DATE 08/02/2001
	VEHICLE # 18ND8138522180955			TION #	F.O. #
EXTENDED WARRANTY CO.		POLICY #	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR
RESIDENCE PHONE	BUSINESS PHONE	SERVICE CENTER DELIVERY SIGNATURE			

PAID	PAID	PAID	PAID	PAID	PAID
QUANTITY	QUANTITY	QUANTITY	QUANTITY	QUANTITY	QUANTITY
PART NUMBER	PART NUMBER	PART NUMBER	PART NUMBER	PART NUMBER	PART NUMBER
PART DESCRIPTION	PART DESCRIPTION	PART DESCRIPTION	PART DESCRIPTION	PART DESCRIPTION	PART DESCRIPTION

A X.

BEB LIGHT ON

Labor Op. J4358 Failure Code 7L-4G
 EXHAUST O2 SENSOR POSITION WIRE LOOSE
 REPAIR WIRE .6+.46T

NC

B X.

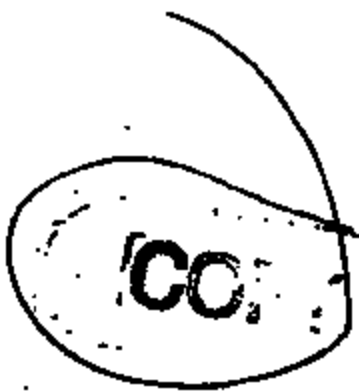
CK LIGHT UNDER HOOD

Labor Op. N6612 Failure Code 7T-0J
 WIRE OUT OF CONNECTOR
 REPAIR CONNECTOR

NC

4 Labor

SERVING PUTNAM COUNTY FOR 60 YEARS
 WHERE WE TREAT YOU LIKE FAMILY



Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Total Deductible	0.00
Total Misc.	0.00
Hazard/Oth	0.00
Total Tax	0.00

EXTENDED WARRANTY FEE	ALL LABOR CHARGES ARE BASED ON 45 MINUTE RATE EXCEPT WHERE SHOWN OTHERWISE	TOTAL REPAIRS	TOTAL TAXES FEE
78.63			0.00



3600 W. Colonial Dr • Orlando, FL 32809
Phone (407) 285-6100 • Service 281-9110

MON - FRI 9:00 - 5:00
SATURDAY 8:00 - 4:00
SUNDAY CLOSED

Goodwrench Service Plus
"We meet your needs!"

KEEP THIS CHECK COUPON
WITH RECEIPT OF PARTS

COPY

STATE OF FLORIDA REGISTRATION # 10-110

DATE		08/03/91	TIME	10:00 AM
VEHICLE MAKE		OLYMPIAN	VEHICLE MODEL	180000
VEHICLE YEAR		1991	VEHICLE COLOR	14
VEHICLE VIN		1G1LJ1120020000000000	VEHICLE LICENSE	
VEHICLE REGISTRATION		08/03/91	VEHICLE EXPIRES	
LABOR & PARTS				
CONTAINER FLATS SERVICE INCLUDES: LIGHT BRIGHTEN UP FLATNESS - FLATS ONLY. FLATS EXCEEDING 1/4" DEPTH OR OPERATING AT 50 MPH WILL BE REPAIR TO REPAIR. FROM THAT ENGINE OIL VISCOSITY WOULD NOT BE AT ALL BEING TO BE AT ALL. CHANGE ENGINE OIL AND FILTER TO PUT HIGHER VISCOSITY OIL INTO IT. CLEANED CODE FROM COMPUTER AND TEST DRIVE VEHICLE TO REASSURE, DID NOT MEET-AND OK		TECHNICIAN		WARRANTY
QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	18000	OIL		0.00
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
COUPONS				
ANYTHING GO! CUSTOMER				
TOTALS				
TOTAL LABOR			0.00	
TOTAL PARTS			0.00	
TOTAL TAX			0.00	
TOTAL SERVICE CHARGE			0.00	
TOTAL TIRE CHG			0.00	
TOTAL TIRE SYC			0.00	
TOTAL TAX			0.00	
TOTAL INVOICE \$				0.00
PARTS DESIGNATED WITH AN ASTERISK (*) NEXT TO THE PART NUMBER MAY BE ELIGIBLE FOR A LIMITED WARRANTY. ASK YOUR SERVICE CONSULTANT FOR DETAILS.				
NEW MANAGER - SERVICE DIRECTOR				
JOHN KENNEDY - SERVICE MANAGER				
SERVICE CENTER NUMBER				
18000				
CUSTOMER SIGNATURE				





3885 W. Colonial Dr • Orlando, FL 32808
Phone (407) 288-8100 • Service 281-8110

SERVICE HOURS: MON-FRI 7:00 A.M. TO 6:00 P.M., SATURDAY 7:00 A.M. TO NOON, SUNDAY CLOSED

KEEP THAT GREAT ORANGE SMILE WITH SERVICE ON PARTS



STATE OF FLORIDA REGISTRATION # 180-0000

SIGN

DATE	TIME	TECH	WARRANTY
08/13/01	08:15	TECH(B)174	WARRANTY
182-004			
1 1 8 3 5 2 8 0 5			
LABOR & PARTS	DIAG DRIVEABILITY		WARRANTY
JOB 1 058U208	NIGHT DROP/ TOM IN CUSTOMER STATES THAT THE TRUCK JUST QUIT WHILE DRIVING ON HIGHWAY AT 50 MPH AND WOULD NOT RESTART. NO CRANK CONDITION. BATTERY OK - FOUND NO COMMUNICATION WITH PCM - U100 CODES SET IN ALL OTHER MODULES. CHECKED POWER AND GROUND CIRCUITS - ALL OK. INSTALL, TESTED PCM, STILL NO COMMUNICATION. CHECK OUT CLASS 2 CIRCUITRY. FOUND POOR CONNECTION AT STAR CONNECTOR #1 ON PCM CLASS 2 LINE (GREEN WIRE, CIRCUIT # 1849) REPAIR CONNECTION. TEST DROVE & TRUCK OPERATING AS DESIGNED AT THIS TIME.		
	JOB # 1 TOTAL LABOR & PARTS	0.00	
JOB 2 977U2	DAILY RENTAL	TECH(B)16	WARRANTY
	JOB # 2 TOTAL LABOR & PARTS	0.00	
JOB 3 98DU20M	TOWING WRECKER TO SHOP	TECH(B)16	WARRANTY
	JOB # 3 TOTAL LABOR & PARTS	0.00	
TECHNICIAN CERTIFICATION	JOHN D. BALMARDNER 4157		
TOTALS	TOTAL LABOR	0.00	
	TOTAL PARTS	0.00	
	TOTAL WRECKER	0.00	
	TOTAL S.O.S.	0.00	
	TOTAL REPAIR	0.00	
	TOTAL WRECKER	0.00	
	TOTAL TAX	0.00	
	TOTAL INVOICE	0.00	

PARTS DESIGNATED WITH AN ASTERISK (*) NEXT TO THE PART NUMBER MAY BE ELIGIBLE FOR A LIFETIME WARRANTY. SEE YOUR SERVICE CONSULTANT FOR DETAILS.

JOHN BALMARDNER - SERVICE DIRECTOR
JOHN ILGENFRITZ - SERVICE MANAGER

SERVICE CONSULTANTS:
MICHAEL HALL, GUY ANDERSON, SCHULTZ
AND OTHERS ARE AVAILABLE TO ASSIST YOU



COPY



REPOSSESSION SERVICE

--	--	--	--	--	--

REPOSSESSION HISTORY

--	--	--	--	--	--

FOR FURTHER INFORMATION CONTACT INFORMATION REGARDING THIS

11/14/83	11/14/83	0810000	3	11/14/83
 				11/14/83 11/14/83 11/14/83

WE ARE ONE OF THE

REPUTABLE Lenders

IN THE

INDUSTRY

AND WE OFFER THE BEST

FINANCING TO OUR CUSTOMERS

WITH THE MOST FAVORABLE

TERMS.

IF YOU WANT A WRITTEN OFFER,

PLEASE CALL US TODAY.



~~COPY~~

MEMBERSHIP SERVICE

--	--	--	--	--	--	--	--	--	--	--	--	--	--

SERVICE HISTORY

--	--	--	--	--	--	--	--	--	--	--	--	--	--

MEMBER NO. 17 ... ADDITIONAL CUSTOMER INFORMATION ...

NAME	STREET / CITY / ST	PHONE	172-504		10016
ADDR	UNIT / ZIP / PHONE				02/27/01
					3301
					4152
					2380

071828 02/27/01 11:00am 3
STATE REG 3

Service King's Orange
Car Wash Service
"We treat your business"

Non-Stop Service
Non-Stop Service
Non-Stop Service

Service Hours: 9:00 AM - 10:00 PM
Phone: 800-850-8500

MEMBER NO. 17

[REDACTED]

[REDACTED]



3828 W. Colonial Dr • Orlando, FL 32809
Phone (407) 288-8100 • Service 281-8118

SERVICE HOURS: MON - FRI 9:00AM - 6:00PM, SAT 9:00AM - 5:00PM, SUN 10:00AM - 5:00PM

KEEP YOUR SERVICE ON PARADE
WITH ORIGINAL GSI PARTS



PRINTED AT THE REQUEST OF THE CUSTOMER

DATE		06/27/01	TECHNICAL		
TIME		12:00	150000		
VIN		1G774701	14		
PLANT		1	14		
MAKE		GM	BUICK		
MODEL		REGAL	REGAL		
YEAR		06/27/01			
LABOR & PARTS JOB # 1 27BUZMKT POWER BRAT REPAIRS TECH(8)1174 WARRANTY SMOKEY BEATS INK I.E. PART IN - TECH 9174 SMOKEY BEAT MODULE HAS INTERNAL FAILURE REPLACED WITH UPDATED MODULE					
PARTS	QTY	PT NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	WARRANTY
1	1	15071575	MODULE		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
JOB # 2 03BUZ MAINTENANCE TECH(8)1174 GUN STAYS LOCK TO A POPPING/GRIND NOISE ON HARD TURN STEERING SLIGHT LINES STEERING STOPS					
PARTS	QTY	PT NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
ESTIMATE CUSTOMER MONEY ACCOUNTS RECEIVABLE ORIGINAL ESTIMATE OF 40.01 (+TAX)					
TOTALS					
				TOTAL LABOR	0.00
				TOTAL PARTS	0.00
				TOTAL TAX	0.00
				TOTAL ESTIMATE	0.00
				TOTAL TIME CHG	0.00
				TOTAL TIME BOND	0.00
				TOTAL TAX	0.00
				TOTAL INVOICE \$	0.00
PARTS DESIGNATED WITH AN ASTERISK (*) NEXT TO THE PART NUMBER MAY BE ELIGIBLE FOR A LIFETIME WARRANTY. SEE YOUR SERVICE CONSULTANT FOR DETAILS.					
JOHN HANSEN - SERVICE DIRECTOR GUY KLIMPRITZ - SERVICE NUMBER SERVICE CONSULTANT GUY KLIMPRITZ - SERVICE NUMBER GUY KLIMPRITZ - SERVICE NUMBER					
CUSTOMER SIGNATURE					



NO REPAIRS WITHOUT THIS INVOICE
PLEASE RETURN TO SERVICE CENTER

December 15, 2001

[REDACTED]
Palatka, FL [REDACTED]

Request: C05893532

Dear [REDACTED]

Thank you for your recent comments regarding your 2002 GMC Envoy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Erika Newman
Customer Relationship Manager

SU0003-T/csc

GM RESTRICTED

302816

CASE NUMBER: 05899677 VIN: 1GHD13802207761
 DATE OPENED: 11/19/01 MODEL YEAR: 02
 DATE CLOSED: 12/24/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 2000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] BROOKFIELD IL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 05899677 VIN: 1GHD13802207761
 DATE OPENED: 2001-11-19 MODEL YEAR: 2002
 DATE CLOSED: 2001-12-24 SERIES: UNKNOWN
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: FTLESON CADILLAC-OLDSMOBILE, INC.
 SRC PARENT: DEALER ADDRESS: 6201 LAGRANGE ROAD, HODGKINS, IL, 60525, USA

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

BT1 ABS Sensors	Other
1 REPAIR ATTEMPT(S)	TRND
BT6 Antilock Brake System (ABS)	Other
1 REPAIR ATTEMPT(S)	TRND
SC4 CAC Resolved With Goodwill	CAC Resolved With Goodwill
1 REPAIR ATTEMPT(S)	12/12 SMARTCARE
TSS Protection Plan Administration (GM Purchase)	Customer Satisfaction
1 REPAIR ATTEMPT(S)	WFF

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
 (Program-1\Plus\Micros-1\explore.exe http://carsweb/webknowledge]]. Click the Product
 Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN

UN RESTRICTED

303016

Progra-1\Plus\Micros-1\isoplex.exe

http://carsweb/wabknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm

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

Vehicle operation or design

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

CUST STATES THAT WHILE HE WAS DRIVING HE HEARD A THUD UNDERNEATH THE VEH THAT HE COULD FEEL IN THE STEERING WHEEL. CUST STATES HIS BRAKE LIGHTS CAME ON AND HE WAS UNABLE TO ACCELERATE THE VEH. CUST STATES THAT WHEN HE PULLED HIS VEH OVER IT WAS COMPLETELY DEAD. CUST HAD VEH TOWED TO DLR. CUST STATES THAT DLR WAS EXTREMELY BUSY AND COULD NOT GET TO HIS VEH THAT NIGHT. DLR SUPPLIED CUST A RENTAL VEH. CUST STATES THAT DLR IS 4 HOURS AWAY FROM HIS HOME. CUST SEEKS ASSISTANCE FOR ALL HIS LOST TIME. CRM ADVISES CUST THAT NOTHING CAN BE DONE UNTIL VEH IS INSPECTED AND REPAIRED. CRM TO CONTACT DLR 11/20 FOR INFO ON INSPECTION. CRM SUSPENDING.

DAN GUIBERT/CARS/TPA/57030.; 0; 375064290
2001-11-20

CRM CONTACTED DLR TO GET OUTCOME OF INSPECTION. SVC ADV STATES THAT THEY HAVE NOT INSPECTED AS OF YET. CRM SUSPENDING FILE.

DAN GUIBERT/CARS/TPA/57030.; 0; 375129917
2001-11-20

CRM CONTACTED SVC MGR MIKE LOSINSKI AT DLR. SVC ADV STATES THAT THEY HAD TO ORDER A PART IT IS SUPPOSED TO ARRIVE IN THE MORNING. SVC ADV STATES THAT ASSUMING THE PART ARRIVES TIME THEN THE VEH WILL BE READY TOMORROW. CRM CONTACTS CUST. CUST STATES THAT VEH WILL HAVE TO WAIT UNTIL FRIDAY B/C IT IS SUCH A LONG TRIP TO DLR AND BACK. CRM TO FOLLOW UP ON 11/26 W/CUST. CRM SUSPENDING.

DAN GUIBERT/CARS/TPA/57030.; 0; 375145754
2001-11-26

CRM ATTEMPTED TO CONTACT AND LINE WAS BUSY. CRM TO CONTACT 11/27 BETWEEN 1 AND 3PM EST.

DAN GUIBERT/CARS/TPA/57030.; 0; 375649280
2001-11-26

CUST STATES THAT HE HAS A FILE BUT DOES NOT KNOW THE REQUEST #. CUST SEEKS TO SPEAK WITH FREGIOUS CRM DAN. CRM ADVISED CUST THAT MR. GUIBERT MADE AN ATTEMPT TO CALL EARLIER AND HAS A SCHEDULED C/H TIME SET. CUST ADVISED CRM THAT HE COULD BE REACHED [REDACTED] BEFORE 3:00PM. CRM ADVISED CUST THAT HIS FILE WOULD BE DOCUMENTED TO STATE THAT INFORMATION. YOLANDA WELSH/CARS/TPA/57030.; 0; 375663947

2001-11-26

CRM TO CONTACT CUST AT NUMBER [REDACTED]

DAN GUIBERT/CARS/TPA/57030.; 0; 375668825
2001-11-27

CRM CONTACTS CUST AT WORK NUMBER. CRM OFFERS CUST 12/12 SMARTCARE FOR TIME LOST DRIVING TO PICK UP VEH FOR REPAIRS. CUST ACCEPTS SMARTCARE. CRM CONTACTS SVC MGR AT DLR TO ACQUIRE VEH NUMBER. CRM TO PROCESS SMARTCARE LATER. CLOSING SATISFIED.

DAN GUIBERT/CARS/TPA/57030.; 0; 375730977
2001-12-03

CRM UPDATING FILE. VEH MODEL IS BRANCO. CRM FORWARDING TO LIANON FREGIOSA.

DAN GUIBERT/CARS/TPA/57030.; 0; 375848166
2001-12-03

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

383816

PRE-APPROVE REQUEST FOR GMPP, SC, 12/12, TO OFFSET INCONVENIENCE AND RETAIN A LOYAL OLDSMOBILE CUST.

VIN SEARCH COMPLETE -

PAMELA MORREAU/TPA GOODWILL LIAISON; 0; 376261479

2001-12-03

final approval by fran dukas/goodwill liaison/tpa-no other request found through vin search.; 0; 376268708

2001-12-12

GMPP LETTER HAS BEEN REQUESTED/#604854

DREWTON-TPA APPROVAL

GROUP; 0; 377020294

2001-12-12

GMPP On Its May letter released

Submission #604854

Jessica Tata/Tampa/Goodwill Liaison; 0; 377049376

2001-12-24

cust states he rec'd a letter in mail about a gmpp smartcare 12/12 & does not know what it means...cust seeks what this letter is in regards tocrm advised cust gm is sending you a smartcare lubrications, oil, and oil filter changes & tire rotations for 12/12 which ever occurs first for your inconvenience experienced....cust sts he now remembers what it is....crm veronica alvarez, atx; 0; 378068096

*****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:

SEE INFORMATION:

INCIDENT LOCATION:
CURRENT LOCATION OF VEHICLE:

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383816

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:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

LEASE @ BUY-BACK: 0
KEEP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

GM RESTRICTED

383816

TYPE OF INJURY:
SUSTAINED:

IF SO, WHERE:

*****ADDITIONAL 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:	

*****BMC CONTACT INFORMATION*****

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

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6885
Chicago, IL 60688-6885

DEC 19 2001

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

Customer Name: [Redacted]

Request Number: 05899677

Personal Use: Commercial Use:

Reason for offering GMPP: about repair for from cust here

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet GMC Truck Oldsmobile Pontiac

VIN# 1GHDT135022207761

Year: 2002 In-Service Date: 08/24/01 Mileage: 2,000

Division Dealer Code Information: (Circle one below)

Pontiac - 3-88101 GMC Truck - 5-61784 Oldsmobile - 3-88001
Buick - 4-88081 Chevrolet - 4-70211 Cadillac - 6-88020
Medium Duty Truck - 9-61786

Payment Approval and Type:

General Motors has agreed to: (Check one below)

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

Special Instructions:

- Transferable Non-Transferable
- Transfer all claims to new policy
- Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval: [Signature]
CFO (decision maker)

Plan Selection: Smart Plan 12/1/01

Team Manager/Supervisor: [Signature] Date: 12/19/01

December 12, 2001


Brookfield, IL 

Request: C05899677

Dear 

Thank you for your support of Oldsmobile. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Smart Care plan for your 2002 Oldsmobile Bravada, Vehicle Identification Number 1GHDT13S022207761, is for the following:

- 12 months or 12,000 miles, whichever occurs first
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Oldsmobile customer.

If you have any future questions, please feel free to contact our Oldsmobile Customer Assistance Center at 1-800-442-6537 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Daryl Newton
Customer Relationship Manager

RS0011-T/jt

Contract Registration

Tpa 0589877

001782301 02

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)		PLANT/RELEASE DATE	
1GHD1T113S022207761		12/03/01	
YEAR	MAKE	MODEL	CURRENT OCCUPANT
2002	Oldsmobile	Bravada	2000
FIRST NAME		LAST NAME	FLIST GM EMPLOYEE
[REDACTED]		[REDACTED]	
NAME OF BUSINESS OR MUNICIPALITY		AREA CODE & PHONE NUMBER	
DEC 19 2001		[REDACTED]	
MAILING ADDRESS (must include apt. or suite #, if applicable)		CITY	STATE
[REDACTED]		Brookfield	IL
STATE		ZIP CODE	
[REDACTED]			
The Fleet provider is authorized to charge my account for the cost of the agreement(s) and any share of any subsequent cancellations(s).			
DEALER NAME		DEALER CODE	PROMOTION CODE
Oldsmobile Motor Company		399001	
ADDRESS		CITY	STATE
P.O. BOX 33171		Detroit	Mi
STATE		ZIP CODE	
[REDACTED]			48232
GMAD	NAME		
	Oldsmobile Motor Company		
ADDRESS	CITY	STATE	ZIP CODE
P.O. BOX 33171	Detroit	Mi	48232
LEASE	RETAIL	MAJOR GUARD	VALUE GUARD
BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS	
MECHANICAL TERMS			
Subject to acceptance by the Fleet provider, contract agreement for the new vehicle lease includes the new GM Protection Plan.			
THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.		The fleet and mileage of any vehicle selected will be validated from the date and mileage of the vehicle on the date of the purchase of the previous vehicle. Fleet can be purchased only at the time of vehicle purchase. Limited plans have a 90-day trial period. All other plans have a 90-day trial period.	
WARRANTY	OUT-OF-WARRANTY		
	<input checked="" type="checkbox"/>		
VEHICLE IN SERVICE DATE (purchase/lease)	TERM (MO.)	OPTIONAL GUARANTEE	PRICE
08/24/01	12		\$ 0.00
MAINTENANCE TERM (lease agreement only)	SMART GUAR	SMART GUAR TERM (MO.)	
	<input checked="" type="checkbox"/>	12	\$ 12,120.00
OPTIONAL COVERAGE (check all that apply)	SMOOTH RIDE	SMOOTH RIDE TERM (MO.)	
SmartRide			\$ 0.00
By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage will begin and end as stated in the section titled "Term." (Except those exceptions of this agreement, a Coverage Agreement will be mailed to the address indicated on this form.)		IN TOTAL \$ 0.00	
DATE		TAX \$	
12/19/01		TOTAL \$	

NOTE: FROM FLEET PROVIDER TO FLEET PROVIDER CALL 1-800-333-3333

GM RESTRICTED

383870

CASE NUMBER: 05911088 VIN: 1GHDT13S122221085
 DATE OPENED: 11/21/01 MODEL YEAR: 02
 DATE CLOSED: 12/10/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 6100
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05911088 VIN: 1GHDT13S122221085
 MODEL YEAR: 2002
 DATE OPENED: 2001-11-21 SERIES: UNKNOWN
 DATE CLOSED: 2001-12-10 MILEAGE: 6100
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: ROYAL OLDSMOBILE OF GWINNETT
 SRC PARENT: DEALER ADDRESS: 2493 PLEASANT HILL RD., DULUTH, GA, 30096, USA

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

N06 Body Harness Other
 1 REPAIR ATTEMPT(S) STAR CONNECTOR RPL

J57 BCM/PCM/CALPAK/MINICAL Other
 1 REPAIR ATTEMPT(S) PCM RPL

A04 Possible Safety Concern Other
 1 REPAIR ATTEMPT(S) VEH STALLED IN INTERSECTION, POLICE HAD
 TO REDIRECT TRAFFIC

Vehicle operation or design

INSTRUCTIONS TO CEM:

- * 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

\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht
 ml]

GM RESTRICTED

383870

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: CAR WOULD NOT START WAS TOWED TO DLR, DIAG. WAS POOR TERMINAL CONTACT, REPAIR WIRE HARNESS & UPDATED POWERTRAIN CONTROL MODULE. CAR THEN STALLED IN ROAD, POLICE WAS INVOLVED (TO REDIRECT TRAFFIC), VEH WAS TOWED TO DLR BUT CRANKED WHEN CUST GOT THERE SO NO WORK WAS DONE. AGAIN, CAR WOULD NOT START AT BANK, VEH TOWED TO DLR, PCM WAS RPL. CAR IS AT DLR. CUST DOES NOT FEEL SAFE W/ VEH AT ALL. CUST HAS LOST ALL CONFIDENCE IN VEH. CUST STATES THAT THEY BOUGHT VEH WITH PLANS TO TRAVEL AND SUCH AND THEY DON'T FEEL LIKE THEY CAN RELY ON IT ANYMORE. CUST WANTS: TO HAVE VEH REPURCHASED AND REPLACED W/ SAME VEH. CRM ADVISED :CALLED DLR SPOKE W/ DAVID (SVC MGR) CUST HISTORY AS FOLLOWS: 11/19 - HAD PCM. DLR INSTALLED PART OUT OF LOT CAR. DLR TEST DROVE FOR 20 MILES AND VEH RAN FINE. 10/22 - STAR CONNECTOR. (NEW TYPE OF WIRE HARNESS) ADVISED BY TAC TO RPL. CUST DID NOT BRING VEH INTO SHOP FOR THE 2ND TIME (WHEN VEH STALLED IN TRAFFIC) BUT SVC MGR SAID THAT CUST DID CALL HIM AND TELL HIM. CONT'D.....; 0; 375212473

2001-11-21

CONT'D.....SVC MGR SUGGESTS THAT WE ONLY HAVE 2 DOCUMENTED CASES FOR VEH. THAT THERE WERE TWO SEPARATE PROBLEMS. DLR FEELS CONFIDENT THAT THE PROBLEM IS SOLVED AND WOULD LIKE CUST TO TRY IT OUT. CRM ADVISED: CUST THAT I REALIZE THAT CUST DOES NOT FEEL VERY CONFIDENT WITH VEH AT THIS TIME BUT BEING THAT THE DLR HAS REPAIRED THE VEH, AND FEELS THE CONCERN HAS BEEN RESOLVED, THERE IS NO REASON GM TO CONSIDER BUYING BACK THE VEH. CRM ADVISED CUST THAT I WOULD KEEP FILE OPEN ON MY CALENDAR AND CALL CUST BACK PER THE HOLIDAY TO MAKE SURE THAT EVERYTHING IS RUNNING SMOOTHLY, ALSO CRM GAVE CUST PER REQUEST & ADVISED THAT THEY CAN CALL ANYTIME WITH ANY CONCERNS OR COMMENTS & ANYONE WHO ANSWERS THE PHONE CAN DOCUMENT AND FORWARD FILE BACK TO ME, AT THAT TIME I CAN THEN REVIEW AND CALL BACK. A CALLBACK WAS SET FOR 11/27 12-2PM. KRYSTAL

KEHL/CARS/TAMPA/57091; 0; 375212714

2001-11-21

CUST CAN BE REACHED ON CELL: 678-860-1702. KRYSTAL KEHL/CARS/TAMPA/57091; 0; 375212763

2001-11-27

CUST STATES: RPL PCM. HAD CLUTCH RPL. DLR IS WORKING THINGS OUT. CUST WOULD LIKE A CALLBACK 11/28 2-3PM. KRYSTAL KEHL/CARS/TAMPA/57091; 0; 375733873

2001-11-28

CUST STATES THAT VEH DIED ON HWY AGAIN. CUST VERY UPSET. CUST IS HAVING VEH TOWED INTO DLR. CRM CALLED DLR TO GIVE A HEADS UP. CUST STATES THAT THEY DO NOT WANT VEH ANYMORE. CRM ASCERTAINED THAT ROADSIDE ASSISTANCE WAS ON WAY TO TOW VEH TO DLR. CUST WOULD LIKE CRM TO CALL ASAP. CUST HAS CELL PHONE WITH THEM [REDACTED] MEGAN ALLEN/ATK/CAC; 0;

375816083

2001-11-28

CRM CALLED CUST. CUST STATES: VEH DIED IN TRAFFIC & ALMOST CAUSED AN ACCIDENT. VEH IS AT DLR NOW. CUST DOES NOT FEEL SAFE WITH VEH AND WANTS A NEW VEHICLE. CUST DOES NOT WANT VEHICLE BACK REGARDLESS IF IT IS REPAIRED OR NOT. CUST WANTS: VEH TO BE REPURCHASED. CRM ADVISED: TRIED TO CONTACT DLR BUT WAS UNABLE TO SPEAK W/ SVC MGR. CRM ADVISED CUST I WOULD CALL SVC MGR & INFORM AVM OF SITUATION AS NEEDED. CALLBACK WITH CUST SET FOR 11/30 2-3PM. KRYSTAL KEHL/CARS/TAMPA/57091; 0; 375833383

2001-11-29

CUST STATES SHE WILL BE EXPECTING A CALL BACK FROM THE OWNING CRM. OWNING CRM CONTACT CALL BACK DATE OF 11/30/01 2-3PM. CRM ADVISED CUST OWNING CRM WILL FURNISH REPAIR THE

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393870

CRIM. CUST STATES SHE IS UPSET WITH THE SITUATION AND WOULD LIKE A RESPONSE OR A RESOLUTION THE CALL BACK DATE.

NO FURTHER ACTION REQUIRED BY THIS CRM. RENEALJOHNSON/CAC/ATX; 0; 375915426
2001-11-30

CRM CALLED DLR. SPOKE TO DAVID (SVC MGR) TAC HAS ANOTHER REPAIR FOR VEH. THERE IS ANOTHER PROBLEM IN VEH THAT IS CAUSING THE PART (PCM) TO FAIL. WAS TOLD TO RPL WIRE HARNESS AS WELL AS PCM. CUST IS CURRENTLY IN RENTAL VEH. CUST DOES NOT WANT VEH. SVC MGR UNDERSTANDS. THIS IS 3RD REPAIR ATTEMPT. DLR HAS TO REPAIR THE VEH WHETHER CUST ACCEPTS IT BACK OR NOT. DLR SUGGESTS THAT WE TRADE A CUST INTO A NEW VEH. SVC MGR SAID THAT HE IS GOING TO CONTACT THE AVM TODAY TO MAKE HIM AWARE OF SITUATION. KRISTAL KEEL/CARS/TAMPA/57091; 0; 375987451
2001-11-30

CRM CONTACTED CUST AND LFT MSG W/ UPDATE ON INFO. ADVISED THAT DLR WILL BE CONTACTING HER W/ FURTHER UPDATES & APOLOGIZED FOR SITUATION. SVC MGR STATED HE WOULD CALL CAC W/ ANY INFO FROM AVM. SUSPENDING FILE AWAITING FURTHER CONTACT WITH SVC MGR. KRISTALKEEL/CARS/TAMPA/57091; 0; 375987868
2001-11-30

CUST STATES: REC'D CALL FROM SVC MGR WHO HAS SPOKEN TO AVM. AVM DECIDED THAT VEH IS REPAIRED AND OLDSMOBILE REP WILL DRIVE VEH FOR 4-5 DAYS AND AT THAT TIME, IF IT IS DECIDED THE VEH IS SAFE TO DRIVE, VEH WILL BE RETURNED TO CUST. CUST IS CONTACTING CAC B/C SHE IS NOT SATISFIED W/ THAT DECISION. CUST DOES NOT WANT VEH BACK, CUST WANTS A NEW VEH. CRM WILL FORWARD FILE BACK TO PREVIOUS CRM FOR CALLBACK. CUST WOULD LIKE TO BE CONTACTED W/IN TWO BUSINESS DAYS ON CELL PHONE [REDACTED]. CRM ADVISED CUST THAT CRM NOT WANT THE CALL FROM PREVIOUS CRM W/IN TIME FRAME BUT WOULD PASS INFORMATION ALONG. CHEA WILLEY/CAC/PDX; 0; 376011167
2001-12-03

CRM CALLED SVC MGR (DAVID) HE SAID THAT THE AVM HAS DECIDED TO TRADE CUST INTO A NEW VEHICLE. DLR IS GOING TO TAKE CARE OF IT ON A DLR LEVEL. CRM CALLED CUST TO RELAY INFO. SET A FOLLOW UP CALL ON 12/07 12-2PM. KRISTAL KEEL/CARS/TAMPA/57091; 0; 376250312
2001-12-07

CRM CALLED DLR. SVC MGR WAS UNAVAILABLE. CRM CALLED CUST. LFT MSG. CLOSING FILE SATISFIED PENDING CUST CALLBACK. KRISTAL KEEL/CARS/TAMPA/57091; 0; 376296787
2001-12-10

(PRA) Preliminary Repurchase Authorization forwarded to repurchase crm Chester Harris, ext. 57012. AVM: Barbara Lewis. Robyn Starks/Tampa workflow.; 0; 376822998

*****PER INFORMATION*****

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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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:

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:
STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVABLE:
SAC WARRANTY DATE:
MSRP: 0
SALES TAX:

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

APPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

NAME:

FRANCHISE:
AGENT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

AMOUNT BALANCE:

GM RESTRICTED

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LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

RELEASE 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

385501

CASE NUMBER: 06081634 VIN: 1GNDT138022216895
 DATE OPENED: 12/26/01 MODEL YEAR: 02
 DATE CLOSED: 12/31/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 7532
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: OH
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] ENGLEWOOD OH [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06081634 VIN: 1GNDT138022216895
 DATE OPENED: 2001-12-26 MODEL YEAR: 2002
 DATE CLOSED: 2001-12-31 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 7532
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: Dealer NAME: WHITE-ALLEN CHEVROLET OLDSMOBILE
 Dealer ADDRESS: 442 N MAIN ST., DAYTON, OH, 45405, USA

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

J01 Engine Other
 3 REPAIR ATTEMPT(S) VEH DIES

Final Repair Attempt

CRM INSTRUCTIONS:

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

For additional information, CRM to refer to section 1.3 of the GM Service Policy and Procedures Manual [[State Lemon Laws and Other Statutes R06

C:\Progra-1\Plus!\Microm-1\Iexplor.eoc

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

VEH DIES WHILE DRIVING AT 65MPH

PHONE NUMBER -937-222-3701-RICK-SUCKER
 CELL NUMBER-937-776-8207

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

GM RESTRICTED

385501

THIS OWNER BOUGHT AT WHITE ALLEN
 CUST STATES THAT HIS VEH IS IN THE SHOP FOR THE THIRD TIME WITH THE SAME PROBLEM
 CUST WILL BE ON THE INTERSTATE GOING 65 MPH AND VEH WILL STOP .
 CUST WANTS TO SAY HE FEELS THIS IS A SAFETY ISSUE AND DOES NOT TRUST THIS VEH
 HE SAID HE WILL FILE WITH LEMON LAW.

CRM CALLED DEBRAID SPOKE WITH RICH-SCV MGR, CRM EXPLAINED TO RICK THIS CUST CONCERNS ON
 THIS VEH AND THAT CUST STATES HE WILL FILE LEMON, RICK ASKED IF HE SHOULD THEN CONTINUE
 TO LOCATE PROBLEM AND REPAIR, CRM ADVISED RICK TO CONTINUE TO DIAGN VEH FOR PROBLEM AND
 TO CONTACT HIS AVM ,TO SEE HOW AVM WOULD LIKE TO HANDLE THIS. CRM GAVE RICK MY MBX 57494
 FOR AVM TO RESPOND IF HE CHOOSES TO CALL ME. CRM WILL FOLLOW UP ON FRIDAY TO SEE IF
 RESOLUTION WAS MADE

CRM ADVISED CUST OF THIS PROGRESS AND CUST WILL WAIT FOR AVM RESPONSE

SEHILA AKERS CARS TPA, 0, 99999

2001-12-28

CRM REVIEWED FILE FOR AKERS TO SEE IF AVM HAD CALLED. - CRM FORWARD TO AKERS FOR
 FOLLOWUP ON 12-31-01.....PAT GRAY/TAMPA/CAC., 0, 378430169

2001-12-31

THIS IS A BRC REQUEST. DO NOT RESUME. REFER ALL CALLS TO 1-800-231-1841. DO NOT DISCLOSE
 ANY INFORMATION ON THIS REQUEST...DARLENE CROUSE/ADR/57736; 0; 378656490

*****BAR INFORMATION*****

FLIGHT 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:
 INQUIRIES:
 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:
 RENT LOCATION OF VEHICLE:
 NOTIFY NAME:
 WAS VEHICLE INSPECTED: INSPECTOR'S NAME: INSPECTION DATE:

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LEASE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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:

GM RESTRICTED

385501

*****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:

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385990

CASE NUMBER: 05912338 VIN: 1GHDT138322162499
 DATE OPENED: 11/21/01 MODEL YEAR: 02
 DATE CLOSED: 01/08/02 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 9014
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05912338 VIN: 1GHDT138322162499
 DATE OPENED: 2001-11-21 MODEL YEAR: 2002
 DATE CLOSED: 2002-01-08 SERIES: UNKNOWN
 SOURCE: Phone MILEAGE: 9014
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: Yes DEALER NAME: BILL HEARD CHEVROLET
 DEALER ADDRESS: 5333 HICKORY HOLLOW PKY, ANTIOCH, TN, 37013, USA

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

J01 Engine	Service Engine Soon
0 REPAIR ATTEMPT(S)	will not turn off
J01 Engine	Stalls - Hot Engine
2 REPAIR ATTEMPT(S)	vehicle cuts off while driving
R01 Electrical General	Stalls - Hot Engine
0 REPAIR ATTEMPT(S)	customer afraid of driving vehicle
M31 Speedometer System Gauges/Lighting	Inoperative
1 REPAIR ATTEMPT(S)	inoperative speedometer
R70 Antilock Brake System (ABS)	ABS Brake Light
1 REPAIR ATTEMPT(S)	will not turn off
H01 Brakes	Brake Light
1 REPAIR ATTEMPT(S)	will not turn off

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation

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

CUST IS ORIG OWNER OF HER 2002 OLDS BREVADA PURCHASED AT BILL HEARD OLDSMOBILE (706)322-8888. CUST STATES SHE IS EXPERIENCING CHRONIC PROBLEMS WITH HER VEH. AT 1465 MILES SHE TOOK HER VEH TO DLR ON 7/11/01 WITH CONCERNS ABOUT HER CAR CUTTING OFF WHILE SHE'S DRIVING....CONT....CRM SUSPENDING FILE. TIA BOWLES/CARS/TAMPA; 0; 375232294
 01-11-26

CUST STATES THAT SHE DID NOT GET A CALL BACK FROM CRM BOWLES 11.21.01 @ 5:00 PM EST AS SCHEDULED. CUST WANTS TO KNOW WHAT IS HAPPENING. CUST STATED THAT CRM BOWLES DID TALK TO DLR SVC MGR 11.21.01. THE ENTRY IS NOT IN THIS FILE. THE FILE ENTRY STATES CONTINUED, BUT NO ADDITIONAL ENTRY. CRM NOTED A CALL BACK SCHEDULED FOR 11.23.01 AT 2:00 PM ON FRONT OF FILE. CUST STATED NO CONTACT OR MESSAGE HAS BEEN LEFT BY CRM AT EITHER DATE. CRM OFFERED TO ASSIST CUST, BUT SHE STATED SHE SPENT AN HR ON THE FIRST CALL AND CRM HAS CONTACTED THE DLR ALREADY. CUST WANTS TO SPEAK TO BOWLES. CRM ADVISED CUST THAT AN ALARM WILL BE SENT TO BOWLES. IF BOWLES CAN NOT WORK FILE, PLEASE NOTIFY ME AND SEND FILE TO WALDROUL. LARRY WALDROUPE, CARS, TAMPA; 0; 375646382
 2001-11-27

NOTE: FILE WAS TRANSFERRED BACK TO WALDROUL WITH NO UPDATE. THE NOTICE SENT TO BOWLES WAS FWD BACK BY BOWLES "CUST NEEDS TO KNOW WHAT IS GOING ON. IF THIS FILE IS NOT BEING WORKED BY BOWLES, PLEASE SEND FILE AND NOTICE BACK TO WALDROUL AND I WILL CALL CUST AND WORK FILE. CUST WANTS A CALL BACK TODAY. THANK YOU. LARRY WALDROUPE" AT 2:32:12 PM 11.26.01. WITH NO UPDATE OR EXPLAN. CRM CKD AUDIT TRAIL & BOWLES TRANSFD FILE BACK TO WALDROUL AT 2:23:50 PM EST. CRM WILL TAKE OVER FILE. CRM CALLED CUST & FOUND THAT THE VEH WOULD HAVE START LOOSING POWER, WARNING GAGES LIGHT UP; SPEEDO STAYS ON '0'. CUST TOOK VEH TO DLR & THEY SAW THE WARNING LAMPS ON, BUT NO CODES. TAC, RICK ADAMS, REFF # 5202203. CRM FOUND SVC ADV, JOHN DOUGLASS, WAS NOT AVAILABLE SO SVC MGR, BILL LAFFERTY, ADVISED THAT TAC HAD TOLD THEM TO CHECK THE WIRING TO THE PCM. NO PROBLEM COULD BE FOUND, BUT SOMETIMES THE PROBLEM IS FIXED DURING DIAGN BY CKING CONNECTORS. CRM WILL CALL CUST 11.27.01 @ 2 - 4 PM EST. LARRY WALDROUPE, CARS, TAMPA; 0; 375727122
 01-11-27

CRM CALLED CUST AND LEFT V/M WITH EXPLANATION THAT SOMETIME ELECTRICAL WIRING PROBLEMS ARE RESOLVED DURING THE DIAGNOSTIC PROCESS. CRM WILL CALL CUST 11.29.01 @ 2:00 - 4:00 PM EST. LARRY WALDROUPE, CARS, TAMPA; 0; 375744753

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01-11-30

CUST CALLED TO ADV THAT DEALER SAID SHE NEEDS TO DISCUSS PROBLEMS WITH VEHICLE WITH A FACTORY REP CRM ADV CUST ANY MEETING GO THREW THE SRV MGR FIRST AND IF IT ESCALATES FROM THEIR A FACTORY REP THEN GETS INVOLVED CUST ALSO SEEKING TO SPEAK WITH PRVS CRMCRM HARGROVE TRIED TO ASSIST CUST CUST ADV HAD TO GO HAD ANOTHER CALL ON THE OTHER LINE CRM WILL FORWARD FILE TO PRVS CRM MICHELLE HARGROVE/TAMPA CARS; 0; 375978013
2001-11-30

CRM RECEIVED TRANSFERRED FILE. CRM NOTED THAT THE FILE DOES NOT REFLECT THAT THE THE CUST WAS CONTACTED AS SCHEDULED 11.29.01 @ 3:00 PM EST PER ADDIT TRAIL. AT THAT TIME NO PROBLEM EXISTED WITH THE VEH AND CUST WAS SATISFIED. FILE WAS CLOSED SATISFIED. CRM RECEIVED FILE AND CALLED CUST 11.30.01 @ 9:40 AND LEFT V/M. CRM WILL CALL CUST 11.30.01 @ 10:00 - 12:00 PM EST. LARRY WALDROUPE, CARS, TAMPA; 0; 375982973
2001-11-30

CRM CALLED CUST AND FOUND THAT THE VEH BRAKE LIGHT, ABS LIGHT, CK ENG LIGHT CAME ON, VEH STALLED AND WOULD NOT RESTART. CUST HAD KIDS WITH HER AT 9:30 PM. CUST CALLED ROADSIDE (002408040) AND SINCE THE DLR WAS CLOSED AND SHE HAD KIDS WITH HER THE VEH WAS TOWED TO HER HOUSE. CUST CALLED DLR, DLR TOLD HER TO CALL CAC; CAC TOLD HER TO CALL DLR, CRM WALDROUPE RECEIVED THE ALARM AND CONTACTED CUST. CUST WAS CONFERENCED TO ROADSIDE ASST (CASE # 00240925), NICK, WHO STATED THAT THE CUST WOULD HAVE TO BE CHARGED TO BE TAKEN TO DLR BECAUSE THEY TOWED VEH 11.29.01 @ 9:30 PM AND IT IS THE SAME INCIDENT. CRM ADVISED ED/AST TO TAKE VEH TO DLR AND HAVE BILL PUT ON THE REPAIR ORDER. CRM CALLED BILL HEARD SVC MGR, BILL LAFFERTY @ 706-322-8888 AND LEFT V/M WITH REQUEST TO HAVE TOW BILL ADDED TO WARRANTY CLAIM. SINCE THIS IS THE 4TH TIME VEH HAS BEEN TO DLR WITH SAME PROBLEM CRM REQUESTED AVN BE CONT BY DLR. CUST STATED THAT SHE WOULD NEVER DRIVE THE VEH AGAIN BECAUSE IT IS NOT SAFE. CONTINUED *****; 0; 375990171
2001-11-30

CONTINUED **** CUST PROBLEM HIST: 11.18.01 @ 5773 MI, WARNING LIGHTS CAME ON AND VEH DIED, TOWED TO DLR, REPROGRAMED PCM; 11.05.01 @ 7610 MI, WARNING LIGHTS CAME ON, STALLED, RESTARTED, TOOK TO DLR, REPLACED PCM; 11.08.01 - 11.15.01 @ 7710 - 8000 MI, WARNING LIGHTS CAME ON, STALLED, TOWED TO DLR, COULD NOT DUPLICATE, TAC TOLD DLR TO CHECK PCM WIRING & CONNECTIONS; 11.29.01 @ 8917 MI, WARNING LIGHTS CAME ON, STALLED, TOWED TO HOME, DLR CALLED BY CUST, CAC CALLED BY CUST, CAC CALLED CUST & CONFERENCED TO ROADSIDE FOR TOW (CASE# 00240925). SINCE VEH IS NOT AT DLR AT THIS TIME AVN WILL NOT BE CONTACTED BY CRM TODAY. CRM WILL BE GONE 12.03.01 AND WILL CALL DLR 12.04.01 @ 10:00 AM & CUST 1:00 - 3:00 PM EST. LARRY WALDROUPE, CARS, TAMPA; 0; 375990779
2001-12-04

CRM CALLED BILL HEARD OLD# 706-322-8888 AND SVC ADV, JOHN DOUGLASS, STATED THAT THE VEH DOES NOT START. TAC HAS BEEN CONTACTED AND SVC ADV WILL CALL CRM AT X 57608 WITH UPDATE & TAC NU. CRM LEFT V/M WITH SVC MGR, BILL LAFFERTY, REQUESTING A UPDATE SINCE HE IS NOW HANDLING THE CONCERNED VEH. CRM WILL DLR 12.04.01 @ 1:00 PM & CUST 12.04.01 @ 1:00 - 3:00 PM EST. LARRY WALDROUPE, CARS, TAMPA; 0; 376330303
2001-12-04

CRM CALLED DLR TO GET AN UPDATE ON THE CUST VEH BECAUSE NEITHER SVC ADV OR SVC MGR HAD RESPONDED TO INFORMATION UPDATE REQUEST BY V/M. CRM KEPT GETTING TRANSFERRED TO SVC MGR, BILL LAFFERTY'S V/M. SVC ADV, JOHN DOUGLAS, GAVE TAC @ 5202203 AND A MESSAGE WILL BE GIVEN TO BILL LAFFERTY THAT CAC IS REQUESTING AN UPDATE BEFORE CALLING CUST AT 3:00 PM EST. CRM WILL CALL CUST 12.04.01 @ 2:00 - 3:00 PM EST. LARRY WALDROUPE, CORR/OGLESBY, TAMPA; 0; 376343230
2001-12-04

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CRM CALLED DLR SVC MGR, BILL LAFFERTY, AND HE WAS NOT AVAILABLE. CRM CALLED CUST AT HOME AND LEFT V/M AND SET CALL TIME TO CUST. CRM WILL CALL DLR @ 1:00 PM & CUST 1:00 - 3:00 PM EST. LARRY WALDROUPE, CORR/OGLESBY, TAMPA X 57608; 0; 376347002
2001-12-05

CRM CALLED BILL HEARD OLDS @ 706-322-8888 AND REQUESTED SVC MGR, BILL LAFFERTY, AND WAS TOLD THAT HE IS OUT OF THE DEALERSHIP AT A MEETING AT THE CORP HEADQUARTERS. SVC ADV, JOHN DOUGLASS, STATED THAT AVN DICK BATES IS AWARE OF THE PROBLEM. THE DLR WAS WORKING ON THE VEH AND WAS ABLE TO START IT, BUT THEY DO NOT KNOW WHERE THE PROBLEM IS. THEY THINK IT IS IN THE WIRING HARNESS. CRM WILL CALL CUST 12.05.01 @ 2:00 - 3:00 PM EST. LARRY WALDROUPE, CORR/OGLESBY, TAMPA; 0; 376428869
2001-12-05

CRM CALLED CUST AND LEFT V/M THAT THE VEH IS STILL BEING LOOKED AT. CRM WILL CALL CUST 12.05.01 WITH UP DATE @ 1 - 3:00 PM. LARRY WALDROUPE, CORR/OGLESBY, TAMPA; 0; 376438270
2001-12-06

CRM CALLED BIL HEARD CHV @ 706-322-8888 AND SPOKE TO SVC ADV, JOHN DOUGLASS, WHO STATED THAT SVC MGR, BILL LAFFERTY IS AT LUNCH AND THAT THE SHOP FOREMAN HAS NOT FOUND ANY ADDITIONAL INFORMATION ON THE VEH. CRM WILL CALL DLR 12.06.01 @ 2:00 & CUST @ 3:00- 3:00 PM EST. LARRY WALDROUPE, CORR/OGLESBY, TAMPA; 0; 376514915
2001-12-06

CRM RECEIVED CALL FROM SVC ADV, JOHN DOUGLASS, STATING THAT TAC CALLED AND FOUND THE PROBLEM AND CORE. DLR WILL INSTALL A NEW WIRING HARNESS WITH A HIGH RESISTANCE DIODE (PREVIOUSLY INSTALLED) BETWEEN THE AIR COMP & AIR RIDE SUSPENSION. DLR WILL REPLACE THE (PRECAUTIONARY) AND TEST DRIVE THE VEH 50 MILES. TAC HAS HAD 5 OTHER VEH WITH SAME PROBLEM & THIS FIXED ALL VEH. THE PART DOES NOT SHOW AVAILABLE TODAY, BUT WILL BE SHIPPED ASAP. CRM CALLED CUST ON CELL# 706-566-1444 AND GAVE UPDATE. CUST STATED THAT SHE IS TO MEET WITH AVN 12.10.01. CRM WILL CALL DLR 12.11.01 @ 1:00 PM & CUST @ 2:00 - 4:00 PM EST. LARRY WALDROUPE, CORR/OGLESBY, TAMPA; 0; 376516490
2001-12-11

CRM CALLED DLR SVC ADV, JOHN DOUGLASS, AND FOUND THAT THE VEH IS FIXED AND THE CUST MET WITH THE AVN 12.10.01 AND THAT THE VEH IS STILL AT THE DLR. CRM TRIED TO REACH SVC MGR, BILL LAFFERTY AND FOUND THAT HE WILL NOT BE BACK UNTIL 12.13.01. CRM WILL CALL CUST 12.11.01 @ 2:00 - 4:00 PM EST. LARRY WALDROUPE, CORR, TAMPA; 0; 376937613
2001-12-11

CRM CALLED CUST ON CELL# 706-566-1444 AN THE CALL WAS DROPPED. CRM CALLED THE HOUSE AND THERE WAS NO ANSWER. THE VEH IS AT THE DLR REPAIRED. CRM WILL CLOSE FILE SATISFIED. LARRY WALDROUPE, CORR/OGLESBY, TAMPA; 0; 376953573
2002-01-07

(PRA) Preliminary Repurchase Authorization, forwarded to repurchase csm Doug Huff, ext. 57306, AVN: Dick Bates. Robyn Stricks/Tampa workflow.; 0; 379282418

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

VEHICLE DESCRIPTION:

GM RESTRICTED

365980

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

BAR STATUS:

*****BAR 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:

NEEP:

NADA: 0

SALES TAX:

DECLARATION:

PROGRAM:

INTEREST:

LEASE TERM:

EXPIRE:

OTHER:

GM RESTRICTED

385990

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEASAL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:
DEALER BUYOUT:

LEGAL TYPE:
LEASON 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*****

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 06145691 VIN: 1GHDT13H322162699
 DATE OPENED: 01/08/02 MODEL YEAR: 2002
 DATE CLOSED: 02/19/02 SERIES: UNKNOWN
 SOURCE: RFP NO MILEAGE: 9014
 CUSTOMER:
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06145691 VIN: 1GHDT13H322162699
 MODEL YEAR: 2002
 DATE OPENED: 2002-01-08 SERIES: UNKNOWN
 DATE CLOSED: 2002-02-19 MILEAGE: 9014
 RFS:
 RFS TYPE: RFP No DEALER NAME: BILL HEARD CHEVROLET
 RFS PARENT: 05912338 DEALER ADDRESS: 5333 HICKORY HOLLOW PKY, , ANTIOCH, TN, 37013, USA

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

J01 Engine	Service Engine Soon
0 REPAIR ATTEMPT(S)	will not turn off
J01 Engine	Stalls - Hot Engine
2 REPAIR ATTEMPT(S)	vehicle cuts off while driving
N01 Electrical General	Stalls - Hot Engine
0 REPAIR ATTEMPT(S)	customer afraid of driving vehicle
N11 Speedometer System Gauges/Lighting	Inoperative
1 REPAIR ATTEMPT(S)	inoperative speedometer
N70 Antilock Brake System (ABS)	ABS Brake Light
1 REPAIR ATTEMPT(S)	will not turn off
N01 Brakes	Brake Light
1 REPAIR ATTEMPT(S)	will not turn off

Vehicle repair request - Repair not done

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

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

AVM DECISION MAKER: DICK BATES

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

MESSAGE TYPE: TRADE

REASON: NO START AND ENGINE STALL

CRM DECISION MAKER + PH#: BILL LAFFERTY 706-322-8888 X 7109

*****; 0; 379367679

2002-01-08

CRM LEFT MESSAGE FOR CUST TO CALL, LEFT MESSAGE FOR AVM, AND REQUESTED COPY OF SALES AGREEMENT FROM DEALER CONTACT BILL LAFFERTY.; 0; 379368134

2002-01-08

cust called and i requested copy of reg and sales agreement. cust provided lienholder info.; 0; 379376877

2002-01-09

crm called dealership and left message requesting tax amount for trade difference.; 0; 379442985

2002-01-09

crm faxed offer and release agreement to cust.; 0; 379458474

2002-01-09

cust called regarding upgrade amount of \$17,000, crm advised difference between msrp to msrp. cust advised that they had worked out a deal with avm. crm advised will leave message for avm.; 0; 379460284

2002-01-09

; left message for avm regarding upgrade amount.; 0; 379460445

02-01-10

cust called inquiring on amount of upgrade and who is to pay taxes and fees. crm advised taxes will be paid on the difference and am still waiting on call from avm for upgrade.; 0; 379522568

2002-01-11

crm left message for avm inquiring on decision of upgrade amount.; 0; 379606692

2002-01-14

crm left message for customer to call.; 0; 379878209

2002-01-15

crm left message for cust advising file in review.; 0; 379959104

2002-01-15

crm requesting file be placed on hold due to new deal needs to be worked out between avm and customer per sheldon bright.; 0; 379976479

2002-01-29

crm left message for avm inquiring on status of repurchase.; 0; 381187049

2002-01-31

crm left message for avm per team lead jessica requesting decision on upgrade by 2/1/02 or file will be closed and new pra will be needed to reopen the file.; 0; 381353978

2002-02-04

i received call on 2/1 from dick bates advising that cust has agreed to upgrade amount of 17,308.00 crm faxed new settlement offer but forgot to change amount but sent revised copy on monday with correct amount. the cust called on monday and advised that they did

GM RESTRICTED

agree with avm for upgrade amount of 17,308.01 which is the difference of mexp's; 0;
1585409
2002-02-04

crm is closing file due to cust and avm not settling amount for upgrade.; 0; 381685483
2002-02-04

Team Manager received file to be closed without repurchase due to customer rejecting the offer.

Tiffany King/TM/54137; 0; 381711157
2002-02-05

crm received new epra for straight repurchase.; 0; 381770317
2002-02-05

crm called cust and she agreed to straight repurchase.; 0; 381770340
2002-02-05

crm called dealer contact and requested adv; 0; 381770369
2002-02-07

crm called cust to confirm receipt of new straight repurchase offer. crm left message.;
0; 381953047
2002-02-08

crm received signed offer on straight repurchase.; 0; 382030964
12-02-11

crm left work early and file was sent out by team manager tiffany king.; 0; 382309323
2002-02-11

*****STRAIGHT REPURCHASE SUMMARY*****

GM SUPERVISOR: SHIELDSON BRIGHT

REASON : ENGINE NO START AND STALLING CONDITION

MSRP \$16222.00

REBATE PRICE.....\$16222.00

LESS INCENTIVES.....\$1500.00

LESS USAGE.....\$00.00

PLUS DLM ADMIN FEE.....\$100.00

OVERALLONANCE.....2700.00

TOTAL GM COST.....\$13784.62

PAID TO MSK/MAILED TO RVEC

*; 0; 382309544
2002-02-18

check received.; 0; 382894449

*****BAR INFORMATION*****

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

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

VEHICLE 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:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

VEH STATUS:

*****DEALER INFORMATION*****

SOURCE: AVM

TRANSACTION: Trade Repurchase

REQUEST TYPE: Non-legal/General

REPURCHASE REASON: NO START CONDITION AND STALLING PROBLEMS

DEALER MAC:

DEALER NAME: BILL HEARD OLDSMOBILE-CADILLAC, INC.

DEALER ADDRESS: , ,

CONTACT: Sales, BILL LAFFERTY

PHONE NUMBER: 706-322-8888

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: N

MILEAGE @ BUY-BACK:

BGC WARRANTY DATE:

MSRP:

MSRP:

SALES TAX:

DEPRECIATION: NONE

UPGRADE: UPGRADE \$11,975.00

FINANCING: NO

LEASE TERM: N/A

DAMAGE: NONE

OTHER:

GM RESTRICTED

INCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL: N

DEALER ADMINISTRATION: N
RELEASE: N

REPLACEMENT VIN: 1GYEK+

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

*****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*****

INTERNAL 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:

The Number
00140001

BAC REPURCHASE WORKSHEET
Customer Name
[REDACTED]

Worksheet filled out by:
TRACY NICKERSON

Old Vehicle VIN:
1G8ZG5E25L7242408

New Vehicle VIN:

Make:
GMC

Old Vehicle VIN: 1G8ZG5E25L7242408		New Vehicle VIN:		Make: GMC			
		Lease Term (M): 60		Lease Start (M): 01			
1	Acq. 2014227 Vehicle Cost	1	Base Price	\$98,222.00	1	Dealer Buyout Price	
2	Adjustment to MSRP	2	Commission Price		2	Payment (MS)	
3	Conversion Cost	3	Tax	\$1,397.62	3	Pre-Payment(s) (Pre-rate)	
4	Tax	4	Reg./Lic./Title (opt)	\$18.00	4	Cap Cost Reduction	
5	Reg./Lic./Title (opt)	5	Package, doc. & warranty	\$847.00	5	Tax	
6	Alternative Name	6	Finance Charge	\$0.00	6	Reg./Lic./Title (opt)	
7	Other	7	Incentives (deduct)	\$1,500.00	7	Other	
8		8	Total Purchase Price	\$98,484.62	8	Total Additions	\$0.00
9	Total Acquisition Price	9			9		
10	Usage/Depreciation	10	Usage/Depreciation		10	Usage/Depreciation	
11	Damage	11	Damage		11	Damage	
12	Usage	12	Over Allowance	\$2,700.00	12	Over Allowance	
13	Add-Ons	13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)	14			14	Security Deposit	
15		15	Total Deductions	\$2,700.00	15	Incentives	
16	Total Customer Cost	16			16	Total Deductions	\$0.00
17		17			17		
18		18	Total Repurchase Amount	\$33,784.62	18	Total Repurchase Amount	\$0.00
19		19			19		
20	Total Repurchase Amount	20	Total Payoff Amount	\$29,840.20	20	Dealer Buyout Price (From Line 1)	\$0.00
21		21			21		
22		22	Total Refund to Customer	\$1,944.42	22	Total Refund to Customer	\$0.00
23		23			23		
24		24			24		
25	Estimated Auction Price	25	Estimated Auction Price	\$29,167.00	25	Estimated Auction Price	
26	Projected Loss	26	Projected Loss	(\$4,917.62)	26	Projected Loss	\$0.00

PAYMENT SCHEDULE		PAYMENT SCHEDULE	
Month	Amount	Month	Amount
A	Check to Manufacturer		
B	Check to Customer		
C	Check to Lessor/Dealer & Customer		
D	Check to Lessor/Dealer		
E	Check to Attorney (100% b/o)		
F	Check to Owner		
		BAC Code	117990
		Dealer Name	BILL HEARD CHEVROLET
		G.M. Signature	<i>P.D. [Signature]</i>
		Date	2-7-02
			<i>[Signature]</i>

[Redacted]

Classroom Management System
Policy Manual
Classroom Management System

[Redacted]

Classroom Management System

[Redacted]

Signature [Redacted]

RCMPR010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

01/07/02

PROCESSING SOURCE: CHEVROLET

14:14:34

VIN: 1GMDT1381 22162699 SELLS SCH: 15 MDL YR: 02 CRD NO: DODGEN PAGE NO: 1

DATE: 03/03/01 ORDER FAN: DTYP: 870 DELV SS/SITE CD: 15 18281

DATE: 06/15/01 DELV FAN: DTYP: 010 SRVC TYPE: MILEAGE:

DELV DCE: 06/19/01 ORDER NY:

CANC:

CANC DOB:

TRDR:

DELV TO:

TRD DOB:

SRVC IN:

COLUMBUS

SRVC OUT:

CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTED	DLA	SHR	STAT
FFC	01	15 18281	00019741319	06/20/01	20.00	CA		0.00	9
MGN	01	15 18281	00019741319	06/20/01	900.00	CA		0.00	9
KSH	01	15 18281	00019756239	06/22/01	1,500.00	CA		0.00	9

COMMAND ----

NO MORE RECORDS

FF01=HELP

02=CURR INV

03=PRV SCAM

FF07=PGIP

08=PCOR

FF09=CURR OPT

10=SPL INST

11=CURR CRD

F/W:

KIN07071

INCENTIVE PROGRAM CATALOG INQUIRY

01/07/02

START BROWSE

PROCESSING SOURCE: CLOONVILLE

14:15:06

INCENTIVE CODE/LVL: NEW

PAGE NO: 1

IN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
-	NEW 038 REG 02 OLDS SOLID COMMITMENT PG	12/16/00	01/01/03	P	01/05/02	203
-	NEW 032 REG 01 OLDS SOLID COMMITMENT PG	12/16/00	01/01/03	P	01/05/02	21
-	NEW 031 REG 00 OLDS SOLID COMMITMENT PG	12/16/00	01/01/03	P	01/05/02	2
-	NEW 004 DCP ** GM MOBILITY ADAPT EQUIP	03/01/01	06/30/03	P	12/29/01	12
-	MOC 004 DCP ** GM MOBILITY ADAPT EQUIP	03/01/01	06/30/03	P		0
-	MDS 001 PAP CMSC PRICE PROTECTION	11/01/95		P	12/11/01	1
-	MDC 001 MISCELLANEOUS CREDIT	01/01/91		P	08/18/01	1
-	MCA 007 REP DAILY RENTAL MATRIX PROG	09/01/95		P	12/06/01	799
-	MIB 006 FLT COMMERCIAL/FLT/RISK PROGRAM	09/01/95		P	12/08/01	3
-	MCP 005 GRS 01 OLDS PYMT DEFERRAL PROG	01/15/01		P	12/25/01	1
-	MCP 003 GRS 02 OLDS PYMT DEFERRAL PROG	01/15/01		P	12/29/01	1
-	MCR 001 CCC ** N CENTRAL REGION POLICY	01/01/99		P	12/21/01	1

COMMAND -->

MORE RECORDS

FF01=HELP 03=PRV SCRN

FF07=PGUP 08=PGDN

P/W:

RIN07071

INCENTIVE PROGRAM CATALOG INQUIRY

01/07/02

FEAT BRGMR

PROCESSING SOURCE: OLDSMOBILE

14:15:11

INCENTIVE CODE/LVL: RRR

PAGE NO: 1

PN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
-	RRR 002 DIR* ** OLDS OWNER LOYALTY PROG	02/19/01	03/31/06	P	01/05/02	103
-	RRC 001 REG 99 88/LB N.C. CONSUMER CASH	02/20/99	06/30/99	P	01/10/01	1
-	RRR 002 REG 99 HAVY S.B. CONSUMER CASH	02/12/99	06/30/99	P	01/13/00	1
-	RCC 004 DER 99/00/01/02 OLDS PGA PROFES	01/01/00	03/31/02	P	01/05/02	8
-	RER 008 REP 02 REPURCHASE DEMO YTS	09/18/01		P	01/05/02	2
-	RER 007 REP 01 REPURCHASE DEMO YTS	07/01/00		P	01/05/02	1
-	RER 006 REP 00 REPURCHASE DEMO YTS	11/09/98		P	05/19/01	1
-	RER 004 REP 99 REPURCHASE DEMO YTS	09/01/98		P	10/26/00	1
-	REP 040 REP 02 REPURCHASE PROGRAM	07/24/01		P	01/05/02	6
-	REP 039 REP 01 REPURCHASE PROGRAM	07/24/00		P	01/05/02	366
-	REP 038 REP 00 REPURCHASE PROGRAM	08/24/99		P	01/05/02	16
-	REP 036 REP 1999 REPURCHASE PROGRAM	01/01/98		P	09/29/01	1

COMMAND ==>

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P/M:

FOR TRACY NICKERSON

Ver. 3-27-0001

electronic Preliminary Repurchase Authorization (ePRA)

(*To go from field to field, use the TAB KEY)

- 1. Date (mm/dd/yyyy): 02/04/2002
- 2. Customer Name: [REDACTED]
- 3. Customer Address: [REDACTED]
- 4. Customer City, State, and Zip: Columbus (Ga) [REDACTED]
- 5. Primary Customer Phone #: [REDACTED] Home
- 6. Additional Customer Phone #: [REDACTED] Work
- 7. Additional Customer Phone #: _____ [Click here for call-down:](#)

*New ePRA
2-5-02*

Customer Vehicle Information

- 8. Year/Make/Model: 2002 Olds Brnckd
- 9. VIN (17 Digits): 1GNDT139322183889 10. Current Mileage: 1,011
- 11. Purchased: NEW

TAG case number is required and if not available, please explain why not?

- 12. CAC Case Number: _____ 13. TAG Case Number: 6202203
- 14. Explanation:

Detail your agreement with the Dealer and Customer on the following items:

- 16. Dealership Name: BILL HEARD OLDS
- 16. Dealership Phone #: 7063228858 EX 7108
- 17. Dealership Contact Name:
- 18. Dealership Contact Phone # (if different than Dealership #):
- 19. Dealership SAC: 117568 Region: Southeast

20. What GOODWILL TOOLS were offered?

- | | | | |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/> | Component Coverage Letter | <input type="checkbox"/> | Miscellaneous Reimbursement |
| <input type="checkbox"/> | Maintenance Letter | <input type="checkbox"/> | American Express Check |
| <input type="checkbox"/> | Owner Loyalty Certificate | <input type="checkbox"/> | Other |
| <input type="checkbox"/> | GM SmartCare | <input type="checkbox"/> | NOTHING OFFERED |
| <input checked="" type="checkbox"/> | GMPP | | |

- 21. Was a TRADE Repurchase offered? YES
- 22. If this will not be a Trade Repurchase, Please explain Why?:

23. Reason for Repurchase (include specific mechanical failure): **MULTIPLE TOWNS FOR STALLING AND NO START PROBLEMS**

- 24. This case was resolved by: Field Voluntary Decision
- 25. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 26. Recommended Disposition of Repurchased Vehicle: AUCTION
- 27. Type of TRANSACTION? STRAIGHT REPURCHASE
- 28. Vehicle Damage (explain what damage is present and who is responsible): none

- 29. If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits):
- 30. New Vehicle Year/Make/Model:
- 31. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY; Old MSRP to New MSRP):

33. Usage/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Laws) (if waived, please explain Why)
 -Please show how you arrived at this usage amount: **NONE DUE TO DAYS OUT OF SERVICE AND NUMBER OF REPAIR ATTEMPTS.**

- 33. Aftermarket Items: No
 -If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

- 34. Lease Termination Terms:
- 35. Who will be responsible for the Taxes and/or Fees: General Motors

21 00 1

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)
 Explain: ALL

38. I have reviewed with the customer what is Negative Equity/Overallowance and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get details): YES

39. Rebates are to be applied to the replacement vehicle

*Special Lease-Rates and Financing will be allowed on replacement vehicle

*GM Card points are only refunded back to the card. Current points may be applied to replacement vehicle

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

37. General Comments/Special Instructions: DO NOT WORK OUT TRADE REPURCHASE FIGURES SO I AM CHANGING THIS TO A STRAIGHT REPURCHASE

38. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/04/2002

39. Authorizer Name: DICK BATES

40. GM Position: ADM

41. Vehicle Node: 484082 Member Number: 8197

42. Email Address: RICHARD.L.BATES@GM.COM

Save this document using the customer's last name plus the last 8 of the VIN as the filename.

Attach this saved file to a Lotus Notes document and E-mail this ePTA to PTA@GM.COM

Forward any supporting documentation to FAX: 813-434-4393

Any questions please contact the BRC Repurchase Group in Tampa at 1-800-251-1541 prompts 2,1,2

2002 BRAVADA AND
 37 INDIGO BLUE METALLIC /160
 LT OAK/MED DARK OAK ACCENTS
 ORDER NO. DDESHN/TRR STOCK NO.
 VIN 1GHDT138322162699

OLDSMOBILE DIVISION
 GENERAL MOTORS CORPORATION
 200 RENAISSANCE CENTER
 DETROIT MI 48243-1300
 VEHICLE INVOICE 3AD19169801

*****15*182818

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
BT15806 BRAVADA AND	34167.00	30921.14	INVOICE 08/30/01
CPS ELECTRIC SLIDING GLASS SUNROOF	600.00	688.00	SHIPPED 08/30/01
CSN GVW RATING 5750 LBS	N/C	N/C	EXP I/T 06/08/01
F29 50-STATE LOW EMISSION VEHICLE	N/C	N/C	INT COM 06/08/01
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C	PRC EFF 05/30/01
LLS VORTEC 4200 SFI I6	0.00	0.00	KEYS S225K S225K
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00	NFP-S QTR OPT-1
UC6 6 DISC IN DASH CD CHANGER	296.00	253.70	BANK: GMAC - 340
LBS BRAVADA CONVENIENCE PACKAGE	360.00	309.60	CHG-TO 18-281
* MEMORY DRIVER SEAT			SHIP WT: 4607
* O/S REARVIEW MIRRORS W/SIDE			HP: 32.1
TORN SIGNALS, MEMORY, CURB			GVW: 5750
ASSIST & DRIVER SIDE			GVWF: 2950
ELECTROCHROMIC			GVWR: 3200
* CARGO SHADE/NET			GMS: 31703.78
* TRAVEL NOTE			SUPPLR: 32971.93
			ETR: 1/2
			DAN: ALLEN
			MEMO 1781.10

TOTAL MODEL & OPTIONS	35622.00	33172.44	ACT 237	31703.78
DESTINATION CHARGE	600.00	600.00	H/B 261	1068.66
DEALER CO-OP ADVERTISING		356.22	ADV 261	356.22

TOTAL	36222.00	33128.66	PAY 310	33128.66
MEMO: TOTAL LESS HOLDACK AND				
APPROX WHOLESALERS FINANCE CREDIT		31547.49		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

HEARD OLDSMOBILE-CADILLAC, INC.

REMIT TO GMAC NO. 340
 VIN 1GHDT138322162699
 \$ 33128.66 INV 3AD19169801
 DUE 06/08/01 DEALER 18-281

TRUST

Simple Interest Conditional Sale Contract with Options for Balloon Payment and Vehicle Features

This document is a contract between you and the Seller.

Before you sign this contract, you should read it carefully. If you do not understand it, you should ask the Seller to explain it to you. You should not sign this contract if you do not understand it.

Seller: TRUST **Buyer:** [Redacted]

Vehicle: [Redacted]

Price: [Redacted]

Down Payment: [Redacted]

Monthly Payment: [Redacted]

Term: [Redacted]

Interest Rate: [Redacted]

Balance: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

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Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

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Amount: [Redacted]

Amount: [Redacted]

Amount: [Redacted]

WARRANTY

The Seller warrants that the vehicle is free from any liens, claims, or other encumbrances, and that the title is clear. The Seller also warrants that the vehicle is in good mechanical condition and is free from any defects. The Seller further warrants that the vehicle is a 1998 Ford Focus, and that the odometer reading is accurate.

The Seller also warrants that the vehicle is a 1998 Ford Focus, and that the odometer reading is accurate.

ASSIGNMENT OF INTEREST

The Seller hereby assigns to the Buyer all of its right, title, and interest in the vehicle described herein, together with all of its right, title, and interest in the proceeds of the sale of the vehicle. The Seller also assigns to the Buyer all of its right, title, and interest in the proceeds of the sale of the vehicle.

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The Seller hereby assigns to the Buyer all of its right, title, and interest in the vehicle described herein, together with all of its right, title, and interest in the proceeds of the sale of the vehicle. The Seller also assigns to the Buyer all of its right, title, and interest in the proceeds of the sale of the vehicle.

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THIS IS THE FINAL OFFER
 AND IS NOT VALID

4. Unpaid Cash Price Balance	\$ 3174.00
5. Total Amount Paid to Other Parties	\$ 0.00
6. Unpaid Balance	\$ 3174.00
7. Schedule of Future Chgs	
(a) Interest	\$ 0.00
(b) Prepaid Future Chgs	\$ 0.00
(c) Return Loan Prepayment Pen	\$ 0.00
(d) Non-Returning Interest	\$ 0.00
(e) Cash Liability Int.	\$ 0.00
(f) Supply Interest	\$ 0.00
(g) Liability Interest	\$ 0.00
(h) Non-Returning Interest	\$ 0.00
Total Future Chgs	\$ 0.00
Total Future Chgs	\$ 0.00

SELLER: BILL WOOD JAMES LTD, INC.

BUYER: _____

1	2	3	4	5	6	7	8	9

RECEIVED DISCLOSURE STATEMENT

I, **[Name]**, hereby certify that the information contained in the enclosed pages is true and correct to the best of my knowledge and belief, and that it is not being furnished in violation of any law, rule or regulation.

(a) I hereby certify that the information is true and correct to the best of my knowledge and belief, and that it is not being furnished in violation of any law, rule or regulation.

(b) I hereby certify that the information is true and correct to the best of my knowledge and belief, and that it is not being furnished in violation of any law, rule or regulation.

[Name]
[Address]
[City]
[State]
[Zip]

RECEIVED DISCLOSURE STATEMENT

I, **[Name]**, hereby certify that the information contained in the enclosed pages is true and correct to the best of my knowledge and belief, and that it is not being furnished in violation of any law, rule or regulation.

(a) I hereby certify that the information is true and correct to the best of my knowledge and belief, and that it is not being furnished in violation of any law, rule or regulation.

(b) I hereby certify that the information is true and correct to the best of my knowledge and belief, and that it is not being furnished in violation of any law, rule or regulation.

[Name]
[Address]
[City]
[State]
[Zip]

I understand and agree that the information contained in this document is confidential and that it is not to be distributed outside of the agency to which it is being furnished.

[Signature]
[Name]
[Title]

BILL HEAD

DATE	NO.	AMOUNT

TO THE ORDER OF	
PAY TO THE ORDER OF	
FOR DEPOSIT ONLY	

RECEIVED BY _____

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1. This bill is payable to the order of the payee named above. It is subject to the terms and conditions of the bill of exchange and the bill of lading. The payee is responsible for the accuracy of the information provided. The bill is payable to the order of the payee named above. It is subject to the terms and conditions of the bill of exchange and the bill of lading. The payee is responsible for the accuracy of the information provided.

2. The bill is payable to the order of the payee named above. It is subject to the terms and conditions of the bill of exchange and the bill of lading. The payee is responsible for the accuracy of the information provided. The bill is payable to the order of the payee named above. It is subject to the terms and conditions of the bill of exchange and the bill of lading. The payee is responsible for the accuracy of the information provided.

FEB-06-2002 (TUE)

10:37

BILL HEARD CHEVROLET-EXECUTIVE

(FAX) 706 322 3569

P. 002/002

Rx Date/Time

FEB-05-2002 (TUE)

16:48

BILL HEARD CADILLAC

P. 001

FEB-05-02 (TUE) 17:55

BILL HEARD CADILLAC

P. 001

ACV



February 4, 1992

David G. [Redacted]
Columbus R. McDaniel
40 Lakewood Court
Columbus GA 31904

RETIEMENT OFFER

Subject: Repurchase offer 1992 OLDSMOBILE 1991PT1902116199

Dear [Redacted]

We regret that you are dissatisfied with your 1992 Oldsmobile and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to help you a satisfied Oldsmobile customer. Oldsmobile will repurchase your vehicle for \$25,794.00. This offer is subject to, by making the following figures:

Purchase Price	\$34,329.00
Five (5%), 1990, Bonus Dep.	\$ 1,415.00
Plus program, Gas & Wash.	\$ 347.00
Less Incentive	\$ 1,080.00
Less over 15,000 miles/10,000 miles equity	\$ 2,700.00
TOTAL OLDSMOBILE REPURCHASE PRICE	\$25,794.00

Total Refund to Customer \$25,794.00
Please present this document to the dealer (404) 231-1641 by February 11, 1992. The conditions of the repurchase are as follows:

- the vehicle is free from any financial charges or situations which may impact its resale value;
- all factory installed equipment are intact and functional;
- a five (5) day time is provided at the time of repurchase;
- a "Fear of Allender" form is signed at the time of repurchase and only for the customer, (provided supplied by Oldsmobile);
- an "Oldsmobile Customer Statement" is signed at the time of the repurchase (provided by Oldsmobile);
- actual mileage does not exceed 21,000 miles at the time the transaction is completed;
- the customer vehicle agreement is signed and returned with this offer letter.

While repurchase offer is available, please sign the bottom of this letter and return it to any dealer via the the number above or the address below. Upon receipt of your signed agreement, a check will be prepared and forwarded to BILL HENARD CHEVROLET-OLDS. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. You can be reached at (404) 231-1641 extension 3198 if you have any questions or concerns.

Sincerely,

Timothy McDaniel
Business Relations Center

David G. [Redacted] will repurchase the above referenced vehicle in exchange for [Redacted].
[Redacted] of [Redacted] retaining their respective, expense is included, covering the vehicle. The [Redacted] [Redacted].

[Redacted]

Oldsmobile Division
General Motors Corporation - 7701 East Hillborough Avenue - Detroit, MI 48202 - Telex - 780 130511

RELEASE AGREEMENT

The undersigned, (name) [redacted] (Releasee(s)), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2002 OLDSMOBILE VENTURA VIN 1GNDY12672242679, owned by the releasee(s). Therefore, by this conditional release, Oldsmobile's payment to the Bankholder (or releasee(s) Banker Bank, of \$12,841.50, and the Bankholder paying off the loan and providing a release of the difference back to the releasee(s). The Releasee(s), for themselves, their predecessors, successors, heirs, assigns, administrators, agents or any representatives, family members and former directors Oldsmobile and General Motors Corporation, their subsidiaries, divisions, divisions, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, attachments, lawsuits, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasee(s) might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

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

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

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

Releasee(s) has read all of this Release Agreement and hereby fully understands the terms and conditions and its significance and hereby has signed this Release Agreement voluntarily.

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

This Release Agreement is executed this 04th Day of February, 2002

Name: [redacted]



GMC

Business Resource Center

Fax

To: [REDACTED]
Company: [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

From: Tracey Nickerson
Phone: 1-800-231-1841 ext 58526
Fax:
Date: Monday, February 04, 2002 8:20:46 AM
Pages: 01
(not including cover)

Comments:

Previous offer was sent in error. This is the offer Mr. Bates said you agreed to.

CONFIDENTIALITY

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



Oldsmobile

February 1, 2002

[Redacted]
Columbus GA [Redacted]

SETTLEMENT OFFER

Subject: Repurchase of 1GNDY139323162699 2002 Bravada

Dear [Redacted]

We regret that you are dissatisfied with your 2002 Bravada and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will assist you into a 2002 Cadillac Escalade 1GYEK63NXX2R100069. Your cost will be \$17,308.00. This offer is arrived at, by using the following figures:

upgrade	\$17,308.00
TOTAL COST TO CUSTOMER	\$17,308.00

Please return this document to fax number (866) 559-3983 or the address below by February 7, 2002. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impact its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase used only for title corrections, if needed (supplied by Oldsmobile)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Oldsmobile)
- ⇒ actual mileage does not exceed 12,000 miles at the time the transaction is completed
- ⇒ this offer is contingent upon the approval of your lending/lending institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to BILL BEARD CHEVROLET-OLDS. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 58326 if you have any questions or concerns.

Sincerely,

Tracey Nicholson
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for [Redacted] release of liability stemming from warranties, express or implied, covering this vehicle. File Number: 06145691

[Redacted]
Oldsmobile Division
General Motors Corporation • 3701 East Hillsborough Avenue • Suite 2300 • Tampa • FL • 33610

BILL HEARD CHEVROLET
PO BOX 8888
COLLIMBUS, GA 31908
(706) 322-8888
(706) 322-3569 FAX

FAX

TO: TRAY	FROM: KRIS HART
FAX:	PAGES: 2
PHONE:	DATE:
RE:	CC:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

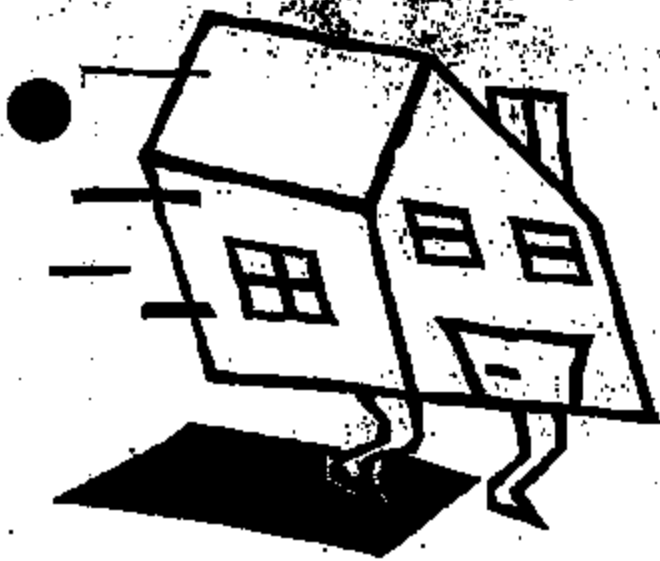
● COMMENTS

TRAY:HERE IS THE INFORMATIN YOU REQUESTED ON CUSTOMER: MCINTOSH.
PLEASE LET ME KNOW IF THERE IS ANYTHING FURTHER YOU NEED.

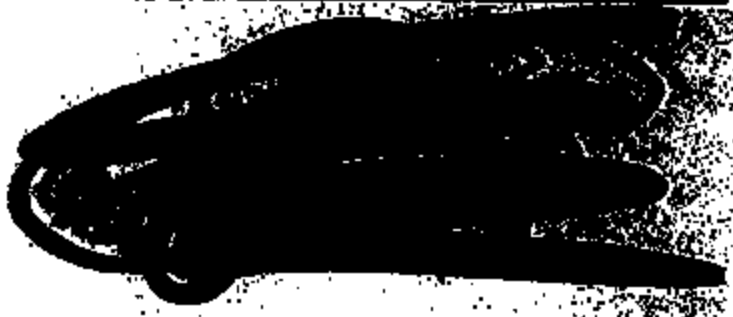
Rx Date/Time FEB-05-2002(TUE) 16:41 BILL HEARD CADILLAC P.001

FEB.-05-02(TUE) 17:55 BILL HEARD CADILLAC P.001

Handwritten form with a table grid. The table has several columns and rows, with the top portion containing handwritten text including "Bill Heard" and "Cadillac". To the right of the table, there is a vertical column of text that includes "WALTON" and "COTTS". The form appears to be a ledger or a record-keeping sheet.



CALL 800-888-8888
CHEVROLET, OLDS/CADILLAC
 3815 N. MANCHESTER EXPRESSWAY
 COLUMBUS, GEORGIA 31907
 706-322-8888, FAX 706-322-8810



**"IF YOU'RE STEERED IN THE WRONG DIRECTION,
 YOU'RE HEADING FOR A CRASH"**

DATE 1/9/02

PLEASE DELIVER THE FOLLOWING PAGE (S) TO:

NAME: Tracy Nickerson - GM Business Resource Ctr.

FAX NO. 866-589-3988

REF: _____

FROM: _____

FAX NO: _____

✱ COMMENTS: Tracy - please FAX offer letter +
release agreement, etc. to _____

Thanks, _____

WE ARE TRANSMITTING 6 PAGE (S), INCLUDING COVER LETTER.

IF YOU DO NOT RECEIVE ALL THE PAGES SHOWN,
 PLEASE CALL AS SOON AS POSSIBLE,
 706-322-8888, EXT. 109.

The information on this document is the property of
 [Redacted]
 [Redacted] 2011/01/09 11:21:21 AM
 Classification: **PASSENGER CAR/LIGHT TRUCKS**
 Insurance Co: **ALLSTATE INSURANCE CO**
 Policy Number: **031000000**
 Customer 1 No: **00446821575** Customer 2 No: **00446821577**

[Redacted]
 [Redacted]
COLUMNS [Redacted]
 [Redacted]
 Signature: [Redacted]

BILL HEARD
2200 CENTERS ST
MARIETTA, GA 30060

NAME	LAST	FIRST	MIDDLE
HEARD	BILL		
ADDRESS	2200 CENTERS ST		
CITY	MARIETTA		
STATE	GA		
ZIP	30060		

PHONE	HOME	WORK
TELETYPE		
FAX		

CITY	STATE	COUNTY	ZIP
MARIETTA	GA	COBB	30060
STREET	2200 CENTERS ST		
CITY	MARIETTA		
STATE	GA		
ZIP	30060		

NAME	LAST	FIRST	MIDDLE
HEARD	BILL		
ADDRESS	2200 CENTERS ST		
CITY	MARIETTA		
STATE	GA		
ZIP	30060		

NET TOTAL	3282.00
TAX	1297.00
PROCESSING	45.00
TITLE	18.00
DOC FEE	299.00
WARRANTY	2.00
EQUITY OR NET ALLOW	2298.00
NET TOTAL	3282.00
TOTAL	3282.00

PHONE	HOME	WORK
TELETYPE		
FAX		

CONSUMER DISCLOSURE STATEMENT

I HEREBY CERTIFY THAT I HAVE READ THE ENTIRE CONTENTS OF THIS DISCLOSURE STATEMENT AND I UNDERSTAND THE TERMS AND CONDITIONS OF THE LOAN OFFERED TO ME. I AGREE TO ACCEPT THE TERMS AND CONDITIONS OF THE LOAN OFFERED TO ME.

I AM NOT A MEMBER OF THE NATIONAL AUTOMOBILE DEALERS ASSOCIATION (NADA) AND I HAVE NOT BEEN ADVISED BY THE LENDER OF MY RIGHTS UNDER THE NADA PROGRAM.

I AM A MEMBER OF THE NATIONAL AUTOMOBILE DEALERS ASSOCIATION (NADA) AND I HAVE BEEN ADVISED BY THE LENDER OF MY RIGHTS UNDER THE NADA PROGRAM.

YOUR SIGNATURE: _____

DATE: _____

LOAN OFFER

LOAN AMOUNT: \$3,282.00

INTEREST RATE: _____

TERMS: _____

YOUR SIGNATURE: _____

DATE: _____

[REDACTED]		PRICE	\$2928.00
[REDACTED]		TAX	\$292.00
[REDACTED]		EXCISE TAX	\$797.00
[REDACTED]		REGISTRATION	\$6.00
[REDACTED]		TITLE	\$11.00
[REDACTED]		DOC.FEE	\$200.00
[REDACTED]		SALES TAX	\$3.00
[REDACTED]		SECURITY OR NET ALLOW.	\$1250.00
[REDACTED]		TOTAL	\$4178.00

ODOMETER DISCLOSURE STATEMENT
 I, BILL HEARD, of OLDENBORNE - DALLAS, state that the odometer now reads 100,000 miles on the motor vehicle described below, which was purchased by me on 12/15/01. The actual mileage of this vehicle at the time of sale was 100,000 miles. I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage of this vehicle at the time of sale.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage of this vehicle at the time of sale.

(2) I hereby certify that the odometer reading is NOT the actual mileage. REASON - ODOMETER DISCREPANCY.

SIGNATURE: _____

PRINTED NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

DATE OF STATEMENT: _____

SELLER'S SIGNATURE: _____

PRINTED NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

ODOMETER DISCLOSURE STATEMENT
 Federal law (and many state laws) requires that you state the mileage your motor vehicle actually has at the time of sale. The actual mileage of this vehicle at the time of sale was 100,000 miles. I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage of this vehicle at the time of sale.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage of this vehicle at the time of sale.

(2) I hereby certify that the odometer reading is NOT the actual mileage. REASON - ODOMETER DISCREPANCY.

SIGNATURE: _____

PRINTED NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

DATE OF STATEMENT: _____

SELLER'S SIGNATURE: _____

PRINTED NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

WARRANTY INFORMATION
 ALL INFORMATION IS GIVEN AS IS. THE BUYER ASSUMES ALL RISK OF LOSS, DAMAGE, AND DEFECTS. THE SELLER MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. THE BUYER SHALL BE RESPONSIBLE FOR OBTAINING NECESSARY INSURANCE.

DISCLAIMER
 THIS DOCUMENT IS UNLAWFUL TO REPRODUCE, COPIY, OR TRANSMIT IN ANY MANNER WITHOUT THE WRITTEN PERMISSION OF THE SELLER. ALL RIGHTS ARE RESERVED.

TRUST

FD-302 (REV. 10-1-80)

Simple Interest Conditional Sale Contract with Options for Balloon Payment and Vehicle Return

Buyer's name as shown in this contract is [Name]

Notice To The Buyer: Read this contract before you sign it or if it contains any blank spaces. You must sign the contract you sign.

Seller: [Name] Finance: [Name]

Address: [Address]

These terms of sale are a part of the contract. Buyer to make payments only in the amount of the monthly payment. This contract is not a loan. It is a conditional sale contract. The amount of the monthly payment is \$[Amount]. The total amount of the monthly payments is \$[Total]. The amount of the balloon payment is \$[Amount].

Table with 5 columns: Description, Amount, etc. Row 1: Annual Percentage Rate, 8.75. Row 2: Finance Charge, 5119.82. Row 3: Annual Payment, 2396.50. Row 4: Total of Payments, 28758.48. Row 5: Total Due at End of Term, 28758.48.

Table with 5 columns: Description, Amount, etc. Row 1: Annual Percentage Rate, 8.75. Row 2: Finance Charge, 5119.82. Row 3: Annual Payment, 2396.50. Row 4: Total of Payments, 28758.48. Row 5: Total Due at End of Term, 28758.48.

My Payment Schedule Will Be: [Schedule]

Security: [Security details]

Ballon Payment and Vehicle Disposition Provisions: [Provisions]

Insurance: [Insurance details]

Resolving Disputes: [Dispute resolution]

Summary of Payments: [Summary table]

Additional terms and conditions: [Additional text]

Section 1. Description of the Vehicle

1. Year, make and model of vehicle: _____

2. VIN: _____

3. License number: _____

4. Title number: _____

5. Description of damage: _____

6. Date of purchase: _____

7. Date of accident: _____

8. Name of driver: _____

9. Name of owner: _____

10. Name of lessor: _____

11. Name of lessee: _____

12. Name of insurer: _____

13. Name of agent: _____

14. Name of broker: _____

15. Name of adjuster: _____

16. Name of claimant: _____

17. Name of witness: _____

18. Name of investigator: _____

19. Name of investigator: _____

20. Name of investigator: _____

Section 2. Description of the Loss

1. Date of loss: _____

2. Time of loss: _____

3. Location of loss: _____

4. Description of loss: _____

5. Name of driver: _____

6. Name of owner: _____

7. Name of lessor: _____

8. Name of lessee: _____

9. Name of insurer: _____

10. Name of agent: _____

11. Name of broker: _____

12. Name of adjuster: _____

13. Name of claimant: _____

14. Name of witness: _____

15. Name of investigator: _____

16. Name of investigator: _____

17. Name of investigator: _____

Section 3. Description of the Vehicle

1. Year, make and model of vehicle: _____

2. VIN: _____

3. License number: _____

4. Title number: _____

5. Description of damage: _____

6. Date of purchase: _____

7. Date of accident: _____

8. Name of driver: _____

9. Name of owner: _____

10. Name of lessor: _____

11. Name of lessee: _____

12. Name of insurer: _____

13. Name of agent: _____

14. Name of broker: _____

15. Name of adjuster: _____

16. Name of claimant: _____

17. Name of witness: _____

18. Name of investigator: _____

19. Name of investigator: _____

20. Name of investigator: _____

Section 4. Description of the Loss

1. Date of loss: _____

2. Time of loss: _____

3. Location of loss: _____

4. Description of loss: _____

5. Name of driver: _____

6. Name of owner: _____

7. Name of lessor: _____

8. Name of lessee: _____

9. Name of insurer: _____

10. Name of agent: _____

11. Name of broker: _____

12. Name of adjuster: _____

13. Name of claimant: _____

14. Name of witness: _____

15. Name of investigator: _____

16. Name of investigator: _____

17. Name of investigator: _____

Section 5. Description of the Vehicle

1. Year, make and model of vehicle: _____

2. VIN: _____

3. License number: _____

4. Title number: _____

5. Description of damage: _____

6. Date of purchase: _____

7. Date of accident: _____

8. Name of driver: _____

9. Name of owner: _____

10. Name of lessor: _____

11. Name of lessee: _____

12. Name of insurer: _____

13. Name of agent: _____

14. Name of broker: _____

15. Name of adjuster: _____

16. Name of claimant: _____

17. Name of witness: _____

18. Name of investigator: _____

19. Name of investigator: _____

20. Name of investigator: _____

Section 6. Description of the Loss

1. Date of loss: _____

2. Time of loss: _____

3. Location of loss: _____

4. Description of loss: _____

5. Name of driver: _____

6. Name of owner: _____

7. Name of lessor: _____

8. Name of lessee: _____

9. Name of insurer: _____

10. Name of agent: _____

11. Name of broker: _____

12. Name of adjuster: _____

13. Name of claimant: _____

14. Name of witness: _____

15. Name of investigator: _____

16. Name of investigator: _____

17. Name of investigator: _____

Section 7. Description of the Vehicle

1. Year, make and model of vehicle: _____

2. VIN: _____

3. License number: _____

4. Title number: _____

5. Description of damage: _____

6. Date of purchase: _____

7. Date of accident: _____

8. Name of driver: _____

9. Name of owner: _____

10. Name of lessor: _____

11. Name of lessee: _____

12. Name of insurer: _____

13. Name of agent: _____

14. Name of broker: _____

15. Name of adjuster: _____

16. Name of claimant: _____

17. Name of witness: _____

18. Name of investigator: _____

19. Name of investigator: _____

20. Name of investigator: _____

Section 8. Description of the Loss

1. Date of loss: _____

2. Time of loss: _____

3. Location of loss: _____

4. Description of loss: _____

5. Name of driver: _____

6. Name of owner: _____

7. Name of lessor: _____

8. Name of lessee: _____

9. Name of insurer: _____

10. Name of agent: _____

11. Name of broker: _____

12. Name of adjuster: _____

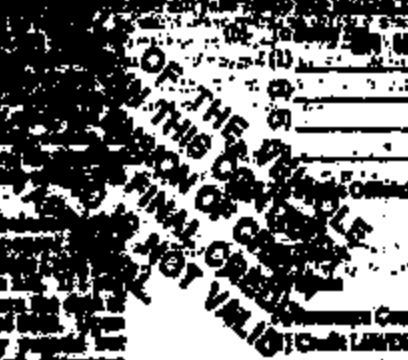
13. Name of claimant: _____

14. Name of witness: _____

15. Name of investigator: _____

16. Name of investigator: _____

17. Name of investigator: _____



4. Unpaid Cash Price Balance	\$ 2172.86
5. Total Amount Paid to Others on this Vehicle	\$ 1752.00
6. Unpaid Balance	\$ 2000.00
7. Deduction of Finance Charge	\$ 618.82
8. Total Finance Charge	\$ 618.82

Section 9. Description of the Vehicle

1. Year, make and model of vehicle: _____

2. VIN: _____

3. License number: _____

4. Title number: _____

5. Description of damage: _____

6. Date of purchase: _____

7. Date of accident: _____

8. Name of driver: _____

9. Name of owner: _____

10. Name of lessor: _____

11. Name of lessee: _____

12. Name of insurer: _____

13. Name of agent: _____

14. Name of broker: _____

15. Name of adjuster: _____

16. Name of claimant: _____

17. Name of witness: _____

18. Name of investigator: _____

19. Name of investigator: _____

20. Name of investigator: _____

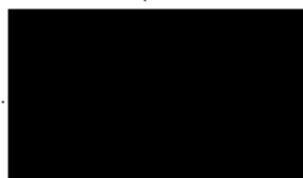


BMC

Business Resource Center

Fax

To:
Company:
Phone:
Fax:



From: Tracey Nickerson
Phone: 1-800-231-1841 ext 58526
Fax:
Date: Thursday, February 07, 2002 3:55:38 PM
Pages: 02
(not including cover)

Comments:

THESE FIGURES REFLECT YOUR NEW PAYOFF

CONFIDENTIALITY

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



February 6, 2002

[Redacted]
Columbus GA [Redacted]

SETTLEMENT OFFER

Subject: Repurchase of 2002 OLDS BRAVADA 1GHDT158332162699

Dear [Redacted]:

We regret that you are dissatisfied with your 2002 Bravada and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will repurchase your vehicle for \$33,784.62. This offer is arrived at, by using the following figures:

Purchase Price	\$36,222.00
Plus tax, title, license fees	\$ 1,415.62
Plus process, doc & Warr.	\$ 347.00
Less incentives	\$ 1,500.00
Less over allowance/negative equity	\$ 2,700.00
TOTAL OLDSMOBILE REPURCHASE PRICE	\$33,784.62

Total Refund to Customer \$3,944.62

Please return this document to fax number (866) 589-3988 by February 11, 2002. The conditions of the repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which may impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by Oldsmobile)
- ⇒ an "Olestar Disclosure Statement" is signed at the time of the repurchase (supplied by Oldsmobile)
- ⇒ actual mileage does not exceed 12,000 miles at the time the transaction is completed
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to **BILL HEARD CHEVROLET-OLDS**. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 58526 if you have any questions or concerns.

Sincerely,

Tracy Nickerson
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for [Redacted] release of liability stemming from warranties, express or implied, covering this vehicle. File Number: 06145691.

[Redacted]

RELEASE AGREEMENT

The undersigned, (owner) [REDACTED] (Releasor(s)), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2002, BRAVADA, VIN 1GHDT138322162699, owned by the releasor(s). Therefore, in sole consideration of Oldsmobile's payment to the lienholder (or releasor(s)) Suntrust Bank, of \$29,840.20, and the lienholder paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Oldsmobile and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

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

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

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

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

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

This Release Agreement is executed this 7th Day of February, 2002

Releasor

[REDACTED]

Releasor

[REDACTED]



Columbus, GA

Phone:
Fax:



TO: Tracey Nickerson

DATE: 2-8

FROM:

FAX NUMBER: 866 - 589 - 3988

PAGES: 3 , including cover sheet

This facsimile transmission and the documents accompanying it may contain confidential information belonging to the sender, who is protected by Columbus Regional Healthcare System, Inc. and effort privileges. The information is intended only for delivery to the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this transmission is strictly prohibited. If you receive this communication in error, please IMMEDIATELY notify the sender by telephone to arrange for recovery of the documents.

MESSAGES:



February 4, 1982

Columbus GA

SETTLEMENT OFFER

Subject: Repurchase of 1980 OLDSMOBILE DELTA 190171487318499

Dear [REDACTED]

We regret that you are dissatisfied with your 1980 Oldsmobile and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will repurchase your vehicle for \$25,794.00. This offer is agreed to, by using the following figures:

Purchase Price	\$26,222.00
Tax, Lic, Sales Tax	2,475.00
Plus processing & Warr.	5,247.00
Less Incentive	2,100.00
Less your allowance/retroactive equity	3,170.00
TOTAL OLDSMOBILE REPURCHASE PRICE	\$25,794.00

Total Refund to Customer \$25,794.00

Please return this document to fax number (800) 396-9742 by February 11, 1982. The cashed form of the repurchase can be delivered:

- > the vehicle is free from any structural damage or situations which may impair its resale value
- > all factory installed equipment are intact and functional
- > a five year/50,000 mile warranty is provided at the time of repurchase
- > a "Warranty of Adequacy" form is signed at the time of repurchase used only for the car's warranty, if needed (supplied by Oldsmobile)
- > an "Oldsmobile Structure Guarantee" is signed at the time of the repurchase (supplied by Oldsmobile)
- > total mileage does not exceed 12,000 miles at the time the transaction is completed
- > the correct release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to any address via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be prepared and forwarded to BULL HEARD CHEVROLET-CADILLAC. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 2826 if you have any questions or concerns.

Sincerely,

Tony Robinson
Business Relations Center

General Motors will repurchase the above referenced vehicle in exchange for [REDACTED] [REDACTED] of liability stemming from repurchase, express or implied, covering this vehicle. The [REDACTED]

Oldsmobile Division

General Motors Corporation • 3791 East Wacker Drive • Suite 2000 • Tampa, FL • 33603

RELEASE AGREEMENT

The undersigned, (owner) [REDACTED] Release(s), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2002, DELAWARE, VIN 1GHEV712232142449, owned by the releasor(s). Therefore, in full consideration of Oldsmobile's payment to the Releasor (or releasor(s)) Finance Bank, of \$29,848.24, and the Releasor paying off the loan and providing a refund of the difference back to the releasor(s). The Releasor(s), the Releasor(s), his/her professional, personal, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Oldsmobile and General Motors Corporation, their subsidiaries, divisions, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, costs of action, judgments, execution, damages, litigation, cost of expenses, including reasonable attorney fees or other costs, which Releasor might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agree to transfer title and possession of subject vehicle to Oldsmobile unencumbered by any interest or lien, and undisturbed by accident or any other means including vandalism, upon signing this document and above mentioned funds forwarded to the Releasor(s).

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

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

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

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

This Release Agreement is executed this 7th Day of February, 2002.

Releasor(s)

[REDACTED]



BMC

Business Resource Center

Fax

To:
Company:
Phone:
Fax:



From: Tracy Nickerson
Phone: 1-800-231-1841 ext 58526
Fax:
Date: Wednesday, February 06, 2002 1:17:16 PM
Pages: 02
(not including cover)

Comments:

CONFIDENTIALITY

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



February 6, 2002

[Redacted]

Columbus GA 31904

SETTLEMENT OFFER

Subject: Repurchase of 2002 OLDS BRAVADA 1GHDTL38322162699

Dear [Redacted]

We regret that you are dissatisfied with your 2002 Bravada and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will repurchase your vehicle for \$33,784.62. This offer is arrived at, by using the following figures:

Purchase Price	\$36,222.00
Plus tax, title, license fees	\$ 1,415.62
Plus process, doc & Warr.	\$ 347.00
Less incentives	\$ 1,500.00
Less over allowance/negative equity	\$ 2,700.00
TOTAL OLDSMOBILE REPURCHASE PRICE	\$33,784.62

Total Refund to Customer **\$2,611.72**

Please return this document to fax number (866) 589-3988 by February 11, 2002. The conditions of the repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which may impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by Oldsmobile)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Oldsmobile)
- ⇒ actual mileage does not exceed 12,000 miles at the time the transaction is completed
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to **BILL HEARD CHEVROLET-OLDS**. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 58326 if you have any questions or concerns.

Sincerely,

Tracey Ninkman
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for [Redacted] release of liability stemming from warranties, express or implied, covering this vehicle. File Number: 06145691.

[Redacted]

Oldsmobile Division
General Motors Corporation • 3701 East Hillborough Avenue • Suite 2300 • Tampa • FL • 33610

RELEASE AGREEMENT

The undersigned, (owner [REDACTED] (Releasor(s)), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2002, Bravada, VIN 1GHDT136322162699, owned by the releasor(s). Therefore, in sole consideration of trade made by BILL HEARD CHEVROLET-OLDS to releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharge Oldsmobile and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to Oldsmobile unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon receipt of the above mentioned settlement funds.

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

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

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

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

This Release Agreement is executed this 6th Day of February, 2002.

Releasor

[REDACTED]

Releasor

[REDACTED]

RELEASE AGREEMENT

The undersigned, (owner [REDACTED] (Releaser(s)), and Oldsmobile Motor Division, General Motors Corporation (Oldsmobile) wish to resolve a dispute involving a 2002, Bravada, VIN 1GHEB158322162499, owned by the releaser(s). Therefore, in sole consideration of trade made by BILL HEARD CHEVROLET-OLDS to releaser(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges Oldsmobile and General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releaser might have or acquire in the future against Oldsmobile and General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releaser(s) agrees to transfer title and possession of subject vehicle to Oldsmobile unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon receipt of the above mentioned settlement funds.

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

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

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

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

This Release Agreement is executed this 1st Day of February, 2002

Releaser

[REDACTED]

Releaser

[REDACTED]



Oldsmobile

February 1, 2002

[REDACTED]
Columbus GA [REDACTED]

SETTLEMENT OFFER

Subject: Repurchase of 1GHDT138322162699 2002 Bravada

Dear [REDACTED]

We regret that you are dissatisfied with your 2002 Bravada and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Oldsmobile customer. Oldsmobile will assist you into a 2002 Cadillac Escalade 1GYEK637X3R180069. Your cost will be \$11,975.00. This offer is arrived at, by using the following figures:

upgrade	\$11,975.00
TOTAL COST TO CUSTOMER	\$11,975.00

Please return this document to fax number (866) 539-5933 or the address below by February 5, 2002. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, (if needed (supplied by Oldsmobile)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Oldsmobile)
- ⇒ actual mileage does not exceed 12,000 miles at the time the transaction is completed
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below. Upon receipt of your signed acceptance, a check will be processed and forwarded to HILL HEARD CHEVROLET-OLDS. Allow 7-10 business days for check processing. The dealership will contact you to complete the transaction once they receive the check. You will be required to complete the transaction within five days of the dealer's notice. I can be reached at (800) 231-1841 extension 58526 if you have any questions or concerns.

Sincerely,

Tracey Nickerson
Business Resource Center

General Motors will repurchase the above referenced vehicle in exchange for [REDACTED] release of liability stemming from warranties, express or implied, covering this vehicle. FBE Number: 06145691

[REDACTED] DATE

Oldsmobile Division
General Motors Corporation • 5701 East Hillsborough Avenue • Suite 2300 • Tampa • FL • 33610

GM RESTRICTED

386187

CASE NUMBER: 06007325 VIN: 1GHDT138922229046
 DATE OPENED: 12/10/01 MODEL YEAR: 02
 DATE CLOSED: 01/09/02 SERIES: BRAVADA AND
 SOURCE: YES MILEAGE: 2300
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: CT
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] SOUTH WINDSOR CT [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 06007325 VIN: 1GHDT138922229046
 DATE OPENED: 2001-12-10 MODEL YEAR: 2002
 DATE CLOSED: 2002-01-09 SERIES: BRAVADA AND
 SOURCE: Phone MILEAGE: 2300
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: DEALER NAME: SCRANTON MOTORS, INC.
 DEALER ADDRESS: 777 TALCOTTVILLE RD., VERNON, CT, 06066, USA

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

A12 Miscellaneous - Not Classified	Other
1 REPAIR ATTEMPT(S)	veh ran out of gas within 3 miles of low
gas light coming on	
A12 Miscellaneous - Not Classified	Other
2 REPAIR ATTEMPT(S)	veh dies
H42 Power Door Locks Motor/Switch/Wiring	Broken
0 REPAIR ATTEMPT(S)	passenger door will not unlock w/remote
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	referred to dlr for diag & fix

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

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C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]

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

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

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

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

(Previous repairs)

- 1) Review warranty history on "VIN Profile" tab
- 2) Contact appropriate Service dealership to discuss
- 3) Determine if TAC was previously contacted or is now necessary
- 4) Establish & document a diagnosis and repair plan

* Coordinate with dealership to assist with customer's repair request

* Be prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase

Link RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe

<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]

Vehicle repair request - Repair not done

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

Cust states that he is the original owner of a 2002 Bravada. Cust does not have vin #. Cust states that veh ran out of gas within 3 miles of low gas light coming on & was sounding like a "mack truck". Cust states that dlr fixed that concern by resetting the engine. Cust states that veh passenger door is not unlocking w/remote. Cust states that veh has died twice, & restarted after approx 25 minutes. Cust states that it is a hassle for him to move infant seat and take to rental place w/seat. Cust states he does not feel safe for his wife & infant daughter driving veh. Cust seeks to have veh purchased. CRM spoke w/svc writer, Ben DiGregorio, since svc mgr was not available. Svc writer states that veh must be diag to fix. Svc writerr states that recalibration of the power control module was performed to alliviate the problem w/running out of gas.;

0; 376869444

2001-12-10

cont... Svc writer states that repurchase could not be considered until it is determined that veh could not be fixed. Svc writer requests for cust to make appt for diag & fix. Svc writer states that rental veh & paperwork can be brought to dlr for convience of cust. CRM advised cust to make appt & take veh into dlr for diag & fix. CRM advised that dlr would have rental delivered to dlr for cust. CRM advised that repurchase would not be considered at this time due to veh not being diag or a fix being attempted. CRM referred cust to dlr for diag & fix. Cust satisfied. Sandy Rodgers/ATK/CAC; 0;

376869600

2002-01-07

CUST STATES THAT VEH DIED AGAIN OVER THE WEEKEND. VEH IS CURRENTLY AT DLR SCRANTON MOTORS 860-872-9145, CUST HAS LOST COMPLETE CONFIDENCE IN VEH. CUST WANTS REPURCHASE. CRM CALLED DLR AND WAS ADVISED THAT JOHN AVERY/SVC MGR NOT YET IN, CRM LEFT VOICE MAIL. CRM ADVISED CUST THAT I WOULD CONTINUE TO ATTEMPT TO REACH SVC MGR AND CALL CUST AFTER SPEAKING WITH HIM. CUST AVAIL AT WORK [REDACTED] BECKY CHAUDHRY/CAC/TEA; 0; 379264391

2002-01-07

CUST STATES HE WAS SUPPOSE TO HEAR SOMETHING BACK FROM CRM HE SPOKE WITH THIS MORNING. CUST STATES HE HAS A UNSAFE VEH AND WANTS OUT OF VEH. CUST STATES ON FRIDAY NIGHT THE VEH DIED AGAIN FOR NO REASON AND HIS WIFE AND 1 YR OLD DAUGHTER WERE STRANDED INVEH FOR 2 HRS. CUST STATES EVEN THE POLICE WERE THERE W/THEIR FLASHERS ON TRYING TO HELP HIS WIFE. CUST STATES HE DON'T WANT VEH, CUST STATES HE WILL BY ANOTHER OLDMOBILE BUT THIS ONE IS UNSAFE AND DON'T WANT THIS VEH. CRM CALLED JOHN AVERY, SVC MGR AT SCRANTON. JOHN STATES THEY HAVE NOT YET BEEN ABLE TO DUPLICATE THE STALL THE CUST IS CONCERNED ABOUT. JOHN STATES HE WILL GO OUT AND SPEAK WITH THE TECH AND CALL TAC TO SEE IF THEY HAVE HEARD OF

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IS CONCERN AND GIVE CUST A CALL AT WORK. CRM ADVISED CUST OF WHAT SVC MGR IS GOING TO DO. CRM ALSO ADVISED CUST OF CRM MAKING A CALL INTO AVN W/CUST REQUEST. CRM ADVISED CUST IT WILL TAKE 24-48 HOURS FOR A RESPONSE FROM AVN BUT AS SOON AS CRM HEARD DECISION WILL GIVE CUST A CALL. CUST IS OK WITH THIS. ***CONT***; 0; 379282861
2002-01-07

*****CONT***** ADRIENNE CAIN/CAC/PDX; 0; 379282877
2002-01-07

***** AVN DON DUVAL NODE 914055
MAILBOX 9390 *****
CALL MADE 1-07-02 @ 11:30AM PST.
WAITING FOR A RESPONSE TO RETURN CUST CALL.
ADRIENNE CAIN/CAC/PDX; 0; 379282165
2002-01-07

CUST STATES HAS REQ NUMBER. CUST WANTS TO ADD INFO TO FILE FOR AVN'S CONSIDERATION OF REPURCHASE. CRM ADVISED CUST WILL ADD THE FOLLOWING INFORMATION: CUST STATES DLR TALKED TO TAC AND WAS ADVISED THAT THIS IS A SAFETY CONCERN RE: PCM ON OLDS BRAVADA. NO RECALL DONE YET. JUST DIAGNOSED. CRM REQ TO FORWARD CASE BACK TO ORIG CRM PENDING T/A APPROVL. HOLLY VARNER/ CAC/ PDX; 0; 379286017
2002-01-07

CRM RESUMED FILE TO FORWARD BACK TO ORIG CRM. THIS CRM RCVD TM PERMISSION (CHRIST LUCING) TO FORWARD TO ORIG CRM. CUST HAD CALLED IN W/ ADDITIONAL INFO FOR FILE. ADDED. NOW FORWARDING TO ORIG CRM. HOLLY VARNER/ CAC/ PDX; 0; 379292293
02-01-08

For AVN, new PCM being installed today. More robust PCM being sent and will be available the end of this week. Customer will get vehicle back today but will be advised the new PCM needs to be installed when it is received. Customer apparently has a specialized child seat installed which cannot be easily moved to a temporary vehicle (leaser/rental) so all efforts are being made to make repairs as quickly as possible. AVN called to update file. George Edinger/Tampa ADR 58137; 0; 379358547
2002-01-08

CRM HAS RECEIVED AVN DECISION. CRM HAS SET CALL BACK FOR 1-09-02 BETWEEN 2-4 PM PST. ADRIENNE CAIN/CAC/PDX; 0; 379378352
2002-01-08

CRM CALLED CUST ON ALL NUMBER'S AVAILABLE TO CRM AND CUST WASN'T AVAILABLE. CRM WILL KEEP C/B SET FOR 1-09-02 BETWEEN 2-4 PM PST.
CELL # 860-202-4625
WORK # 413-734-7752
HOME # 860-648-4690
ADRIENNE CAIN/CAC/PDX; 0; 379383827
2002-01-08

CRM CALLED CUST AND ADVISED CUST THAT CRM HAS RECEIVED A MESSAGE FROM AVN. CRM ADVISED CUST THAT AT THIS TIME WE ARE NOT GOING TO REPURCHASE THE VEH AND THAT WE WILL REPAIR THE VEH UNDER THE TERMS OF THE WARRANTY. CRM ADVISED CUST THAT PART WILL BE AVAILABLE AT THE END OF THE WEEK. CRM WILL CALL DLR TO MAKE SURE PART DID ARRIVE AND THEN CALL CUST AND LET HIM KNOW IF THE PART ARRIVED OR NOT. C/B SET FOR 1-11-02 AT 9:30AM PST. ADRIENNE CAIN/CAC/PDX; 0; 379387542
02-01-09

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ST HAS FILED W/THE BBB. PLEASE DO NOT DISCLOSE ANY INFORMATION. PLEASE REFER ALL CALLS TO 1-800-231-1841, EXT. 57353/MARY NARRAMORE/BRC/ADR/TAMPA; 0; 379434618

*****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:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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PRODUCT CODE: BODY TYPE:
 ENGINE TYPE: TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:
 MILEAGE @ BUY-BACK: 0 SRC WARRANTY DATE:
 MSRP: MSRP: 0
 SALES TAX:
 DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH: NAME:
 ACCOUNT NUMBER:
 INTEREST RATE: INTEREST PAID:
 DEALER BUYOUT:
 ACCOUNT BALANCE:
 LEGAL: LEGAL TYPE:
 LEMON LAW:
 DEALER ADMINISTRATION: VEHICLE DESTINATION:
 RELEASE: LIEN PAYOFF:
 TITLE BRAND:
 REPLACEMENT VIN:
 *****BODILY INJURY*****

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

EXTERNAL CASE NUMBER:	DATE:
TITLE BRAND:	
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*****

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

ON RESTRICTED

PAGE: 6

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