

GM

11-12-03

Attachment

2A

Book 1 of 7

GM644
PE03-042

ATTACHMENT "2A"

GM RESTRICTED

379313

CASE NUMBER: [REDACTED] **VIN:** 1GNDS13S622109463
DATE OPENED: 07/12/01 **MODEL YEAR:** 02
DATE CLOSED: 10/09/01 **SERIES:** TRAILBLAZER - 4 DOOR
SOURCE: YES **MILEAGE:** 7000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** FL
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] NEW PORT RICHEY
 FL [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 04889775 **VIN:** 1GNDS13S622109463
MODEL YEAR: 2002
DATE OPENED: 2001-07-12 **SERIES:** TRAILBLAZER - 4 DOOR
DATE CLOSED: 2001-10-09 **MILEAGE:** 7000
SOURCE: Phone **DELIVERY DATE:**
BRC TYPE: Yes **DEALER NAME:** AUTOWAY CHEVROLET
BRC PARENT: **DEALER ADDRESS:** 1700 S HILLSBOROUGH AVE, TAMPA, FL, 33610, USA

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

N51 Windshield Wipers Including Blades/Arms Inoperative
 0 REPAIR ATTEMPT(S) WIPER MOTOR IS 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/webknowledge/Manuals/owners/OwnersManualsDecision.htm>]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]

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

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

GM R E S T R I C T E D

379313

● STATES THAT WINDSHIELD WIPER MOTOR IS OUT AND NO ONE HAS BEEN ABLE TO FIND A REPLACEMENT PART FOR HER. CUST IS ON VACATION IN NY AND HAS TO DRIVE BACK TO FL WITH TWO SMALL CHILDREN THIS SATURDAY. CUST SEEKS A WINDSHIELD WIPER MOTOR BEFORE SHE LEAVES ON SATURDAY. CRM CONTACTED DEALERSHIP SHE HAS BEEN WORKING W/IN NY AND SPOKE TO LARRY LAMBERT 631-264-0909. MR. LAMBERT TOLD CRM THAT THEY HAD ATTEMPTED TO OVERNIGHT A MOTOR FROM PLANT #011 IN VA. PLANT CANCELLED ORDER STATING THAT THEY DID NOT HAVE IT. DLR TRIED TO ORDER FROM PLANT #032 IN BOSTON AND ORDER IS STILL PROCESSING. HE WAS TOLD IT IS ON BACK ORDER. CUST IS FRUSTRATED B/C SHE HAS TO LEAVE ON SATURDAY. CRM ADVISED CUST THAT SHE WOULD CONT RESEARCHING AND CALL CUST BACK.

BELLA GABICE/CARS/ATX; 0; 363811081
2001-07-12

CRM CONTACTED LARRY LAMBERT BARNOLD CHEV IN NY WHO STATED THAT AVM FRANK ANGELICO SUGGESTED WE CONTACT PARTS MGR. MR. LAMBERT STATED THAT HE ALSO SPOKE TO PARTS MGR @DLRSHIP WHO STATED THAT LATEST CORRESPONDENCE FROM BOSTON STATED THAT THE PART WAS ON THE WAY. DLR PROVIDED ORDER NUMBERS: 3860428, 8962700, 3204379, 9130014. ROSE CROOKSTON L/M FOR SVC MGR. CRM CALLED CUST AND SPOKE TO SISTER. INFORMED SISTER THAT WE ARE STILL WORKING ON FINDING PART AND CRM WILL CONTACT CUST TOMORROW MORNING 7/13/01 BEFORE NOON.

BELLA GABICE/CARS/ATX; 0; 363829675
2001-07-13

CRM CONTACTED DLR AND DLR STATED THAT PART WAS IN AND CUST HAD BROUGHT TRUCK IN FOR SVCING ALREADY. CRM CONTACTED CUST AND L/M MESSAGE ON MACHINE TO MAKE SURE EVERYTHING HAD BEEN TAKEN CARE OF.

BELLA GABICE/CARS/ATX; 0; 363898842
2001-10-08

● STATES- CUST WAS TOLD DLRSHIP WON'T RELEASE VEHICLE BECAUSE IT'S NOT RUNNING RIGHT. CUST SEEKS- TO GET VEHICLE RELEASED TO HER
CRM ADVISES- CRM TRIED CONTACTING SVC MGR BUT HE WAS UNAVAILABLE. CRM SET FOLLOW UP WITH CUST ON TUESDAY.

LESLIE CLARK/FL PILOT/TAMPA; 0; 371424003
2001-10-09

cust states she is waiting on a call from Leslie Clark. cust states she was to get the call this morning from her.

CUST STATES -- she went to the dlr yesterday to pick up the vch even though it was not finished being repaired. she had to pick her 3kids up & this was the only vch she had. she told this to Vince the svc advisor who refused to release the vch because it was not repaired. CUST SEEKS -- for the dlr to reprimand Vince for discourteous treatment. CRM ADVISED CUST -- the dlr is independantly owned & operator & they svc advisors are employees of Autoway & not Chev the brand itself. crm advised cust i am sorry for the inconvenience & as an apologetic gestura offered the cust 1 complimentary oil change. CUST DECLINED & states it should come from the dlr & not GM/CHEV. Crm advised cust i will document the complaint & call the svc mgr & notify him of this. Closed satisfied/vch repaired.

Cortney hacker/fl cac/57740; 0; 371513932

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

MARKET:

LEASE TERM:

DAMAGE:

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

379313

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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:

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

379624

CASE NUMBER: 05246625 VIN: 1GNDS138622191999
 DATE OPENED: 08/08/01 MODEL YEAR: 02
 DATE CLOSED: 08/14/01 SERIES: TRAILBLAZER - 4 DOOR
 SOURCE: YES MILEAGE: 400
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 05246625 VIN: 1GNDS138622191999
 MODEL YEAR: 2002
 DATE OPENED: 2001-08-08 SERIES: TRAILBLAZER - 4 DOOR
 DATE CLOSED: 2001-08-14 MILEAGE: 400
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: AUTOWAY CHEVROLET
 BRC PARENT: DEALER ADDRESS: 1700 E HILLSBOROUGH AVE, TAMPA, FL, 33610, USA

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

N51 windshield Wipers Including Blades/Arms Inoperative
 0 REPAIR ATTEMPT(S) STOPPED WORKING

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [{Owners Manuals RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm>}]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm>]]

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

Vehicle operation or design

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

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

379624

CUST STATES PURCHASED 2002 TRAILBLAZOR LESS THAN ONE DAY FOR CHECK ENGINE LIGHT THAT WAS NOT CORRECTED. CUST WAS PUT INTO ANOTHER 2002 TRAILBLAZOR AROUND JULY 20, 2001. CUST STATES VEHICLE IS AT DLR TORN APART STILL UNDIAGNOSED. CUST STATES TOOK TO DLR BECAUSE WIPERS STOPPED WORKING IN THE MIDDLE OF A RAIN STORM. WHICH CUST IS IN RENTAL VEH AGAIN. CUST SEEKS TO DOC FOR REVIEW FROM GM CONCERNIG 2002 TRAILBLAZOR AND WANTING RESEARCHED INTO.

CRM ADVISED CUST CREATING FILE TO DOCUMENT CONCERNS. ADVISED CUST OF REQUEST NUMBER AND FORWARDING TO SPECIALIST FOR FARTHER RESEARCH. CRM SET CALL BACK FOR 8-9-01 BETWEEN 10-12PM AT WORK NUMBER 727-394-6506.

MANDI COLE/TIER1/TAMPA; 0; 366172098
2001-08-09

CRM RESUMED FILE DUE TO CALL BACK REQUEST FORM. CUST STATES CUST SEEKS; PLEASE SEE PREVIOUS CRM'S NOTES. ** CRM CALLED CUST @ CUST'S WORK PHONE #. CUST STATED THAT SHE HER VEH HAS BEEN TO THE DLR SINCE MONDAY. CUST STATED THAT SHE JUST REC'D A CALL FROM DOUG ROBINSON STATING THAT THE WIPER MOTOR AND MULTI-FUNCTION BUTTON WILL BE REPLACED AND THE VEH SHOULD BE READY TODAY. CUST STATED THAT HER WIPERS WERE INOP WHILE IN A RAIN STORM. CRM APOLOGIZED FOR CUST'S INCONVENIENCE AND ADVISED THAT CRM WILL CONTACT DLR FOR TECHNICAL INFO ON CUST'S CONCERN. CRM ASKED WHAT CUST WAS SEEKING AND CUST STATED THAT SHE WANTED IT DOCUMENTED IN CASE A CAMPAIGN MAY BE PUT OUT IN THE FUTURE. CRM ADVISED THAT CUST CALLING IN IS A WAY FOR GM TO GATHER DATA. CRM SET UP CALL BACK W/ CUST FOR TUESDAY BETWEEN 9 & 10 @ WORK PHONE#. KISSHA FIELDS, CARB, TPA, TIER 2; 0; 366229428
2001-08-14

CRM CALLED DLR TO FOLLOW UP ON THE CUST'S VEH REPAIR. CRM SPOKE W/ KEITH AND HE STATED THAT THE CUST'S WIPER MOTOR SHORTED AND CAUSED THE MULTIFUNCTION BUTTON TO SHORT. HE STATED THAT IT WAS SOMETHING THAT HAPPENED AND THAT DLR DID NOT FIND A DEFECT. CRM WILL CALL CUST AND FOLLOW UP ON THE CUST'S CONCERN. KISSHA FIELDS, CARB, TPA, TIER 2; 0; 366648116
2001-08-14

CRM CALLED CUST TO FOLLOW UP AND CUST STATED THAT EVERY THING IS FINE AND SO FAR SO GOOD. CRM ADVISED THAT CRM WAS CALLING TO FOLLOW UP W/ CUST AND THAT IF CUST HAS ANY OTHER CONCERNS THAT CUST CAN CALL IN TO THE CENTER FOR ADDITIONAL ASSIST. CUST STATED THAT SHE WILL IF SHE NEEDS TO, BUT THAT EVERY THING IS FINE. CRM CLOSING FILE PENDING CUST CONTACT. KISSHA FIELDS, CARB, TPA, TIER 2; 0; 366655439

*****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:

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

379624

ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

BEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

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

379624

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

384207

CASH NUMBER: 05955602 VIN: 1GHDT138422195789
 DATE OPENED: 11/30/01 MODEL YEAR: 02
 DATE CLOSED: 12/04/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 950
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: PA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

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

CASE NUMBER: 05955602 VIN: 1GHDT138422195789
 MODEL YEAR: 2002
 DATE OPENED: 2001-11-30 SERIES: UNKNOWN
 DATE CLOSED: 2001-12-04 MILEAGE: 950
 SOURCE: Phone DELIVERY DATE:
 BRC TYPE: Yes DEALER NAME: BERGEY S BUICK OLDS GMC
 BRC PARENT: DEALER ADDRESS: 446-462 HARLEYSVILLE
 PIKE, , FRANCONIA, PA, 18924, USA

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

N51 Windshield Wipers Including Blades/Arms Inoperative
 0 REPAIR ATTEMPT(S) inoperative
 A07 Referred to Dealer Other
 0 REPAIR ATTEMPT(S) diagnosis

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions ([[SPECIFIC SOLUTIONS RUN

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

Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARS/CP/SBS/html/ChronicAlerts.htm>]]

GM RESTRICTED

384207

(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/SBS/html/CustomerRequestsVehicleRepurchase.htm>]

windshield wiper not working

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

Cust is original owner, purchased from Bergeys Olds, Franconia PA. CUST STATES that on her way into work today, the windshield wiper stopped working. It is raining and she can not drive the vehicle. The customer is currently at the work address which is 538 Penn Ave, West Reading 610-375-4366. CUST SEEKS the dlrship to go pick up the vehicle and bring her a rental. CRM located the closest dlrship to the customer which is BAYLISS Olds, 610-921-9121. Cust could not wait on the line while dlr contact was made. Cust contacted Denton Berckey, svc adv @ BAYLISS OLDS, 610-921-9121. They can tow the vehicle to the dlrship, but will not provide a rental until the vehicle is diagnosed and is needed to be kept overnight (highly unlikely) CRM ADVISED customer that Mr Berckey will be contacting her within the next * hour. CRM will follow up with the dlrship this afternoon for the diagnosis and then with the customer on 12/03/01 from 9 - 11am EST.
 MARK LEONARD/CAC/TPA/58227; 0; 375983594

2001-11-30

contacted Denton Berckey, svc adv @ Bayliss Olds, 610-921-9121. The moisture sensitive wipers module needs to be replaced, unfortunately, no one in PA has this part in stock, they have it on order and should have it in by 12/03/01. They have arranged for a rental vehicle for the customer to use over the weekend. MARK

LEONARD/CAC/TPA/58227; 0; 376006198

2001-12-03

crm reviewing file for crm Mark Leonard. crm called cust to follow up on repairs, cust is not available. crm left a message for 3rd party for cust to call crm. crm will suspend file and forward back to LEONARD.....HOLLIS SIMMONS, PHILLY CAC, TPA; 0; 376272621

2001-12-04

CRM contacted Mr Berckey, svc adv @ Bayliss Olds, 610-921-9121, and spoke with Craig, the svc mgr who stated that he did get the vehicle repaired yesterday. He sent someone to the customer work location and since she was afraid to drive with it raining. They also had to put her into a rental as the part was not available and had to be order. Craig does not want a problem with a double billing for alternate trans and a rental. CRM ADVISED to take customers request number (CRM will also send dlr notification) to keep with the ticket to discuss with AVN if needed. CRM contacted customer who is satisfied with the repair. MARK LEONARD/CAC/TPA/58227; 0; 376328818

*****PAR 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

364207

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:

WHAT 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:

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

MSRP:

DEPRECIATION:

LEASE:

AFTERMARKET:

LEASE TERM:

GM RESTRICTED

384207

AGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

DATE:

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 06355409 **VIN:** 1GKDS138822211408
DATE OPENED: 02/13/02 **MODEL YEAR:** 2002
DATE CLOSED: 02/13/02 **SERIES:** ENVOY 2WD (4-DOOR)
SOURCE: YES **MILEAGE:** 3000
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** CA
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] AVENUE, LEMOORE, CA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 06355409 **VIN:** 1GKDS138822211408
MODEL YEAR: 2002
DATE OPENED: 2002-02-13 **SERIES:** ENVOY 2WD (4-DOOR)
DATE CLOSED: 2002-02-13 **MILEAGE:** 3000
SOURCE: Phone **DELIVERY DATE:**
TYPE: Yes **DEALER NAME:** KELLER MOTORS OF HANFORD
PARENT: **DEALER ADDRESS:** 700 W CADILLAC LN, HANFORD, CA, 93230, USA

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

T22 CSI Reply Other
0 REPAIR ATTEMPT(S) SERVICE

N51 Windshield Wipers Including Blades/Arms Other
1 REPAIR ATTEMPT(S) STOPPED WORKING IN RAIN

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
 - * Determine Customer's expectation
 - * Validate feature is on vehicle
 - * Review owners manual with owner - [[Owners Manuals RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
 - * Review specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/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 SERVICE 01**
WINDSHIELD WIPERS

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

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

SURVEY 01

MODEL - ENVOY ; 1ST OWNER; SVC DEL- KELLER MOTORS OF HANFORD; CUST STATES: THE WINDSHIEL WIPERS WENT OUT IN THE RAIN. TO LET GM KNOW OF POOR QUALITY. CUST ADVISED CUST THAT THE PROBLEM WILL BE NOTED. CLOSING FILE SATISFIED. LARRY WALDROUPE, LEVEL 1 ADTH, CORR, OGLESBY, TAMPA; 0; 382469314
2002-02-13

SURVEY 01

MODEL - ENVOY ; 1ST OWNER; SVC DEL- KELLER MOTORS OF HANFORD; CUST STATES: THE WINDSHIEL WIPERS WENT OUT IN THE RAIN. TO LET GM KNOW OF POOR QUALITY. CUST ADVISED CUST THAT THE PROBLEM WILL BE NOTED. CLOSING FILE SATISFIED. LARRY WALDROUPE, LEVEL 1 ADTH, CORR, OGLESBY, TAMPA; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

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

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

GM RESTRICTED

DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION BOUGHT:

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

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

GM RESTRICTED

CASE NUMBER: 06608620 VIN: 1GKDT13S022100784
 DATE OPENED: 03/28/02 MODEL YEAR: 2002
 DATE CLOSED: 03/28/02 SERIES: ENVOY SLE 4 WHEEL DR
 SOURCE: YES MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: MI
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 UNKNOWN
 HOME PHONE:



MI



CASE NUMBER: 06608620 VIN: 1GKDT13S022100784
 MODEL YEAR: 2002
 DATE OPENED: 2002-03-28 SERIES: ENVOY SLE 4 WHEEL DR
 DATE CLOSED: 2002-03-28 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: LAFONTAINE POW-CAD-GMC
 SRC PARENT: DEALER ADDRESS: 2530 E HIGHLAND RD, HIGHLAND, MI, 48356, USA

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

R14 OnStar/Guide Star Other
 0 REPAIR ATTEMPT(S) ONSTAR REP KAY CALLING
 T49 Technical Question Other
 0 REPAIR ATTEMPT(S) REFER TO LOCAL DLRSHP
 N51 Windshield Wipers Including Blades/Arms Inoperative
 0 REPAIR ATTEMPT(S) REFER TO DLRSHP SVC

Onstar

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

ONSTAR REP KAY CALLING; CUST WINDSHIELD WIPERS NOT WORKING IN HEAVY STORM;
 CRM ATTEMPTED TO CONTACT DLRSHP 2X TO ASSIST CUST BUT ALL CLOSED
 CRM OFFERED TO ASSIST WITH ROADSIDE CALL BUT CUST DECLINED STATES WILL PARK IN MALL AND
 HAVE CUST PICK HER UP AND TAKE TO HER DLRSHP TOMORROW FOR REPAIR

REQUEST CLOSED SATISFIED
 ROE ELLISON/CARS/PDX ROVING TEAM; 0; 386217614

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

GM RESTRICTED

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:
IDENTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

GM RESTRICTED

SALES TAX:

ASSOCIATION:
TRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 06395344 VIN: 1GN0T138122270557
 DATE OPENED: 02/20/02 MODEL YEAR: 2002
 DATE CLOSED: 03/25/02 SERIES: TRAILBLAZER 4WD (4-D
 SOURCE: NO MILEAGE: 1800
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: PA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] MARIETTA, PA [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: 06395344 VIN: 1GN0T138122270557
 DATE OPENED: 2002-02-20 MODEL YEAR: 2002
 DATE CLOSED: 2002-03-25 SERIES: TRAILBLAZER 4WD (4-D
 SOURCE: Phone MILEAGE: 1800
 TYPE: No DELIVERY DATE:
 PARENT: DEALER NAME: K-TOWN CHEVROLET OLDSMOBILE PONTIAC
 DEALER ADDRESS: 2005 S MARKET ST., ELIZABETHTOWN, PA, 17022, USA

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

C10 Doors/Handles/Key Locks/Hinges 1 REPAIR ATTEMPT(S)	Other OUT OF ALIGNMENT
B11 Body 1 REPAIR ATTEMPT(S)	Other VIBRATES
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction DIAGNOSIS
N51 Windshield Wipers Including Blades/Arms 0 REPAIR ATTEMPT(S)	Broken DID NOT WORK
C31 Supplemental Inflatable Restrain (SIR) - Driver 0 REPAIR ATTEMPT(S)	Other LIGHT CAME ON
T44 Maintenance Certificate (Oil Change) 0 REPAIR ATTEMPT(S)	Customer Satisfaction 2 OIL CHANGE CERT

Vehicle repair request - Repair not done

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

GM RESTRICTED

* 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/CustomRequestsVehicleRepurchase.htm]]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

cust sts that he has a vibration in the veh between 40-50 mph. cust sts that the dlr has rotated the tires and this did not correct the concern. the cust sts that he did have concern with the windshield wipers not working. the cust sts that this is repaired. the cust sts that the door was misaligned. the cust sts that he went to the dlr for this to be corrected and the dlr actually made the door more out of alignment. the cust is waiting for the veh to be repaired. crm adv the cust that i would contact the service manager to get further info. crm spoke to dave olson and he adv that he is not aware of this concern and that the rep assisting the cust is out on jury duty for the week. mr olson adv that he would contact tac and see if they are aware of the concern and what they can do to assist the dlr. the dlr adv that if the cust is still concerned with the door alignment than the cust should bring the veh back to the dlr. crm adv the cust that the the service manager is going to research his vibration concern###; 0; 383104396
 2002-02-20

continue from the prev notes ## and if the cust is concerned with the door alignment that he would need to take the veh back to the dlr for a diagnosis. cust agreed. to wait for the service manager to contact him, and the cust is considering getting a second opinion. crm tracey henry/pdx/cac; 0; 383104462
 2002-02-20

2-7 CRM CONDUCTED CASE SCAN AND RESUMED THIS REQUEST DUE TO CUST ASKING CRM ON SURVEY TO LOOK AT REQUEST #. NO CAMPAIGNS, MSX VIN. CUST STATES THAT HE IS SATISFIED W/DEALER BUT NOT VEH. CUST ALSO STATES THAT SVC DEPT ACTS LIKE HE DID NOT BUY VEH FROM THERE, WHEN T COMES TO SERVICING HIS VEH. CUST ALSO STATES THAT THE WIPERS DON'T WORK, THERE IS AN AIR BAG PROBLEM AND THE VEH HAS A VIBRATION. CRM UNABLE TO CALL CUST DUE TO TIME. CRM WILL CALL CUST 2-8 B/T 6-8 PM CT. ANNE SHREVE/CORR/ATX.; 0; 383104487
 2002-02-20

2-14 CRM ATTEMPTED TO CONTACT CUST, LEFT MSG W/WIFE WHO ANSWERED PHONE GAVE HER 800# AND REQUEST#. CLOSED SATISFIED. ANNE SHREVE/CORR/ATX.; 0; 383104500
 2002-02-20

STATED HIS VEH STILL IS NOT COMPLETELY FIXED AND HE WANTS TO KNOW WHAT GM INTENDS TO DO TO ASSIST HIM // CRM ADV THAT I WILL RESEARCH W/ DLR AND SEE IF I CAN DO SOMETHING TO OFFSET THE ISSUES THE CUST HAS HAD W/ THE VEH // CUST STATED HE IS A LOYALGM CUST AND

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

CURRENTLY OWNS 3 GM VEH'S // CRM SET CALL BACK FOR 02-18-02 BETWEEN 530-630P PST //
 BURT DYKES/CAC/PDX; 0; 383104624
 2002-02-20

CRM CALLED DLR SVC MGR BURT TYSON WHO STATED THAT THE CUST HAS HAD SOME CONCERNS AND THAT ALL CONCERNS HAVE BEEN TAKEN CARE OF AND THAT THE VIBRATION OF THE VEH IS A CHARACTERISTIC OF THE VEH // SVC MGR STATED THAT THE CUST IS DISPLEASED WITH THE VEH BECAUSE OF THE ISSUES HE HAS HAD AT ONLY 1800 MILES // SVC MGR SAID THAT HE FEELS NO MATTER WHAT WE OFFER THE CUST, THE CUST STILL MIGHT NOT BE SATISFIED // CRM SUGGESTED POSSIBLY OFFERING A FEW OIL CHANGES AS AN APOLOGETIC GESTURE FOR THE INCONVENIENCES // SVC MGR SAID HE AGREES SO LONG AS IT WILL SATISFY THE CUST // CRM ADVSD I WILL TALK TO THE CUST AND MAKE MY DECISION BASED ON OUR CONVERSATION// SVC MGR AGREED // CRM ADVSD I WILL CALL SVC MGR BACK TO ADVISE OF OUTCOME // ROBERT DYKES/CAC/PDX; 0; 383104640
 2002-02-20

CRM CALLED CUST BACK BUT THERE WAS NO ANSWER// LINE WAS BUSY // CRM ATTEMPTED 3 TIMES // CRM SET CALL BACK FOR 02-19-02 BETWEEN 5-7P PST // ROBERT DYKES/CAC/PDX; 0; 383104671
 2002-02-20

CRM CALLED CUST WHO HAD SOME QUESTIONS ABOUT THE DENT IN HIS DOOR AND ABOUT THE POSSIBILITIES OF HAVING IT FIXED // CRM ADVSD THAT I WILL CALL THE SVC MGR TOMORROW AND SET CALL BACK W/CUST FOR 02-20-02 BETWEEN 4-5P PST // ROBERT DYKES/CAC/PDX; 0; 383104689
 2002-02-20

CRM TO OFFER 2 OIL CHANGE CERTIFICATES TO CUST BASE ON FOLLOWING BUSINESS REASONS: 1. APOLOGETIC GESTURE FOR INCONVENIENCES ON NEW VEH 2. PREVIOUS GM OWNER 3. FOSTER DLR/CUST RELATIONS 4. DLR BUY-IN/ SVC MGR AGREES // TM APPROVAL BILL GREENALCH //ROBERT DYKES/CAC/PDX; 0; 383104781
 2002-02-27

CRM OFFERED 2 OIL CHANGES AND CUST ACCEPTED // CRM VERIFIED ADDRESS // SECOND LOP WILL BE PROCESSED IN REQUEST # 06219700 // ROBERT DYKES/CAC/PDX; 0; 383697196
 2002-03-04

crm received survey w/mx doc # vin on 3/4/02. crm performed case scan - adding work to previous request that is still open. crm scanned vin profile - no open campaigns,nor special policies. cust states not at all sat w/apple chevrolet and def would not recommend dlr. cust states sat w/2000 astro van, but problems only got resolved after the dlr mgr was resolved and repairs had to be made at 2 locations. cust sts there is no communication between reg service and the body shop. cust sts the faulty head lamp was rpl, but not aimed. crm adding work and attaching survey to file..... keisha martinez/atx/cars/corr; 0; 384147983
 2002-03-05

CRM FORWARDING TO GL FOR APPROVAL // SEE FILE 6219700 FOR OTHER OIL CHANGE CERT / ROBERT DYKES/CAC/PDX; 0; 384230194
 2002-03-08

GL REVIEWED FILE AND WILL SUBMIT LOP FOR APPROVAL PROCESS. SUMNER HAY/GL/PDX; 0; 384475186
 2002-03-08

FINAL APPROVED; 0; 384491402
 2002-03-11

CALLING FOR MSX CONFORMATION. SUMNER HAY/GL/PDX; 0; 384723581
 2002-03-18

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

Waiting for confirmation from MSX that goodwill has been sent to the cust.

Lucero/app/pdx; 0; 385344239
2002-03-20

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 3-11-02,,,,DIANE E. CARD,CAC/PDX; 0; 385529686
2002-03-25

THIS IS A BRC LEGAL FILE SET UP TO PROCESS LEGAL DOCUMENTS. CUSTOMER HAS HIRED AN ATTORNEY, DO NOT TALK TO THE CUSTOMER. TRANSFER ALL CALLS TO THE BRC LEGAL DEPARTMENT. LOUISE TRENT/BRC LEGAL/58250; 0; 385931449
2002-03-25

THIS CUSTOMER HAS THE FOLLOWING FILES: BRC LEGAL FILE 006581042, CAC FILES 06395344 & 06219700. PLEASE REFER TO EACH FILE FOR INDIVIDUAL COMMENTS. LOUISE TRENT/58250; 0; 385931465

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ROAD DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

PAR STATUS:

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MERF:

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

ACCOUNT NUMBER:
 INTEREST RATE:
 ACCOUNT BALANCE:
 LEGAL:

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:
 LEGAL TYPE:
 LEMON LAW:
 VEHICLE DESTINATION:
 LIEN PAYOFF:
 TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME: 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
 IDENT: DATE OF ACCIDENT:
 DESCRIPTION OF DAMAGE:
 PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:

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

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

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

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

GM RESTRICTED

CASE NUMBER: 06219700 VIN: 1GNDT138122270557
 DATE OPENED: 01/22/02 MODEL YEAR: 2002
 DATE CLOSED: 03/25/02 SERIES: TRAILBLAZER 4WD (4-D
 SOURCE: NO MILEAGE: 1800
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: PA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: W
 ADDRESS: MARIETTA, PA
 HOME PHONE:
 CASE NUMBER: 06219700 VIN: 1GNDT138122270557
 MODEL YEAR: 2002
 DATE OPENED: 2002-01-22 SERIES: TRAILBLAZER 4WD (4-D
 DATE CLOSED: 2002-03-25 MILEAGE: 1800
 SOURCE: Phone DELIVERY DATE:
 TYPE: No DEALER NAME: E-TOWN CHEVROLET OLDSMOBILE PONTIAC
 PARENT: DEALER ADDRESS: 2005 S MARKET ST., ELIZABETHTOWN, PA, 17022, USA

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

C10 Doors/Handles/Key Locks/Hinges	Other
1 REPAIR ATTEMPT(S)	out of alignment.
B11 Body	Other
1 REPAIR ATTEMPT(S)	vibrates between 40-50 mph
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	to get the diagnosis
W51 Windshield Wipers Including Blades/Arms	Broken
0 REPAIR ATTEMPT(S)	DID NOT WORK
C31 Supplemental Inflatable Restrain (SIR) - Driver	Other
0 REPAIR ATTEMPT(S)	JUST STATES - PROBLEM
T44 Maintenance Certificate (Oil Change)	CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)	2 OIL CHANGE CERT.

Vehicle repair request - Repair not done

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

GM RESTRICTED

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

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

CUST STATES, THE REAR DIFFERENTIAL THAT WAS REPLACED ON CUST VEH WAS NOT THE CORRECT PART. CUST STATES, THAT DLR ADVE CUST TO BRING THE VEH BACK TO THE DLR, SO THE CORRECT PART CAN BE REPLACED. CUST IS NOT SATISFIED W/ THE SITUATION AND STATES, THE NEXT TIME HE BRINGS HIS VEH INTO THE DLR, CUST SHOULD BE GETTING NEW VEH. CRM REVIEWED FILE AND PREV CRM HAS A SET C/B W/ CUST TODAY. CRM ADVED CUST THAT PREV CRM IS AWARE OF CUST INTEREST ON A REPURCHASE OF THE VEH AND HAS A SET C/B W/ CUST TODAY. CUST STATES, WILL NOT BE HOME AFTER 5 PM EST AND REQUEST TO HAVE PREV CRM CONTACT CUST WHEN SHE GETS IN. CRM ADVED CUST THAT CRM WILL SEND NOTIFICATION TO PREV CRM. ****CRM HAS TM JOHN LITTLEFIELD TO FORWARD FILE BACK TO PREV CRM. DAVID NOLAN/PDX/CAC; 0; 385317735
2002-01-22

cust sts that he has a vibration in the veh between 40-50 mph. cust sts that the dlr has rotated the tires and this did not correct the concern. the cust sts that he did have concern with the windshield wipers not working. the cust sts that this is repaired. the cust sts that the door was misaligned. the cust sts that he went to the dlr for this to be corrected and the dlr actually made the door more out of alignment. the cust is seeking for the veh to be repaired. crm adv the cust that i would contact the service manager to get further info. crm spoke to dave olson and he adv that he is not aware of this concern and that the rep assisting the cust is out on jury duty for the week. mr olson adv that he would contact tac and see if they are aware of the concern and what they can do to assist the dlr. the dlr adv that if the cust is still concernd with the door alignment than the cust should bring the veh back to the dlr. crm adv the cust that the the service manager is going to research his vibration concern###; 0; 380568641
2002-01-22

continue from the prev notes ## and if the cust is concernd with the door alignment that he would need to take the veh back to the dlr for a dignosis. cust agreed. to wait for the service manager to contact him, and the cust is considering getting a second opinion. crm tracey henry/pdx/cac; 0; 380568725
2002-02-07

2-7 CRM CONDUCTED CASE SCAN AND RESUMED THIS REQUEST DUE TO CUST ASKING CRM ON SURVEY TO AT REQUEST #. NO CAMPAIGNS, MSX VIN. CUST STATES THAT HE IS SATISFIED W/DEALER BUT VEH. CUST ALSO STATES THAT SVC DEPT ACTS LIKE HE DID NOT BUY VEH FROM THERE, WHEN T COMES TO SERVICING HIS VEH. CUST ALSO STATES THAT THE WIPERS DON'T WORK, THERE IS AN AIR

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

NO PROBLEM AND THE VEH HAS A VIBRATION. CRM UNABLE TO CALL CUST DUE TO TIME. CRM WILL
 CALL CUST 2-8 B/T 6-8 PM CT. ANNE SHREVE/CORR/ATX.; 0; 381990929
 2002-02-14

2-14 CRM ATTEMPTED TO CONTACT CUST, LEFT MSG W/WIFE WHO ANSWERED PHONE GAVE HER 800# AND
 REQUEST#. CLOSED SATISFIED. ANNE SHREVE/CORR/ATX.; 0; 382581104
 2002-02-14

CUST STATED HIS VEH STILL IS NOT COMPLETELY FIXED AND HE WANTS TO KNOW WHAT GM INTENDS TO
 DO TO ASSIST HIM // CRM ADV THAT I WILL RESEARCH W/ DLR AND SEE IF I CAN DO SOMETHING TO
 OFFSET THE ISSUES THE CUST HAS HAD W/ THE VEH // CUST STATED HE IS A LOYAL GM CUST AND
 CURRENTLY OWNS 3 GM VEH'S // CRM SET CALL BACK FOR 02-18-02 BETWEEN 530-630P PST //
 ROBERT DYKES/CAC/PDX; 0; 382590206
 2002-02-18

CRM CALLED DLR SVC MGR BURT TYSON WHO STATED THAT THE CUST HAS HAD SOME CONCERNS AND
 THAT ALL CONCERNS HAVE BEEN TAKEN CARE OF AND THAT THE VIBRATION OF THE VEH IS A
 CHARACTERISTIC OF THE VEH // SVC MGR STATED THAT THE CUST IS DISPLEASED WITH THE VEH
 BECAUSE OF THE ISSUES HE HAS HAD AT ONLY 1800 MILES // SVC MGR SAID THAT HE FEELS NO
 MATTER WHAT WE OFFER THE CUST, THE CUST STILL MIGHT NOT BE SATISFIED // CRM SUGGESTED
 POSSIBLY OFFERING A FEW OIL CHANGES AS AN APOLOGETIC GESTURE FOR THE INCONVENIENCES //
 SVC MGR SAID HE AGREES SO LONG AS IT WILL SATISFY THE CUST // CRM ADVSD I WILL TALK TO
 THE CUST AND MAKE MY DECISION BASED ON OUR CONVERSATION// SVC MGR AGREED // CRM ADVSD I
 WILL CALL SVC MGR BACK TO ADVISE OF OUTCOME // ROBERT DYKES/CAC/PDX; 0; 382920614
 2002-02-18

CRM CALLED CUST BACK BUT THERE WAS NO ANSWER// LINE WAS BUSY // CRM ATTEMPTED 3 TIMES //
 CRM SET CALL BACK FOR 02-19-02 BETWEEN 5-7P PST // ROBERT DYKES/CAC/PDX; 0; 382934679
 2-02-19

CRM CALLED CUST WHO HAD SOME QUESTIONS ABOUT THE DENT IN HIS DOOR AND ABOUT THE
 POSSIBILITIES OF HAVING IT FIXED // CRM ADVSD THAT I WILL CALL THE SVC MGR TOMORROW AND
 SET CALL BACK W/CUST FOR 02-20-02 BETWEEN 4-5P PST // ROBERT DYKES/CAC/PDX; 0; 383026224
 2002-02-20

CRM TO OFFER 2 OIL CHANGE CERTIFICATES TO CUST BASE ON FOLLOWING BUSINESS REASONS: 1.
 APOLOGETIC GESTURE FOR INCONVENIENCES ON NEW VEH 2. PREVIOUS GM OWNER 3. FOSTER
 DLR/CUST RELATIONS 4. DLR BUY-IN/ SVC MGR AGREES // TM APPROVAL BILL GREENALCH //ROBERT
 DYKES/CAC/PDX; 0; 383103021
 2002-02-20

CRM ATTEMPTED TO CALL CUST BUT THERE WAS NO ANSWER // LINE WAS BUSY // CRM WILL CALL BACK
 ON 02-21-02 BETWEEN 430-530P PST // ROBERT DYKES/CAC/PDX; 0; 383104969
 2002-02-21

CRM CALLED DLR SVC MGR BURT WHO SAID THAT IF THE CUST WANTS TO HAVE THE DOOR REPAIRED AND
 PAINTED THEN HE WILL NEED TO COME IN AND HAVE THE GEN SVC MGR DAVE OLSEN LOOK AT IT //
 SVC MGR SAID OLSEN WONT BE BACK UNTIL 02-26-02 // CRM WILL ADVISE CUST // CRMADVSD SVC
 MGR THAT I OFFERED 2 OIL CHANGES TO CUST// ROBERT DYKES/CAC/PDX; 0; 383172391
 2002-02-21

CRM CALLED CUST ON CELL# 717-572-4838 AND ADVSD CUST THAT HE WILL NEED TO SEE DAVE OLSEN
 AT THE DLR ON 02-28-02 // CUST SAID HE WILL DO THAT AND CRM SET FOLLOW UP CALL FOR 03-01-
 02 BETWEEN 1-3P PST // ROBERT DYKES/CAC/PDX; 0; 383191318
 2002-02-27

CRM OFFERED 2 OIL CHANGES AND CUST ACCEPTED // CRM VERIFIED ADDRESS // SECOND LOF WILL BE
 PROCESSED IN REQUEST # 06395344 // ROBERT DYKES/CAC/PDX; 0; 383697249

GM R E S T R I C T E D

2002-03-01

CRM CALLED CUST BUT THERE WAS NO ANSWER // CRM WILL CALL BACK ON 03-05-02 B/T 4-6P PST //

ROBERT DYKES/CAC/PDX; 0; 383873177

2002-03-05

CRM CALLED CUST FOR UPDATE ON VEH STATUS // CUST STATED HE HASNT GONE TO THE DLR YET // CUST STATED HE WILL GO ASAP AND HAVE DAVE OLSEN LOOK AT THE VEH // CUST SAID HE WILL RESOLVE THIS WITH THE DLR // CRM ADVED THAT IF HE HAS ANY OTHER QUESTIONS HE MAYCALL US BACK // CRM WILL PROCESS OIL CHANGE CERT.'S AND FORWARD TO GL FOR APPROVAL // ROBERT DYKES/CAC/PDX; 0; 384229955

2002-03-07

Forwarding for final approval

Liz Welland/gl/pdx; 0; 384379520

2002-03-08

FINAL APPROVED; 0; 384465764

2002-03-11

CRM RESUMED OWNERSHIP AS PREV CRM IS NO LONGER IN CAC.

CUST STATES THAT THE ONLY THING THAT WILL SATISFY HIM IS REPURCHASE OF VEHICLE.

CUST SEEKS NOTHING BUT REPURCHASE.

CRM ADVISED CUST WOULD NEED TO RESEARCH AND WILL CALLBACK BY 3/13/02 6-7EST. BETHANY

SCHULTZ/CAC/PDX; 0; 384741077

2002-03-12

CRM ATTEMPTED TO REACH SVC MGR AT E-TOWN AND THE LINE WAS BUSY. CRM WILL CONTINUE TO TRY.

BETHANY SCHULTZ/CAC/PDX; 0; 384800722

2002-03-12

CRM SPOKE W/ SVC MGR BERT TYSON AT E-TOWN, HE ADVISED CRM THAT THE CUST HAS BEEN IN ABOUT 5 TIMES FOR DIFFERENT CONCERNS, NO CONCERN EVER REPEATED. CUST WAS IN FOR A SLIGHT CREASE IN DRIVERS SIDE DOOR, CUST DECLINED REPAIRS AT A BODY SHOP. WINDSHIELD MODULE WAS REPLACED, DRIVE LINE HAD A HUM AND THEY ROTATED THE DRIVE SHAFT AND THAT WAS ACCEPTABLE TO THE CUST AT THAT TIME, DRIVER DOOR HAD A WIND NOISE, CUST HAS AFTERMARKET BUG/RAIN SHIELD THAT WILL CAUSE SOME WIND NOISE AND THE DEALERSHIP IS REBUILDING THE REAR END DIFFERENTIAL. BERT ADVISED THAT THE CUST STATED HE IS A PERFECTIONIST AND WILL NEVER BE SATISFIED UNLESS VEHICLE IS FLAWLESS. CUST DOES NOT QUALIFY FOR REPURCHASE AS HE REQUESTED. CUST VEHICLE SHOULD BE READY FOR HIM BY 3/15/02. CRM TO CALL CUST BACK 3/13/02. BETHANY SCHULTZ/CAC/PDX; 0; 384805653

2002-03-13

CRM CONTACTED CUST AND LEFT MESSAGE ON MACHINE INDICATING THAT CRM WILL BE FOLLOWING UP W/ SVC DEPT ON 3/15/02 AND WILL CONTACT CUST ON 3/18/02 6-7EST. BETHANY SCHULTZ/CAC/PDX;

0; 384910967

2002-03-18

CRM CONTACTED DAVE OLSON, CUST SVC MGR, HE ADVISED THY THE TECH THAT WORKED ON CUST VEHICLE MADE A SIMPLE MISTAKE ON CUST VEHICLE BY NOT PUTTING A LIMITED SLIP DIFFERENTIAL. DAVE ADMITS IT WAS THE DEALERSHIP'S ERROR AND THEY ARE GOING TO TAKE CUST VEHICLE FOR A DAY TO FIX THEIR MISTAKE. CRM ATTEMPTED TO REACH CUST AND EVERYTIME THE LINE WOULD RING....IT WOULD GO TO STATIC AND DISCONNECT. CRM WILL ATTEMPT AGAIN AFTER 12EST. BETHANY

SCHULTZ/CAC/PDX; 0; 385319504

2002-03-18

CUST STTS THAT VEH IS TO BE REPAIRED AND THIS IS NOT WHAT HE WANTS. CUST SEEKS TO HAVE VEH REPL AND WANTS AN APPROVAL WITH IN 10 MINS BEFORE CRM WAS OFF THE PHONE WITH CUST.

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

CRM ADVISES CUST THAT TO REPL VEH IS NOT AN OPTION. CUST SEEKS HOW TO FILE UNDER THE LEMON LAW. CRM REFERRED CUST TO THE BACK OF THE WARRANTY MANUAL FOR FURTHER ASSISTANCE. CUST SAID HE WOULD LIKE FOR INFO TO BE FORWARDED TO PREV CRM. CRM FORWARDING FILE TO PREV CRM FOR DISSATISFIED CLOSING AND BBB LTR TO BE SENT.

CLEOPATRA JONES/CAC/ATX; 0; 385340118
2002-03-18

CRM REC'V FILE BACK AND CLOSING DISSATISFIED. BETHANY SCHULTZ/CAC/PDX; 0; 385340345
2002-03-20

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 3-11-02,,,DIANE E. CARD,CAC/PDX; 0; 385529634
2002-03-25

THIS IS A BRC LEGAL FILE SET UP TO PROCESS LEGAL DOCUMENTS. CUSTOMER HAS HIRED AN ATTORNEY, DO NOT TALK TO THE CUSTOMER. TRANSFER ALL CALLS TO THE BRC LEGAL DEPARTMENT. LOUISE TRENT/BRC LEGAL/58250; 0; 385931523
2002-03-25

THIS CUSTOMER HAS THE FOLLOWING FILES: BRC LEGAL FILE 006581042, CAC FILES 06395344 & 06219700. PLEASE REFER TO EACH FILE FOR INDIVIDUAL COMMENTS. LOUISE TRENT/58250; 0; 385931536

*****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:

VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

GM RESTRICTED

WHERE WAS INSPECTION DONE:

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

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

ACCOUNT BALANCE: LEGAL TYPE:
LEGAL: 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: IF SO, WHERE:
TREATED:

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

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

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

1

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

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

[REDACTED]
Marietta, PA [REDACTED]

Request: C06219700
[REDACTED]

We are sorry you have experienced concerns with your 2002 Chevrolet Trailblazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change which includes an oil filter for your General Motors vehicle. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Robert Dykes
Customer Relationship Manager

RS0015-P

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Claim must be submitted with a "G" authorization code. This original letter should be retained in the customer's file.



Purchase and Delivery Satisfaction Survey

**** Dissatisfied Customer**

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

Merette PA
[Redacted]

Home telephone: [Redacted]
Change to: [Redacted]

Please provide us with your preferred email address:

SLUGMAN @ EASTLINK .NET

Dear Steven W Garner:

Thank you for choosing Chevrolet. We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Chevrolet and E-Team Chevrolet toward meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,

Dean L Wright

Dean L Wright
Director - Customer & Relationship Services

Instructions

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

Please check this box if you no longer own/lease this 2002 Trailblazer, and return the questionnaire.

About Your Chevrolet Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Completely Dissatisfied	Not Applicable
1. Thinking about your dealership, how satisfied were you with ...					
- The convenience of the dealership's showrooms hours?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Completely Dissatisfied	Not Applicable	None Not Applicable Reported
2. How satisfied are you that you were treated in a professional and courteous manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's ...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			None Not Applicable Reported
5. When you picked up your 2002 Trailblazer, were you greeted with friendliness and enthusiasm?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. At the time of delivery, were you offered ...						
- An orientation tour of the dealership, including the Service Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive to become familiar with your new vehicle before taking it home?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

10NDT13E122270287 15114 20011216

1115102253 0000164078

011



About Your Sales Consultant - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
- Your vehicle's features and operations?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual and maintenance schedule?...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's Roadside Assistance?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Chevrolet?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and receive any concerns?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with B-Team Chevrolet?.....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?.....	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Based on your experience to date, how satisfied are you with your 2002 Trailblazer?.....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
17. Do you have any comments/concerns/questions about your Dealer? <i>Look to Chevy Claim #</i>						
<i>Dealer has been out of service as it I did not buy vehicle (CO62A700)</i>						
<i>Does anyone think it there was a problem they would schedule repair.</i>						
<i>Very happy 2nd mt work - A/B Reg problem - Roll alignment problem and vibration between 40-50mph - I tried this with first 2 days and service would not look at unit!!</i>						
18. Are you ...	<input checked="" type="checkbox"/> Male	<input type="checkbox"/> Female				
19. Your age ...	<input type="checkbox"/> Under 25	<input checked="" type="checkbox"/> 25-34	<input type="checkbox"/> 35-44	<input type="checkbox"/> 45-54	<input type="checkbox"/> 55-64	<input type="checkbox"/> 65 or older
20. May we include your name when providing this information to your dealership?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No				

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1920

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

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 19054, TOLEDO, OH 43699-0554

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

CASE NUMBER: 06708170 VIN: 1GKDT13S322370608
 DATE OPENED: 04/12/02 MODEL YEAR: 2002
 DATE CLOSED: 04/12/02 SERIES: ENVOY SLE 4 WHEEL DR
 SOURCE: YES MILEAGE:
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: MA
 BUS. PHONE:

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

CUSTOMER:
 ADDRESS: SPRINGFIELD MA
 HOME PHONE:

CASE NUMBER: 06708170 VIN: 1GKDT13S322370608
 MODEL YEAR: 2002
 DATE OPENED: 2002-04-12 SERIES: ENVOY SLE 4 WHEEL DR
 DATE CLOSED: 2002-04-12 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: HOUSER BUICK, INC.
 SRC PARENT: DEALER ADDRESS: 683 COLUMBUS AVE., SPRINGFIELD, MA, 01105, USA

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

N51 Windshield Wipers Including Blades/Arms Inoperative
 0 REPAIR ATTEMPT(S) WIPERS NOT WORKING
 A07 Referred to Dealer Customer Satisfaction
 0 REPAIR ATTEMPT(S) SEE ABOVE

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/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/CARS/CP/SBS/html/ChronicAlerts.htm]]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)

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

- 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: WINDSHIELD WIPERS ARE NOT WORKING & IT IS RAINING

CUST SEEKS: DLR WHO IS OPEN SATURDAYS (SVC DEPT) NEAR HIM

CRM ADVSD: CALLED HOUSER DLR (413-781-0123) IN SPRINGFIELD. DLRSHIP IS CLOSED NOW BUT THEIR MESSAGE STATES THAT SVC DEPT IS OPEN FROM 9-5 ON SAT. CRM ADVSD CUST OF THIS & GAVE HIM # TO CALL DLRSHIP IN AM.

CLOSING CASE SATISFIED

PENNYAUSTIN/CAC/PDX; 0; 387503929

*****DAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

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:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

GM RESTRICTED

ROAD TEST RESULT:
 INSPECTED:
 INVESTIGATIVE SUMMARY:
 PAR STATUS:

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

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

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

ACCOUNT BALANCE: LEGAL TYPE:
 LEGAL: 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*****

INTERNAL CASE NUMBER: DATE:
 TITLE NAMES:
 BUSINESS: * BUSINESS: 0

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

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

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

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

GM RESTRICTED

CASE NUMBER: 06631739 VIN: 1GNDS138622274350
 DATE OPENED: 04/02/02 MODEL YEAR: 2002
 DATE CLOSED: 04/11/02 SERIES: TRAILBLAZER 2WD (4-D
 SOURCE: NO MILEAGE: 4000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: OK
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

PRAGUE , OK [REDACTED]

CASE NUMBER: 06631739 VIN: 1GNDS138622274350
 MODEL YEAR: 2002
 DATE OPENED: 2002-04-02 SERIES: TRAILBLAZER 2WD (4-D
 DATE CLOSED: 2002-04-11 MILEAGE: 4000
 SOURCE: Phone DELIVERY DATE:
 TYPE: No DEALER NAME: UNITED MOTORS INC
 PARENT: DEALER ADDRESS: 1405 N MILT PHILLIPS, SEMINOLE, OK, 74866, USA

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

S07 Service Refused/Denied	Other
0 REPAIR ATTEMPT(S)	3 DLR REFUSED SVC
N51 Windshield Wipers Including Blades/Arms	Inoperative
1 REPAIR ATTEMPT(S)	NOT WORKING
N52 Windshield Washers	Inoperative
0 REPAIR ATTEMPT(S)	NOT WORKING
T44 Maintenance Certificate (Oil Change)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	FOR INCONVENIENCE

Service refused/ denied at dealership

CRM INSTRUCTIONS: The dealership cannot refuse service if the vehicle is under the New Vehicle Warranty. If a vehicle is not under the New Vehicle Warranty, a dealership may refuse service to a customer. CRM will need to document customer concern and then contact the Service Manager for input on customer situation.
 Service refused/ denied at dealership

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

[REDACTED] STATES THAT HE IS THE ORIGINAL OWNER OF THE VEH PURCHASED @ UNITED MOTORS. CUST STATES THAT HE HAS DRIVEN GM PRODUCTS FOR THE LAST 40 YRS. CUST STATES THAT WHILE TRAVELING THIS WEEKEND THAT HE WENT TO 3 DIFFERENT DLRS AND WAS DENIED SERVICE. CUST

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

STATES THAT IN THE 40 YRS HE HAS DRIVEN GM VEH THIS IS THE 1X THAT HE HAS EVER BEEN
 USED SERVICE. CUST STATES THAT THE 3 DLRS THAT HE WENT TO WERE: BOB HOWARD(405-748-
 00), CITY CHEV(405-947-8711), AND DAVID STANLEY(405-632-3600). CUST STATES THAT HE WAS
 TOLD BY BOB HOWARD THAT THE SVC DEPT WAS BOOKED.*****CONT****; 0; 386616480
 2002-04-02

*****CONT****CUST STATES THAT HE WAS TOLD BY CITY CHEV THAT THE TECH HAD GONE HOME EARLY
 AND NO ONE WAS AVAIL TO WORK ON VEH. CUST STATES THAT HE WAS TOLD BY DAVID STANLEY THAT
 THEY DID NOT DO SVC WORK ON SAT. CUST SEEKS TO LET US KNOW THAT HE WAS UNABLE TO GET
 SERVICE WHEN IT STATES THAT SERVICE IS AVAIL 24 HRS. CRM ADVSD WOULD CALL CUST BACK LATER
 TODAY. CRM WILL ADVS THAT WE DO NOT STATE THAT SERVICE IS AVAIL 24HRS. CRM WILL ADVS THAT
 WE DO HAVE ROADSIDE, BUT DO NOT GUARENTEE THAT SERVICE WILL BE AVAIL 24HRS A DAY 7 DAYS A
 WEEK. CHARLIE MYERS/CAC/PDX; 0; 386616497
 2002-04-02

CRM CALLED CUST BACK ON 4-2-02 @11:45AM PST. CRM ADVSD THAT I WAS SORRY THAT HE WAS
 INCONVIENCED OVER THE WEEKEND. CRM ADVSD THAT UNFORTUNATELY THAT OUR WARRANTY DOES NOT
 PROVIDE 24-7 SERVICE GUARENTEED. CUST WAS SATISFIED W/CRM AND HER INFO. CUST STATES THAT
 HE WAS INA STORM AND HAD TO BE DETAINED BECAUSE THE WIPERS AND WIPER SYSTEM WAS NOT
 WORKING. CHARLIE MYERS/CAC/PDX; 0; 386628536
 2002-04-02

CRM SENDING CUST A LOF FOR HIS INCONVIECE CUST VEH HAS BEEN REPAIRED ON 4-2-02 BY LOCAL
 DLR. BUSINESS REASONS ARE: CUST IS A LOYAL GM CUST, FOSTER DLR/CUST REALTIONSHIP,
 APPOLOGETIC GESURE FOR INCONVIECE, TO WOW CUST. CRM RECVD TM APPROVAL FOR LOF FROMACTING
 TM JOLENE NEWMAN. CRM FORWARDING TO GL BALLLY. CHARLIE MYERS/CAC/PDX; 0; 386629015
 2002-04-03

IS BEING SENT TO "NOW" THE CUST. GL REVIEWED FILE AND WILL SUBMIT FOR 1ST AND FINAL
 ROVAL...
 KIM GARDNER/GL/PDX; 0; 386707433
 2002-04-03

FINAL APPROVED; 0; 386738790
 2002-04-08

Waiting for confirmation from MSX that goodwill has been sent to the cust.
 Kris Lucero/app/pdx; 0; 387170754
 2002-04-11

ONE OIL CHANGE CERTIFICATE WAS MAILED ON 04/04/02 TO:
 PO BOX 71
 PRAGUE, OK 74864
 KRIS LUCERO/APP/PDX; 0; 387414330

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

GM RESTRICTED

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:
FBI STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

BRANCH:
QUANTITY NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

GM RESTRICTED

ACCOUNT BALANCE:

L:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

CHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PERCENTAGE 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:

[REDACTED]
[REDACTED]
Prague, OK [REDACTED]

Request: C06631739
[REDACTED]

We are sorry you have experienced concerns with your 2002 Chevrolet Trailblazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary oil change which includes an oil filter for your General Motors vehicle. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Charleen Myers
Customer Relationship Manager

RS0015-P

**ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY OIL CHANGE**

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98 and insert the amount in the net item column. Claim must be submitted with a "G" authorization code. This original letter should be retained in the customer's file.

GM RESTRICTED

NUMBER: 06282076 **VIN:** 1GKDT138922218543
DATE OPENED: 01/31/02 **MODEL YEAR:** 2002
DATE CLOSED: 03/06/02 **SERIES:** ENVOY SLE 4 WHEEL DR
SOURCE: NO **MILEAGE:** 6500
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** PA
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] NEW WILMINGTON PA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 06282076 **VIN:** 1GKDT138922218543
MODEL YEAR: 2002
DATE OPENED: 2002-01-31 **SERIES:** ENVOY SLE 4 WHEEL DR
DATE CLOSED: 2002-03-06 **MILEAGE:** 6500
SOURCE: Phone **DELIVERY DATE:**
TYPE: No **DEALER NAME:** PRESTON MOTORS, INC.
ERC PARENT: **DEALER ADDRESS:** 1500 WILMINGTON AVE., NEW CASTLE, PA, 16105, USA

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

N51 Windshield Wipers Including Blades/Arms 1 REPAIR ATTEMPT(S)	Inoperative ELECTRICAL ISSUE
C30 Mirrors - Interior/Exterior 1 REPAIR ATTEMPT(S)	Misaligned MISALINE ON OWN
D09 Electronic Climate Controls 1 REPAIR ATTEMPT(S)	Other NOT FUNCTIONING
A04 Possible Safety Concern 1 REPAIR ATTEMPT(S)	Other ELECTRICAL ISSUES
A07 Referred to Dealer 1 REPAIR ATTEMPT(S)	Customer Satisfaction AVM CONTACT BY DLR

Dealer unable to resolve vehicle concern.

CRM INSTRUCTIONS:

1. CRM to contact service manager and verify concern.
2. If dealer has not been able to resolve concern, has dealership contacted TAC?
If TAC contacted, what is the TAC number?
3. If TAC not contacted, seek to find out when TAC will be contacted (if needed).
5. If needed, contact AVM about vehicle concern.

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

Dealer unable to resolve vehicle concern.

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

CUST STATES THAT HE WANTS THE VEH REPURCHASED
 CUST STATES THAT THE WIPERS DONT' WORK, DOOR LOCKS DON'T LOCK WHEN IN PARK,
 SIDE MIRRORS MOVE ON THEIR OWN, THESE ARE SOME OF THE ELECTRICAL ISSUES THAT HE HAS
 EXPERIENCED. CUST SEEKS TRADE ON THE VEH OR REPURCHASE. CUST STATES THAT HE WOULD LIKE TO
 HAVE ANOTHER ENVOY, BUT NOT THIS ONE DUE TO THE ELECTRICAL PROBLEMS. CRM ADVISED THAT SHE
 WOULD CONTACT DLR. CRM CONTACTED SVC MANAGER, DALE PAYNE. DLR STATED THAT HE IS THE ONE
 WHO SUGGESTED A CALL TO CAC FOR A REQUEST NUMBER. DLR STATES THAT HE WOULD SUGGEST A SWAP
 OF THE VEH BECAUSE CUST IS AN EXCELLENT CUST, HAS PURCHASED MORE THAN ONE OTHER GM VEH,
 AND IS EXPERIENCING MORE THAN NORMAL ELECTRICAL ISSUES WITH HIS VEH. DLR REQUESTED CUST
 REQUEST NUMBER AND WOULD LIKE TO CONTACT HIS AVM ON BAHALF OF THE CUST FOR A POSSIBLE
 REPORCEASE OR VEH TRADE. CRM ADVISED CUST THAT SHE GAVE REQUEST NUMBER TO DLR, AND GAVE
 REQUEST NUMBER TO CUST.; 0; 381358573
 2002-01-31

CONTINUED*** CRM ADVISED CUST THAT THE SVC MANAGER WOULD BE GOING THROUGH THE PROPER
 CHANNELS AND PREFERRED TO TAKE CARE OF IT HIMSELF, CRM SCHEDULED A CALLBACK WITH CUST
 FRIDAY FEB 8TH BETWEEN 3-5PM PST TO CHECK STATUS ON THE CASE. . REBECCA SAVUSA/CAC/PDX.;
 0; 381358608
 2002-02-09

CRM SAVUSAR n/a. TM assigned this req to CRM SULLIVAJ to take ownership & make contact w/
 cust 2/B. As this did not happen, TM is forwarding req to CRM SULLIVAJ to take ownership
 & make cust contact on Monday, 2/11/02.
 TM Daniel Paslin/PDX/CAC; 0; 382146036
 2002-02-12

CRM CALLED CUST TO DO FOLLOW-UP AND CUST STATED THAT VEH THAT HE WAS SUPPOSED TO SWAP VEH
 W/ THE DLRSHD AND HE HAS NOT YET CUST STATES THAT VEH IS AT THE DLRSHD AND HE IS WAITING
 TO TAKE POSSESSION OF THE VEH BUT HAS NOT YET AND IS WONDERING WHY. CRM ADVISE WILL CALL
 DLRSHD AND GET STATUS. CRM CALLED DLRSHD AND SLS MGR STATED THAT AVM IS STILL WORKING ON
 CHANGING VINS W/ GMAC AND INSURANCE COMPANY. CRM ADVISED CUST OF INFORMATION AND CUST
 WILL WAIT BUT IS VERY UNEAPPY THAT HE HAS HAD TO WAIT THIS LONG.
 JOHN SULLIVAN/CAC/PDX; 0; 382391754
 2002-02-26

CRM RESUMED FILE AND CRM WILL CALL DLRSHD TOM 2/27/02 AND THEN CRM WILL CALL CUST ON
 THURS 2/28/02 BETWEEN 2-4 PM PST.
 JOHN SULLIVAN/CAC/PDX; 0; 383630378
 2002-02-28

CRM CALLED DLRSHD AND SPOKE W/ SVC MGR JOHN PARENTE AND HE STATED THAT AS FAR AS HE KNOWS
 THE CUST HAS NOT TAKEN POSSESSION OF ANY NEW VEH AND HAS NOT SWAPPED OUT OF HIS OLD VEH.
 CRM CALLING AVM TODAY AND WILL AWAIT AVM RESPONSE BEFORE CALLING CUST BACK. JOHN
 SULLIVAN/CAC/PDX; 0; 383773902
 2002-02-28

CRM CALLED AVM AND LEFT MESSAGE CRM WILL WAIT FOR RESPONSE FROM AVM. CRM WILL CALL CUST
 BACK ON MON 3/4/02 BETWEEN 3-5 PM PST.
 JOHN SULLIVAN/CAC/PDX; 0; 383774319
 2002-03-04

CRM HAS GOTTEN NO RESPONSE FROM AVM CRM WIL CALL AVM AND LEAVE SECOND MESSAGE TODAY.
 JOHN SULLIVAN/CAC/PDX; 0; 384138749
 2002-03-05

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

03/04/02 AVM CHUCK ROSICH STATES HE IS SEEKING A CALL BACK FROM CRM SULLIVAN AS SOON AS POSSIBLE. CRM ADVISED WILL ALARM CRM WITH PHONE NUMBER. FORWARDING TO CRM SULLIVAN. LISA MAYNARD.AVM TEAM.TPA; 0; 384204012
2002-03-05

03/04/02 CRM SENT ALARM TO CRM SULLIVAN TO CALL AVM CHUCK ROSICH. PHONE NUMBER IS INCLUDED IN ALARM. LISA MAYNARD.AVM TEAM.TPA; 0; 384208274
2002-03-05

CRM SPOKE W/ THE AVM CHUCK ROSICH NAD AVM STATED THAT NO REPURCHASE IS GOING TO HAPPEN DUE TO THE FACT THERE HAS ONLY BEEN FOUR NON-RELATED REPAIRS ON THE VEH. AVM STATED THAT THERE IS NO JUST CAUSE TO REPLACE OR REPURCHASE THE VEH. AVM ALSO STATED THAT THE DLRSHD STATED THAT THEY WERE GOING TO WORK ON GETTING THE CUST OUT OF THE VEH DIRECTLY THROUGH THE DLRSHD. CRM UNDERSTOOD AND CRM WILL CALL DLRSHD TODAY 3/5/02 AND CRM WILL CALL CUST WDE 3/6/02 BETWEEN 3-5 PM PST.
JOHN SULLIVAN/CAC/PDX; 0; 384209759
2002-03-05

CRM CALLED DLRSHD AND SPOKE W/ SVC MGR JOHN PARENTI AND HE STATED THAT THE SALESMAN THAT SOLD THE CUST THE VEH IS ALREADY IN CONTACT W/ CUST IN REGARDS TO TRYING TO GET THE CUST INTO A NEW VEH. CRM UNDERSTOOD AND CRM WILL CALL CUST AND INFORM CUST OF GM'S POSITION. CRM WILL CALL CUST ON WED 3/6/02 BETWEEN 2-4 PM PST.
JOHN SULLIVAN/CAC/PDX; 0; 384213086
2002-03-06

CRM CALLED CUST IN REGARDS TO LETTING CUST KNOW THAT GM WILL NOT REPLACE OR REPURCHASE THE VEH BUT THAT THE DLRSHD STATED THAT THE DLRSHD WAS GOING TO WORK W/ THE CUST IN REGARDS TO GETTING THE CUST OUT OF THE VEH. CUST WAS VERY UNHAPPY AND STATED THAT HE WOULD NOT PURCHASE GM AGAIN. CRM CLOSING CASE DISSATISFIED W/ BBB LETTER PER TM APPROVL FROM SALESING TM ANJEL MATTHEWS.
JOHN SULLIVAN/CAC/PDX; 0; 384307077
2002-03-08

Reviewed & approved letter MW0001. Submitted to mex for printing.....Kari Willson/cac/pdx/approver; 0; 384498520

*****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:

ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

GM RESTRICTED

PROPERTY DAMAGE:

VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

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

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT VIN:

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

GM RESTRICTED

NUMBER OF INJURIES: 0

REMARKS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

[REDACTED]
[REDACTED]
New Wilmington, PA [REDACTED]

Request: C06282076
[REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 GMC Envoy. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

John Sullivan
Customer Relationship Manager

MN0001-P/kaw

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

CASE NUMBER: 06625634 **VIN:** 1GKDT13S722292348
DATE OPENED: 04/01/02 **MODEL YEAR:** 2002
DATE CLOSED: 05/28/02 **SERIES:** ENVOY SLE 4 WHEEL DR
SOURCE: YES **MILEAGE:** 11790
CUSTOMER: [REDACTED] W
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** PA
BUS. PHONE: [REDACTED]

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

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] OIL CITY , PA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 06625634 **VIN:** 1GKDT13S722292348
MODEL YEAR: 2002
DATE OPENED: 2002-04-01 **SERIES:** ENVOY SLE 4 WHEEL DR
DATE CLOSED: 2002-05-28 **MILEAGE:** 11790
SOURCE: Phone **DELIVERY DATE:**
TYPE: Yes **DEALER NAME:** A CRIVELLI BUI-POW-GMC INC
PARENT: **DEALER ADDRESS:** 1403 ALLEGHENY, ,RENO, PA, 16343, USA

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

J01 Engine	Other
1 REPAIR ATTEMPT(S)	needs to be replaced
S33 Parts Availability	Customer Satisfaction
0 REPAIR ATTEMPT(S)	needs engine
T55 Protection Plan Administration (GM Purchase)	Customer Satisfaction
0 REPAIR ATTEMPT(S)	customer satisfaction
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwill
0 REPAIR ATTEMPT(S)	gnpp

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customer's expectation
- * Validate feature is on vehicle
- * Review owner's manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb\webknowledge]]. Click the Product Center Tab
 view specific solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
 http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Cors

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

point.htm]]

- Validate with dealership if necessary

- Coordinate with dealership to compare with another vehicle if necessary

- Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

cust sts he wants to speak to previous crm. crm advised cust that crm newmanj is still researching info. crm advised cust of c/b time today. crm sending info to working crm. chris hayes/cac/tpa.; 0; 387131471
2002-05-24

CRM CONTACTED CUST BACK TO FOLLOW-UP AGAIN. CRM L/M ON CUST'S VCME TO CALL CAC AND GIVE UPDATE. TINISHA HALLBACK/CAC/TPA; 0; 391098550
2002-04-15

Final Approval rec'd **** sent letter reference #RS0011 to MSX *** GMPP on it's way **** Will leave file transferred to PETTIGRS to await confirmation from MSX that letter was sent
darcia horlacher/goodwill liaison/portland; 0; 387732456
2002-05-01

CUST STATES HE WOULD LIKE TO DOCUMENT THAT HE IS STILL HAVING CONCERNS WITH VEHICLE. CUST STATES THE ADJUSTABLE MIRRORS ARE LOOSE AND GOING HAY WILD. CUST STATES THE AIRBAG LIGHT IS COMING ON INSIDE OF VEHICLE. CUST STATES THAT HE WAS STANDING ABOUT 50 FEET AWAY FROM VEHICLE AND THE ALARM STARTED SOUNDING (NO ONE ELSE WAS STANDING AROUND VEHICLE). CUST STATES HE HAS AN APPT TO TAKE VEHICLE TO DLRSHP TODAY TO HAVE THESE PROBLEMS INSPECTED. CUST STATES HE JUST WANTED TO HAVE THIS NOTATED. CRM ADV CUST THIS INFO WILL BE NOTATED FILE AND ALSO CRM WILL FOLLOW-UP WITH CUST ON 05/08/02. TINISHA HALLBACK/CAC/TPA; 0; 39110267
2002-05-08

CRM CONTACTED CUST TO FOLLOW-UP ON FILE. CUST TOLD CRM TO CALL HIM BACK LATER, CUST WAS ON ANOTHER PHONE CALL. CRM WILL CALL CUST BACK AT LATER TIME. CALLBACK RESCHEDULED FOR 05/10/02 TINISHA HALLBACK/CAC/TPA; 0; 389721401
2002-05-20

CRM CONTACTED CUST FOR FOLLOW-UP. CUST STATES HE IS STILL HAVING A PROBLEM WITH THE MIRRORS. CUST STATES HE HAS TO TAKE VEHICLE IN FOR AN OIL CHANGE TOMORROW AND DLRSHP IS SUPPOSE TO CHECK MIRRORS AGAIN. CUST STATES THEY COULD NOT FIND ANYTHING WRONG WITH THE ALARM SYSTEM AND AIR BAG PROBLEM CUST WAS TOLD TO BRING IN WHEN THE AIR BAG LIGHT COMES ON. CUST STATES THIS IS HARD TO DO, BECAUSE THE LAST TIME THE LIGHT CAME ON WAS THE OTHER NIGHT AND DLRSHP WAS ALREADY CLOSED FOR THE DAY. CRM ADV CUST CRM WILL FOLLOW-UP WITH CUST AGAIN ON 05/24/2002. TINISHA HALLBACK/CAC/TPA; 0; 390765031
2002-05-28

CRM CONTACTED CUST TO DO ANOTHER FOLLOW-UP ON PROBLEM WITH MIRRORS. CUST ADV CRM HE WAS ON ANOTHER CALL AND HE WOULD CALL CAC BACK LATER. CRM HAS MADE SEVERAL ATTEMPTS TO CONTACT CUST. CRM WILL CLOSE FILE SATISFIED. TINISHA HALLBACK/CAC/TPA; 0; 391452866
2002-05-28

Converted to siabel s1-4124241 on 5/28/02 by crm courtney scott/cac/pdx; 0; 391459692
2002-04-01

CUST STATES that he just bought a new veh & first had some concerns that were small first windows would go up & down on their own which was repaired, then the windshield wiper motor quit working which needed to be repaired & now the engine has blown & needs to be replaced but the engine is not there as of yet & cust needs veh back.. CUST SEEKS to know

GM RESTRICTED

when this engine will be arriving @ the dlr & when it will be available...CRM ADVISED that I would need to contact dlr to get additional info...crm contacted dlr & spoke w/ svc adv Jeff Pennington b/c svc mgr not available gone for the day he states that the part was order w/ an emergency order of 49 hours which was ordered on 3-29-02...crm advised cust of this info...crm to contact cust for follow up on 4-3-02 between 10:30-12:30pm est... Jolene Newman pdx/cac; 0; 386550195
2002-04-03

CrM contacted dlr & spoke w/ Jeff Pennington svc adv he states that the parts...crm spoke w/ nancy in parts she states that this engine was ordered on 3-28-02 but when following up w/ the parts ordered today found that the part was sent on 4-1-02 & should only take 48 hours...crm contacted cust for the follow up on this engine concern w/ parts availability...crm advised cust that engine has not been received as of yet & that it was shipped on 4-1-02 & is coming from MI & should be @ dlr shortly...crm to follow up w/ cust on 4-3-02 between 10:30-12:30pm est...Jolene Newman pdx/cac; 0; 386704308
2002-04-04

CrM contacted dlr & spoke w/ Stephanie in parts & she states that the engine has not yet arrived but they are currently tracking the engine & will follow up w/ cust as soon as it is available...Jolene Newman pdx/cac; 0; 386787868
2002-04-04

CrM contacted cust & let him know that the dlr is hard @ work getting this part for his veh but it is still not yet @ the dlrship...crm will follow up w/ cust on 4-8-02 between 10:30-12:30 pm est...Jolene Newman pdx/cac; 0; 386789560
2002-04-08

CrM contacted dlr & spoke w/ Stephanie in parts & the engine was not put on the truck & say they are putting it on the truck today & could be in within abt 48 hours...crm spoke w/ Nancy parts manager she states that she spoke w/ her parts district representative & he told Nancy that the engine was in Martinsburg on 4-4-02 & will be placed on the truck today 4-8-02...Tracking number 706352... Jolene Newman pdx/cac; 0; 387134957
2002-04-08

CrM contacted cust & let him know that there is still no part available through the dlr & that we are expiditing this part as soon as we possibly can...cust is very frustrated by this time...crm will follow up w/ cust if any new info...Jolene Newman pdx/cac; 0; 387136087
2002-04-10

CRM CONTACTED JIM, PARTS MGR TO CHECK THE STATUS OF THE ORDERED ENGINE. PARTS MGR STATES THAT THE ENGINE ARRIVED YESTERDAY AND CUST IS AWARE OF IT. PARTS MGR STATES THAT THE CUST HAD ACTUALLY CALLED THE DLR ABOUT 10 MINUTES AFTER THE ENGINE ARRIVED, NOW THEY ARE WORKING TO COMPLETE THE REPAIRS. CRM CONTACTED CUST TO FOLLOW UP AND MAKE SURE HE WAS BEING TAKEN CARE OF. CUST STATES HE DOES KNOW THAT THE ENGINE HAS ARRIVED, HOWEVER, HE'S BEEN WAITING SINCE 3/27/02 AND IT HAS BEEN FRUSTRATING. CRM WILL FORWARD FILE TO CRM NEWMANJ FOR ANY ADDITIONAL FOLLOW UP. TRINITY SPERL/CAC PDX; 0; 387297760
2002-04-11

CrM contacted dlr & spoke w/ Mike in svc he states that the veh has been repaired & that he is going to pick up this veh this afternoon...dlr verified the exact mileage on veh in 11,790 miles... crm reviewed case w/ acting TM Jaime Sandage & received OTS approval to offer cust a SmartCare 24/24 which ever occurs first...crm contacted cust & let cust know that his veh is ready for pick up & then made offer of SmartCare to cust which cust fully accepted offer...verified address; 588 Colbert Avenue Apartment C Oil City, PA 15201...cust then wanted to talk w/ TM Ann Burton to let her know that he would not have

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

made it through this ordeal without my help & that I kept him from contacting an attorney...Jolene Newman pdx/cac; 0; 387402426
2002-04-11

Cru business reasons for the SmartCare 24/24: to retain cust loyalty by showing GMC genuine concern for cust satisfaction & willingness to compensate cust for inconveniences...offering this cust a SmartCare GMPP will restore lost confidence in the dealership due to a 13 part delay that was to only take 48 hours...as an appoligetic gesture for a major hardship cust endured when the engine failed @ 11k miles leaving cust w/ out new veh for a two week period...Jolene Newman pdx/cac; 0; 387402653
2002-04-12

GL reviewed file & will submit for further review & approval
darcie horlacher/goodwill liaison/portland; 0; 387463985
2002-04-12

FINAL APPROVED; 0; 387499621
2002-04-22

WAITING ON CONFIRMATION FROM MSX THAT LETTER WAS SENT
JOSHUA WALTER/CAC/PDX; 0; 388365760
2002-04-25

WAITING ON CONFIRMATION FROM MSX THAT LETTER/GOODWILL WAS SENT
JOSHUA WALTER/CAC/PDX; 0; 388629314
2002-04-29

GMPP "ON IT'S WAY" LETTER WAS MAILED ON 4/16/02 TO:
COLEBERT AVENUE APARTMENT C
PUNTSVILLE CITY, PA 16301
KRIS LUCERO/APP/PDX; 0; 388978915

*****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:

VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:

GM RESTRICTED

AGENT NAME:
AGENT PHONE NUMBER:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

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

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

BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
INJURY INCIDENTS:

NAME: LOCATION:

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

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

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

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

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

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

GM RESTRICTED

NUMBER: 06553554 **VIN:** 1GNDS13S322365060
DATE 03/20/02 **MODEL** 2002
DATE 03/20/02 **SERIES** TRAILBLAZER 2WD (4-D
SOURCE: NO **MILEAGE** 1300
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** OH
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06553554 **VIN:** 1GNDS13S322365060
DATE OPENED: 2002-03-20 **MODEL YEAR:** 2002
DATE CLOSED: 2002-03-20 **SERIES:** TRAILBLAZER 2WD (4-D
SOURCE: Phone **MILEAGE:** 1300
TYPE: No **DELIVERY DATE:**
PARENT: **DEALER NAME:** BOB MCDORMAN CHEVROLET INC
WINCHESTER, OH, 43110, USA **DEALER ADDRESS:** 5885 GENDER RD AND RTE 33, CANAL

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

N52 Windshield Washers	Inoperative
0 REPAIR ATTEMPT(S)	PART ON ORDER
S08 Loaner Vehicle Not Provided	Customer Satisfaction
0 REPAIR ATTEMPT(S)	NEEDS VEH NOW
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	RENTAL VEH REQ

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- *Probe to identify failed item/component
- * Determine Customers Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN

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

Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe

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

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

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

[Previous repairs)

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

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

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

Link RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe

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

Vehicle repair request - Repair not done

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

CUST STATES THAT WIPERS DO NOT WORK & THAT PART IS BEING ORDERED. CUST STATES IT IS NOW RAINING & HE CAN NOT DRIVE VEH. CUST SEEKS TO KNOW WHAT HE CAN DO. CRM SPOKE TO STEVE ALIXANDER SVC ADVISER WHO STATES HE WILL GET RENTAL FOR CUST NOW & THAT HE WILL CALL CUST ASAP. CRM ADVISED CUST OF INFO. CUST SATISFIED. REQ CLOSED SATISFIED DANA SMITH
PDX/CAC; 0; 385492689
2002-03-21

CUST STATES CALLING TO S/W CRM DANA SMITH; STATES DOESNT NEED RENTAL. CUST ASKS TOLD PART MAY TAKE 3-4 DAYS; MAY NEED RENTAL LATER. CRM REINTERATED RENTAL POLICY FOR CUST. CRM CONTACTED JOHN IN DLR PARTS DEPT WHO STATES WINDSHIELD WIPER MOTOR COMING FROM MARTINSBURG PLANT AND MAY TAKE 3-4 DAYS TO ARRIVE; CRM ADVISED CUST; CUST FEELS DLRSHR SHOULD OVERNITE PART; CRM OFFERED TO RECONTACT DLRSHR ON BEHALF OF CUST BUT CUST DECLINED

REQUEST CLOSED SATISFIED

ELLISON/CARS/PDX ROVING TEAM; 0; 385579842

*****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:

GM RESTRICTED

AGENT PHONE NUMBER:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REFURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
LINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MERP: NADA: D
SALES TAX:

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

ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

DATE: LOCATION:

GM RESTRICTED

ADDRESS: ,
 /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:

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

NUMBER: 06735621 VIN: 1GKDT13S222290216
 DATE OPENED: 04/18/02 MODEL YEAR: 2002
 DATE CLOSED: 04/18/02 SERIES: ENVOY SLE 4 WHEEL DR
 SOURCE: YES MILEAGE:
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 06735621 VIN: 1GKDT13S222290216
 MODEL YEAR: 2002
 DATE OPENED: 2002-04-18 SERIES: ENVOY SLE 4 WHEEL DR
 DATE CLOSED: 2002-04-18 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: GREEN CHEVROLET
 PARENT: DEALER ADDRESS: 1703 42ND AVE., EAST MOLINE, IL, 61244, USA

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

N51 Windshield Wipers Including Blades/Arms Inoperative
 1 REPAIR ATTEMPT(S) MOTOR WENT OUT

Parts availability concern

CRM ACTIONS:

Document customer concern. Contact the Parts Department Manager and gather information regarding customer concern. Seek to find if a SPAC case has been set up with GMSPO. If not, and there has been a delay, request that a SPAC case be initiated. Advise customer of the availability of the part.

Parts availability concern

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

Reviewed file and approved letter MN0001 sent to MSX for printing. OWL/JEANNE
 OLSON/PDX; 0; 388071812
 2002-04-18

CUST STATES WINDSHIELD WIPER MOTOR WENT OUT ON THE VEH, STATES TOOK VEH TO DLR AND DLR HAS NOW ADVISED THAT VEH CAN NOT LEAVE THE SHOP DUE TO ITEM BEING A SAFETY CONCERN, BUT CUST DOES NOT HAVE AN ETA OF WHEN THE WIPER MOTOR WILL BE AVAILABLE, DUE TO WIPER BEING ON NATIONAL BACK ORDER. CUST WANTS TO KNOW WHEN HE WILL GET HIS VEH BACK. CRM ADVISED

RESEARCH AND CALL CUST 708-935-3359 HEATHER HOOTS/CAC/PDX; 0; 387990709

2002-04-18

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

CRM CALLED DLR 309-792-1550 CRM SPOKE W/BOBBIE BECK SVC ADVISOR. BOBBIE ADVISED THAT PART
 IN NATIONAL BACK ORDER AND THAT A SPAC CASE HAS BEEN OPENED ON THE VEH. STATES AT THIS
 THERE IS NO WAY TO TELL WHEN THE PART WILL BE AVAILABLE.
 CRM CALLED CUST TO ADVISE AS SOON AS PART IS AVAILABLE PART WILL BE PUT ON THE VEH. CRM
 ADVISED THAT THERE IS A SPECIAL ORDER THAT IS ON THE MOTOR FOR THE CUST. CUST NOT
 SATISFIED. CUST WANTS TO SPEAK W/SUPERVISOR. CRM PUT CUST ON HOLD WHILE CUST ON HOLD CUST
 DISCONNECTED CALL. REQUEST CLOSED DISSATISFIED BBB LTR SENT ACTING TM ANGELA KIMBALL
 APPROVAL. HEATHER HOOTS/CAC/PDX; 0; 387991505
 2002-04-18

NOTE ADDED SPAC # 08985650 HEATHER HOOTS/CAC/PDX; 0; 387992020

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

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

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

SOURCE: TRANSACTION:

GM RESTRICTED

REQUEST TYPE:

PURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

* BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

NUMBER: 06827696 VIN: 1GNDT138322342889
 DATE 05/06/02 MODEL 2002
 DATE 05/07/02 SERIES TRAILBLAZER 4WD (4-D
 SOURCE: YES MILEAGE 6900
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06827696 VIN: 1GNDT138322342889
 MODEL YEAR: 2002
 DATE OPENED: 2002-05-06 SERIES: TRAILBLAZER 4WD (4-D
 DATE CLOSED: 2002-05-07 MILEAGE: 6900
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: DEPOW CHEV INC
 BRC PARENT: DEALER ADDRESS: 320 SAGAMORE PKY S., LAFAYETTE, IN, 47905, USA

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

C07 Window Other
 0 REPAIR ATTEMPT(S) wipers failed

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/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>
])
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplora.exe
<http://carsweb/webknowledge/CARSCF/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

GM RESTRICTED

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/CustomRequestsVehicleRepurchase.htm>]
 Vehicle repair request - Repair not done

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

Cust is original owner of 2002 Trailblazer. Cust states windshield wiper motor not working. DLR not in. CRM will call DLR, Defouw Chevrolet, 765-449-2800, 5/7/02. CRM will call Cust 5/7/02 between 2-4 PM. At [REDACTED] Ed Boggs / CARS / Tampa; 0; 389578927
 2002-05-07

CRM called DLR, Defouw Chevrolet, 765-449-2800, SRV MGR, Gene Cocanower, states the wiper motor was installed three weeks ago. DLR states he would assist Cust upon arrival. CRM called Cust [REDACTED] Cust has had repair completed. Cust is happy. Cust Satisfied. File will be closed as Satisfied. Ed Boggs / CARS / Tampa.; 0; [REDACTED]

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

WAS VEHICLE ROAD TESTED:

GM RESTRICTED

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

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

ACCOUNT BALANCE: LEGAL TYPE:
LEGAL: 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: IF SO, WHERE:
TREATED:

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

INTERNAL CASE NUMBER: DATE:

GM RESTRICTED

TITLE NAMES:

LOSS: % 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:

*****REC CONTACT INFORMATION*****

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

GM RESTRICTED

NUMBER: 1-17370512 **VIN:** 1GKMS169326124394
DATE: 07/18/02 **MODEL:** 2002
DATE: 07/18/02 **SERIES:** YUKON XL
SOURCE: N/AYES **MILEAGE:** 526.00
CUSTOMER:
ADDRESS:
HOME PHONE:
BUS. PHONE: **STATE:** FL

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER:
ADDRESS: Greenacres FL
HOME PHONE:

CASE NUMBER: 1-17370512 **VIN:** 1GKE8168326124394
DATE OPENED: 2002-07-18 **MODEL YEAR:** 2002
DATE CLOSED: 2002-07-18 **SERIES:** Yukon XL
SOURCE: Phone **MILEAGE:** 526.0000000
TYPE: N/AYes **DELIVERY DATE:**
SRC PARENT: **DEALER NAME:** General GMC Truck Sales & Service, Inc.
Beach, FL, 33415-2808, **DEALER ADDRESS:** 360 S. Military Trail, West Palm

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

Dlr complaint; ; 2002-07-18
 2002-07-18
 Service Request has been Closed Dissatisfied.; ; 2002-07-18

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

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

GM RESTRICTED

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASE:

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

OTHER:

FINCH:
COURT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

INTERNAL CASE NUMBER:
FILE 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: 1-14551407 VIN: GK S13 2
 DATE 07/09/02 MODEL 2002
 DATE 07/09/02 SERIES ENVOY
 SOURCE: N/AYES MILEAGE
 CUSTOMER
 ADDRESS
 HOME PHONE: STATE FL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Lake Worth FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-14551407 VIN:
 DATE OPENED: 2002-07-09 MODEL YEAR: 2002
 DATE CLOSED: 2002-07-09 SERIES: Envoy
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: General GMC Truck Sales & Service, Inc.
 BRC PARENT: DEALER ADDRESS: 360 S. Military Trail, West Palm
 Beach, FL, 33415-2808,

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

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

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

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

GM RESTRICTED

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASE:

GM RESTRICTED

OTHER:

ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF 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 BOUGHT:

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

NUMBER: 1-15192800 VIN: 1GNET16SX26115689
 DATE 07/10/02 MODEL 2002
 DATE 07/10/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE
 CUSTOMER
 ADDRESS
 HOME PHONE: STATE MO
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: Archie , MO
 ADDRESS: MO
 HOME PHONE:

CASE NUMBER: 1-15192800 VIN: 1GNET16SX26115689
 MODEL YEAR: 2002
 DATE OPENED: 2002-07-10 SERIES: Trailblazer
 DATE CLOSED: 2002-07-10 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME:
 PARENT: DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wipers; , 2002-07-10
 2002-07-10

Service Request has been Closed Dissatisfied.; , 2002-07-10

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

DR DESCRIPTION:

GM RESTRICTED

REPORTED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMPONENTS INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

ERC WARRANTY DATE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

BUYER:

DEALER:

NAME:

GM RESTRICTED

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

INSS:

† BUSINESS: 0

IDENT:

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

see notes; ; 2002-07-15
2002-07-15

WIPER COMPLAINT; ; 2002-07-15
2002-07-15

PLEASE CONTACT CUSTOMER ON CELL; ; 2002-07-15
2002-07-15

CRM spoke to SVC MGR Iris; ; 2002-07-15
2002-07-15

CRM L/M with mother in law; ; 2002-07-15
2002-07-15

Service Request has been Closed Satisfied.; ; 2002-07-15
2002-07-15

cust called; ; 2002-07-15
2002-07-15

file ownership; ; 2002-08-08
2002-08-08

Service Request Ownership has changed FROM: GUNTERA TO: SLYEK; ; 2002-08-08
2002-08-13

follow up; ; 2002-08-13
2002-08-15

left message; ; 2002-08-15
2002-08-16

Cust states he is not sure the concern has been repaired; ; 2002-08-16
2002-08-16

Cra called dealership to document repairs done; ; 2002-08-16
2002-08-16

Service Request has been Closed Satisfied.; ; 2002-08-16

*****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:
INCIDENT REPORT:

GM RESTRICTED

NUMBER OF PEOPLE:
SERIES:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

ORIGIN:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

AMOUNT BALANCE:
TOTAL:

LEGAL TYPE:

GM RESTRICTED

LEMON LAW ADMINISTRATION:
LEASE:

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:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

IS OWNER HAVE POSSESSION OF VEHICLE:

SOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: 1-15255827 VIN: 1GKES16S226122958
 DATE 07/10/02 MODEL 2002
 DATE 09/23/02 SERIES ENVOY
 SOURCE: N/AYES MILEAGE 2000.0
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: SC
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: Orangeburg SC
 HOME PHONE:

CASE NUMBER: 1-15255827 VIN: 1GKES16S226122958
 MODEL YEAR: 2002
 DATE OPENED: 2002-07-10 SERIES: Envoy
 DATE CLOSED: 2002-09-23 MILEAGE: 2000.0000000
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: Superior Motors, Inc.
 BRC PARENT: DEALER ADDRESS: PO Box 649, Orangeburg, SC, 29116-0649, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

CUST seeks explanation for repair; ; 2002-07-10
 2002-07-10

CRM only made initial contact; ; 2002-07-10
 2002-07-11

Called to find out why wiper motor keeps failing; ; 2002-07-15
 2002-07-15

Called to inform CUST of status; ; 2002-07-15
 2002-07-11

Working update; ; 2002-07-11
 2002-07-11

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

see notes; ; 2002-07-15
 2002-07-15

WIPER COMPLAINT; ; 2002-07-15
 2002-07-15

PLEASE CONTACT CUSTOMER ON CELL; ; 2002-07-15
 2002-07-15

CRM spoke to SVC MGR Iris; ; 2002-07-15
 2002-07-15

CRM L/M with mother in law; ; 2002-07-15
 2002-07-15

Service Request has been Closed Satisfied.; ; 2002-07-15
 2002-07-15

cust called; ; 2002-07-15
 2002-07-15

file ownership; ; 2002-08-08
 2002-08-08

Service Request Ownership has changed FROM: GUNTERA TO: BLYEK; ; 2002-08-08
 2002-08-13

follow up; ; 2002-08-13
 2002-08-15

left message; ; 2002-08-15
 2002-08-16

Cust states he is not sure the concern has been repaired; ; 2002-08-16
 2002-08-16

Crw called dealership to document repairs done; ; 2002-08-16
 2002-08-16

Service Request has been Closed Satisfied.; ; 2002-08-16
 2002-09-23

windshield wipers not working; ; 2002-09-23
 2002-09-23

Service Request has been Closed Satisfied.; ; 2002-09-23

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

DRIVER DESCRIPTION:

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

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

AGE:

ER:

GM RESTRICTED

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

NUMBER OF INJURIES: 0

COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
 FILE NAME: % 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 SOUGHT:

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

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

GM RESTRICTED

NUMBER: 1-13448908 VIN: 1GNDS13S922260118
 DATE 07/03/02 MODEL 2002
 DATE 07/03/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE
 CUSTOMER
 ADDRESS
 HOME PHONE: STATE TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-13448908 VIN: 1GNDS13B922260118
 MODEL YEAR: 2002
 DATE OPENED: 2002-07-03 SERIES: Trailblazer
 DATE CLOSED: 2002-07-03 MILEAGE:
 SOURCE: Survey DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: Sonic Automotive - 3401 N. Main, TX, L.P.
 SRC PARENT: DEALER ADDRESS: 4114 Highway 10 East, Baytown, TX, 77521,

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

M51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

SURVEYS SAFETY Indexed 7/3/02 Scanned: 2002-07-01-20.19.09.000000, MBXDocNum: VIN; ; 2002-07-03
 2002-07-03
 windshield wiper concerns; ; 2002-07-03
 2002-07-03
 Service Request has been Closed Satisfied.; ; 2002-07-03

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

GM RESTRICTED

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

ASSOCIATION:
GRADE:

GM RESTRICTED

AFTERMARKET:

LEASE TERM:

DEALER:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: 1-22728144 VIN: GM S13 2
 DATE 08/07/02 MODEL 2002
 DATE 08/07/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE 1800.0
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE VA
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-22728144 VIN:
 DATE OPENED: 2002-08-07 MODEL YEAR: 2002
 DATE CLOSED: 2002-08-07 SERIES: TrailBlazer
 SOURCE: Phone MILEAGE: 1800.000000
 TYPE: N/AYes DELIVERY DATE:
 REC PARENT: DEALER NAME: Price Chevrolet CO.
 9999, USA DEALER ADDRESS: 2150 Seminole Trail, Charlottesville, VA, 22901-

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

WINDSHIELD WIPER; ; 2002-08-07
 2002-08-07
 Service Request has been Closed Dissatisfied.; ; 2002-08-07

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

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

GM RESTRICTED

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASE:

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

OTHER:

FINCH:
ACCOUNT NUMBER:
INTEREST RATE:

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

INTERNAL CASE NUMBER:
FILE 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: 1-27060352 VIN: 1GNDT138622238784
 DATE 08/22/02 MODEL 2002
 DATE 08/22/02 SERIES TRAILBLAZER
 SOURCE: N/YES MILEAGE 20000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NC
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED] Elk Park, NC [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-27060352 VIN: 1GNDT138622238784
 MODEL YEAR: 2002
 DATE OPENED: 2002-08-22 SERIES: TrailBlazer
 DATE CLOSED: 2002-08-22 MILEAGE: 20000.0000000
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/Yes DEALER NAME: Grindstaff, Inc.
 PARENT: DEALER ADDRESS: 2224 W Elk Ave, Elizabethton, TN, 37643-3826, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

INOPERABLE WINDSHIELD WIPERS.; ; 2002-08-22
 2002-08-22

Service Request has been Closed Satisfied.; ; 2002-08-22

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

DRIVER DESCRIPTION:

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

REPORTED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

FAX NUMBER:

PRODUCT CODE:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

FR:

SEARCH:

NAME:

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

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*****

INTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: 1-27386671 VIN: 1GKE8168926129499
 DATE 06/23/02 MODEL 2002
 DATE 09/05/02 SERIES ENVOY
 SOURCE: N/AYes MILEAGE
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: STATE IL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

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

CASE NUMBER: 1-27386671 VIN: 1GKE8168926129499
 MODEL YEAR: 2002
 DATE OPENED: 2002-08-23 SERIES: Envoy
 DATE CLOSED: 2002-09-05 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: Mossy Motors, Inc.
 BRC PARENT: DEALER ADDRESS: PO Box 13188, New Orleans, LA, 70185-3188, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

windshield wiper concern; ; 2002-08-27
2002-09-05

Service Request has been Closed Satisfied.; ; 2002-09-05

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

GM RESTRICTED

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

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:

TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

LEASER:

OWNER:

GM R E S T R I C T E D

BRANCH: NAME:
 ACCOUNT NUMBER: INTEREST PAID:
 INTEREST RATE: DEALER BUYOUT:
 ACCOUNT BALANCE: LEGAL TYPE:
 LEGAL: 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:
 FILE NAME: * BUSINESS: 0
 ADDRESS: 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 SOUGHT:

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

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

GM RESTRICTED

C NUMBER: 1-36647917 VIN: 1GNES16S726115734
 DATE 09/27/02 MODEL 2002
 DATE 10/04/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE 3900.0
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE NC
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Hickory , NC [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-36647917 VIN: 1GNES16S726115734
 MODEL YEAR: 2002
 DATE OPENED: 2002-09-27 SERIES: TrailBlazer
 DATE CLOSED: 2002-10-04 MILEAGE: 3900.000000
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: Everett Chevrolet, Inc.
 PARENT: DEALER ADDRESS: 161 Hwy 70 SE, Hickory, NC, 28602-5226, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

windshield Wiper; ; 2002-09-27
2002-09-27

Service Request has been Closed Satisfied.; ; 2002-09-27
2002-09-30

windshield; ; 2002-09-30
2002-09-30

Left message for cust; ; 2002-09-30
2002-10-04

Windshield Wiper; ; 2002-10-04
-10-04

Windshield Wiper; ; 2002-10-04

GM RESTRICTED

2002-10-04

Service Request has been Closed Satisfied.; , 2002-10-04

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

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

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

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

NUMBER OF INJURIES: 0

INJURY COMMENTS:

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

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

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

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

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

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

ADDRESS:

GM RESTRICTED

NUMBER: 1-36647917 VIN: 1GNES168726115734
 DATE 09/27/02 MODEL 2002
 DATE 12/18/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE 7500.0
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: NC
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: Hickory, NC
 HOME PHONE:

CASE NUMBER: 1-36647917 VIN: 1GNES168726115734
 MODEL YEAR: 2002
 DATE OPENED: 2002-09-27 SERIES: TrailBlazer
 DATE CLOSED: 2002-12-18 MILEAGE: 7500.000000
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYES DEALER NAME: Everett Chevrolet, Inc.
 PARENT: DEALER ADDRESS: 161 Hwy 70 SE, Hickory, NC, 28602-5226, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

windshield Wiper; ; 2002-09-27
2002-09-27

Service Request has been Closed Satisfied.; ; 2002-09-27
2002-09-30

windshield; ; 2002-09-30
2002-09-30

Left message for cust; ; 2002-09-30
2002-10-04

Windshield Wiper; ; 2002-10-04
2-10-04

Windshield Wiper; ; 2002-10-04

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

2002-10-04

Service Request has been Closed Satisfied.; ; 2002-10-04

2002-12-02

SR in Status of Closed has been Re-Opened by DARDENA; ; 2002-12-02

2002-12-02

Service Request Ownership has changed FROM: BODEK TO: DARDENA; ; 2002-12-02

2002-12-02

Windshield Wiper; ; 2002-12-02

2002-12-02

Windshiel Wiper; ; 2002-12-18

2002-12-03

Windshield wiper; ; 2002-12-18

2002-12-03

Windshield wiper; ; 2002-12-18

2002-12-03

Windshiel Wipers; ; 2002-12-03

2002-12-11

Windshield wiper; ; 2002-12-11

2002-12-11

Windshield Wiper; ; 2002-12-11

2002-12-18

Windshield wiper; ; 2002-12-18

2002-12-18

Service Request has been Closed Satisfied.; ; 2002-12-18

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ANOTHER VEHICLE INVOLVED:

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

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
LEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
 BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
 CURRENT LOCATION OF VEHICLE:
 NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
 ROAD TEST DESCRIPTION:

ROAD TEST RESULT:
 TEST INSPECTED:
 INVESTIGATIVE SUMMARY:
 PAR STATUS:

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

SOURCE:
 REQUEST TYPE:
 REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:

DEALER:
 BRANCH:

NAME:

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

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

2002-09-23

1482620 9/23 check file for response to message.; ; 2002-09-24
2002-09-24

Crm sending call cac letter.; ; 2002-09-24
2002-09-24

Created: CAC_RS0006. SR#1-31482620; ; 2002-09-24
2002-09-24

Submitting call cac letter.; ; 2002-09-25
2002-09-25

App LTr; ; 2002-09-25
2002-09-25

Service Request has been Closed Satisfied.; ; 2002-09-25

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

VEHICLE ROAD TESTED:

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

ROAD TEST DESCRIPTION:
TEST RESULT:
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:
MILEAGE @ BUY-BACK: 0 VEHICLE DRIVEABLE:
MSRP: BRC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
FR:
FINCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

INTERNAL CASE NUMBER: DATE:

GM RESTRICTED

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1GKET16S426120691
 DATE 09/20/02 MODEL 2002
 DATE 09/27/02 SERIES ENVOY
 SOURCE: N/AYES MILEAGE 3800.0
 CUSTOMER: [REDACTED]
 ADDRESS:
 HOME PHONE: STATE: TX
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1GKET16S426120691
 MODEL YEAR: 2002
 DATE OPENED: 2002-09-20 SERIES: Envoy
 DATE CLOSED: 2002-09-27 MILEAGE: 3800.000000
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: Grafe Oldsmobile - GMC Company
 SRC PARENT: DEALER ADDRESS: Highway 90A & 77a West, Hallettsville, TX, 77964,

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

W51 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

wiper inop; ; 2002-09-20
2002-09-20

Wiper module; ; 2002-09-20
2002-09-24

cust seeks info on part delay; ; 2002-09-24
2002-09-24

Service Request Ownership has changed FROM: TUCKERM TO: BROWNTON; ; 2002-09-24
2002-09-26

verify SPAC order (3090435 Oct 08777); ; 2002-09-27
2-09-24

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

crm verifying part delay, ; 2002-09-24
 -09-26

crm provide part update, ; 2002-09-27
 2002-09-26

Cust will be at [REDACTED] (call) all day today, ; 2002-09-26
 2002-09-27

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

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:

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

REQUEST TYPE:

PURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BEC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

DEALER ADMINISTRATION:

LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

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:

IS OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GNWT168436110814
DATE 10/09/02 **MODEL** 2003
DATE 10/15/02 **SERIES** TRAILBLAZER
SOURCE: N/AYES **MILEAGE** 2000.0
CUSTOMER [REDACTED]
ADDRESS
HOME PHONE: **STATE** MA
BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: Dalton, MA [REDACTED]
HOME PHONE:

CASE NUMBER: [REDACTED] **VIN:** 1GNWT168436110814
MODEL YEAR: 2003
DATE OPENED: 2002-10-09 **SERIES:** TrailBlazer
DATE CLOSED: 2002-10-15 **MILEAGE:** 2000.0000000
SOURCE: Phone **DELIVERY DATE:**
TYPE: N/AYes **DEALER NAME:** Haddad Motor Group, Inc.
PARENT: **DEALER ADDRESS:** PO Box 3029, Pittsfield, MA, 01202-3029, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wipers act intermittently; ; 2002-10-09
 2002-10-09
 Svc mgr, Gary Dargey; ; 2002-10-09
 2002-10-15
 1-37531549 MALONEY; ; 2002-10-15
 2002-10-15
 Service Request has been Closed Satisfied.; ; 2002-10-15

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

IDENT DATE: **INCIDENT TIME:**
INCIDENT LOCATION:

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

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MRP:

DEPRECIATION:

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

UPGRADE:

TERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GNHT16S026108654
DATE: 10/15/02 **MODEL:** 2002
DATE: 10/15/02 **SERIES:** TRAILBLAZER
SOURCE: N/AYES **MILEAGE:**
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: **STATE:** NY
BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED] **Staten Island**
ADDRESS: [REDACTED] **NY** [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] **VIN:** 1GNHT16S026108654
DATE OPENED: 2002-10-15 **MODEL YEAR:** 2002
DATE CLOSED: 2002-10-15 **SERIES:** TrailBlazer
SOURCE: White Mail **MILEAGE:**
ACC TYPE: N/AYes **DELIVERY DATE:**
BRC PARENT: **DEALER NAME:**
DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) **Inoperative**

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

SAFETY Scanned: 2002-10-14-21.22.02.000000, **MEXDocNum:** 0226700692, ; 2002-10-15
 2002-10-15
cust unavail ltr; ; 2002-10-15
 2002-10-15
Created:CAC_RS0006. SR#1-41123926; ; 2002-10-15
 2002-10-15
customer unavailable letter submitted; ; 2002-10-15
 2002-10-15
APPROVED; ; 2002-10-15
 2002-10-15

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

Service Request has been Closed Satisfied.; ; 2002-10-15

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,

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

GM RESTRICTED

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

GM RESTRICTED

CASE NUMBER: 1-41446064 VIN: 1GNET168826135228
 DATE 10/16/02 MODEL 2002
 DATE SERIES TRAILBLAZER
 SOURCE: N/YES MILEAGE 2000.0
 CUSTOMER ADDRESS [REDACTED]
 HOME PHONE: [REDACTED] STATE NY
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1GNET168826135228
 MODEL YEAR: 2002
 DATE OPENED: 2002-10-16 SERIES: TrailBlazer
 DATE CLOSED: MILEAGE: 2000.0000000
 SRC: Phone DELIVERY DATE:
 SRC TYPE: N/Yes DEALER NAME: Robert Chevrolet Inc
 SRC PARENT: DEALER ADDRESS: 27 First St, Hicksville, NY, 11801-4907, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

Cust seeks refund on payment due to loss of time in veh 1-41446064; ; 2002-10-18
 2002-10-16
 Cust callback; ; 2002-10-18
 2002-10-18
 Cust seeking CRM; ; 2002-10-18
 2002-10-18
 Service Request Ownership has changed FROM: TISDALE TO: DAVISHER; ; 2002-10-18
 2002-10-18
 Customer calling for complaint; ; 2002-10-18
 2002-10-18

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

WIPERS quit w/in a week; ; 2002-10-18

2002-10-18

(516) 931-1145 dlr; ; 2002-10-18

2002-10-18

Service Request has been Closed Satisfied.; ; 2002-10-18

2002-10-22

cust requestinh call transfer; ; 2002-10-22

2002-10-23

inconvenienced and angry; ; 2002-10-25

2002-10-24

Service Request Ownership has changed FROM: DAVISHER TO: TITCHEMP; ; 2002-10-24

2002-10-25

requesting call transfer; ; 2002-10-25

2002-10-25

Returned cust call; ; 2002-10-25

2002-10-25

Accepting offer; ; 2002-10-25

2002-10-25

Called cust; ; 2002-10-25

2002-10-25

called cust; ; 2002-10-25

2002-10-25

SmartCare; ; 2002-10-25

2002-10-25

Created: CAC_RS0013. SR#1-41446064; ; 2002-10-25

2002-10-25

Submit SmartCare; ; 2002-10-28

2002-10-28

business case cont. to verify with serv mgr.; ; 2002-10-28

2002-10-28

Sending to Final Approver for approval of a smartcare for 12 months, 12000 miles.; ; 2002-

10-29

2002-10-28

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-10-28

2002-10-29

Goodwill Status has been changed from: Pending SITEL to Returned; ; 2002-10-29

2002-11-04

INPUT; ; 2002-11-04

2002-11-04

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

● Title Status has been changed from: Returned to Pending SITEL; ; 2002-11-04
2002-11-19

Still pending review; ; 2002-11-19

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

● PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

● ALER BAC:
DEALER NAME:

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

DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:NAME:

INTEREST PAID:
DEALER BUYOUT:ACCOUNT BALANCE:
LEGAL:LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

* BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME: CONTACT NUMBER: 1

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

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 1-43222939 VIN: 1GNES16S626116454
 DATE 10/23/02 MODEL 2002
 DATE SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE 6000.0
 CUSTOMER [REDACTED]
 ADDRESS [REDACTED]
 HOME PHONE: STATE FL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Palm Harbor FL [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] VIN: 1GNES16S626116454
 DATE OPENED: 2002-10-23 MODEL YEAR: 2002
 DATE CLOSED: SERIES: Trailblazer
 SOURCE: White Mail MILEAGE: 6000.000000
 SRC TYPE: N/AYes DELIVERY DATE:
 SRC PARENT: DEALER NAME: Dimmitt Chevrolet, Inc.
 DEALER ADDRESS: 25485 US Hwy 19 N, Clearwater, FL, 33763-2186, USA

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

MS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

Scanned: 2002-10-21-18.34.23.000000, MSXDocNum: 0229400249; ; 2002-10-23
2002-10-23

Initial contact; ; 2002-10-23
2002-10-23

Created: LEOCOR_IC0030. SR#1-43222939; ; 2002-10-23
2002-10-23

LEGAL CORR- FL INITIAL CONTACT LETTER SUBMITTED FOR REVIEW AND PROCESSING; ; 2002-10-23
2002-10-23

ATTEMPT TO CONTACT CUST; ; 2002-10-23
2002-10-23

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

crm contacted dlr, svc mgr; ; 2002-10-23
2-10-23

l/m avm 404082 8026; ; 2002-10-23
2002-10-23

svc mgr called in; ; 2002-10-23
2002-10-23

crm attempted to contact cust; ; 2002-10-23
2002-10-23

Auditor approved letter. Donna Cave/Goodwill Approval Group/Tampa; ; 2002-10-23
2002-10-24

crm attempted to contact cust; ; 2002-10-24
2002-10-29

send unable to contact letter; ; 2002-10-29
2002-10-29

Created:LEGCOR_LC0033. SR#1-43222939; ; 2002-10-29
2002-10-29

LEGAL CORR-NO CONTACT LETTER SUBMITTED FOR REVIEW AND PROCESSING; ; 2002-10-29
2002-10-29

LETTER APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; ; 2002-10-29
2-10-30

Service Request has been Closed Satisfied.; ; 2002-10-30
2002-11-08

Cust called in; ; 2002-11-08
2002-11-11

Crm attempted to contact cust; ; 2002-11-11
2002-11-14

Crm attempt to contact cust; ; 2002-11-14
2002-11-15

Crm contacted cust; ; 2002-11-15
2002-11-15

Service Request has been Closed Satisfied.; ; 2002-11-15
2002-11-15

Cust called in; ; 2002-11-15
2002-11-15

Crm attempted to contact dlr, svc mgr; ; 2002-11-15
2002-11-15

l/m avm 404082 8026; ; 2002-11-15
2-11-15

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

Cust called in; ; 2002-11-15
2002-11-19

Crm attempted to contact dlr svc mgr; ; 2002-11-19
2002-11-19

l/m avm 404082 8026; ; 2002-11-19
2002-11-19

AVM called in; ; 2002-11-19
2002-11-19

Crm attempt to contact cust; ; 2002-11-19
2002-11-19

Cust called in; ; 2002-11-19
2002-11-19

FRA set 11/20/02 at 10am; ; 2002-11-19
2002-11-19

Created:LEGCOR_LC0032. SR#1-43222939; ; 2002-11-19
2002-11-19

LEGAL CORR-FL FRA APPT LETTER SUBMITTED FOR REVIEW AND PROCESSING; ; 2002-11-19
2002-11-19

APPROVED; ; 2002-11-19

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

GM RESTRICTED

MORE INFORMATION:

MAINTENANCE LOCATION:
 PRESENT LOCATION OF VEHICLE:
 NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:

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

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

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:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME:
 ADDRESS: ,

LOCATION:

GM RESTRICTED

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:

*****HRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GKET16S936117299
DATE: 10/24/02 **MODEL:** 2003
DATE: 10/30/02 **SERIES:** EMVOY
SOURCE: N/AYES **MILEAGE:** 800.00
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: **STATE:** NJ
BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Lodi, NJ [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] **VIN:** 1GKET16S936117299
MODEL YEAR: 2003
DATE OPENED: 2002-10-24 **SERIES:** Envoy
DATE CLOSED: 2002-10-30 **MILEAGE:** 800.000000
SOURCE: Phone **DELIVERY DATE:**
TYPE: N/AYES **DEALER NAME:** Sifford Pontiac-GMC, Inc.
SPAC PARENT: **DEALER ADDRESS:** 250 West Fort Lee Rd., Bogota, NJ, 07603-1253, USA

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

MS1 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) **Inoperative**

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

Parts Delay/Rental Size Concern; ; 2002-10-24
 2002-10-24
obtain part/rental info; ; 2002-10-24
 2002-10-24
part info from SPAC; ; 2002-10-24
 2002-10-24
update cust; ; 2002-10-24
 2002-10-31
update on part info; ; 2002-10-30
 2-10-30
obtain part status; ; 2002-10-30

GM RESTRICTED

2002-10-30

Service Request has been Closed Satisfied.; ; 2002-10-30

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

GM RESTRICTED

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

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

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

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

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

GM RESTRICTED

ADDRESS:

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GKET168026120462
DATE 09/09/02 **MODEL** 2002
DATE 10/01/02 **SERIES** ENVOY
SOURCE: N/AYES **MILEAGE** 4441.0
CUSTOMER: [REDACTED]
ADDRESS:
HOME PHONE: 920 08647840 **STATE:** WI
BUS. PHONE:

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] **VIN:** 1GKET168026120462
DATE OPENED: 2002-09-09 **MODEL YEAR:** 2002
DATE CLOSED: 2002-10-01 **SERIES:** Envoy
SOURCE: Phone **MILEAGE:** 4441.0000000
SRC TYPE: N/AYes **DELIVERY DATE:**
DEALER NAME: Gustman Pontiac, Inc.
DEALER ADDRESS: 301 N Taylor St, Green Bay, WI, 54303-3330, USA

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

M51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

wiper motor; ; 2002-09-09
 2002-09-09
 svc advisor; ; 2002-09-09
 2002-09-18
 check on repairs done to veh.; ; 2002-10-01
 2002-10-01
 veh repaired?; ; 2002-10-01
 2002-10-01
 Service Request has been Closed Satisfied.; ; 2002-10-01

GM RESTRICTED

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

GM RESTRICTED

MILEAGE @ BUY-BACK: 0
MP:

BRC WARRANTY DATE:
NADA: 0
SALES TAX:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

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 SOURCE:

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

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1GNES16S826137001
 DATE 11/18/02 MODEL 2002
 DATE 11/18/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE 6043.0
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1GNES16S826137001
 DATE OPENED: 2002-11-18 MODEL YEAR: 2002
 DATE CLOSED: 2002-11-18 SERIES: TrailBlazer
 SOURCE: Phone MILEAGE: 6043.0000000
 C TYPE: N/AYes DELIVERY DATE:
 C PART: DEALER NAME: Westside Chevrolet, Inc.
 DEALER ADDRESS: 23001 Katy Fwy, Katy, TX, 77450, USA

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

W51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

Vehicle Complaint...; ; 2002-11-18
 2002-11-18
 Westside Chevrolet, Inc... Service Department - Svc Advisor *Kenneth Hicks*; ; 2002-11-18
 2002-11-18
 Service Request has been Closed Satisfied.; ; 2002-11-18

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

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

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

REMARKET:

LEASE TERM:

GM RESTRICTED

DAMAGE:
 OWNER:
 MAKE: 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*****

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

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

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

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1GNES16S526104974
 DATE 09/20/02 MODEL 2002
 DATE 10/07/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE 1240.0
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: FL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1GNES16S526104974
 MODEL YEAR: 2002
 DATE OPENED: 2002-09-20 SERIES: TrailBlazer
 DATE CLOSED: 2002-10-07 MILEAGE: 1240.000000
 SOURCE: Phone DELIVERY DATE:
 TYPE: N/AYes DEALER NAME: Roger Holler Chevrolet CO.
 PARENT: DEALER ADDRESS: 860 W Fairbanks, Winter Park, FL, 32789-4789, USA

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

NS1 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wiper; ; 2002-09-20
 2002-09-20
 Spoke with SVM; ; 2002-09-20
 2002-09-24
 Seeking update on file; ; 2002-09-24
 2002-09-24
 Cust seeks update; ; 2002-09-24
 2002-09-25
 SVM for SVM, Jeff Laberge; ; 2002-10-01
 2-10-03
 Call SVM; ; 2002-10-07

GM RESTRICTED

2002-10-07

ADVSR called in, ; 2002-10-07
2002-10-07

Service Request has been Closed Satisfied.; ; 2002-10-07

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
PURCHASE REASON:
DEALER BAC:

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

DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER:
 PRODUCT CODE:
 ENGINE TYPE:
 MILEAGE @ BUY-BACK: 0
 MSRP:
 DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:
 ACCOUNT BALANCE:
 LEGAL:
 DEALER ADMINISTRATION:
 RELEASE:

FAX NUMBER:
 BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVABLE:
 ERC WARRANTY DATE:
 NADA: 0
 SALES TAX:
 NAME:
 INTEREST PAID:
 DEALER BUYOUT:
 LEGAL TYPE:
 LEMON LAW:
 VEHICLE DESTINATION:
 LIEN PAYOFF:
 TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

CASE NUMBER: [REDACTED] **VIN:** 1GNHT16S026130976
DATE 11/18/02 **MODEL** 2002
DATE 11/18/02 **SERIES** TRAILBLAZER
SOURCE: N/AYES **MILEAGE** 3238.0
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** CA
BUS. PHONE: [REDACTED]

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

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Walnut Grove CA [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] **VIN:** 1GNHT16S026130976
DATE OPENED: 2002-11-18 **MODEL YEAR:** 2002
DATE CLOSED: 2002-11-18 **SERIES:** TrailBlazer
SOURCE: Email **MILEAGE:** 3238.000000
CASE TYPE: N/AYes **DELIVERY DATE:**
BRC PARNT: **DEALER NAME:**
DEALER ADDRESS:

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

RE: Chevrolet TrailBlazer Owner Assistance; ; 2002-11-18
 2002-11-18
 FYI open campaign too Cust sent email; ; 2002-11-18
 Service Request #1-50157208; ; 2002-11-18
 2002-11-18
 Service Request Ownership has changed FROM: SCHULTEC TO: BOCKERBC; ; 2002-11-18
 2002-11-18
 Service Request has been Closed Dissatisfied.; ; 2002-11-18

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

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:
 DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:
 OWNER DESCRIPTION:
 ALLEGED DEFECTIVE COMPONENT:
 INCIDENT RESULT:
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
 NUMBER OF PEOPLE: BODY INJURY:
 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:
 DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER: FAX NUMBER:
 PRODUCT CODE: BODY TYPE:
 TRIM:
 TRANSMISSION:
 VEHICLE DRIVEABLE:

GM RESTRICTED

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

REF:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GNES16S026114912
DATE: 10/24/02 **MODEL:** 2002
DATE: 11/12/02 **SERIES:** TRAILBLAZER
SOURCE: N/AYES **MILEAGE:** 4100.0
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** FL
SUB. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] **VIN:** 1GNES16S026114912
MODEL YEAR: 2002
DATE OPENED: 2002-10-24 **SERIES:** TrailBlazer
DATE CLOSED: 2002-11-12 **MILEAGE:** 4100.000000
SOURCE: Phone **DELIVERY DATE:**
TYPE: N/AYes **DEALER NAME:** Abraham Chevrolet-Tampa, Inc.
INC PART: **DEALER ADDRESS:** 1700 East Hillsborough Avenue
 Road, Tampa, FL, [REDACTED]

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

N01 General
 0 REPAIR ATTEMPT(S) Inoperative

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

- Windshield wipers inoperative; ; 2002-10-24
2002-10-24
- windshield wipers; ; 2002-10-24
2002-10-25
- 1-43706123 windshield wipers not working; ; 2002-10-25
2002-10-25
- windshield wipers incp; ; 2002-10-25
2002-11-05
- 1-43706123 windshield wipers not working; ; 2002-11-05
2-11-01
- checking req; ; 2002-11-01

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

2002-11-04

Transfer; ; 2002-11-04
2002-11-04

cust call; ; 2002-11-04
2002-11-04

windshield wipers inop; ; 2002-11-04
2002-11-04

windshield wipers inop; ; 2002-11-04
2002-11-04

windshield wipers inop; ; 2002-11-04
2002-11-08

1-43716123 windshield wipers inop; ; 2002-11-07
2002-11-07

Transfer; ; 2002-11-07
2002-11-07

windshield wipers inop; ; 2002-11-07
2002-11-07

windshield wipers inop; ; 2002-11-07
2002-11-08

windshield wipers inop; ; 2002-11-08
2002-11-12

windshield wipers inop; ; 2002-11-12
2002-11-12

Service Request has been Closed Satisfied.; ; 2002-11-12

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

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

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

DEALER ADMINISTRATION:

LEASE:

LIEN PAYOFF:

TITLE BRAND:

GM RESTRICTED

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:

9 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1GNBT16S036114634
 DATE 11/15/02 MODEL 2003
 DATE 11/15/02 SERIES TRAILBLAZER
 SOURCE: N/AYES MILEAGE
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: IL
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1GNBT16S036114634
 DATE OPENED: 2002-11-15 MODEL YEAR: 2003
 DATE CLOSED: 2002-11-15 SERIES: TrailBlazer
 SOURCE: Phone DELIVERY DATE:
 CASE TYPE: N/AYes DEALER NAME: Albrecht-Hamlin Chevrolet, Inc.
 SAC PARENT: DEALER ADDRESS: 1401 Vaughn Rd, Wood River, IL, 62095-0199, USA

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

MS1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

WINDSHIELD WIPERS; ; 2002-11-15
2002-11-15

RENTAL; ; 2002-11-15
2002-11-15

Service Request has been Closed Satisfied.; ; 2002-11-15

*****PAR 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:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

SRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

GRADE:

TERMARKET:

LEASE TERM:

GM RESTRICTED

DAMAGE:

DEALER:

BRANCH:

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:

*****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:

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GKEE168126130503
DATE 11/27/02 **MODEL** 2002
DATE 11/27/02 **SERIES** ENVOY
SOURCE: N/AYES **MILEAGE** 7000.0
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** GA
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Hartsfield GA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] **VIN:** 1GKEE168126130503
DATE OPENED: 2002-11-27 **MODEL YEAR:** 2002
DATE CLOSED: 2002-11-27 **SERIES:** Envoy
SOURCE: Phone **MILEAGE:** 7000.0000000
SRC TYPE: N/Ayes **DELIVERY DATE:**
SRC PARENT: **DEALER NAME:** Wwjb, Inc.
DEALER ADDRESS: 1825 East By Pass, Moultrie, GA, 31768, USA

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

NE1 Power Windshield Wiper - Motor / Blades / Arms

0 REPAIR ATTEMPT(S) Inoperative

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

seeks tech svc info; ; 2002-11-27
 2002-11-27

Service Request has been Closed Satisfied.; ; 2002-11-27
 2002-11-27

cust seeks prev crm; ; 2002-11-27
 2002-11-27

SR in Status of Closed has been Re-Opened by GULLBERG; ; 2002-11-27
 2002-11-27

VME line; ; 2002-11-27
 2002-11-27

GM RESTRICTED

Service Request has been Closed Satisfied.; ; 2002-11-27

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

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

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

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GNFT16S926113612
DATE 11/29/02 **MODEL** 2002
DATE 11/29/02 **SERIES** TRAILBLAZER
SOURCE: N/AYES **MILEAGE** 6000.0
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: **STATE:** NY
BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Ballston Spa NY [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: [REDACTED] **VIN:** 1GNFT16S926113612
MODEL YEAR: 2002
DATE OPENED: 2002-11-29 **SERIES:** TrailBlazer
DATE CLOSED: 2002-11-29 **MILEAGE:** 6000.0000000
SOURCE: Phone **DELIVERY DATE:**
SEC TYPE: N/AYes **DEALER NAME:** Allstar Motor Car Corp.
BRC PARENT: **DEALER ADDRESS:** Route 50, Saratoga Springs, NY, 12866, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

Cust seeks to have his complaint documented; ; 2002-11-29
 2002-11-29
 Service Request has been Closed Satisfied.; ; 2002-11-29

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

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

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

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

GM RESTRICTED

BRANCH: NAME:
 ACCOUNT NUMBER: INTEREST PAID:
 INTEREST RATE: DEALER BUYOUT:
 ACCOUNT BALANCE: LEGAL TYPE:
 LEGAL: 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*****

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

*****REC CONTACT INFORMATION*****

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

GM RESTRICTED

CASE NUMBER: [REDACTED] VIN: 1GNES16HX26130051
 DATE 10/24/02 MODEL 2002
 DATE 12/19/02 SERIES TRAILBLAZER
 SOURCE: N/YES MILEAGE 5450.0
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NC
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] VIN: 1GNBS16HX26130051
 MODEL YEAR: 2002
 DATE OPENED: 2002-10-24 SERIES: TrailBlazer
 DATE CLOSED: 2002-12-19 MILEAGE: 5450.000000
 SOURCE: Phone DELIVERY DATE:
 CASE TYPE: N/Yes DEALER NAME: Jerry Johnson Chevrolet-Oldsmobile-Pontiac, Inc.
 BSC PARENT: DEALER ADDRESS: 600 Linkhaw Rd, Lumberton, NC, 28358, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

02 TrailBlazer; ; 2002-10-25
 2002-10-24
 svc mgr update Moxingo Jim Cullup; ; 2002-10-24
 2002-10-25
 02 TrailBlazer windshield wiper; ; 2002-10-25
 2002-10-25
 svc mgr update on pts order; ; 2002-10-25
 2002-11-01
 follow up on 02 TrailBlazer windshield wiper motor; ; 2002-11-01
 2002-11-01

GM RESTRICTED

Service Request has been Closed Satisfied; ; 2002-11-01
2002-11-04

Transfer; ; 2002-11-04
2002-11-04

Windshield wiper concern; ; 2002-11-04
2002-11-04

cust called in and seeks call back; ; 2002-11-05
2002-11-05

cust seeks c/b; ; 2002-11-05
2002-11-05

02 TrailBlazer windshield wipers; ; 2002-11-05
2002-11-07

02 TrailBlazer; ; 2002-11-07
2002-11-12

02 TrailBlazer; ; 2002-11-12
2002-11-08

svm James Colip node: 404082 mailbox: 8172; ; 2002-11-08
2002-11-11

svm James Colip node: 404082 mailbox: 8172; ; 2002-11-11
2002-11-13

02 Trailblazer windshield wipers; ; 2002-11-12
2002-11-15

02 TrailBlazer windshield wiper; ; 2002-11-15
2002-11-22

windshield wipers pts delay; ; 2002-11-22
2002-11-20

SEEKS REPURCHASE; ; 2002-11-20
2002-11-20

SEE NEW NOTES; ; 2002-11-20
2002-11-20

Windshield wiper motor; ; 2002-11-20
2002-11-20

Please see new inbound cust call notes; ; 2002-11-20
2002-11-22

pts delay check; ; 2002-11-22
2002-11-22

pts delay; ; 2002-11-22
2002-11-26

GM R E S T R I C T E D

TrailBlazer pts delay; ; 2002-11-26
2002-11-26

update on pts; ; 2002-11-26
2002-11-29

check on pts availability; ; 2002-11-29
2002-12-03

cust seeks c/b; ; 2002-12-03
2002-12-03

Transferring cust to working crm.; ; 2002-12-03
2002-12-03

pts check; ; 2002-12-03
2002-12-05

pts update; ; 2002-12-05
2002-12-09

TLBlazer windshield wipers; ; 2002-12-09
2002-12-10

repaired; ; 2002-12-10
2002-12-11

Verify repairs; ; 2002-12-11
2002-12-12

mlg check; ; 2002-12-12
2002-12-12

Created: CAC_RS0013. SR#1-43663107; ; 2002-12-12
2002-12-12

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2002-12-12
2002-12-12

Smart Care submitted to GL; ; 2002-12-13
2002-12-12

Creating GMPP; ; 2002-12-12
2002-12-13

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2002-12-13
2002-12-19

GMVIS error; ; 2002-12-19
2002-12-19

Service Request has been Closed Satisfied.; ; 2002-12-19

*****PBR INFORMATION*****

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAME:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GM RESTRICTED

CASE NUMBER: [REDACTED] **VIN:** 1GNES16S026121746
DATE: 10/29/02 **MODEL:** 2002
DATE: 12/24/02 **SERIES:** TRAILBLAZER
SOURCE: REPURCHASEYES **MILEAGE:** 2600.0
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] **STATE:** TX
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: [REDACTED] **VIN:** 1GNES16S026121746
MODEL YEAR: 2002
DATE OPENED: 2002-10-29 **SERIES:** TrailBlazer
DATE CLOSED: 2002-12-24 **MILEAGE:** 2600.0000000
SOURCE: Phone **DELIVERY DATE:**
TYPE: RepurchaseYes **DEALER NAME:** Mike Hall Chevrolet, Inc.
SVC PARENT: **DEALER ADDRESS:** 8100 S Hwy 6, Houston, TX, 77063-1828, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
 0 REPAIR ATTEMPT(S) Inoperative

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

repurchase request; ; 2002-11-06
 2002-10-29
 Svc mgr; ; 2002-10-29
 2002-10-29
 General Mgr Mike; ; 2002-12-19
 2002-10-31
 Mr. Shannon Lassiter 1-44824337; ; 2002-10-31
 2002-10-29
 Mike Gardner general mgr; ; 2002-11-06
 2-10-30
 10/29/02 1:58 pm Svc dir James; ; 2002-10-30

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

2002-10-31

General Mgr Mike Gardner; ; 2002-11-06
2002-10-31

Shannon Lassiter; ; 2002-11-06
2002-10-31

with cust daughter; ; 2002-11-06
2002-11-06

Shannon Lassiter 1-44824337; ; 2002-11-06
2002-11-01

Service Request Ownership has changed FROM: STJOHNS TO: FORDE; ; 2002-11-01
2002-11-01

Ownership Escalated to SRC; ; 2002-11-01
2002-11-01

VOLUNTARY STRAIGHT; ; 2002-12-19
2002-11-01

Service Request Ownership has changed FROM: FORDE TO: VEREEN; ; 2002-11-01
2002-11-01

STRAIGHT; ; 2002-12-19
2002-11-01

DEALER; ; 2002-11-01
2002-11-01

DEALER; ; 2002-11-01
2002-11-01

CUSTOMER; ; 2002-11-01
2002-11-01

AVM; ; 2002-11-01
2002-11-01

CUSTOMER; ; 2002-11-01
2002-11-01

CUSTOMER; ; 2002-11-01
2002-11-07

CUSTOMER; ; 2002-11-07
2002-11-07

CUSTOMER; ; 2002-11-07
2002-11-07

OFFER; ; 2002-11-07
2002-11-07

DEALER; ; 2002-11-07

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

2002-11-07

C REPURCHASE Scanned: 2002-11-07-13.08.19.000000, MSKDocNum: VER3DCA526, ; 2002-11-08
2002-11-08

OFFER; ; 2002-11-08
2002-11-13

CUSTOMER; ; 2002-11-13
2002-11-13

CUSTOMER; ; 2002-11-13
2002-11-13

AVM; ; 2002-11-13
2002-11-14

CUSTOMER; ; 2002-11-14
2002-11-14

CUSTOMER; ; 2002-11-14
2002-11-14

CUSTOMER; ; 2002-11-14
2002-11-14

CUSTOMER; ; 2002-11-14
2002-11-14

DEALER; ; 2002-11-14
2002-11-14

CUSTOMER; ; 2002-12-19
2002-11-19

DEALER; ; 2002-11-19
2002-11-19

DEALER; ; 2002-11-19
2002-11-25

DEALER; ; 2002-12-19
2002-11-25

AVM; ; 2002-11-25
2002-11-26

tm; ; 2002-11-26
2002-11-26

AVM; ; 2002-11-26
2002-12-02

DEALER; ; 2002-12-02
2002-12-02

customer called; ; 2002-12-02

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

2002-12-02

CUSTOMER; ; 2002-12-19
2002-12-02

DEALER; ; 2002-12-02
2002-12-02

DEALER; ; 2002-12-02
2002-12-02

AVM; ; 2002-12-02
2002-12-04

BRC REPURCHASE Scanned: 2002-12-04-15.10.18.000000, MXDocNum: VER3DEED48; ; 2002-12-05
2002-12-05

RVDC; ; 2002-12-05
2002-12-18

contact dealer; ; 2002-12-18
2002-12-18

closed straight; ; 2002-12-18
2002-12-19

Service Request has been Closed Satisfied.; ; 2002-12-19
2002-12-24

in Status of Closed has been Re-Opened by VEREEN; ; 2002-12-24
2002-12-24

CLOSE; ; 2002-12-24
2002-12-24

Service Request has been Closed Satisfied.; ; 2002-12-24

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

GN 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:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER HAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

LEASE:

LIEN PAYOFF:

TITLE BRAND:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] TALLAHASSEE FL [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1G8DT13B022155421
DATE OPENED: 2001-06-21 MODEL YEAR: 2002
DATE CLOSED: 2001-06-21 SERIES: BRAVADA AND
SOURCE: E-Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: COURTESY NISSAN-OLDSMOBILE-VOLVO
BRC PARENT: DEALER ADDRESS: 5011 W TENNESSEE ST., TALLAHASSEE, FL, 32304, USA

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

802 Delivery Condition Customer Satisfaction
0 REPAIR ATTEMPT(S) windshield wipers
N51 Windshield Wipers Including Blades/Arms Broken
1 REPAIR ATTEMPT(S) broke in the 1st week
813 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) wants some kind of compensation

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

Vehicle operation or design

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

Customer sent email, Kana Case Number 1235696 dated 06/21/2001 as follows: Cust states..I just purchased a 2002 Bravada. Imagine my dismay and disappointment when my windshield wipers stopped working in the middle of a thunderstorm while I was traveling on a six lane highway in heavy traffic. My car was delivered on Monday evening 6-18-2001, this incident occurred on Tuesday 6-19-2001. After purchasing a \$35,000 vehicle, one should be able to expect QUALITY. Of course, after I cancelled a professional trip and after trying to rearrange my schedule, I find myself sitting here because my NEW car is in the repair shop, even though I have owned it less than a week. While I appreciate all of the apologies the persons at the dealership offered, the fact remains that I TRUSTED you to deliver to me a QUALITY PRODUCT and you did not DELIVER. Clearly, there are a number of choices one could make in the \$35,000 SUV market place, however, I choose you. crm advised...Cont Cont Cont...../ 0; 362021106
2001-06-21

Cont.cust seeks....Crm Advised..Thank you for contacting the Internet Response Center. We appreciate your interest in Oldsmobile. We apologize for your dissatisfaction and any inconvenience the wipers may have caused. Oldsmobile understands that of all the factors involved in customer satisfaction, quality is of primary concern. We appreciate your advising us of your feelings. The comments you have made will help us provide the quality you expect from Oldsmobile. Unfortunately, there may have been something that occurred during shipping to cause the wipers to become inoperative, and this would be something out of Oldsmobile's control. If you would like to discuss your comments further, please contact the Oldsmobile Customer Assistance Center at 1-800-442-6537, and reference your file, number 04651575. You may also choose to communicate through Internet Responses, which ever is the most convenient. We hope you find this information helpful. Thanks again for your inquiry and for visiting our site!; 0; 362021311

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

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

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:
 DEALER BAC:

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

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

ENGINE TYPE:
MILEAGE @ BUY-BACK:
MSRP:

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] HUNTINGTON STATION, NY [REDACTED]
 HOME PHONE: [REDACTED]
 CASE NUMBER: [REDACTED] VIN: 1GKDT138022104561
 MODEL YEAR: 2002
 DATE OPENED: 2001-06-22 SERIES: ENVOY 4WD (4-DOOR)
 DATE CLOSED: 2001-06-22 MILEAGE:
 SOURCE: Phone DELIVERY DATE:
 REC TYPE: No DEALER NAME: TOM RICE BUICK-PONTIAC-GMC TRUCK, IN
 REC PART#: DEALER ADDRESS: 305 W JERICHO TPKE, HUNTINGTON, NY, 11743, USA

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

SS5 Warranty Clarification Customer Satisfaction
 0 REPAIR ATTEMPT(S) rental car issue
 N51 Windshield Wipers Including Blades/Arms Other
 0 REPAIR ATTEMPT(S) needs new motor

Rental vehicle not available at dealership (except Cadillac)

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

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

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

cust states that she is very upset because her windshield wiper motor went out, dirshp does not have the part,
 and they said she could only have rental car through Sunday. cust seeks to have rental car through monday
 as the dir will be unable to fix car till then, and she need to get to work. crm called dirshp, they have already gotten
 authorization to extend rental for another day. crm advised cust of this.
 alissa king/pdx/cac; 0; 362088966

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

IS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

SALES ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

LEASE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



TAMPA, FL

CASE NUMBER: VIN: 1GKDS138522154522
MODEL YEAR: 2002
DATE OPENED: 2001-07-17 SERIES: BUVOY 2WD (4-DOOR)
DATE CLOSED: 2001-08-01 MILEAGE: 78231
SOURCE: Phone DELIVERY DATE:
ERC TYPE: Yes DEALER NAME:
ERC PARENT: DEALER ADDRESS:

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

N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) NO CONTROL OF WIPERS

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS "Creating a Product Allegation Request RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe
http://carsweb/webknowledge/CARS/CP/SBS/html/CreatingAProductAllegationRequest.htm]]
whole operation or design

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

CUST STATES THAT HE IS HAVING PROBLEMS W/ THE WINDSHIELD WIPERS ON IS 1998 S10. CUST
STATES THAT HE HAS HAD THE SAME PROBLEMS W/ HIS 1996 S10 AND THOSE WERE REPAIRED UNDER A
RECALL. CUST SEEKS FOR THESE TO COVERED UNDER THE SAME RECALL ORBY CHEVROLET B/C
OF THE SIMILARITY AND THE TYPE OF VEH. CRM ADVISED CUST OF TRANSFER TO TIER2.
JESSE BLESHING/TAMPA/CARS/TIER1; 0; 364255686
2001-07-17

CRM VERIFIED CUST CONCERNS AND WHAT CUST IS SEEKING. CUST SEEKING 100% COST ASSISTANCE FOR
THE REPAIR OF HIS WINDSHIELD WIPERS. CRM ADVISED THAT FURTHER RESEARCH IS NEEDED. CRM
WILL CALL CUST BACK ON 07/16/01. DIRA DAVIS.TAMPA.CARS.TIER2; 0; 364258500
2001-07-23

CUST STATES HE DIDN'T REC C//B FROM PRIV CRM. CUST SEEKS CONTACT WITH DIRA. CRM ADVISED
CUST OF HER AND TRANS CUST TO V/M. CRM LINDA SMITH/TAMPA/CARS TIER 1; 0;
364762850
2001-08-01

CUST STATES/SEEKS TO SPEAK WITH DIRA DAVIS. CUST STATES HE'S BEEN TRYING TO GET IN CONTACT
WITH HER, HOWEVER, HE CAN NEVER REACH HER. CUST SEEKS DIRA DAVIS. CRM ADVISED CUST DIRA IS
ON THE OTHER LINE WITH ANOTHER CUST, HOWEVER, I WILL GIVE HER THE MESSAGE TO GIVE CUST A
CALL AFTER SHE GETS OFF THE LINE @ MICHAEL STEELE/TIER1/CARS/TAMPA; 0;
365529794
2001-08-01

CRM CALLED DLR AND SPOKE TO SVC MGR, JIM BRINKLEY, WHO STATED THAT THERE ARE NO KNOWN
ISSUES, CAMPAIGNS OR SPECIAL POLICIES ON CUST CONCERN. SVC MGR STATED THAT CUST HAS NOT
BEEN IN DLR SINCE 01/99. SVC MGR STATED THAT CUST HAS ONLY HAD 1 LOP DONE (ASGOODWILL).
CUST STATED THAT HIS # HAD CHANGED AND THAT CRM WOULD NOT HAVE BEEN ABLE TO CONTACT HIM.
CRM CALLED CUST TO ADVISE THAT NO COST ASSISTANCE WILL BE PROVIDED, THAT REPAIR WILL NOT BE
COVERED UNDER THE SAME RECALL FOR PREVIOUS YEARS, DUE MILEAGE OF VEHICLE, CUST STATED THAT

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

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

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

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



MOBILE , AL



CASE NUMBER: VIN: 1GKD913S222136656
MODEL YEAR: 2002
DATE OPENED: 2001-07-25 SERIES: ENVOY 2ND (4-DOOR)
DATE CLOSED: 2001-08-16 MILEAGE: 4000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: MCCONNELL AUTOMOTIVE CORPORATION
BRC PARENT: DEALER ADDRESS: 3150 DAUPHIN ST, ,MOBILE,AL,36606,USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SERV
J01 Engine Service Engine Soon
0 REPAIR ATTEMPT(S) LIGHT
N51 Windshield Wipers Including Blades/Arms Wear
0 REPAIR ATTEMPT(S) MOTOR
C30 Mirrors - Interior/Exterior Other
REPAIR ATTEMPT(S) PART ARRIVAL
T44 Maintenance Certificate (Oil Change) Customer Satisfaction
0 REPAIR ATTEMPT(S) GOODWILL GESTURE

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST. SURVEY STATES THAT THE DEALERSHIP IS A PLEASURE. THE WIPERS ARE NOT WORKING TAIL LIGHT BULB HAVE BEEN REPLACED AND THE CHECK ENGINE LIGHT IS ON. BBASTIEN/CAC; 0; 99999
2001-07-26
IN LEFT MESSAGE. BBASTIEN/CAC; 0; 365039996
2001-07-27

CUSTOMER STATES THAT THE DEALER IS A PLEASURE, CRM ASKED CUST. IF EVERYTHING IS WELL HE STATES THAT IT IS WITH THE EXCEPTION OF THE MINOR PROBLEMS THAT HE HAS HAD. CUST. STATES THAT HE NEVER HAD THESE PROBLEMS WITH HIS YUKON. CUST. IS CURRENTLY HAVING PROBLEMS WITH HIS

WINDSHIELD MOTOR AND HE WAS NOTIFIED THAT THE PART TO REPAIR THE OUTSIDE MIRROR WAS IN. CRM
SPOKE WITH LARRY WILSON AN EX SERVICE MANAGER AND DIRECTOR HE STATES THAT HE WILL BE
EXPECTING CUST. ON 7/30/01 AT 7AM. CUST. HAS A DOCTORS APP. AT 8 AM. THE SHUTTLE WILL BE
BRING HIM THERE AND PICKING HIM UP. CUST. WISHES FOR REPAIRS TO BE MADE BEFORE HE LEAVES FOR
HIS TRIP. CRM ADVISES TO LET SERV. KNOW IF MORE REPAIRS NEED TO BE MADE. CRM ALSO OFFERED
CUST. AN OIL CHANGE BECAUSE HE IS A LOYAL CUST AND HAS PURCHASED SEVERAL GM VEHICLE AND
LARRY IN SERVICE STATES THAT HE IS A SOLID CUST. CUSTOMER ACCEPTED. BBASTIEN/CAC; 0;
365121755
2001-07-27

TM MANNY LEBRON APPROVING OIL CHANGE
LETTER.....TAMPA; 0; [REDACTED]
2001-07-28

dana saier/tampa approval group-f; 0; 365199531
2001-08-01

forwarding to crm bastienb for followup w/ cust
dana saier/tampa; 0; 365565206
2001-08-02

CRM FOLLOWED UP WITH EVERYTHING IS FINE. BBASTIEN/CAC; 0; 365650055
2001-08-02

preapproval of oil change
TM Lebon
no previous files
dana saier/tampa approval group; 0; 365651132
2001-08-03

T LEVEL OF APPROVAL PAMELA MOREAU/ TPA GOODWILL LIAISON
COMPLIMENTARY OIL CHANGE; 0; 365705476
2001-08-03

FINAL APPROVAL FOR ONE OIL CHG CERT. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 365728796

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

RESTRAINT:
IF SO, WHERE:

LOCATION:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] MINNEAPOLIS MN [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1GNDT13B522178738
DATE OPENED: 2001-07-31 MODEL YEAR: 2002
DATE CLOSED: 2001-08-09 SERIES: 4-DOOR 4WD TRAILBLAZ
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: FRIENDLY CHEVROLET, INC.
BRC PARENT: DEALER ADDRESS: 7501 HWY 65 NE, FRIDLEY, MN, 55432, USA

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

N51 Windshield Wipers Including Blades/Arms Broken
0 REPAIR ATTEMPT(S) BROKEN-MOTOR

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

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

CUST STATES ON 7/30/01, WENT TO DLR DUE TO WINDSHIELD WIPERE NOT WORKING, VEH NEED A NEW MOTOR, AND CUST IS GOING ON VAC ON 8/4/01 AT 12:00PM. CUST WANTS IF THERE IS A WAY TO SPEED UP DELIVERY. CRM AND CUST GOT DISCONNECTED. CRM TRIED CALLING CUST BACK ATPHONE # GIVEN. CRM LEFT VM WITH CASE # AND PLAN. CRM CALLED SVC DEPT, SPOKE WITH A GREGG, HE STATED THAT OVERSIGHT PERSON, LYNN IS HANDING THIS AND POSSIBLY PART COULD COME IN TONIGHT. CRM CALLED CUST BACK AND LEFT VM WITH CALLBACK ON 8/2/01 FOR FOLLOW UP WITH CUST AND DLR. JESSICA GARICA/ATX; 0; 365440923
2001-08-09

crm called svc dept, spoke with lord michael, svc mgr at night, she stated on 7/31/01 repair was done fro windshield wiper. that there are no other concerns with veh. jessica garica/atx; 0; 366244427

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

ACCOUNT BALANCE:
LEGAL:

DEALER ADMINISTRATION:
RELEASE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



NASHVILLE

AR



HOME PHONE:



CASE NUMBER:



VIN:

1GND513S122148607

MODEL YEAR:

2002

DATE OPENED: 2001-08-04

SERIES:

TRAILBLAZER - 4 DOOR

DATE CLOSED: 2001-08-09

MILEAGE:

2888

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: JOHN WALTERS CHEVROLET, INC.

BRC PARENT:

DEALER ADDRESS: 915 E OAK, CONWAY, AR, 72032, USA

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

T22 CSI Reply

Other

0 REPAIR ATTEMPT(S)

service

N51 Windshield Wipers Including Blades/Arms

Other

0 REPAIR ATTEMPT(S)

motor inop

T44 Maintenance Certificate (Oil Change)

Other

0 REPAIR ATTEMPT(S)

APOLOGETIC GESTURE

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

Cust states he is completely satisfied with dlr, vary satisfied with vah. Cust states recently he was going to visit some family members. Cust states it began to rain while he was on the highway. Cust states he turned on the windshield wipers, but nothing happened. Cust states he parked on the side of the interstate. cust states he made it to Meridian and tried to get vah repaired for two days at Nelson Hall Chevrolet. Cust states he was advised that wiper motor had shorted out and dlr could not repair it for another 3 days. Cust states he could not wait, so he drove home. Cust states he called John Walters Chevrolet (purchasing dlr) and had appt set up at Yark Gary Autoplex. Cust states they did good job. Crm will contact. Kathleen Heiman/CARS Tampa; 0; 99999

01-08-08

CRM CONTACTED CUST. CUST STATES THAT WINDSHIELD WIPERS ARE FIXED. CRM OFFERED FREE OIL CHANGE AS APOLOGETIC GESTURE. CUST ACCEPTED. CRM CONTACTED CUST TO ADVISE. KATHLEEN HEIMAN/CARS TAMPA; 0; 366158945

2001-08-08

BUSINESS REASONS FOR OFFERING OIL CHANGE. 1. CUST INCONVENIENCE. 2. APOLOGETIC GESTURE 3.
 ORIGINAL OWNER. KATHLEEN HEIMAN/CARSTAMPA; 0; 366158984
 2001-08-08

James Adams/Goodwill Liaison/Tampa-F; 0; 366164470
 2001-08-08

CRM ACCIDENTLY STATED "CRM CONTACTED CUST TO ADVISE" WHEN CRM SHOULD HAVE WROTE "CRM
 CONTACTED DLR TO ADVISE". DLR WAS CONTACTED. KATHLEEN HEIMAN/CARS TAMPA; 0; 366165796
 2001-08-08

Liaison Pre-approving one Complimentary Oil Change for customer satisfaction from Level 1
 Empowered CRM/TM Torras.
 James Adams/Goodwill Liaison/Tampa; 0; 366178292
 2001-08-08

1ST LEVEL APPROVAL OF OIL CHANGE CERT
 DOMINA CAVE/GOODWILL LIAISON/TAMPA; 0; 366180765
 2001-08-09

FINAL APPROVAL LARA DUBOSE/TPA APPROVING OIL CHANGE LETTER; 0; 366224495

*****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:

IS 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:
CAR STATUS:

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:

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

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

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

NAME:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:
ACCIDENT:

% BUSINESS: 0
DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

DID OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



OCALA , FL



CASE NUMBER: [REDACTED] VIN: 1G8DT138922144750
MODEL YEAR: 2002
DATE OPENED: 2001-08-14 SERIES: BRAVADA AND
DATE CLOSED: 2001-09-29 MILEAGE: 900
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: SULLIVAN OLDSMOBILE-CADILLAC
BRC PARENT: DEALER ADDRESS: 4040 SW COLLEGE RD, OCALA, FL, 34474, USA

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

D01 A/C Other
1 REPAIR ATTEMPT(S) DOESNT HAVE COOLER FAN
N51 Windshield Wipers Including Blades/Arms Broken
2 REPAIR ATTEMPT(S) Will not operate
S13 Reimbursement Requested Customer Satisfaction
0 REPAIR ATTEMPT(S) Rental car
S66 CAC Resolved With Goodwill CAC Resolved With Goodwil
REPAIR ATTEMPT(S) REIM

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 RW
C:\Progra-1\Plus!\Micros-1\Iexplor.exe http:\\carswab\wabknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http://carswab/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corspo1 nt.htm]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

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

CUST STATES A/C WORKS WELL AT SPEEDS BUT NOT IN STOP/GO TRAFFIC. CUST STATES DLR HAS REPLACED THE CYCLING SWITCH. CUST STATES DLR SAYS THAT THIS YEARS MODEL DOES NOT HAVE FAN IN FRONT OF RADIATOR WHICH HELPS TO COOL AIR INSIDE VEH WHEN STOPPED. CUST STATES AT DLR HE IS TOLD THAT THERE IS NOT A FIX TO GET THE A/C COOLER. CUST SEEKS TO KNOW IF THERE IS A SPECIAL POLICY CUST SEEKS TO KNOW IF THERE IS A TECH FIX BEYOND WHAT DLR STATES. CRM ADVISES OF NO SPECIAL POLICY AT THIS TIME. CRM ADVISES TO JACKSONS JOHN DUFFIELD TPA

CR1; 0; 366677349
01-08-14

CRM received call from Tier-1 rep (Mr. John Duffield)...Cust states that he is having a problem w/the A/C system on his veh...Cust states that when he is driving his veh @ highway speeds (ie 40+ MPH) the A/C blows cool air, but when the veh is idling the A/C blows warm air, & he literally sweats in the veh...Cust states that he has taken his veh to the dlr

ship to address this concern & they ended up replacing the cycling switch because his compressor was turing off & on on its own...Cust states that this did not fix th concern...Cust states that after his last visit to the dlr ship he had the svc adv place a amp stick in the A/C vent to test the tempature @ idiling & it came out to 77 degrees...Cust states that then they told him that the reason he is feeling a difference in the temperature when the veh is idiling is because Oldsmobile designed this Bravada w/a mechanical fan not an electrical fan & as a result the rate of air being forced through the condensor is less than it is w/the electrical fan..Cont; 0; 366681169
2001-08-14

....Continued....Cust states that he paid over \$35,000 for this veh & he can not live w/this concern...Cust seeks to have the A/C problem resolved...CRM apologized to cust for situation happening w/his veh right now...CRM then contacted dlr ship & spoke w/svc adv (Jenny) who stated that they did notice a problem w/the A/C system but the problem was w/the cycling switch which the dlr ship replaced & fixed the concern...Svc adv then stated that the cust did speak w/the assist svc mgr about his situation..CRM then spoke w/assist svc mgr (Dave), who states that the cust was told that the concern w/the A/C MAY BE caused by the mechanical fan that is in the veh but when they performed the diagnostic checks on the veh everything was operating up to specifications so they dont know what else to do...Dave then stated that he has started a case w/TAC to see if there is another fix for the cust veh but that will take some time to complete..Continues Part II....; 0; 366681547
2001-08-14

....Continued Part III....CRM thanked Dave for info, & CRM informed cust of that info & informed him that CRM will stay in contact w/him as well while we try to find a solution to his concern...Cust was satisfied w/that answer...Kevin Jackson/CARS Tier-2/TPA<>><<>; 0; 366681596
2001-08-17

CRM attempted to contact cust but no one answered phone so CRM will attempt again later...Kevin Jackson/CARS Tier-2/TPA<>><<>; 0; 366942011
2001-08-21

CRM attempted to contact cust to see if he has heard any updated info from the dlr ship..No one answered phone, so CRM will attempt to send unable to contact letter..Kevin Jackson/CARS Tier-2/TPA<>><<>; 0; 367266463
2001-08-28

CUSTOMER STATES HE IS CALLING TO SPEAK W/MR JACKSON
CUST SEEKS UPDATE ON A/C REPAIR
CRM ADVISE MR JACKSON IS NOT IN YET. HE WOULD LIKE FOR HIM TO CALL AT OFFICE [REDACTED] AND LEAVE MESSAGE IF THEY ARE ON THE PHONE. HE STATES MESSAGE WILL SAY THEY ARE NOT THERE BUT THEY ARE
FLADILEY.CARS.TPA.TIER1; 0; 367859511
2001-08-29

CUST STATES HE IS TRYING TO GET IN CTC WITH KEVIN JACKSON. CUST STATES HE EXPECTED TO GET A CALL YESTERDAY, BUT HE DID NOT. CUST STATES HE WILL BE AT [REDACTED] FOR THE NEXT HALF HOUR-45 MINUTES. CUST STATES HE IS GOING TO FILE FOR LEMON LAW, IF HE DOES HEAR FROM KEVIN JACKSON TODAY. CUST SEEKS TO SPEAK WITH KEVIN JACKSON. CRM ADVISED KEVIN JACKSON IS NOT AVAIL AT THIS TIME. CRM ADVISED I WILL SEND MR. JACKSON THE MSSG TO CTC CUST ASAP.
JACKIE JOHNSON/TIER1/CARS/TAMPA; 0; 367950421
2001-08-30

CUST STATES:
He has been working with kevin jackson
CUST SEEKS:
speak with kevin jackson
CRM ADVISED:
Crm advised cust I will transfer him to kevin jackson
COSTREY HACKER/TIER1/TAMPA/CARS; 0; 368036672
2001-08-30

CRM received call from Tier-1 rep (Ms. Cortney Backer)...Cust states that his windshield wipers are currently not working on his veh...Cust states that there was a very bad rain storm yesterday & during the storm his windshield wipers failed & could not come back on, & they still are not working right now...Cust states that his A/C concern is also not working either...Cust states that his A/C blows warm air in stop & go traffic...Cust seeks to take his veh back in to the dlr ship today & have his windshield wipers looked @ as well as his A/C system fixed...CRM apologized to cust for the continued concerns...CRM contacted dlr ship & spoke w/assist svc mgr (Dave) & informed him of the situation...CRM then asked if the cust could bring the veh down to them today...Dave states that they would not be able to look @ the cust veh until Tuesday of next week...CRM relayed info to cust who stated that he would not be available on Tuesday, he would have to set if for Wednesday morning..Continues....; 0; 368038990
2001-08-30

....Continued....CRM contacted Dave @ the dlr ship & informed him that that cust wont be available until Wednesday, so Dave set the appointment for Wednesday @ 9am...CRM then asked Dave if they supply rental or loaner cars for their cust...Dave stated no they dont, they only give rentals to their Cadillac cust if the veh stays overnight...CRM reminded Dave that the cust is experiencing what could be considered a safety concern w/the windshield wipers not working in a rain storm, & it is possible that it will rain again between now & Wednesday...Dave states that they only give rentals to the Cadillac cust if the veh stays overnight...CRM thanked Dave for info...CRM then relayed info to cust, who states that Wednesday morning @ 9am is okay...Continues....; 0; 368039367
2001-08-30

....Continued....Cust then inquired about a rental veh purchase...CRM then consulted w/TM (Ms. Jarrett) who agreed we should reimburse the cust for a rental @ \$30 a day rate...CRM presented offer to cust who accepted...CRM informed cust of rate & documents that are needed...CRM will now suspend file until cust takes veh in next week...Kevin Jackson/CARS
er-2/TPA<>><>>; 0; 368039407
01-08-30

Cust gave CRM his cellular phone number 352-895-2596...; 0; 368039453
2001-09-11

CRM attempted to contact cust but no one answered phone so CRM will attempt again later...Kevin Jackson/Pilot Team/TPA<>><>>; 0; 369074003
2001-09-12

CRM attempted to contact cust but no one answered phone so CRM will attempt to send unable to contact letter...Kevin Jackson/Pilot Team/TPA<>><>>; 0; 369180488
2001-09-13

CUST STATES THAT KEVIN JACKSON3 HAS BEEN TRYING TO CONTACT HIM AND HE IS RETURNING THE CALL AND WOULD LIKE TO SPEAK W/ HIM
FORWARDING TO JACKSON3
KAYTRINA GLENN/TIER 2/TAMPA; 0; 369247253
2001-09-13

CRM received call from Tier-2 rep (Ms. KayTrina Glenn)...Cust states he wanted to give CRM an update on his situation..Cust states the dlr ship has identified the problems w/his A/C system, it appears to be a concern w/the computer for the A/C & so the dlr ship has made an adjustment w/the computer module & the A/C system is working fine now @ any speed...Cust states the concern w/his windshield wipers has been somewhat resolved as well...Cust states the dlr ship replaced the entire wind shield wiper module as well & the only concern now is that the blades stop about six inches from edge of the windshield so it misses a stop on the drivers side that makes it a little hard to see, but that will just take a simple adjustment he will be going back to the dlr ship last to have them adjust that...Cust then stated he also has sent his paperwork for the rental car so htat is on its way...CRM will suspend file pending further contact from cust about the windshield wipers...Kevin Jackson/Pilot Team/TPA<>><>>; 0; 369247891
2001-09-15

CRM FORWARDING DOCS SENT IN TO PRVS CRM FOR REVIEW MICHELLE HARGROVE/TAMPA CARS; 0;
369427979
2001-09-21

CRM resumed to review received documents...Business reasons for reimbursing cust are as follows:

- 1) Original Owner of vehicle
- 2) Repeated problems w/brand new vehicle
- 3) Current concern w/veh is saftey related
- 4) Help foster the relationship w/the dlr ship & the cust confidence that they can repair the veh to his satisfaction

Total reimbursement granted to cust is \$180 for rental car @ \$30 a day for six days... CRM contacted rental agency (Avis) & spoke w/clerk (Cortney) who verified all info on original invoice was correct...Cortney also stated that the invoice does also represent cust receipt for proof of payment...CRM then contacted cust to verify amount granted...Cust verified mailing address...CRM notified svc mgr @ dlr ship (Mr. John Makey) of CAC reimbursing cust...CRM will now forward for next level of approval...Kevin Jackson/Pilot Team/<T><P><A>; 0; 369931884
2001-09-21

Phone number to Avis rental car is (352)-237-2714...Number is hard to read on invoice...; 0;
369932096
2001-09-21

Reimbursement pre-Approved in the amount of \$180.00
Jessica Tate/Tampa/Goodwill Liaison; 0; 369971545
2001-09-22

1ST APPROVAL OF REIMBURSEMENT IN THE AMOUNT OF \$180.00, FOR RENTAL
TM BENNETT
NO PREVIOUS FILES
ANA SAIER/TAMPA APPROVAL GROUP; 0; 370023680
2001-09-22

FINAL APPROVAL OF REIMBURSEMENT FOR 180.00
DONNA CAVE/GOODWILL LIAISON/TAMPA; 0; 370039082
2001-09-29

CHECK# 900485708 FOR AMOUNT \$ 180.00 MAILED ON (09/25/01)
Edward J. Brown II/Goodwill/TPA; 0; 370622617

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
GRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BUYOUT:

COUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****AIR INFORMATION*****

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



HARTFORD, AR

CASE NUMBER: [REDACTED] VIN: 1GNDS13B222115812
MODEL YEAR: 2002
DATE OPENED: 2001-10-15 SERIES: UNKNOWN
DATE CLOSED: 2001-10-16 MILEAGE: 4000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SMITH CHEVROLET OLDSMOBILE CADILLAC
BRC PARENT: DEALER ADDRESS: 1215 HWY 71 S, FORT SMITH, AR, 72901, USA

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

A07 Referred to Dealer Customer Satisfaction
0 REPAIR ATTEMPT(S) WINDSHIELD WIPER INOPERATIVE
N51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) INOPERATIVE
S33 Parts Availability Customer Satisfaction
1 REPAIR ATTEMPT(S) WINDSHIELD WIPER MOTOR NOT YET AVAILABLE

Final Repair Attempt

CRM INSTRUCTIONS:

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

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

C:\Progra-1\Plus\Micros-1\Iexplor.exe
http://carweb/webknowledge/Manuals/SOGandPnP/PP/PP1_1.pdf]]

Final Repair Attempt

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

CUST STATES WAS DRIVING TO TULSA AND IT STARTED RAINING AND HER WINDSHIELD WIPERS WERE INOPERATIVE. CUST STATES WENT TO LOCAL CHEV DLR THERE AND WAS ADVISED PARTS ARE NOT YET AVAILABLE AND THEY SPAC CASED THE PART. CUST STATES SHE IS NOW BACK AT HOME IN FORT SMITH, AR. CUST SEEKS RENTAL VEH WHILE PART UNTIL PART ARRIVES. CRM CONTACTED YOGI, SVC MGR AT SMITH CHEV AND WAS ADVISED HE WILL DIAGNOSE THE VEH AND GO APT A SPAC CASE AND STATES HE WONT HAVE A PROBLEM PROVIDING A LOANER. CRM ADVISED CUST. CUST WAS SO SATISFIED. CUST SPOKE W/ PAL AND DELIVERED THE COMPLIMENTS. CRM CLOSING REQUEST SATISFIED.

M OFFOR ATX CAC; 0; 372010458
2001-10-16

opened file to insert cust email, Kana Case File 1513334 RCVD 10/16/01 Do not put out a vehicle that does not have parts available yet. Also, make certain dealers are willing to help customers that did not buy at their lot. My new 2002 trailblazer had the wipers go out while I was driving in the rain with my 2 babies at night in Tulsa, OK last Friday. Sat. a.m. I went to nearest dealer and they told me it was the wiper motor, it was not available yet, and sent me on my way. I called back and said I was concerned about the safety of driving my truck, what could we do? Service asked sales if they could take motor off new

trailblazer, they said no because i did not buy there. I called 2 more Tulsa dealers and got the same answer. I called roadside assistance for help, and while they seemed to try and were very nice, they were no help either. Luckily, I was able to get home without encountering any rain. myra addington/pdx/email; 0; 372144559

2001-10-16

cust continues*** : Monday a.m. i called cust svc and they set me up to get a rental under my warranty from a Ft Smith dealer. Why couldn't Tulsa dealers have done same? What if it had continued to rain? Seems to me money in pocket is more important than safety of customers. I spent the better part of Saturday working on this with no success and many worries. I can understand them not wanting to disable one of the new vehicles, but doesn't this seem like a special circumstance? No one mentioned that I could get a rental under my warranty until Monday when I called customer service. Roadside said I could get a rental but they did not know if i would be reimbursed - they were not able to tell me if it was covered by my warranty. I am very disturbed by this incident. This is my first chevy purchase and although I have been happy with my vehicle I am concerned about service/safety when I travel (which is often).

myra addington/pdx/email; 0; 372144670

2001-10-16

CRM RESPONSE: hank you for contacting the GM Internet Response Center. We sincerely apologize for your dissatisfaction. Chevrolet understands that of all the factors involved in customer satisfaction, quality is of primary concern. We appreciate your advising us of your feelings. The comments you have made will help us provide the quality you expect from Chevrolet.

If you have any further questions or comments please feel free to contact the GM Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard Time or by e-mail at cac@Chevrolet.com.

myra addington/pdx/email; 0; 372144732

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

APPRECIATION:
GRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] RAPID CITY SD [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: [REDACTED] VIN: 1GNMT138622144050
DATE OPENED: 2001-12-08 MODEL YEAR: 2002
DATE CLOSED: 2001-12-18 SERIES: UNKNOWN
SOURCE: Mail MILEAGE: 5000
BRC TYPE: Yes DELIVERY DATE:
BRC PARENT: DEALER NAME: RAPID CHEVROLET CO., INC.
DEALER ADDRESS: 2090 DEADWOOD AVE., RAPID CITY, SD, 57702, USA

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

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SURVEY
N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) INOPERATIVE

FAULTY WINDSHIELD WIPER.

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

CSI RECEIVED.
CUST STATES THAT CUST IS SATISFIED WITH DEALERSHIP AND VERY SATISFIED WITH VEH. CUST STATES THAT HE HAS A CONCERN WITH HIS FAULTY WINDSHIELD WIPERS.
TOM WALDBART/CORR/TAMPA; 0; 377490450
2001-12-17

CRM CONTACTED CUST, CUST HAD COMPANY AND COULD NOT SPEAK TO CRM.
TOM WALDBART/CORR/TAMPA; 0; 377490527
2001-12-18

CRM TRIED TO CONTACT CUST, NO ANSWER.
CRM WILL SEND UNABLE TO CONTACT LETTER.
CRM WILL CLOSE REQUEST SATISFIED.
TOM WALDBART/CORR/TAMPA; 0; 377566066
2001-12-18

AUDITOR APPROVING LETTER.
***REGINA SKELTON/LETTER AUDITOR/TAMPA; 0; 377586675

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

OWNER NAME: DRIVER AGE:
OWNER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

*****CAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEGISLATION:
VEHICLE DESTINATION:
LINE PAYOFF:

DEALER ADMINISTRATION:
RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

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

CASE NUMBER: 06064156 VIN: 1GKDT13E222249634
MODEL YEAR: 2002
DATE OPENED: 2001-12-19 SERIES: UNKNOWN
DATE CLOSED: 2001-12-26 MILEAGE: 3672
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: ELBERT PONTIAC-GMC-BUICK
ERC PARENT: DEALER ADDRESS: 1201 E FIFTH ST., WASHINGTON, MO, 63090, USA

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

801 Service General 1 REPAIR ATTEMPT(S)	Other wipers
T44 Maintenance Certificate (Oil Change) 0 REPAIR ATTEMPT(S)	Customer Satisfaction oil/change
886 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill oil/change
851 Windshield Wipers Including Blades/Arms REPAIR ATTEMPT(S)	Other nonfunctional at delivery
802 Delivery Condition 0 REPAIR ATTEMPT(S)	Other wipers not functiona

Transferring customers to VOS, checking vehicle order status or giving out VIN numbers to customers.

CRM INSTRUCTION:

*CRM should access Webknowledge Step-by-Step: [[VOS RIM
C:\Progra-1\Plus\Micros-1\Iexplore.exe
http://carsweb/webknowledge/carscp/sbs/html/vosvehicleorderstatus.htm
]]

*CRM should not give VIN to customers, but refer them to their dealerships, and CRM should not transfer customer calls to VOS. CRM should call VOS with order number and then give the customer the update.

Transferring customers to VOS, checking vehicle order status or giving out VIN numbers to customers.

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

COR STATES THAT VEH WAS DELIVERED TO CUST W/ WIPERS NT FUNCTIONAL

NICHOLAS FRETTE/CARS/TAMPA; 0; 377670124
2001-12-26

st states that wipers would not function @ all when cust seeks that veh have already been repaired but dissat w/ time it took crm advsd good will oil/change

nicholas frette/cars/tampa; 0; 378289355
2001-12-26

vin search completed on veh
CRM WILL OFFER GOODWILL OIL/CHANGE FOR FOLLOWING BUSINESS REASONS:
CUST INCONVENIENCED W/ time of repair
FOSTER CUST & DLR RELATIONSHIP
J.RETAIN A LOYAL GM CUST

FORWARD TO GOODWILL LIABON

NICHOLAS FRETT/CARS/TAMPA/LEVEL1 EMP; 0; 378259714
2001-12-26

preapproval of oil change
tm torres
no previous files
dana sier/tpa gl -f; 0; 378266784

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:

REFURCHASE REASON:

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:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:
RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS :

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] EDMOND , OK [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 06149311 VIN: 1GKPT138922301681
MODEL YEAR: 2002
DATE OPENED: 2002-01-09 SERIES: ENVOY SLE 4 WHEEL DR
DATE CLOSED: 2002-01-15 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: HUDIBURG PONTIAC GMC TRUCK, INC.
BRC PART#: DEALER ADDRESS: 6100 TINKER DIAGONAL, MIDWEST CITY, OK, 73110, USA

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

T22 CBI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CBI 01/09/02 TRACY CHAMBERS PDX/CAC
N51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) REPAIRED.

General product information

INSTRUCTIONS TO CRM:

Transfer the customer to the Lead Management Team for specific model they are interested in.
Send literature for models they are interested in.

General product information

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

CBI 01/09/02 TRACY CHAMBERS PDX/CAC; 0; 379429444
2002-01-15

CRM CALLED CUST AND THERE WAS NO ANS. CRM IS SENDING LETTER. REQUEST CLOSED SATISFIED.
TRACY CHAMBERS PDX.CAC; 0; 379972350
2002-01-15

SURVEY STATES THAT WINDSHIELD WIPER IN A SNOW STORM ISSUE TRACY CHAMBERS PDX/CAC; 0;
379972453
2002-01-15

GL reviewed file/attachments, Letter SU0003 (initial survey, unable to contact) approved and
sent to MSX to process
Nicole Raw/GL/Portland CAC; 0; 379986595

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER 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:

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

† BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] CEDAR RAPIDS IA [REDACTED]
HOME PHONE: [REDACTED]
CASE NUMBER: 06203731 VIN: 1GNDT13HX22145377
MODEL YEAR: 2002
DATE OPENED: 2002-01-18 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-01-18 MILEAGE: 11000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: Yes DEALER NAME: PAT MCGRATH CHEVROLET
BRC PARENT: DEALER ADDRESS: 1616 51ST ST NE, CEDAR RAPIDS, IA, 52402, USA

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

S90 Dealer Referred Customer to CAC Dealer Referred Customer
0 REPAIR ATTEMPT(S) NOT ABLE TO CORRECT MIRROR MEMORY CONCERN
N41 Power Seats Motor/Switch/Wiring Inoperative
1 REPAIR ATTEMPT(S) DRIVERS SEAT WOULD NOT MOVE BACK AND FORTH,
DLR REPAIRED
A14 Dealer Service/Modification/Parts Delay Other
0 REPAIR ATTEMPT(S) WAITED 8 WEEKS FOR PARTS TO FIX SEAT MEMORY
CONCERN
C30 Mirrors - Interior/Exterior Other
0 REPAIR ATTEMPT(S) MIRRORS MOVE SPORADICALLY WHILE VEH IS
MOVING, DLR UNABLE TO FIX, WAITING ON PAR
N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) INTERMITTENTLY DONT WORK

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Correspondent.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*****

ORIGINAL OWNER,,, CUST STATES THAT AFTER HE FIRST PURCHASED VEH THE BASE OF THE DRIVERS SEAT WOULD NOT MOVE FORWARD AND BACK.. CUST STATES HE HAD TO WAIT 8 WEEKS FOR THE PART TO BE MADE SO IT COULD BE REPLACED ON HIS VEH... AND THEN AFTER THAT PART WASREPLACED THE EXTERIOR POWER MIRRORS WOULD MOVE SPORADICALLY WHILE CUST WAS DRIVING.. CUST STATES THAT THE DLR HAS INFORMED HIM THAT GM IS WORKING ON A FIX FOR THAT AND HE HAS NOW BEEN WAITING 6 WEEKS FOR THAT TO BE REPAIRED.

ALSO THE WINDOW WIPERS WILL INTERMITTENLY JUST STOP WORKING WHILE THEY ARE TURNED ON..
CUST STATES THAT THE DLR ADVISED HIM TO CALL AND GET A FILE STARTED AS THEY ARE NOT ABLE TO
REPAIR CONCERNS.

CUST SEEMS TO GET VEH REPAIRED ASAP., AS HE FEELS THESE CONCERNS CAN BE A SAFETY HAZARD.
CRM CALLED DLR.. SVC MGR NOT AVAILABLE.. SVC ADVISOR, CLINT WASHNDOR EXT* 319 STATES THAT
THERE IS A TAC CASE # AND THEY HAVE NOT BEEN GIVEN AN EXPECTED DATE OF RELEASE FOR THE FIX
CONTINUED.....; 0; 380215581
2002-01-18

SVC ADVISOR REQUEST THAT CRM CONTACT HIM BACK AROUND 12-2PM... FOR THE TAC # AND MORE INFO
AS HE IS VERY BUSY AT THIS MOMENT..
CRM WILL CALL SVC ADVISOR BACK THIS AFTERNOON..
CUST HAD DISCONNECTED CALL..
CRM CALLED CUST AND L/M W/CUST SECRETARY ... WHO WILL ADVISED CUST OF FILE #..
IF CUST CALLS BACK.. PLEASE FIND EXACTLY WHAT HE IS SEEKING AND THAT I WILL BE FOLOWING UP
W/HIM ON TUESDAY, 1/22/02....
CRM SUSPENDING FILE.. LEAH WILLIAMS/CAC/ATX; 0; 380215719
2002-01-18

Cust states that he was going by svr advisor Clint's advise to contact us so we can contact
the avm. Crm advised cust that first we must contact svr mgr & then if between cac & svr
mgr we can't find a solution then we contact avm. Cust understood, crm forwarding file back
to working crm. Evonda Fulton/cars/tpa/57107; 0; 380218797
2002-01-18

CRM CALLED DLR.. SVC ADVISOR CLINT STATES THAT THE TAC # 5218012 WAS OPEN ON 11/14/01 WHEN
THE RO FOR THIS CONCERN WAS ORIGINALLY OPENED... ADVISOR STATES THAT HIS AVM WILL BE IN
LATE THIS AFTERNOON AND HE WILL BE BRINGING UP THE MATTER W/HIM, BUT THERE IS NOTHING
SPECIFICALLY THAT HE CAN DO B/C THEY ARE WAITING ON THE FIX..
CRM WILL SUSPEND FILE AND CONTACT CUST TO ADVISE..
LEAH WILLIAMS/CAC/ATX; 0; 380234189
2002-01-18

SVC ADVISED CLIENT STATES THAT THE WINDSHIELD WIPER CONCER WAS REPAIRED .. THERE WAS A RAIN
DETECTING SENSOR THAT WAS NOT WORKING AND WAS REPLACED...
CRM CALLED CUST AND ADVISED..
CUST SATISFIED THAT HIS CONCERN HAS BEEN DOCUMENTED..
CRM CLOSING FILEDISSATISFIED. AS VEH IS STILL NOT REPAIRED..
LEAH WILLIAMS/CAC/ATX; 0; 380234568

*****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:
INJURY:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT:
PHONE NUMBER:
PRODUCT CODE:

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
CONSENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



KILLEN , AL



CASH NUMBER: 06268433 VIN: 1GND8138622234799
MODEL YEAR: 2002
DATE OPENED: 2002-01-29 SERIES: TRAILBLAZER 2ND (4-D
DATE CLOSED: 2002-01-29 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

N51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) WONT WORK

VEHICLE ACCESSORIES

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN
C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Manuals/owners/OwnersManualsDecision.htm]]
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
http://carsweb/webknowledge/Products/general/SolutionsByComponentCode.htm]]
-
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

VEHICLE ACCESSORIES

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

CUST STATES IS IN THE RAIN AND HER WINDSHIELD WIPERS ARENT WORKING. CRM ADVISED OF FUSE BOX AND HOW TO CHANGE CUST ADVISED WILL GO TO THE NEAREST SERVICE STATION AND SEE IF THEY COULD HELP TO DO IT. CRM ATTEMPTED TO ASSIST CUST IN DO IT SHE INSISTED ON DOING IT LATER
REQUEST CLOSED SATISFIED
JAMIE BRITTSAN/CAC/PDX; 0; 381208726

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

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

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

IS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOFF:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LENDOR LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: _____ LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: † BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: _____ CONTACT NUMBER: 1
COMPANY: _____ CONTACT TYPE:
ADDRESS: _____ CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] MANCHESTER NH [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 06339037 VIN: 1GNDT13S222158303
MODEL YEAR: 2002
DATE OPENED: 2002-02-11 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-02-11 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: DOBLES CHEVROLET-BUICK, INC.
BRC PARENT: DEALER ADDRESS: 1250 S WILLOW ST., MANCHESTER, NH, 03103, USA

*****GENERAL CASE INFORMATION*****

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) CSI REPLY.. SERVICE

J43 Choke Assembly Broken
1 REPAIR ATTEMPT(S) THROTTLE

N51 Windshield Wipers Including Blades/Arms Broken
1 REPAIR ATTEMPT(S) REPLACED

43 Parts Availability Customer Satisfaction
REPAIR ATTEMPT(S) CONCERN

A07 Referred to Dealer Other
0 REPAIR ATTEMPT(S) FOR FUTURE CONCERNS

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CSI REPLY SERVICE... CUST SATISFIED WITH DLR AND SVC, THEY HAVE A CONCERN WITH THE VEH BUT DO NOT STATE WHAT IT IS.. JUST THAT IT HAS BEEN INTO DLR 3 TIMES.
M CALLED CUST L/M WITH CAC PHONE # AND RQ # TO CALL CAC TO DISCUSS SURVEY.
M CLOSING FILE CUST SATISFIED
MARK ELLIS/CARS/TAMPA/57088; 0; 382306837
2002-02-11

CUST CALLED CAC AND CRM THANKED CUST FOR FILLING OUT SURVEY. TO CLARIFY--CUST WAS STATING THAT THE VEH HAS BEEN TO DLR 3 TIMES SINCE THEY OWNED IT AND IT WAS NOT FOR THE SAME THINGS.

CUST STATES THAT SHE IS CONCERNED WITH PARTS AVAILABILITY. CUST STATES THAT THE VEH IS TOO NEW SO THE PARTS ARE NOT READILY AVAILABLE. CUST STATES THAT WHEN THE WINDSHEILD WIPERS WENT OUT AND THE DLR KEPT THEIR VEH FOR A MONTH. CUST STATES THAT MOST RECENTLY THE THROTTLE WENT OUT AND THE DLR REPLACED IT WITH IN 2 HOURS. CUST IS JUST CONCERNED ABOUT WHAT IS GOING TO HAPPEN NEXT. CUST STATES THAT THEY LOVE THEIR VEH AND THEIR DLR AND SO HAS NO CURRENT CONCERNS WITH THE VEH. CRM WILL CLOSE CASE SATISFIED. SARAH ANDRUSZKO/CAC/PDX; 0, 382311606

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIM:
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
SRP:

TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS:
CITY/STATE:
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
* BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



AUBURN , NY



CASE NUMBER: 06340226 VIN: 1GHEP138722239364
MODEL YEAR: 2002
DATE OPENED: 2002-02-11 SERIES: BRAVADA AWD
DATE CLOSED: 2002-02-11 MILEAGE: 1300
SOURCE: Phone DELIVERY DATE:
ERC TYPE: No DEALER NAME: FOX CHEVROLET INC
ERC PARENT: DEALER ADDRESS: 503 S CHARLES S SHIVERS
BLVD, CLINTON, TN, , USA

*****GENERAL CASE INFORMATION*****

N51 Windshield Wipers Including Blades/Arms Other
0 REPAIR ATTEMPT(S) SOMETIMES DOES NOT WORK

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\Iexplor.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\Iexplor.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\Iexplor.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]
- Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES VEH BACK WINDSHIELD WIPER DOES NOT ALWAYS WORK. CUST STATES HAS TAKEN VEH INTO
DLRSHIP AND WAS TOLD MOTOR HAD TO BE REPLACED. CUST STATES DOES NOT BELIEVE THIS TO BE
CONCERN. CUST STATES BELIEVES IT IS THE HOUSING OF WIPER THAT PREVENTS ITFROM WORKING. CRM
ADV WE RELY ON DLRSHIP FOR DIAGNOSIS, HOWEVER, SHE COULD TAKE VEH INTO OTHER DLRSHIP FOR
ANOTHER DIAGNOSIS. CUST STATES WHAT GOOD IS CAC IF THEY CANNOT ANSWER HER QUESTION. CRM
CLOGIZED AND REITERATED THAT WE CANNOT DIAGNOSE VEH AND RELY ON DLRSHIP FOR THIS INFO.
CRM ADV CUST IF NOT HAPPY W/THIS DLRSHIP TO GET SECOND OPINION. CUST STATES WOULD LIKE TO
TALK W/SOMEONE IN ENGINEERING, CRM ADV THERE IS NO CUST CONTACT FOR THIS DEPT. CUST STATES
A GOOD WAY TO HIDE FROM PUBLIC. CRM ADV IF ANY OTHER CONCERNS COULD BE ADDRESS AND INFORMED
CUST THAT EVERY CONCERN WOULD BE DOCUMENTED. CUST STATES IF CRM CANNOT ANSWER QUESTION THEN
THERE IS NOTHING ELSE TO ADDRESS. REQUEST CLOSED DISATISFIED W/WEB LETTER, PER TM DOUG
KEIDLAND.; 0; 382313983

2002-02-11

..CONT...CRM WILL BE SENDING BBB LETTER. ANNIE DELVALLE/CAC/PDX; 0; 382314058
02-02-12

Reviewed file and approved letter MN0001 sent to MSX for printing. GWL/JEANNE OLSON/PDX;
0; 382400595

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC: DEALER NAME: FAX NUMBER:
DEALER ADDRESS: , , BODY TYPE:
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

ENGINE TYPE:
LEASE @ BUY-BACK: 0
MSRP:

TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
WADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DID OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]

BELLEFONTAINE
OH [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 06346117 VIN: 1GKDT132X22249168
MODEL YEAR: 2002
DATE OPENED: 2002-02-12 SERIES: EMVOY SLE 4 WHEEL DR
DATE CLOSED: 2002-02-12 MILEAGE:
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

A12 Miscellaneous - Not Classified Other
0 REPAIR ATTEMPT(S) LOCATE DLR

N51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) DO NOT WORK

LOCATE DEALER

CRM INSTRUCTIONS:
LINK TO WEBKNOWLEDGE TO FIND:
SPECIFIC DEALER
DEALER WITHIN A SPECIFIC RADIUS
MARKET TEAM

[[Locate Dealer RUN C:\Progra-1\Plus1\Micros-1\Iexplor.exe
http://carsweb/webknowledge/Utilities/UtilitiesMain.htm]]
LOCATE DEALER

*****WORK HISTORY*****

CUST SON STATES WINDSHIELD WIPERS DO NOT WORK ON MOMS VEHICLE...CUST SEEKS NEAREST DLR..CRM
ADV CUST OF SEVERAL DLRS IN COLUMBUS...CRM OFFERED TO CONTACT DLR ..CUST DECLINED AND STATES
WILL CONTACT DLR HIMSELF.. FELICIA WILLIAMS ATX; 0; 382382416

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

DEARBORN HEIGHTS
MI

HOME PHONE:

CASE NUMBER: 06430259 VIN: 1GNDT138522353201
MODEL YEAR: 2002
DATE OPENED: 2002-02-26 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-02-26 MILEAGE: 0
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: GORDON CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 31850 FORD RD., GARDEN CITY, MI, 48135, USA

*****GENERAL CASE INFORMATION*****

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) sales
N51 Windshield Wipers Including Blades/Arms Other
0 REPAIR ATTEMPT(S) didn't work three times
J01 Engine Other
0 REPAIR ATTEMPT(S) hard start - intermittent
7 Referred to Dealer Other
REPAIR ATTEMPT(S) future concerns

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepol nt.html]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

crm rec'd doc mx # vin. case scan performed -no prev req found. no open campaigns. cust sts that she is completely sat with gordon and sat with 2002 trailblazer. cust sts intermittent concerns: windshield wipers did not work three times, engine hard to start 3 or 4 times. crm contacted cust 2-26-02 and cust has voice mail system that does not take msgs. crm will send letter su003. jeff knickerbocker/corr/atx/cars/2-26-02; 0; 383618682
02-02-26

LTR APPROVED/BRET WILLIAMS/APPROVER/ATX; 0; 383625875

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:
RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
& BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 06454020 VIN: 1GNDT13E422205850
MODEL YEAR: 2002
DATE OPENED: 2002-03-04 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-05-28 MILEAGE: 5856
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: RODNEY COBB CHEVROLET INC
BRC PARENT: DEALER ADDRESS: 500 E MAIN, , EATON, OH, 45320, USA

*****GENERAL CASE INFORMATION*****

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) SURVEY

C41 Weather Strip Other
1 REPAIR ATTEMPT(S) WIND NOISE

H50 Brake Pedal Linkage Other
1 REPAIR ATTEMPT(S) SQUEAKING

N51 Windshield Wipers Including Blades/Arms Other
REPAIR ATTEMPT(S) STOP WORKING INTERMITTANTLY

CSI SURVEY

*****WORK HISTORY*****

(PRA) Preliminary Repurchase Authorization forwarded to repurchase csm Jodi Masters, ext. 58656. AVN: Antoine Burks. Related request: 05993756.; 0; 391019853
2002-03-08

CUST CORR COMMENTS: "WIPERS HAVE STOPPED WORKING 3 TIMES, COBB COULD NOT FIND ANYTHING WRONG. BRAKE PEDAL SQUEAKS - DIDNT FIX. ALOT OF WIND NOISE! COBB SAID THEY COULDN'T FIND ANY WIND NOISE. I HAVE HAD WAY TOO MANY PROBLEMS WITH A NEW VEHICLE TO SATISFY ME." HEATHER BIRDBALL/CAC/PDX; 0; 384448853
2002-03-08

CUST STATES THAT HE HAS HAD ALOT OF PROBLEMS W/THE VEH, AND THAT THE DLR IS WORKING ON ISSUES, AND THEY HAVE TAKEN CARE OF THE ISSUES, FOR NOW. CUST STATES THAT HIS WIFE IS JUST "FINIKY", AND THAT THIS IS HER VEH. CUST SEEKS NOTHING AT THIS TIME. CRRM ADVISED CUST OF FILE NUMBER, AND THAT IF HE HAS ANY ISSUES THAT HE IS UNABLE TO GET RESOLVED, OR WOULD LIKE OUR ASST W/HE CAN ALWAYS CONTACT US. CUST AGREED. REQUEST CLOSED SATISFIED. HEATHER BIRDBALL/CAC/PDX; 0; 384464469
2002-03-08

NEXT CRM ----->> IF CUST CALLS IN TAKE OWNERSHIP AND CHECK TO MAKE SURE ALL ISSUES W/VEH HAVE BEEN RESOLVED IF NOT PLEASE ASST. REQUEST CLOSED SATISFIED. HEATHER BIRDBALL/CAC/PDX; 0; 384464478
2002-04-15

cust sts she has had it with this veh. cust sts last friday veh died and then started back up. cust sts she can feel the veh cutting off on her. the other day cust sts she put veh in park and the auto 4 wd light was flashing and it went back to 2 wd. cust sts a concern with the brakes again. cust sts that the dlr will pick veh up on 04/16/2002. at this time

CRM WILL CALL DLR FOR DIDGNOSIS AND DETERMINE IF IN FACT VEH HAS BEEN IN THE DLR 6 TIMES. CUST STS THIS IS 5TH TIME TAKING IT BACK. CUST STS THEY NEVER FIGURED OUT WHAT IS WRONG WITH WIPERS B/C UNABLE TO DUPLICATE IT. CRM ADVISED NEXT TIME THIS HAPPENS CALL ROADSIDE AND HAVE VEH TOWED TO DLR AND THEN THEY WILL BE ABLE TO DUPLICATE IT. CUST SAYS SOMETHING ABOUT WANTING A NEW VEH BUT CRM ADVISED NOTK WITH DLR UNDER CONDITION OF WARRANTY. FOR NOW CUST SNEAKS VEH FIXED. CRM WILL FOLLOW UP WITH CUST AND DLR ON 04/16/2002 FOR VEH SATISFACTION. CUST STS IN A WEEK FROM NOW THE VEH WILL HAVE SOMETHING ELSE WRONG WITH IT. CUST HAS BEEN ***CONT***; 0; 387748037
2002-04-15

DIRECTED AWAY FROM REPURCHASE. CRM WILL FOLLOW UP WITH CUST AS PLANNED
AMY DEASON/CAC/ATX; 0; 387748067
2002-04-16

CUST STS DLR UNABLE TO DUPLICATE 4 WD DRIVE LIGHT AND ENGINE NOISE. CUS THAS TO TAKE VEH BACK TO DLR CONCERNING THE LICSENCE PLATE BRACKETT. CRM WIL LP/U WITH CUST ON 04/17/2002 AND DLR TO VERIFY REPAIRS ARE MADE
AMY DEASON/CAC/ATX; 0; 387839864
2002-04-17

CRM SPOKE WITH SVM TOM FARRON WHO STD THE CUST HAS COMPLAINED OF WIPERS NOT WORKING AND 4WD LIGHT COMING ON AND HARD KNOCK ON COLD START. SVM STS NO DUPLICATION ON ANY OF THESE CONCERNS. SVM STS THAT THE LICSENCE PLATE CONCERN IS THIS: THE TAILGATE WHERE THE PLATE GOES HAS BEEN MAKING THE PAINT RUB OFF DUE TO THE VIBRATION OF DRIVING AND SVM HAS PAINTED OVER THIS 3 TIMES. SVM STS THAT TAC HAD INFORMED HIM TO GRIND THE SHARP EDGES AROUND THE PLATE BUT THE PAINT STILL RUB OFF. THE NEWER TRAILBLAZER HAVE MOLDING AROUND THE PLATE BUT THE MOLDING WILL NOT FIT HER VEH B/C OF HTE GRINDING OF THE EDGES. THE SVM HAS ORDERED A NEW BACK PANEL TO CORRECT THIS AND THAT IS WHAT THE LICSENCE PLATE CONCERN IS. CRM WILL FOLLOW UP WITH CUST ON MONDAY THE 22 TO SEE IF LIS PLATE CONCERN IS RESOLVED.

PENDING FILE SATISFIED
AMY DEASON/CA/CATX; 0; 387921545
2002-04-22

INNER FENDERS LACK ABOUT AN INCH, VEH HAS DIED IN RUSH HOUR TRAFFIC. CUST STATED THAT THE DLR HAS NOT BEEN ABLE TO DUPLICATE ANY OF THESE CONCERNS CUST STS HE STILL HAS PROBLEMS WITH RUBBING BOARDS. CRM STD TO HAVE ROADSIDE TOW THE VEH IN IF THIS EVER HAPPENS AGAIN. CUST STD THAT THE LICSENCE PLATE CONCERNS HAS NOT BEEN RESOLVED. CUST ALSO STS HE HAS CONCERNS WITH INNER FENDERS LACK ABOUT AN INCH AND HTE VEH LOOKS LIKE IT WAS POORLY ASSEMBLED. CUST STD HE HAS CONCERNS FOR AFTER THE WARRATNY WHAT WILL HAPPEN. CUST STS THE COMPETITORS HAVE BETTER WARRANTING ALSO. CRM ADVISED OF DOCUMENTATION AND FURTHER REVIEW.
CRM SUSPENDING FILE SATISFIED
AMY DEASON/CAC/ATX; 0; 388342309
2002-04-26

CRM RESCUED BY MISTAKE. WILL STILL FOLLOW UP WITH CUST THIS AFTERNOON WITH CUST.
AMY DEASON/CAC/ATX; 0; 388691844
2002-04-29

CRM WILL CLOSE FILE PENDING CUSTOMER CONTACT
AMY DEASON/CAC/ATX; 0; 388963355

*****FAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:

INVESTIGATIVE SUMMARY:
R STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER EAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
SEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:

NAME:

ACCOUNT NUMBER:
INTEREST RATE:

INTEREST PAID:
DEALER BOYCOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:

DEALER ADMINISTRATION:

RELEASE: LIEN PAYOFF:
TITLE BRAND:

PLACEMENT 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*****

INTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: * BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



SILER CITY

NC



HOME PHONE:

CASE NUMBER: 06461278

VIN: 1GNDT138422144030

DATE OPENED: 2002-03-05

MODEL YEAR: 2002

DATE CLOSED: 2002-03-06

SERIES: ENVOY SLR 4 WHEEL DR

SOURCE: Phone

MILEAGE: 4000

BEC TYPE: No

DELIVERY DATE:

BEC PARENT:

DEALER NAME: HENDRICK PONTIAC-BUICK-GMC-CADILLAC
DEALER ADDRESS: 90 MACKENAN DRIVE, CARY, NC, 27511, USA

*****GENERAL CASE INFORMATION*****

M51 Windshield Wipers Including Blades/Arms
0 REPAIR ATTEMPT(S)

Other
FAILURE WINDSHIELD WIPER

WINDSHIELD WIPER FAILURE

*****WORK HISTORY*****

FRA FORWARDED TO REPURCHASE CRM: DOUG HUFF EXT #57906 AVM: KENNETH WAGNER SHEILA
CH/TAMPA WORKFLOW; 0; 99999

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BEC WARRANTY DATE:
MSRP:
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
GRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER: 06559258 VIN: 1GNDT13E722353040
MODEL YEAR: 2002
DATE OPENED: 2002-03-21 SERIES: Trailblazer
DATE CLOSED: 2002-03-21 MILEAGE:
SOURCE: Mail DELIVERY DATE:
BRC TYPE: No DEALER NAME: NASH CHEVROLET COMPANY
BRC PARENT: DEALER ADDRESS: 630 SCENIC HWY., LAWRENCEVILLE, GA, 30045, USA

*****GENERAL CASE INFORMATION*****

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) REC'D 03/21/02

N51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) QUITE WORKING

CSI REPLY

*****WORK HISTORY*****

CSI REPLY REC'D 03/21/02
CUST STATES IN SURVEY THAT SLSMAN WAS GREAT. WINDSHIELD WIPER QUIT WORKING. DLR REPAIRED.
CFM SENT NO CURRENT CONCERN LTR
REQUEST CLOSED SATISFIED
SARAH FAULKNER/CAC/PDK; 0; 385574953
2002-03-21

gl reviewed and forwarded for printing.....jean staton/goodwill
liaison/pdx; 0; 385582414

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,

CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] STOCKTON , CA
HOME PHONE: [REDACTED]

CASE NUMBER: 06582424 VIN: 1GNDT138822160900
MODEL YEAR: 2002
DATE OPENED: 2002-03-25 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-03-25 MILEAGE: 21238
SOURCE: Phone DELIVERY DATE:
SRC TYPE: Yes DEALER NAME: TRADEWAY CHEVROLET CO
SRC PARENT: DEALER ADDRESS: 1460 E YOSEMITE AVE, , MANTENCA, CA, 95336, USA

*****GENERAL CASE INFORMATION*****

T01 Product Allegation GM 1241 Other
1 REPAIR ATTEMPT(S) FAULTY WINDSHIELD MOTOR
A04 Possible Safety Concern Other
1 REPAIR ATTEMPT(S) CUST CLD NOT SEE
N51 Windshield Wipers Including Blades/Arms Other
1 REPAIR ATTEMPT(S) STOPPED WHILE RAINING

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS *Creating a Product Allegation Request RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe
http://carsweb/webknowledge/CARS/CP/SBS/html/CreatingAProductAllegationRequest.htm]]
FAULTY WINDSHIELD WIPER MOTOR

*****WORK HISTORY*****

CUST CALLED FROM ENTERPRISE REGARDING A 2002 CHEVY TRAIL BLAZER. WHICH THEY ARE THE ORIGINAL OWNER OF. WHICH HAS 21238MIS. WHICH WAS PURCHASED FROM TRADE WAY CHEVROLET. CUST STATED THAT THE VEHICLE HAD A FAULTY WINDSHIELD MOTOR. CAUSING AN ACCIDENT. CUST STATES THAT THE WEATHER CONDITIONS WAS RAINY & DARK. THE WINDSHIELD WIPERS STOPPED WORKING CAUSING THE DRIVER TO LOOSE VISION OF OBJECTS IN FRONT OF VEHICLE. CUST STATES
CONTINUED.....; 0; 385955553
2002-03-25

CONTINUED.....THE VEHICLE THEN HIT 2 TRACTOR EQUIPMENT. CRM ADVISED CUST THAT THIS CASE NEEDS FURTHER RESEARCH & CRM WILL CONTACT CUST BACK 3/27/02 6-8PM CUST AGREED.
SUSPENDING REQ. KENYA GILBERT/CARS/TAMPA; 0; 385955575

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

CUR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVABLE:

HRC WARRANTY DATE:

MADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

COURT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LESSON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:
TITLE BRAND:

PLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



GRAYLING , MI



CASE NUMBER: 06604508 VIN: 1GNDT13822161674
MODEL YEAR: 2002
DATE OPENED: 2002-03-28 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-03-28 MILEAGE: 10000
SOURCE: Phone DELIVERY DATE:
BHC TYPE: Yes DEALER NAME: SCHEER MOTORS INCORPORATED
BHC PARENT: DEALER ADDRESS: 829 I 75 BUSINESS LOOP, GRAYLING, MI, 49738, USA

*****GENERAL CASE INFORMATION*****

#51 Windshield Wipers Including Blades/Arms Inoperative
0 REPAIR ATTEMPT(S) WIPER MODULE FAILURE
A14 Dealer Service/Modification/Parts Delay Other
0 REPAIR ATTEMPT(S) PARTS DELAY

Parts availability concern

CRM ACTIONS:

Document customer concern. Contact the Parts Department Manager and gather information regarding customer concern. Seek to find if a SPAC case has been set up with GMSPO. If not, and there has been a delay, request that a SPAC case be initiated. Advise customer of the availability of the part.

Parts availability concern

*****WORK HISTORY*****

CUST STATES WINDSHIELD WIPERS INOPERATIVE 3/22/02. TOOK VEH TO DLR. DLR DIAGNOSED VEH AS NEEDING FRONT WIPER MODULE. PART ON NATIONAL BACKORDER.

CUST SEEKS VEH REPAIRED

CRM ADVISED SPOKE W/ DAVE FALLING, PARTS MGR. PARTS MGR STATES PART #12486789, CONTROL #8394 HAD BEEN ON NATIONAL BACKORDER. WAS RELEASED 2 DAYS AGO FROM PLANT 007. PARTS MGR STATES EXPECTED PART IN TODAY, PART DID NOT ARRIVE AS EXPECTED.

CRM ADVISED SPOKE W/ MARY AT SPAC. SPAC SHOWS PARTS NOW AVAILABLE. CRM ADVISED CUST THAT PART HAS BEEN ORDERED, HAD BEEN ON NATIONAL BACKORDER, NONE AVAILABLE IN COUNTRY. CUST STATES DISSATISFIED W/ ANSWER.

REQUEST CLOSED DISSATISFIED W/ TM RILREN ABBOTT'S APPROVAL. REE LETTER SENT.
SANDI TAYLOR/CAC/PDX; 0; 386189453
2002-03-28

App crm reviewed file & HBB letter & is submitting to MSX for printing
Kris Iacero/app/pdx; 0; 386214146

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

ROAD SURFACE:

BODY INJURY:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OTHER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



STATEN ISLAND
NY

HOME PHONE:

CASE NUMBER: 06608304 VIN: 1GNDT138X22263218
MODEL YEAR: 2002
DATE OPENED: 2002-03-28 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-03-30 MILEAGE:
SOURCE: Phone DELIVERY DATE:
ERC TYPE: Yes DEALER NAME: B K CHEVROLET INC
ERC PARENT: DEALER ADDRESS:1575 86TH ST,,BROOKLYN,NY,11228,USA

*****GENERAL CASE INFORMATION*****

T22 CSI Reply Customer Satisfaction
0 REPAIR ATTEMPT(S) sales survey
N51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) motors was replaced at BK Chevy
802 Delivery Condition Other
0 REPAIR ATTEMPT(S) veh came back dirty
6 Keyless Remote Lock System Other
REPAIR ATTEMPT(S) ot functioning properly, will not make
noise

Vehicle delivery condition

CRM ACTIONS:

CRM to document customer concerns and advise customer these are helpful and reviewed by upper management on a periodic basis. CRM to contact dealership on customer's behalf and advise dealership of customer concern. CRM to leave an FYI message for AVM regarding customer concern.

Vehicle delivery condition

*****WORK HISTORY*****

CRM resumed file and called CUST but CUST unavailable CRM left message CRM closing file satisfied
Nicholas Bagwell/cac/tampa; 0; 386367997
2002-03-28

CSI sales survey rec and attached CRM did case scan found no prev files
CUST states windshield wipers quite working on a rainy day. Took to BK Chevrolet in Brooklyn but they had to order new wiper motors and cust had to bring veh back on another day. CUST brought veh back and repair was done but when veh was returned was very dirty. DEALER offered to clean but CUST was unable to wait. Later CUST found that alarm was ot working properly.

CUST seeks veh repaired
CRM suspending file pending first call attempt
Nicholas Bagwell/cac/tampa; 0; 386214391

*****PAA 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 PAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION BOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****ERC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
OLDSMOBILE DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



ROMULUS , MI



CASE NUMBER: 06619596 VIN: 1GHDY138222220649
MODEL YEAR: 2002
DATE OPENED: 2002-04-01 SERIES: BRAVADA AWD
DATE CLOSED: 2002-04-01 MILEAGE: 1800
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: LES STANFORD CADILLAC-OLDSMOBILE
BRC PARENT: DEALER ADDRESS: 24555 MICHIGAN AVE., DEARBORN, MI, 48124, USA

*****GENERAL CASE INFORMATION*****

K10 Clutch Other
1 REPAIR ATTEMPT(S) replace clutch assembly
R41 Radio Receiver Inoperative
1 REPAIR ATTEMPT(S) radio replaced
W51 Windshield Wipers Including Blades/Arms Inoperative
1 REPAIR ATTEMPT(S) motor replaced
B09 Discourteous Treatment Other
1 REPAIR ATTEMPT(S) dlr srv dept very rude

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
 - * Determine Customers Expectation
 - * Using delivery date, establish if vehicle is within any warranty coverage
 - * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
 - * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
 - * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/CARS/CP/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/CARS/CP/SBS/html/CustomRequestsVehicleRepurchase.htm]]
- Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES HAS 2002 BRAVADA WITH 1800 MILES...CUST STATES WILL NOT GO BACK TO SELLING DLR
B/C OF WORKMANSHIP ISSUES AND RUDE TREATMENT...CUST STATES HAS HAD CLUTCH ASSEMBLY REPLACED,
WINDSHIELD WIPER MOTOR, RADIO REPLACED, FOG LIGHTS SHORTED OUT AND NOISE IN FRONT END AND
3RD GEAR HAS HARSH SHIFT...ALSO DRIVERS MIRROR DOES NOT STAY IN PLACE BUT TILTS ALL

OVER...CUST SEEKS TO FIND ANOTHER DLR TO SEE IF THEY CAN REPAIR THIS VEH AND TO GET AWAY FROM DISCOURTEOUS TREATMENT..CUST WILL CALL IN IF SHE NEEDS ANY MORE HELP...SARA BARNES/ATX/CARS; 0; 386538271
02-04-01

CRM CLOSING FILE WITH TM APPROVAL/CUST DISATISFIED...SARA BARNES/ATX/CARS; 0; 386538242

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:

ENGINE TYPE:
LEASE @ BUY-BACK: 0
RP:

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:

NAME:
ADDRESS:
CITY/STATE:
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAME:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

& BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



CASE NUMBER: 06659130 VIN: 1GNDT13S222246011
MODEL YEAR: 2002
DATE OPENED: 2002-04-04 SERIES: TRAILBLAZER 4WD (4-D
DATE CLOSED: 2002-04-17 MILEAGE: 7500
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: ROBERTS AUTO PLAZA, INC.
BRC PARENT: DEALER ADDRESS: 1600 E PRAIRIE VIEW RD., PLATTE CITY, MO, 64079, USA

*****GENERAL CASE INFORMATION*****

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Customer Satisfaction SVC SURVEY
N51 Windshield Wipers Including Blades/Arms 1 REPAIR ATTEMPT(S)	Inoperative STOPPED WORKING
K30 Automatic Transmission 1 REPAIR ATTEMPT(S)	Shift - Harsh NOT VERY SMOOTH
J01 Engine 1 REPAIR ATTEMPT(S)	Other RACHS STILL
H50 Brake Pedal Linkage 1 REPAIR ATTEMPT(S)	Squeak PEDAL SQUEAKS
R41 Radio Receiver 1 REPAIR ATTEMPT(S)	Other STATIC IN RADIO

Vehicle operation or design

INSTRUCTIONS TO CRM:

- *Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplor.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoi nt.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CRM RECEIVED CSI SVC SURVEY.
CUST INDICATES SOMEWHAT SATISFIED W/DLR; NOT AT ALL SATISFIED W/VEH.
CUST STATES SEVERAL REPAIRS DID NOT FIX PROBLEMS. CUST STATES MOTOR STILL RACHS INTERMITTENTLY WHEN 1ST STARTED; WIPERS STOPPED WORKING TODAY; TRANSMISSION NOT VERY SMOOTH; BRAKE PEDAL SQUEAKS; STATIC IN THE RADIO; RATTLE IN PASSENGER SEAT OR DOOR.
CRM WILL CONTACT CUST.
CATHERINE BERTONCINI/TAMPA/IRC; 0; 386831607

2002-04-17

CRM CONTACTED CUST; LEFT MSG.
IN CLOSING FILE SATISFIED.
CATHERINE BERTONCINI/TAMPA/IRC; 0; 387920904

*****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 BAC: FAX NUMBER:
DEALER NAME: BODY TYPE:
DEALER ADDRESS: , , TRIN:
CONTACT: , TRANSMISSION:
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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:

NAME:
ADDRESS:
CITY/STATE:
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE: