<b>\</b>			
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# **ATTACHMENT "3A"**

#### 380372 GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CURPOMER : BS: PHONE:

VARNA

ΙL

CASE NUMBER: 05896153

VIN:

MODEL YEAR: 1997

DATE OPENED: 2001-11-19

Silverado

DATE CLOSED: 2001-11-19 MILEAGE:

SERIES:

SOURCR:

Phone

DELIVERY DATE:

55000

BRC TYPE:

Yes

DEALER NAME: ULRICH MTR CO

BRC PARENT:

DEALER ADDRESS:328 W PARKSIDE DR., WASHEURN, 11, 61570, USA

B16 Trunk/Tailgate

O REPAIR ATTEMPT(S)

Other

cables broke

TO1 Product Allegation GM 1241

O REPAIR ATTEMPT(S)

Other

tailgate cables broke

Initiate Par

INSTRUCTIONS TO CRM: \*Select PAR Button

[[SBS \*Creating a Product Allegation Request RUN C:\Progra-1\Plus!\Micros-1\Texplore.exe //carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]] ate Par

cust states that while stiiong on tailgate both side cables broke and he fell to ground it agrivated his hernia surgery and his back is now bothering him, orm took information and advad that someone from par would be in contact within 48 hours dave stanley cad pdx.; 0; 375041392

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER HAME: DRIVER DISABILITY: DRIVER AGE:

CHEVER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0

INJURIES:

MOTHER VEHICLE INVOLVED:

R OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE IMPURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

MASTERICLE INSPECTED: MILEAGE AT INSPECTION:

INSPECTORS NAME: INSPECTION DATE:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT: COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME: DEALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

DEPRECIATION:

APTERCAPET:

UPGRADE:

LEASE TERM:

DAMAGE: OTHER

BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

ACCOUNT BALANCE:

LEGAL

RELEASE:

DEALER ADMINISTRATION:

REPLACEMENT VIN:

MUMBER OF INJURIES: 0

MAKE:

ADDRESS: ,

COMMENTS:

TATE: . MUDGHER:

SEATING POSITION:

TYPE OF INJURY: TREATED:

RESTRAINT:

IF 90, WHERE:

TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

NADA: 0 SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE: LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF: TITLE BRAND:

LOCATION:

EXTERNAL CASE NUMBER: DATE:

TITLE MAMES:

EUSINESS: 0

ACCIDENT: DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURTASS/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

DURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SCHICAT:

MAME: CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

COMPANY:

CASE NUMBER: 06064933

VIN:

1GCGK29U9YE319597

DATE OPENED: 12/20/01

MODEL YEAR:

00

DATE CLOSED:

12/26/01

SERIES: MILRAGE: UNKNOWN 40000

SOURCE: CUSTOMER:

ADDRESS:

HOME PHONE:

YES

STATE:

TΧ

BUS. PHONE:

CENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

HOME PHOME:

KATY

CASE NUMBER: 06064933

VIN:

1GCGK29T9YE319597

DATE OPENED: 2001-12-20

SERIES:

2000 UNIKAKOWA

TE CLOSED: 2001-12-26

MILEAGE:

40000

TRCE:

R-Mail Yes

DELIVERY DATE:

MODEL YEAR:

OC TYPE: BRC PARENT: DEALER MAME: MAC HAIR CHEVROLET

DEALER ADDRESS:11711 KATY FWY, , HOUSTON, TX, 77079, USA

B16 Trunk/Tailgate

Other

1 REPAIR ATTEMPT(S)

support cables broke

tail gate support cables

cust sent in e-mail, kana case# 1674479, sent in 12/20/01, e-mail reads: The tail gate

support cables on my 1 1/2 year old pick up with 37,000 miles broke wile opening my tail gate. Its had enough that this type of part would ever break at all on a truck, but when I went to the parts counter at Mac Haik Covrolet they informed me that this is a common occurence so basicly I am replacing one faulty part with another. This problem with your tail gate support wires is not just a pain in the ass but it is dangerous. My children were riding on my tail gate the week before it broke at my freinds farm house had it have broken at that time it would not be an e- mail you would be receiving but a letter from my Attorney. A tail gate is used to support things as you load them in your truck, people jump on them to enter the bed of the truck and if something is to long for the bed it would support it wile in transit. All of these things require that the tail gate does it job properly so PEOPLE reflet jimoh/irc/tpa; 0; 377717410 01-12-20

...cont....I own a 1994 chevy pick up with 175,000 miles we not w use it for a parts truck at my electrical contracting buisness, funny after 8 years and 5,000 miles the tail gate supports have never broken! Its not just the money its the det chevrolet has ignored this problem. When you have faulty part you are aware of you costomers should be informed or do you hope it makes past 36,000 miles so we have to replace it at our own expense. Great way to run a buisness that depends on costomer loyalty for sales. I swait your response. Sincerely, Russell Voyles ....RAFIAT JIMOH/IRC/TAMPA; 0: 377717436

CRM REPLIED: Thank you for your e-mail to the Chevrolet Internet Response Center. We sincerely apologize for the tailgate support cables concerns you are experiencing with your Chevrolet Truck.

We have created a computer request with the information you have provided. Your request number is C-06064933. Please contact the Customer Assistance Center at the number provided below for the most timely resolution. Providing your request number in all correspondence will be greatly appreciated.

If you would prefer to continue to work through e-mail, we certainly understand. We will attempt to resolve your concern in the shortest period possible. Address your mail to the URL listed below or simply reply to this message.

Whather you choose to call or e-mail us, please provide the following additional information. This information is required to properly investigate your concern.

Vehicle Identification Number (Verity, VIN provided is incorrect) Current Mileage

.CONT....; 0; 377717658 01-12-20

...cont...Vehicle Identification Number (Verify, VIN provided is incorrect)
Current Mileage
Purchased new or used (if used, mileage at purchase)
Other Pertinent Information

If you should need to contact us in the future you may e-mail us at cac@chevrolet.com or call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00em until 11:00pm Eastern Standard Time, Monday through Friday.

We look forward to serving you. ...RAFIRT JINCH/IRC/TRMPA; 0; 377717719 2001-12-24

CRM SENT CRIGINATED MESSAGE: Good Morning. We were reviewing your file, C06064933, today and noticed that we still have not received a response from you with the information (VIM, Current Mileage, Vehicle Purchased New or Used) required to investigate your concerns. We are closing your file, pending future contact.

If you should need to contact us in the future you may e-mail us at cac@chevrolet.com or call our Customer Assistance Center at 1-800-222-1020. Advisors are svailable from 8:00em until 11:00pm Hastern Standard Time, Monday through Friday.Thank you for your e-mail to the Chevrolet Internet Response Center....RAPIAT JINCH/IRC/TAMPA; 0; 378056591 2001-12-26

HAVING TO REPLACE TAILGATE CABLES BECAUSE THEY ARE RUSTING THROUGH. CUST SEEKS HAVING TAILGATE CABLES BECAUSE THEY ARE RUSTING THROUGH. CUST SEEKS HAVING TAILGATE CABLES REPLACED AGAIN BUT TELS TIME NOT AT ELS COSTS. CRN ATTEMPTEUTO CALL SVC MAR, KERNY SCHOLLS OF MAC HAIK CHEVROLET, BUT MASN'T IN. CRN WILL MEED TO CONTACT SVC

3

R BEFORE GIVING CUST ANSWER. CRM IS RESEARCHING POSSIBLE GOODWILL. CUST STATES TO CALL MEM ON HIS CELL PHONE AT 832-524-7304. CRM ADVISED CUST OF CALL BACK THURS DEC 27TH BETWEEN 1PM-3PM. RACHEAL HAMILTON/ATX/CAC.; 0; 378228517

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER NAME:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD COMPITION: BODY INJURY: ROAD SURFACE:

NUMBER OF PEOPLE: 0

IMJURIES:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF VEHICLES: 0

AROPERTY DAMAGE:

AS VEHICLE INSURED:

INSURANCE COMPANY MAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

LER BAC:

LER MANE:

DEALER ADDRESS: , .

COMTACT: .

ONE NUMBER: ODUCT CODE: FAX NUMBER: BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILRAGE @ BUY-BACK: 0 MSRP

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERM:

DAMAGE: OTHER: BRANCH:

NAME:

ACCOUNT NUMBER: INTERRST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*\*\* 

MBER OF INJURIES: 0 : PTVISIONO

NAME:

LOCATION:

ADDRESS: . CITY/STATE: . PHOME NUMBER:

SEATING POSITION: TYPE OF INJURY:

RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESCLUTION SOUGHT:

CMPANY:

CONTACT NUMBER: CONTACT TYPE:

CONTACT PHONE:

385675

DRESS :

SE NUMBER: 06272791

VIN:

2GCEC19V6Y1361752

**BILVERADO PICKUP 2WD** 

DATE OPERED:

01/30/02

MODEL YEAR: 2000

DATE CLOSED:

01/30/02

BU IBAR: 20

SOURCE:

4414414

84546

CITOMOMOR

YRS

Series : Mileage :

34500

CUSTOMER:

Address:

HOME PHONE:

STATE:

ТX

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

GM RESTRICTED

CUSTOMER:

HOME PHONE

....

PEARLAND .

TX

CASE NUMBER:

06272791

VIN:

2GCRC19V6Y1361752

MODEL YEAR:

SERIES:

2000

DATE CLOSED:

2002-01-30 2002-01-30

MILEAGE:

SILVERADO PICKUP 2MD 34500

BOURCE:

Phone

DELIVERY DATE:

C TYPE: MC PARENT: Yes DEAI

DEALER NAME: DEALER ADDRESS:

B16 Trunk/Tailgate

Other

O REPAIR ATTEMPT(S)

Vehicle operation or design

# INSTRUCTIONS TO CRM:

- \*Finpoint / 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 apacific solutions [[SPECIFIC SOLUTIONS RUN
- C:\Progra-1\Plus:\Micros-1\lexplore.exe

http://caraweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht
=]] -

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

Vehicle operation or design

CUST STATES THAT THE HE WAS REMOVING HIS DIRT HIRE FROM THE BACK OF HIS TRUCK. CUST STATES THAT THE HINGES THAT HOLD THE TAIL GATE UP BROKE AND THAT HE FELL OUT OF THE TRUCK

AND THE BIRE FELL ON HIM... CUST STATES THAT HE BROKE A BONE IN HIS HAND. CUST STATES MT HE TOOK THE VEH TO THE DLR AND WAS TOLD THAT THE PART WAS RUSTED WHICH IS WHY IS DRE.. CUST STATES THATTHE DLR ADVISED HIM TO CALL CAC. CUST SEEKS TO HAVE THIS CONCERNS DOCUMENTED AND HAVE IT DOCUMENTED THAT HE IS CONTACTING ATTORNEY. CRM ADVISED CUST THAT SHE WOULD DOCUMENT HIS CONCERNS. CRM ADVISED CUST THAT IF THIS IS A WARRENTY REPAIR THAT THE DLR WILL COVER IT UNDER HIS WARRENTY. CRM CLOSING FILE DISSATISFIED. MARCIE MEAD/PDX/CAC: 0: 381263498

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

NUMBER OF PROPLE: 0

IMJURIES:

MAS ANOTHER VEHICLE INVOLVED:

MBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE IMPORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DOME:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

CORST TYPE: WINCHASE REASON:

DEALER BAC:

DRALER MAME:

ALER ADDRESS: , ,

TTACT:

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE: TRIM:

EMGINE TYPE:

TRANSMISSION:

VEHICLE DELVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

ESRP:

NADA: 0 SALES TAX:

DEPRECIATION:

**UPGRADE:** 

AFTERMARKET: LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID: DRALER BUYOUT:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

1

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SENTING POSITION: TYPE OF INJURY:

RESTRAINT:

THEATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

• BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

FURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESCLUTION SOUGHT:

HAME:

CONTACT NUMBER:

COMPANY:

DRESS:

CONTACT TYPE: CONTACT PHONE:

#### GX RESTRICTED

SE NUMBER: 06205144

VIN:

1GCER19T6YE384383

DATE OPENED: 01/18/02

MODEL YEAR: 2000

DATE CLOSED:

01/21/02

PICKUP

SOURCE:

YES

SHRIES: MILEAGE:

41000

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

PA

BUS. PHOME:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION

RESTRICTED

CUSTOMER:

ADDRESS:

MILLVILLE

Pλ

HOME PHONE:

CASE NUMBER: 06205144

VIN

1GCBK19T6YR384383

MODEL YEAR: 2000

DATE OPENED: 2002-01-18

SERIES: MILEAGE: PICKUP 41000

DATE CLOSED: 2002-01-21 DRCE:

Phone

DELIVERY DATE:

C TYPE:

Yes

DEALER NAME:

LIBERTY CHEVROLET-CADILLAC INC

ERC PARENT:

DEALER ADDRESS: 420 CENTRAL RD., BLOOMSBURG, PA, 17815, USA

A12 Miscellaneous - Not Classified

O REPAIR ATTEMPT(S)

Other tail gate

T01 Product Allegation GM 1241

O REPAIR ATTEMPT(S)

Customer Satisfaction tail gate fell off

809 Discourteous Treatment

O REPAIR ATTEMPT(S)

Other SVC DEPT

Initiate Par

INSTRUCTIONS TO CRM: \*Select PAR Button

([SBS \*Creating a Product Allegation Request RUN C:\Progra~1\Plus:\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.html] Initiate Par

st states he and a friend were riding on tailgate of weh going 20-25 miles per hour and il cate enamped at the cable and fell off. he and his friend both were injured cust uffered a concusion and a broken hand and his friend suffered a broken thusb. Cust

seeks something to be done about this. crn advised that all his information will be cumented. crn building par case, cac/april paterson/atx; 0; 380222286

CUST DAVID LITTLE IS CALLING ON BEHALF OF HIS SON IN LAW KEVIN SOLONON...CUST STATES HIS SON WAS INJURED AS A RESULT OF BROKEN WIRES...CUST STATES DLR FOUND IT HUMEROUS WHEN ADDRESSED @ DLR...CUST SEEKS TO HAVE INFO DOCUMENTED...CRM ADVISED CUST INFO IS DOCUMENTED & PAR DEPT WILL MAKE CONTACT 24 48 BUSINESS HOURS FROM INITAL CONTACT W/CAC...MR.KEVIN SOLONONS HOME # 570 458 8963\*\*\*\*REQUEST CLOSED, AS PAR CASE HAS BEEN CREATED..JENNIFER GURZI/PDX/CAC; 0; 380478346

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD COMDITION:

BODY IMJURY:

ROAD SURFACE:

MEMBER OF PEOPLE: 0

TURIES:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PROBE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY MAME:

WAS VEHICLE IMSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT IMSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

ALBR BAC:

DRALER MAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER: PRODUCT COOR: FAX NUMBER:

BODY TYPE: TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE & BUY-RACK: 0

FRC WARRANTY DATE: NADA: 0

MSRP:

SALES TAX:

DEPRECIATION:

**UPGRADE:** 

AFTERMARKET: LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

IMTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION: LIEN PAYOFF:

LRASE:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: , CITY/STATE: , PHONE MUMBER:

SEATING POSITION:

TYPE OF INJURY:

RESTRAINT:

TREATED:

IP SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUBLICERS:

& BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0

FURCHASE/LEASE AS:

**88 OWNER HAVE POSESSION OF VEHICLE:** 

CLUTION SOUGHT:

PAGE:

## GM RESTRICTED

Œ:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

9R MUMBER: 06396828

VIN:

1GCEK14W2YZ343775

DATE OPENED:

02/20/02

MODEL YEAR:

2000

DATE CLOSED:

02/21/02

SERIES:

SILVERADO PICKUP 4WD

SOURCE:

YES

MILEAGE:

49225

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

TN

BUS. PHONE:

GENERAL MOTORS CORPORATION

CHEVROLET DIVISION

GM RESTRICTED

CUSTOMER:

ADDRESS:

COOKVILLE

HOME PHONE:

CASE NUMBER: 06396828

VIN:

1GCEX14W2YZ343775

DATE OPERED: 2002-02-20

MODEL YEAR: SERIES:

2000 SILVERADO PICKUP 4WD

DATE CLOSED: 2002-02-21 MILEAGE: 49225

URCE:

Phone

DELIVERY DATE:

C TYPE:

Yes

DEALER NAME:

CARLEN MOTORS INC

BRC PARENT:

DEALER ADDRESS: 330 W SPRING ST., COOKEVILLE, TN, 38501, USA

T01 Product Allegation CM 1241

O REPAIR ATTEMPT(S)

CARLES BROKE ON SHE FELL

Customer Satisfaction

CUST WAS STANDING ON TAILGATE WHEN THE

Bl6 Trunk/Tailgate

O REPAIR ATTEMPT(S)

Other

CARLES BROKE AND TAILGATE FAIL OF

Vehicle repair request - Repair not done

### INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customars 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 mĵ]

Identify if earlier repairs have been attempted?

-[[Possible Chronic Rep RUN

Progra~1\Plus!\Micros~1\Iexplore.exe

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

( Previous repairs)

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

CUST CALLING ABOUT VEH CWNED BY NICK KELLY - 2000 SILVERADO WITH 49,225 MI. CUST STATES SHE STEPPED ON THE TAILGATE AND BOTH CABLES THAT HOLD UP THE TAILGATE BROKE. CUST STATES SHE TOOK VEH TO CARLEN MOTORS AND THEY TOLD HER THAT THE CABLES WOULD BE COVERED UNDER CMPF BUT THE DAMAGE TO TAILGATE WOULD NOT. CUST SEEKS TO GET THE TAILGATE REPAIRED SINCE THE CABLES BREAKING CAUSED DAMAGE. CUST STATES HER KNEE HAS HURT AFTER THE VALL AND SHE PREVIOUSLY HAD SURGERY ON HER KNEE. CRM ADVISED CUST I NEED TO CALL DLR AND CUST DOES NOT WANT TO HOLD BECAUSE SHE IS ON CELL PHONE. CRM WILL CALL CUST 2/21/02 BEFORE 1 FM

TINA HINOJOSA/CAC/ATX; 0; 383093261 2002-02-20

CRM SPORE TO SVC MOR - MIRE AND HE STATES THEY HAVE NOT SEEN THE TAILGATE TO KNOW IF THE DAMAGE COULD HAVE BEEN CAUSED BY THE CABLES BREAKING. MIKE STATES THE GMOP WILL COVER THE CABLES BUT THEY DO NOT COVER ANY SUBSEQUENT DAMAGE. CRM SPORE TO JASON ATGROP AND HE STATED THAT THEY DO NOT COVER ANY PAINT OR BODY WORK REGARDLESS OF IF IT WAS CAUSED BY ANOTHER PART PAILURE.

A HINOJOSA/CAC/ATX; 0; 383093360; 002-02-20

CRM CALLED CUST BACK TO LET HER KNOW THAT I WANTED TO COLLECT MORE INFO ABOUT THE INCIDENT AND CREATE A PAR FILE THAT WOULD BE REVIEWED BY ANOTHER DEPT. CRM ADVISED CUST I WILL TRY TO CALL HER BACK TOMORROW TO OBTAIN THIS IMPO.

\*\*\*\*\*NEXT CRM IF CUST CALLS CAN YOU PLEASE OBTAIN NECESSARY INFO TO CREATE A PAR OR GO AHRAD AND SET ONE UP FOR THE CUST\*\*\*\*

TIMA HINOJOSA/CAC/ATX; 0; 383093631

2002-02-21

CRM CALLED CUST AND SPOKE TO NICK KELLY. CRM EXPLAINED TO HIM THAT I CALLED GMPP AND THEY VERIFIED THAT THE BODY OR PAINT DAMAGE WOULD NOT BE COVERED. CRM EXPLAINED THE DLE WILL PROBABLY NEED TO INSPECT THE TAILGATE THOUGH TO SEE WHAT HAPPENED. CRM ADVISED CUST THAT I WILL TRY TO CALL 12:15-1:15 CENTRAL TO GET INFO FROM LACY ABOUT THE INCIDENT (CREATE & PAR BECAUSE SHE WAS INJURED AND THERE IS PROPERTY DAMAGE).

2002-02-21

CUST SEEKS TO SPEAK WITH PREVIOUS CRM. CUST STATES THAT SHE WAS NOT INJURED BY THIS CONCERN. CUST STATES THAT SHE HAS PREVIOUSLY HAD KNEE SURGURY, AND THE JOLT FROM LANDING IRRITATED IT. CUST STATES THAT SHE IS NOT CLAIMING ANY TYPE OF INJURY FROM THIS INCIDENT. CUST STATES THAT WHAT SHE IS SHEKING IS TO HAVE THE VEHICLE REPAIRED AT NO COST.. CUST STATES THAT THIS IS NOT A CONCENTENT SHE CAUSED, AND THAT SHE FEELS THAT SHE SHOULD NOT

INCURRED. CRM ADVISED THE CUST OF THE PREVIOUS NOTES FROM GMPP. CUST SEEKS TO SPEAKWITH PREVIOUS CRM. CRM ADVISED THE CUST THE PREVIOUS NOTES FROM GMPP. CUST SEEKS TO SPEAKWITH PREVIOUS CRM. CRM ADVISED THE CUST THAT THEIR FILE HAS BEEN DOCUMENTED, AND MOULD BE FORWARDED BACK TO THE PREVIOUS CRM ALONG WITH A MSG FOR THE PREVIOUS CRM TO

CONTACT THE CUST ASAP, CUST STATES THAT SHE CAN BE REACHED 6 HER HOME # AFTER 5:00PM CST. f forwarding file to previous crm for further follow up. - CRM tasha N. ARBS/CAC/TAMPA; 0; 383162564

2002-02-21

CRM SPOKE TO TM - MICHAEL FLORES AND HE SAYS A PAR NEEDS TO BE CREATED FOR PROPERTY DAMAGE TO VEH.

CRM CALLED CUST AND OBTAINED INFO TO CREATE PAR FILE # 06402580. TINA HINOJOSA/CAC/ATX: 0: 383168221

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

OMNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

ROAD COMDITION:

BODY INJURY:

ROAD SURFACE:

MIURIES:

MAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

ACKNY NAME:

ACENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE:

MOTIFY 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:

DMCR:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

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

PHONE NUMBER: PRODUCT CODE:

FAX NUMBER: BODY TYPE:

ENGINE TYPE: TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE 9 BUY-BACK: 0 BRC WARRANTY DATE:

MSRP: MADA: 0 SALES TAI:

DEPRECIATION:

UPGRADE: AFTERNARKET: LHASE TERM: DAMAGE: OTHER:

BRANCH: NAME:

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

DELRASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN:

MUMBER OF INJURIES: 0

COMMENTS:

MAME; ADDRESS: ,

LOCATION:

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

TYPE OF INJURY:

TREATED: IF SO, WHERE:

RESTRAINT:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES: BUSINESS:

ACCIDENT:

\* BUSINESS: 0 DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

titin At without.

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

BOLUTION SOUGHT:

PAGE: 5

# GM RESTRICTED

ADDRESS:

CONTACT NUMBER:

1

CONTACT TYPE: CONTACT PHONE:

### RESTRICTED

E NUMBER: 06627297

VIN

1GCEC19R3WE134159

DATE OPENED:

04/01/02

MODEL YEAR:

1998

DATE CLOSED:

04/03/02

SERIES:

EXT CAB SWB FLEETSID

SOURCE:

NO

MILEAGE:

55626

CUSTOMER:

ADDREBS:

HOME PHONE:

STATE:

WI

BUB. PHONE:

GENERAL MOTORS CORPORATION

DIVISION CHBVROLBT

OK RESTRICTED

CUSTOMER:

ADDRESS:

CUMBERLAND

WI

HOME PHONE:

CASE NUMBER: 06627297

VIN-

1GCBC19R3WB134159

DATE OPENED: 2002-04-01 MODEL YEAR: SERIES:

1998 EXT CAB SWB FLEETSID

DATE CLOSED:

2002-04-03

MILEAGE DELIVERY DATE: 55626

ORCE:

Phone No

DEALER NAME:

DON JOHNSON MOTORS INC

TYPE: HRC PARENT:

DEALER ADDRESS:734 WEST AVE, RICE LAKE, WI,54868, USA

N17 Tail Lawps Wiring/Switch

O REPAIR ATTEMPT(S)

Other

tail gate cables broken

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\Implore.exe

http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht m]]

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

http://cargweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm]]

- (lst attempt offer to coordinate repair at a dealership)
- ( Previous repairs)
  - Review warranty history on "VIN Profile" tab
  - Contact appropriate Service dealership to discuse
  - 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\Lexplore.exe
http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]
Vehicle repair request - Repair not done

cust states in email: "Good afternoon,
Both tailgate cables have broken on my truck. I don't think this should have happened and
wonder if other owners have experienced the same kind of problem. I've never experienced
this problem on any other pick upl've owned over the years, and so come to the conclusion
there is a flaw in this part of my truck. Do you have a program in place to replace
these cables?
Jim Schweiger\*

crm to call dlr on wednesday and contact cust on wednesday via email by 7:00 pm (end of shift) April 3rd. laurie gertner/crm/portland email team.; 0; 386561638 2002-04-01

cac email written to cust states: "Dear Mr. Schweiger,

Thank you for contacting the Chevrolet Customer Assistance Center. We sincerely apologize for the tailgate concern you are experiencing with your 1998 Chevrolet Silverado.

We have documentedyour comments with the Customer Assistance Center under file number C-06827297 and are investigating your concern. We will follow up with you on Wednesday, il 3rd with an update or the final resolution.

If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Bastern Standard Time or by e-mail at cac@Chevrolet.com.

Thank you for making Chevrolet your vehicle of choice!

Sincerely,

Laurie Gertner Customer Relationship Manager Chevrolet Customer Assistance Center\*

crm to call dlr wednesday as crm will be out of the office tomorrow april 2nd. laurie gertner/crm/email team/portland; 0; 386562109
2002-04-03

orm called the svc mgr dale who advised that he does not see any tailgate fixes from warranty to current mileage. The cust has only been in for warranty work such as service engine soon light and door handle. Dir advised that there are no campaigns/special policies and confirmed that w/ the vehicle being out of warranty and w/ the repair history, chances of assistance are slim. crm sending cust email advising to contact dir for further info. laurie gertner/cars/pdx; 0; 386723903 2002-04-03

mar Mr. Schweiger,

appreciate your patience while researching your request.

We have processed the information on your 1998 Silverado and did not find any open recall paigns. Campaigns are vehicle identification number specific so not all vehicles of a sel year are affected.

The new vehicle warranty on your Silverado is for 3 years or 36,000 miles, whichever comes first. The new vehicle warranty covers manufacturer's defects. However, your vehicle has exceeded the time and mileage parameters by over 4 years and 19,000 miles.

If you have further questions or concerns, your service department at your dealership will be in the best position to assist you. You may also refer to file # C-06627297, which we have set up for you here at the Customer Assistance Center.

If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Bastern Standard Time or by e-mail at cac@Chevrolet.com."

....; 0; 386725574

2002-04-03

contd.

Thank you for making Chevrolet your vehicle of choice:

Sincerely,

Laurie Gertner Customer Relationship Manager Chevrolet Customer Assistance Center

crm sent this email to cust in reply to his inquiry. rie gertner/crm/email team/portland; 0; 386725607

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

MAG ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

#### ON RESTRICTED

MORE INFORMATION: INTERNANCE LOCATION: RENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED: MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED: ROAD TRAT DESCRIPTION:

ROAD TRST RESULT:

COMP IMSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC: DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

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

TRIM:

DIME TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE @ BUY-BACK: 0

MORP:

MADA: 0 SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET: LEASE TERK:

DANGAGE: OTHER

BRANCH:

MAMB :

ACCOUNT NUMBER: INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LHMON LAN:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

REPLACEMENT VIN

NUMBER OF INJURIES: 0

DDRESS: , CITY/STATE: ,

COMMENTS:

LOCATION:

PHONE NUMBER:

ATING POSITION: PE OF INJURY: RESTRAINT:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHABE/LEASE: 0

DATE OF PURCHASE/LHASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DORS OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

### RESTRICTED

E NUMBER: 06842428

VIN:

2GCRK19T5Y119000B

DATE

05/09/02

MODEL

2000

DATE

05/21/02

YES

SERIES MILEAGE PICKUP 49000

SCURCE:

ADDRESS:

CUSTOMER:

STATE

МH

HOME DECHE: BUS. PHONE:

> GENERAL MOTORS CORPORATION CHEVROLET DIVIBION G M RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

PLAISTOW ,

ЫH

CASE NUMBER:

06842428

VIN:

2GCEX19TSY1190008

DATE OPENED: 2002-05-09

SERIES:

MODEL YEAR:

PICKUP

2000

49000

DATE CLOSED: 2002-05-21 SOURCE:

Phone

MILEAGE: DELIVERY DATE:

C TYPE: PARENT: Yes

DHALRR NAME:

WOODWORTH CHEVROLET-CADI-BUICK INC

DEALER ADDRESS:339 N MAIN ST., ANDOVER, MA, 01810. USA

Al2 Miscellaneous - Not Classified

Other

O REPAIR ATTEMPT(8)

Tailgate Straps

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \* Determine Customers Expectation
- Using delivery date, establish if vehicle is within any warranty coverage
- \* Listen carefully to evaluate cause of failure defect or damage

( If damage, consider explaining the consumers responsibility) [[SPECIFIC SOLUTIONS RUN

 Review Specific Solutions C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.ht w]]

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

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

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

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

( Previous repairs)

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

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

e prepared to answer "I don't want my car anymore / repurchase"[[ Vehicle Repurchase ak RUM C:\Progra-1\Plus|\Micros-1\Iexplore.exe

http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]
Vehicle repair request - Repair not done

CRM RESUMED FILE TO CLOSE DISSAT.

SCOTT BRINSON - CARE - TAMPA; 0; 390857962 2002-05-09

Cust is the original owner. Cust bought vehicle at Woodworth Chevrolet in Andover, MA. Cust states he was sitting on the tailgate w/ his daughter. Cust states the 2 straps for the tailgate broke, and he and his daughter fell to the ground. We one was seriously hurt. Cust states he called Woodworth Chevrolet and spoke w/ Dave Brown (Service Manager) and Mr. Brown advised cust there was nothing he could do for the cust, because the vehicle was out of warranty. CRM contacted dealer and spoke w/ Dave Brown (Service Nanager) and he advised CRM he would cover the cost of labor for the repair. Mr. Brown stated he contacted his AVM and his AVM told him there was nothing they could do for the cust, because the vehicle was out of warranty, and the straps were only \$17 a piece. Dealer did advise CRM he would waive the labor cost to install the straps. Dealer stated he would be willing to look at the straps for possible defect, but stated it was probaly not a defect in the straps that caused them to break.; 0; 389\$10836

CRM advised cust of what the dealer told CRM. Cust stated he wanted to know what to do next. CRM advised cust he could take the straps to the dealer to look at them, but if he wasn't a defect there was nothing GM could do to assist him. Cust stated hewas going to visit the dealer to show them the straps. CRM set up call back for 5/10 between 7-8PM. CRM suspending file until then.

Boott Brinson - Cars - Tampa; 0; 369810552 2002-05-10

CHM resumed file to follow up w/ cust. Cust stated he took the straps to the dealer and the dealer told the cust he wanted to show them to his AVM for further assistance. CRM set up call back for 5/17 between 7-8PM. CRM suspending file until them.

Scott Brinson - Cars - Tampa; 0; 389921184 2002-05-17

CRN contacted cust and cust stated the AVM declined to help the cust, because the straps simply just wore cut. AVM found no defects in the straps. Cust stated to CRN that he was gonna pursue it further and then hung up on CRM. CRN closing file dispat, pending TM approval.

Scott Brinson - Cars - Tampa; 0; 390526235 2002-05-20

TM REVIEWED AND AGREE TO CLOSE DISSAT. JENNIFER JARRETT/TM/TAMPA; 0; 390786521

IDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

EVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPIES 0

INJURIKS:

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:

NAS VENICLE INSPECTED:

LEAGE AT INSPECTION:

MERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD THST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

BOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DRALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE HUMBER:

PRODUCT CODE:

ENGINE TYPE:

MSRP:

NILEAGE @ BUY-BACK: 0

RECLATION: UPGRADE: APTERMARKET:

TRANSACTION:

FAX NUMBER:

BODY TYPE:

TRIM.

TRANSMISSION:

VEHICLE DRIVEABLE:

. BRC WARRANTY DATE:

NADA: 0

SALES TAX:

RESTRICTED LEADS TERM: WAGE: TER : RPANCE: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RRLEASE : LIEW PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: MAKE: LOCATION: ADDRESS: , CITY/STATE: , PRONE NUMBER: SEATING POSITION: RESTRAIRT: TYPE OF INJURY: TREATED: IF SO, WHERE: **EXTERNAL CASE NUMBER:** DATE: TITLE NAMES: BUSINABS: \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: DATE OF PURCHASE/LEASE: PURCHASE/LEASE: 0 NILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESCLUTION SOUGHT:

MAKE:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

H NUMBER: 06872879

VIN:

1GCHC231X1F166051

DATE OPENED:

05/20/02

MODEL YEAR:

2001

DATE CLOSED:

05/20/02

SERIES:

ECURCE:

YES

SILVERADO 2500 CREW

CUSTOMER:

MILEAGE:

30000

ADDRESS:

HOME PHONE:

STATE:

ТX

HUB. PHONE:

GENERAL MOTORS CORPORATION

> CHEVROLET DIVISION

RESTRICTED GK

CUSTOMER:

ADDRESS:

HOME FHONE:

HOUSTON

CASE NUMBER:

06872879

VIN:

1GCHC231X1F166051

DATH OPERED: 2002-05-20 MODEL YEAR: BBRIES:

2001

DATE CLOSED:

SILVERADO 2500 CREW

2002-05-20

MILEAGE:

30000

TYPE

BOURCE

Phone Yes

DELIVERY DATE: DEALER NAME:

ALLEN SAMUELS CHEVROLET INC

C PARENT: DEALER ADDRESS:7000 SW FWY,, HOUSTON, TX, 77074, USA

B16 Trunk

1 REPAIR ATTEMPT(S)

Other

SUPPORT FAILURE

T01 Product Allegation GM 1241

O DEPAIR ATTEMPT(E)

Cther

FELL FROM TAILGATE

Initiate Par

INSTRUCTIONS TO CRM:

\*Select PAR Button

[[SBS \*Creating a Product Allegation Request RUN C:\Progra-1\Plus|\Micros-1\lexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]

CUST STATES THAT HE IS THE ORIG OWNER OF VEH AND THAT WHILE WORKING HE WAS IN THE PROCESS OF JUMPING OFF OF THE TAILGATE WHEN THE CABLES THAT SUPPORT THE TAILGATE BROKE CAUSSING HIM TO FALL TO THE GROUND.

CUST SEEKS PAR

em adv cuet that Rep would contact him within 24-48 hours.

e that dealer ro stated that support cables wusted

TE CRM/KBA DAVID MALTBY/CARS/TAMPA/58032; 0; 390779281

ON RESTRICTED

INCIDENT DATE:

DRIVER NAME:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: POLICE REPORT: NUMBER OF PEOPLE: 0

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

E INFORMATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

MHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

NAS VHHICLE ROAD TESTED: ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUBSIARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

PAX NUMBER:

BODY TYPE:

TRIM:

MOINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0	BRC WARRANTY DATE:
<b>3</b> .P:	NADA: 0 SALEE 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
DHALER ADMINISTRATION:	VAHICLE DESTINATION:
release:	LIEN PAYOFF:
REPLACEMENT VIN	TITLE BRAND:
	****BODILY INJURY************************
	BODILI INGURI
MUMBER OF INJURIES: 0	· ·
COMMENTS:	
HAME:	LOCATION:
ADDRESS: ,	
CITY/STATE: ,	
ONE NUMBER:	
TATING POSITION:	RESTRAINT:
TYPE OF INJURY:	
TREATED:	IF SO, WHERE:
*************************	ADR INFORMATION
	ADR INFORMATION
EXTERNAL CASIC NUMBER:	DATE
TITLE NAMES:	
DOSINESS:	4 EUSINESS; O
ACCIDENT:	DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:	
PURCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	FUECHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHI	CLB:
RESOLUTION SOUGET:	
	CONTACT INFORMATION************************************
	CAMPACT INFORMATION
NAME:	
	CONTACT NUMBER: 1
COMPANY:	CONTACT NUMBER: 1 CONTACT TYPE:
COMPANY:	CONTACT NUMBER: 1 CONTACT TYPE: CONTACT PHONE:

PAGE: 4

GM RESTRICTED

#### RESTRICTED

E NUMBER: 1-22143517

VIN

1GCBK14T91Z102615

Houston

DATE

08/06/02

MODEL

2001

DATE

08/09/02

SERIES

SILVERADO

BOURCE:

N/AYES

MILEAGE

26000.

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

TX

BUS. PHONE:

#### GBNBRAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER:

ADDRESS: HOME PHONE:

CASE NUMBER: 1-22143517

VIN:

1GCEK14T91Z102615

DATE OPENED:

MODEL YEAR: 2002-08-06 SARIKS:

2001 Silverado

DATE CLOSED:

2002-08-09

MILRAGE:

26000.0000000

SOURCE:

TYPE:

Phone N/AYes

DEALER NAME:

DELIVERY DATE:

Lawrence Marshall Chevrolet II, L.P.

PARENT:

DEALER ADDRESS:236 Hwy 36 South, Bellville, TX, 77418-9308,

REPAIR ATTEMPT (6)

TAIL GATE FAIL OFF THE VEHICLE; ; 2002-08-07 2002-08-06

CALL CUSTOMER BACK; ; 2002-08-07 2002-08-07

PRE PAR FORM -- TAILGATE; ; 2002-08-08 2002-08-08

REJECTED PRE PAR FORM; ; 2002-08-09 2002-08-09

CRM CLOSING FILE, NO OTHER ACTION MEEDED.; ; 2002-08-09 2002-08-09

rvice Request has been Closed Satisfied.; ; 2002-08-09

#### GM RESTRICTED

INCIDENT DATE: 2002-08-02

INCIDENT TIME: 16:20:00.000000

INCIDENT LOCATION: RT 3 BOX 748 IN JASPER TX

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: NONE

OWNER DESCRIPTION: CUST WAS STANDING ON THE TAILGATE WEIGHING 154 POUNDS, AND AS SOON AS

HE JUMP OFF THE TAIL GATE BOTH SIDES BROKE AND THE TAIL GATE FELL ON THE BUMPER.

ALLEGED DEFECTIVE COMPONENT: TAIL GATE

INCIDENT RESULT:

POLICE REPORT:

ROAD CONDITION: DIY

BODY INJURY: N

ROAD SURFACE: Gravel

NUMBER OF PROPLE: 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:

Hore information: customer states she just wanted to report this just as a safety issue,

AND PERHAPS IF ENOUGH PROPLE CALL IN GM WILL CHANGE THE DESIGN. MAINTENANCE LOCATION: TIMMERS CHEVROLET IN PASSEDENA TX ON RICHIE

CURRENT LOCATION OF VEHICLE: 7554 ERATH HUSTON, TX

NOTIFY NAME: Owner

MAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION: MMERE WAS INSPECTION DONE:

MAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

DNE NUMBER:

FAX NUMBER:

RODUCT CODE:

BODY TYPE:

OM RESTRICTED TRIM: GINE TYPE: TRANSMISSION: VEHICLE DRIVEABLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MSRP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET 1 LEASE TERM: DAMAGE: OTHER: BRANCE: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL 1 LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VHHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: E: LOCATION: DRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE MAMRS. & BUSINESS: 0 BUGINESS: ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILHAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES ONNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT:

NAME: CONTACT NUMBER: CONTACT TYPE: CONTACT FHOME:



PAGE:

GM RESTRICTED

#### G K RESTRICTED

E NUMBER: 1-42625339

VIN:

1GCHK29U01E150192

DATE

10/21/02

MODEL

2001

DATE

11/15/02

SERIES **SILVERADO** 

SOURCE:

N/AYES

MILEAGE

22295.

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

FL

BUS. PHONE:

GENERAL MOTORS CORPORATION DIVISION CHEVROLET GM RESTRICTED

CUSTOMER:

ADDRESS:

Fort Myers

FL

HOME PHONE:

CASE NUMBER: 1-42625339

VIN:

1GCHK29U01B150192

MODEL YEAR: 2001

DATE OPENED:

2002-10-21

Series: MILEAGE

Silverado 22295.0000000

DATE CLOSED: 2002-11-15 DCE:

**Eweil** N/AYes DELIVERY DATE:

DEALER NAME: Bill Branch Chevrolet, Inc.

TYPE BRC PARENT:

DEALER ADDRESS:3980 Fowler St.Fort Myers,FL,33901-2604,USA

REPAIR ATTEMPT(6)

Chevrolet Silverado Owner Assistance: : 2002-10-21

RE: Chevrolet Silverado Owner Assistance; ; 2002-10-21

Chevrolet Silverado; ; 2002-10-21

\*\*next crm fill out a PAR case\*\*\*\*\*; ; 2002-10-21 2002-10-21

**Mafety Issue;** ; 2002-10-21 2-10-21

Assigning activity to PAR que; ; 2002-10-22

2002-10-21

rvice Request Ownership has changed FROM: CALIENEC TO: ROGERSS; ; 2002-10-21

NGM-PAR please handle in CAC with Dlr assistance.; ; 2002-10-22 2002-10-23

no par edt; ; 2002-10-24 2002-10-24

Pre par returned; ; 2002-10-24 2002-11-01

CALL CAC LETTER; ; 2002-11-01 2002-11-01

CALL CAC LETTER; ; 2002-11-05 2002-11-01

Created:CAC\_RS0006. SR#1-42625339; , 2002-11-01 2002-11-05

Service Request has been Closed Satisfied.; ; 2002-11-05 2002-11-15

CUSTOMER UDATE; ; 2002-11-15

2002-11-15

Prvice Request has been Closed Satisfied.; ; 2002-11-15

INCIDENT DATE: 2002-10-19 INCIDENT LOCATION: Cost yard INCIDENT TIME: 14:30:00.000000

member rockerson: core ler

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY: none

OWNER DESCRIPTION: Cust stood on tailgate to transport bags of mulch off truck and tailgate collapsed. Both cables had broken where they bend when folded up.

ALLEGED DEFECTIVE COMPONENT: Tailgate support cables

INCIDENT RESULT:

POLICE REPORT: NUMBER OF PEOPLE: 0 ROAD CONDITION: Dry

ROAD SURFACE: Dirt

BODY INJURY: N

INJURIES:

WAS AMOTHER VEHICLE INVOLVED: NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

S VEHICLE INSURED:

INSURANCE COMPANY NAME:

3

## GK RESTRICTED

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE IMPORMATION: Cust did not put in a claim to insurance, he hasn't had cables changed

yet.

MAINTENANCE LOCATION: Ind

CURRENT LOCATION OF VEHICLE: At cust home

NOTIFY HAME: Owner

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILHAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

BOAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

TRANSACTION:

PROJEST TYPE:

REFURCHASE REASON:

DEALER BAC: DEALER WAME:

DEALER ADDRESS: , ,

TTACT: ,

ONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRANSMISSION:

TRIM:

ENGINE TYPE:

VEHICLE DRIVEABLE:

MILRAGE • BUY-BACK: 0

ERC WARRANTY DATE:

SALES TAX:

DEPRECIATION:

UPGRADE:

MSRP:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTERNST PAID:

DEALER BUYOUT

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN

MBER OF INJURIES: 0

# GM RESTRICTED

COMMENTS:

Œ,

LOCATION:

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION: TYPE OF INJURY:

TRRATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE

TITLE WAMES:

BUSINESS:

BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

FURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

COMPANY

DRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

#### M D RESTRICTED

BE NUMBER: 1-46924440

VIN:

1GCHK19TX1R197329

DATE

11/06/02

MODEL

2001

DATE

11/06/02

95R159

SILVERADO

SOURCE:

N/AYRS

MILRAGE

43000.

CUSTOMER:

ADDRESS:

HOME PHONE:

STATE:

ŊJ

BUS. PHONE:

GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMBR

ADDRESS: HOME PHONE:

Rockaway ,

nj

CARE NUMBER: 1-46924440

: KIV

1GCEK19TX1E197329

DATE OPENED: 2002-11-06

Series :

MCDBL YEAR:

Silverado

2001

DATE CLOSED:

2002-11-06

**NILEAGE**:

43000.0000000

OURCE:

TYPE:

Phone N/AYes

DELIVERY DATE: DEALER NAME:

Ayers Chevrolet-Oldsmobile, Inc.

C PARENT: DEALER ADDRESS: Rte #46, Dover, NJ, 07801-0866,

C11 Trunk / Tailgate / Hatchback

O REPAIR ATTEMPT(8)

Broken

Tailgate straps broke.; ; 2002-11-05 2002-11-06

Crm called dlr.; ; 2002-11-06 2002-11-06

Crm c/b dlr svc mgr to advise cust may bring by cables.; ; 2002-11-06 2002-11-06

Service Request has been Closed Satisfied.; , 2002-11-05

CIDENT DATE: CIDENT LOCATION INCIDENT TIME:

#### GM RESTRICTED

DRIVER NAME:

IVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLET

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: C

PROPERTY DAMAGE:

WAS VEHICLE INSURED.

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

MOTIFY NAME:

WAS VEHICLE INSPECTED:

LEAGE AT INSPECTION:

HERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP IMBPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

SOURCE:

REQUEST TYPE:

REFURCHASE REASON:

DEALER BAC:

DHALIR MAMB:

DEALER ADDRESS: , ,

CONTACT: ,

PROME MUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE · BUY-BACK: 0

MSRP:

TRIM: TRANSMISSION:

PAX NUMBER:

BODY TYPE:

VEHICLE DRIVEABLE:

BRC MARRANTY DATE:

MADA: 0

SALES TAX:

PRECIATION:

AFTERMARKET: ASE TERM: MAGE:

OTHER:

BRANCE:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID: DEALER BUYOUT:

NAME:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION: LIEN PAYOFF:

RELEASE:

TITLE BRAND:

REPLACEMENT VIN:

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

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

TYPE OF INJURY:

RESTRAINT:

TREATED:

IF 80, WHERE:

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS

ACCIDENT:

\* BUSINESS: 0

DATE:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESCLUTION SOUGHT:

NAME:

CONTACT NUMBER:

1

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

COMPANY:

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

COSTONER: ADDRESS:

HOME PHONE:

CASE NUMBER: 00609026

VIN:

1998

DATE OPENED: 2000-06-13

SERIES: MILRAGE: CK P/U 4X2 1/2 T 13000

1GCRC14W9WZ122703

SOURCE:

DATE CLOSED: 2000-06-13 Phone

DELIVERY DATE:

MODEL YEAR:

BRC PARENT:

BRC TYPE: DEALER NAME: APPLE CHEVROLET-OLDSWOBILE Nο

DEALER ADDRESS: E MAIN ST ON RTE 25, RIVERHEAD, NY, 11901, OSA

TO4 General Information O REPAIR ATTEMPT(8)

BOUGHT AT DLRS AND INSTALLED HIMSELF

Customer Satisfaction

CUST STS WOULD LIKE REIM FOR STRAPS HE HAD

PICANTE .

C11 Trunk

1 REPAIR ATTEMPT(8)

Other

CUBT STATED STRAPS ROTTED OUT

501 Service General

D REPAIR ATTEMPT(S)

Customer Satisfaction

CUST STS WHEN HE TOOK HIS VEH IN FOR THE

EPAIRING OF THE STRAPS ON TAILGATE THE

Dissatisfaction with dealers sales and finance

#### INFORM THE CALLER:

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

### CRM INSTRUCTIONS:

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

\*\* PLRASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD\*\*

DEALERSKIP COMPLAINT

CUST STS TOOK VEH IN TO THIS DERSHIP FOR REPAIRING OF STRAPS ON HIS VEH TAILGATE..CUST WAS ADV BY DLRSHIP TO GO TO ORIG DLRSHIP WHERE HE HAD BOUGHT HIS VEH...CUST STS DLRSHIP ATTITUDE WAS BAD AND WANTED TO FILE A COMPLAINT..CUST STE HE ADV DLRSHIP WHY WEMBRE USING FORD PARTS IN GM VEHS..CUST STATED HE WENT AHEAD AND BOXCHT THE PARTS AT THIS DLRSHIP AND DID THE WORK HIMSELF..CUST STS HE SPENT \$17.00 AND WOULD LIKE REIM FOR THIS..CRM ACKNOWLEDGED AND ADV CUST to hold while cld dlrship for assist...cust okay...crm cld dlrship and spoke to greq, svc mgr who stated cust was not familiar to him but how could he assist...crm addressed the cust CONCERN AND STATED TO HIM THAT CUST WOULD LIKE THE REIM FOR THE 17.00 AND THAT PELT IP DLR

mild assist him it would stop recalation of cust complaint. . Greg stated he would gladly eist cust and will start paperwork for the cust and to ask him to drop by..crm thanked greg AND WILL ASSIST THE CUST..CRM ADV CUST OF UPDATE AND CUST THANKED CRM FOR THE ASSIST...; 0; 329759039

2000-06-13

CRM GAVE COST HIS REQUEST MUMBER FOR REFERENCE...REBECCA MOLIMA/ATX; 0; 329759155

ROAD SURFACE:

CIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

ROAD COMDITION:

BODY INJURY: NUMBER OF PROPLET 0

IMJURIRS:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT HAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

INTERIANCE LOCATION:

FRENT LOCATION OF VEHICLE:

MOTIFY HAME:

WAS VEHICLE INSPECTED:

MILEAGE AT IMSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

DRALER BAC:

DEALER MAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

GINE TYPE:

MERP:

MILEAGE • BUY-BACK:

DEPRECIATION: UPGRADE:

TRANSACTION:

PAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA:

SALES TAX:

APTERMARKET: Lease Term: MAGE: HER: NAME: BRANCH: ACCOUNT NUMBER: INTEREST PAID: INTEREST RATE: DEALER BUYOUT: ACCOUNT BALANCE: LEGAL: LECAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: NAME: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF SO, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: % BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: CONTACT NUMBER: 1 MAME: CONTACT TYPE: COMPANY:

ADDRESS:

CONTACT PHONE:

#### GENERAL MOTORS CORPORATION DIVISION RESTRICTED GM

CUSTOMER: ADDRESS: HOME PHONE:

NEWTON

CASE NUMBER: 01684682

VIN:

1GTEK14R4WZ500682

MODEL YEAR:

1998

DATE OPENED: 2000-09-25

SERIES:

SRRA 4X4 1/2T RE

DATE CLOSED: 2000-09-25

MILEAGE: DELIVERY DATE:

5B000

SOURCE: BRC TYPE: Phone No

DEALER NAME:

SALERNO DUANE PON-BUI-CMC

BRC PAREMT:

DEALER ADDRESS: 20 RTE 206 N, NEWTON, NJ, 07860, USA

C11 Trunk

Broken

1 REPAIR ATTEMPT(8)

CUST STATES TAILGATE BROKE

A12 Miscellaneous - Not Classified

0 REPAIR ATTEMPT(S)

Other

CUST SEEKS COST ASSISTANCE FOR THE REPAIR OF

THE VEHICLE

<u>TAILGATE</u>

CUST STATES THAT HIS TAILGATE IS BROKE AND WONT LOCK BACK IN POSITION. CUST STATES THAT THE SAFTEY CABLES ON THE TAILGATE ARE ALSO BROKE. CUST STATES THE DLR HAS LOOKED AT THE VEHICLE AND THE DLR TOLD THE CUST THAT THE COST OF REPAIR OF THE TAILGATE ISAPPROX \$164. CUST SEEKS COST ASSISTANCE FOR THE REPAIR OF THE VEHICLE. CRM SPOKE WITH SVC MGR CHUCK SANTO WHO STATES THAT THE CABLES ARE SHEARED OFF, AS IF SOMEONE PUT TO MUCH WEIGHT ON THE TAILGATE. AND THE TATIGATE HANDLE IS JUST BROKE, CUST ALSO HAS TO HAVE AN ABS WIRE REPLACED, AND IS GETTING AN OIL CRANGE WHICH BRINGS THE COST TO ROUGHLY \$164. SVC MGR DENIES COST ASSISTANCE DUE TO AGE AND MILEAGE OF THE VEHICLE. CRM ADIVSED THE CUST OF THE DENIAL OF COST ASSISTANCE. JERRAY BEATR/TAMPA; 0; 99999

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

CWMER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

CIDENT RESULT: LICE REPORT: TOMBER OF PROPLE: 0 IMJURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED: MUMBER OF VEHICLES: 0

### PROPERTY DAMAGE:

B VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

INSPECTORS NAME: INSPECTION DATE:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION: ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

TRANSACTION:

FAX NUMBER:

TRANSMISSION: VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

BODY TYPE: TRIM:

MADA: 0 BALES TAX:

SOURCE:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

ALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MERP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE

OTHER:

BRANCE:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

MAMB:

LEMON LAW:

INTEREST PAID: DEALER BUYOUT:

DEALER ADMINISTRATION:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

PLACEMENT VIN:

MUMBER OF INJURIES: 0

COMMENTS:

MAKE: ADDRESS: , LOCATION:

CITY/STATE: , PHONE WOMBER:

TING POSITION: PE OF INJURY:

TREATED:

RESTRAINT:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

Business:

\* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF FURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:

DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE: CONTRCT PHONE:

ADDRESS:

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

GERMANTOWN

WI

HOME PHONE:

CASE NUMBER: 02449752

VIN:

1GCEK19T8YB109744 2000

DATE OPENED: 2000-12-05

MODEL YEAR: SERIES:

CK P/U EXT 4X4

DATE CLOSED: 2000-12-05

KILHAGE:

25000

SOURCE: BRC TYPE:

DELIVERY DATE: Phone

DEALER NAME:

BRC PARENT:

DEALER ADDRESS:

Cli Trunk

O REPAIR ATTEMPT(S)

Broken

TAILGATE

BROKEN TAILGATE

enc ngr(dan bonesho) called for cust stating no case number given to cust, crm advised would te it from Here-tail gate broke when cust and another person loading motorcycle into CONT..; 0; 344899632

2000-12-05

BACK OF TRUCK STANDING ON TRAILGATE WHEN RIGHT SIDE STRAP BROKE BENDING OTHER SIDE-VC MCR STATED COULD NOT FIND WEIGHT RATING FOR TAILGATE ONLY BED OF TRUCK-CRM ASKED IF TAC HAD BEEN CONTACTED-NOT YET WOULD CALL

CRM ADVISED WOULD CALL COST AND NTIFY THAT CRM WAS HANDLING CASE AND OF WHAT SCV MOR WAS DÖING

CRM TO CALL SVC MGR BACK AT 120PST GRANT CLEMO-PDX-CAC; 0; 344900713 2000-12-05

CUST SHOULD READ-ROBERT STRZELCZYK-2625021991/2622414465/4143505554(CSLL) CRM CONTACTED CUST-STATES HINGES BENT AND TAILGATE SCUPPED CUST SERKING HINGES REPLACED AND TAILCATE BUFFED OUT CRM ADVISED WOULD CONTACT SVC MGR AND LET KNOW SVC MGR ONLINE WILL CALL AT 120PST GRANT CLEMO-PDX-CAC: 0: 344901696 2000-12-05

CMR SPOKE TO SVC MGR AND DLR STATED WOULD COVER HINGES AND BUFFING OF TRUCKDLR COST ABOUT 117-SVC MGR STATED SMALL AMOUNT TO MAKE CUST HAPPY, CRM AGERD WAS GOING TO SUGGEST CHEV COVER BECAUSE NOT A CASE OF REGLECT OR MISUSE BY CUST

CRM SPOKE TO CUST ANDRELAYED IMPO CUST PLEASED AND STATED THAT CABLE HAD FRAYED AND FEARS THAT MAY BE A PROBLEM AGAIN IN FUTURE-

IM ADVISED WOULD MAKE MOTE OF CABLE FOR FUTURE REPERBICE MT CLEMO-PDX-CAC; 0; 344903478

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME: IVER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DANAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

AAS VEHICLE INSPECTED: LEAGE AT INSPECTION:

HERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP IMSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

repurchase reason:

DRALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE & BUY-BACK: 0

MBRP t

TRANSACTION:

PAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSIOM:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MADA: 0

SALES TAX:

PRECIATION:

UPGRADE:

APPERMARKET:

LEASE TERM:

DAMAGE: OTHER:

BRAKH:

RANGE

ACCOUNT NUMBER: INTERRST PAID: INTEREST RATE: DRALER BUYOUT: COUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: LIEN PAYOFF: RELEASE: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: MAKE: LOCATION: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF SO, WHERE: TREATED: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: & BUSINESS: 0 BUSINESS: CIDENT: DATE OF ACCIDENT: SCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT FURCHASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: CONTACT NUMBER: 1 HAKE:

COMPANY:

ADDRESS:

CONTACT TYPE:

CONTACT PHONE:

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE:

NEOSHO

CASE NUMBER: 03239523

VIN: MODEL YEAR: 2GCEK19R7V1243095

SERIES: DATE OPENED: 2001-02-19

1997

DATE CLOSED: 2001-02-19

BRC PARENT:

MILEAGE:

UNIONONN 81000

SOURCE: BRC TYPE: Phone

DELIVERY DATE: DEALER NAME:

DEALER ADDRESS:

B01 Paint

D REPAIR ATTEMPT(S)

Cracked

crack behing driverside door

C11 Trunk

1 REPAIR ATTEMPT(S)

tailgate chains broken

R41 Radio Receiver

O REPAIR ATTEMPT(S)

Other

knobs broken

206 Goodwill Adjustment Pre-Authorized

REPAIR ATTEMPT(8)

Customer Satisfaction cust seeks cost assist

cust has geveral problems w/ veh 

cust states 2nd owner of weh bought at indi dlr....cust states the tailgate chains broke, the paint is cracking on the driverside door, and the radio knobs are broken/cracked.....cust seeks cost assist.....crm denied cust assist due to the following business reasons: out of warranty/ age and mi/ 2nd owner purchased at indi dlr/ weh never been to chevy dlr for diagnosis/ cust is very dissat.....cindy slaght/pdx/cers; 0; 351478074

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

CMMER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

CIDENT RESULT: POLICE REPORT: MUMBER OF PROPLE: 0 INJURIES:

ROAD CONDITION: BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

MINIBER OF VEHICLES: 0

PROPERTY DAMAGE:

N VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: MAINTENANCE LOCATION: CURRENT LOCATION OF VEHICLE:

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:

MOTIFY NAME:

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DRALER BAC: ALER NAME:

MALER ADDRESS: , ,

CONTRCT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MERP:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0 SALES TAX:

NAME:

DEPRECIATION:

UFCRADE:

AFTERHAREST:

LEASE THEM:

DMOGE:

OTHER:

**BRANCH:** 

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL

LEGAL TYPE:

INTEREST PAID: DEALER BUYCUT:

LEMON LAN:

VEHICLE DESTINATION:

DEALER AUXINISTRATION: RHLHASE: LIEM PAYOFF:

TITLE BRAND:

PLACEMENT VIN:

MUMBER OF INJURIES: 0 CCIOUNTE:

MANUE :

LOCATION

ADDRESS: , CITY/STATE: , ONE NUMBER:

ATING POSITION:

TYPE OF INJURY: TREATED:

RESTRAINT:

IP 80, WHERE !

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES: BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES ORDER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

NAME:

CONTACT NUMBER:

COMPANY:

CONTACT TYPE: CONTACT PHONE:

ADDRESS:

# GENERAL MOTORS CORPORATION DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

NEW YTBYMA

MS

HOME PHONE:

CASE NUMBER: 04286328

VIN:

2GTEK19R7V1554381

DATE OPENED: 2001-05-22

MODEL YEAR: SERIES:

1997

DATE CLOSED: 2002-01-23

MILRAGE

UNKNOMN 36500

SOURCE:

Phone

DELIVERY DATE:

DEALER MANE: UNION AUTO SERVICE, INC.

BRC TYPE:

BRC PARENT:

DEALER ADDRESS: 704 W BANKHEAD ST, , NEW ALBANY, MS, 38652, USA

T22 CBI Reply

O REPAIR ATTEMPT(8)

Customer Satisfaction CUSTOMER COMMENTS

J40 Engine Fuel and Air Systems

1 REPAIR ATTEMPT(S)

Other

POOR GAS MILEAGE

A12 Miscellaneous - Not Classified

1 REPAIR ATTEMPT(S)

Other

TOO MANY CONCERNS

Referred to Dealer

REPAIR ATTEMPT(S)

Customer Satisfaction

REFERRED TO DEALER FOR DIAGNOSIS

B14 Door

O REPAIR ATTEMPT(S)

Other

EXTENDED DOOR IS SAGGING

Cli Trunk

O REPAIR ATTEMPT(S)

THROUGH

Broken

CHAINS HOLDING UP TAILGATE ARE RUSTED

CSI SUKVEY

CUSTOMER RESPONDED TO A CSI SURVEY JIMMY MARRERO CARS TAMPA PRVI; 0; 99999 2001-05-23

CUSTOMER STATES THAT HE HAS HAD TOO MANY CONCERNS WITH HIS VEHICLE WITH ONLY 2900 MILES AND TEAT IT HAS POOR GAS MILHAGE. CUSTOMER STATES THAT HE IS SOMEWHAT SATISFIED WITH THE DEALERSHIP AND THE VEHICLE AND THAT HE PROBABLY WOULD NOT RECOMMEND THEM AGAIN. IN THE PUTURE, JIMMY MARRERO CARS TAMPA PRVI: 0; 359498404 2001-05-23

CRM CONTACTED THE CUSTOMERS RESIDENCE AND WAS ADV BY A LADY THAT THE CUSTOMER IS NOT AVAILABLE. CRM LEFT MESSAGE WITH HER INCLUDING THE CHM MAKE, GMC CAC 800 MUMBER AND REFERENCE ender and any them that any representative that answers the telephone willbe able to assist EM . JIMMY MARRERO CARS TAMPA PRVI; 0; 359498511 2001-05-23

CUPY STATES RETURNING CAC CALL. STATES HE IS NOT HAPPY W/ HIS GAS MILAGE; STATES THAT CORRECTUS DURSED WILL NOT LET HIM WATCH WHILE THEY CHANGE HIS OIL. CUST SEEKS TO FIND DERSHY MEAREST HIS HOME WHERE HE MAY YEST MORE CONFIDENT. CHE ADVISED WOOLDCALL DERSHY OF CHOICE, SPK W/ SVC MOR JERRY BACCUS WHO STATES THAT CUST MAY DROP IN TO GET ACQUAINTED AND HE WILL TAKE A LOOK AT VEH REGARDING THE GAS HILAGE. CRN ADVISED CUST OF SAME AND HE WILL DROP BY DLRSHP IN TUPELO. HERCYNILCOX/CARS/TAMPA; 0; 359501404

MR DUNLAP CALLED IN TO STATE THAT HE IS HAVING CONCERNS WITH HIS VEHICLE. CUST STATES THAT CHAINS ON HIS TAILGATE HAVE BROKEN AND IT LOOKS AS IF THEY HAVE RUSTED THROUGH, CUST ALSO IS HAVING AN ISSUE WITH THE EXTENDED CAB DOOR ON HIS VEHICLE. CUST SEEKSTO HAVE THE CONCERNS ADDRESSED AND HE KNOWS THAT HE IS OUT OF WARRANTY. CRM ADVISED CUST THAT BEFORE ANY DETERMINATION CAN BE MADE ON ANY REPAIRS HE WILL HAVE TO TAKE THE VEHICLE INTO A DEALERSHIP FOR A DIAGNOSIS. CUST AGREED AND CRM STATED THAT A CALLBACK WILL BE MADE TO HIM ON 01/23/2002 AT 5:00PM CST TO FIND OUT WHAT THE STATUS OF HIS CONCERNS ARE. SAN GUILIANO/CARS/TPA; D; 380501242

CHBCK STATUS SAM GUILIANO/CARS/TPA; 0; 380506889 2002-01-23

CRM CALLED CUSTOMER AND NO TIME TO HAVE THE VEHICLE CHERED OUT HAS BEEN DETERMINED AND CUST WILL CALL BACK IF NOT HAPPY WITH THE RESOLUTION. CUST SATISFIED SAM GUILLANO/CARS/TPA; 0; 380656363

INCIDENT DATE:

INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

MOMER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION: BODY INJURY: ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED.

MUMBER OF VEHICLES: 0

PROPERTY DANAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME: INSURANCE COMPANY ADDRESS:

AGENT MAME:

AGENT PHONE NUMBER:

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

WAS VEHICLE IMPPECTED: CLEAGE AT IMPPECTION: BRE WAS IMPPECTION DONE: INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:

PAR STATUS: URCE: 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 DRIVERBLE: MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE: MERP: NADA: 0 SALES TAX: DEPRECIATION: UPGRADE: AFTERMARKET: LEASE TERM: DAMAGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTERRET PAID: DEALER SUYOUT: COUNT BALANCE: GAL: LEGAL TYPE: LEMON LAW: DBALER ADMENISTRATION: VEHICLE DESTINATION: RELEASE: LIBM PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: MANE: LOCATION: ADDRESS: , CITY/STATE: . PROBER MINISTER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE MORBER: DATE: TITLE NAMES: BUGINESS: & BUSINESS: 0 CCIDENT: DATE OF ACCIDENT: SCRIPTION OF DAMAGE: FURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT FURCHASE: 0 PORCHASZ/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE:

RESOLUTION SOCIET:

PANY:

ADDRESS:

CONTACT NAMBER: 1 CONTACT TYPE:

CONTACT PHONE:

# CONTEX Service Satisfaction Survey

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- The ease of getting your vehicle?		Ü	K		
- The condition in which it was refurnish	TOL	160		~	_
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# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADÖRRÁS : HOME PHONE:

SHEPARD ,

CASE NUMBER: 05060643

VIN:

2GCER19R3V1158240

1997

DATE OFENED: 2001-07-25

Series:

MODEL YEAR:

UNKNOWN

DATE CLOSED: 2001-07-31

MILRAGE:

65000

SOURCE: BRC TYPE: BRC PARENT: Phone No

DELIVERY DATE: DEALER NAME:

DEALER ADDRESS:

Cli Trunk

O REPAIR ATTEMPT(S)

Other

TAILGATE CABLE BROKE

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

Vehicle operation or design

CUST STATED: THEIR MRIGHDOOR & THEM WERE SITTING ON THE TAIL GATE & BOTH CARLES EXPLODED. Together they weight less than 500 lbs. They went to the DLR & Purchased hew carles & the PARTS GUY SAID THAT THIS IS COMMON, B/C WHEN THE TAILGATE IS CLOSED THECABLE SITS IN A U SHAPE & CAN CRACK.

CUST SEEKS: TO KNOW IF THIS IS COMMON & IF IT IS, IS IT COVERED.

CRM ADVISED: IF YOU HAVE THE CLD FART YOU CAN TAKE IT TO THE DLR & IF THEY IMSPECT IT & FIND IT IS A MARUFACTURE DEFECT, IT MAY BE COVERED UNDER WRNTY. CUST UNDERSTOOD. MICHELS SMGARRA/CRM/PDZ/CAC; 0; 364959130

2001-07-31

CUST STATES PREV CRE TOLD HIN THAT ON WOULD TAKE CARE OF HIS TAILFIPE IF HE FOUND OUT CUST SEEKS SOME COST ASSISTANCE CRN SPOKE TO DEALER THAT THE CABLES WERE DEFECTIVE ervice who stated relatively speaking there was a defect because there is nothing written saying the cables should break at 65000 mi however. He moulm't offer any assitance because OF the Hilbage and the Wear and tear on the Veh CRM DID advise cost of that 

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

<u>DR</u>IVER NAME: VER DISABILITY: DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

IMJURIES:

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:

MAGE AT INSPECTION:

RE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

HOURCE:

RECOURST TYPE:

REFURCHASE REASON:

DEALER BAC:

DEALER MAKE:

DEALER ADDRESS: , ,

CONTACT: .

PECME MOMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE O BUY-BACK: U

MSRP:

FAX MIMBER:

TRAMSACTION:

BODY TYPE:

TRIME

TRANSMISSION:

VEHICLE DRIVERBLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

PRECIATION:

RADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:	
INTEREST RATE:	INTEREST PAID:
	DEALER SUYOUT:
COUNT BALANCE:	
LEGAL:	LEGAL TYPE:
7711 TO 17071707017070	LEMON LAW:
DEALER ADMINISTRATION:	VEHICLE DESTINATION:
RELEASE:	LIEN PAYOFF:
THE ACTION OF THE	TITLE BRAND:
REPLACEMENT VIN:	*********BODILY INJURY*************************
	BODILI INJUKI
NUMBER OF INJURIES: 0 COMMENTS:	
NAME:	LOCATION:
ADDRESS:	TOTAL TON
CITY/STATE: ,	
PHONE MIMBER:	
SEATING POSITION:	restraint:
TYPE OF INJURY:	
TREATED:	IF SO, WHERE:
:	
********	*******ADR INFORMATION***********************
EXTERNAL CASE NUMBER:	DATE:
TITLE NAMES:	<i>2</i> 112.01
BUSINESS:	% BUSINESS: Ó
PIDENT:	DATE OF ACCIDENT:
CRIPTION OF DAMAGE:	
PORCHASE/LEASE: 0	DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0	FURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION O	F VERICLE:
resolution sought:	
*******	**BRC CONTACT INFORMATION************************************
EARC:	CONTACT NUMBER: 1
COMPANY:	CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

# GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS:

HOMEWORTH

ĊН

HOME PHONE:

CASE NUMBER: 05124671

VIN

SERTES:

2GCEX19R2W1191120

SPORTSIDE EXT CAB PI

MODEL TEAR:

1998

**68000** 

DATE OPENED: 2002-01-03 DATE CLOSED: 2002-02-05

MILEAGE:

SOURCE: BRC TYPE: E-Mail

DELIVERY DATE:

DEALER NAME: STRATTON CHEVROLET CO

ERC PARENT:

DEALER ADDRESS: 16050 STATE RTE 14, RELOIT, OH, 44609, USA

C11 Trunk

0 REPAIR ATTEMPT(8)

Broken

tailgate straps broke

Vehicle repair request - Repair not done

#### INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
- \*\_Determine Customers Expectation
- sing delivery date, establish if vehicle is within any warranty coverage disten carefully to evaluate cause of failure - defect or damage
  - ( If damage, consider explaining the consumers responsibility)
- \* Review Specific Solutions ({SPECIFIC BOLUTIONS RUN
- C:\Progra~1\Plus!\Micros-1\lemplore.axe
- http://carswab/wabknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
- \* Identify if earlier repairs have been attempted? -{ [Possible Chronic Rep RUN C:\Progra~1\Plus!\Micros-1\Iexplore.axe
- http://carsweb/webknowledge/CARSCP/SSS/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 RUM C:\Progra-1\Plus!\Micros-1\Iexplore.exe

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

Vehicle repair request - Repair not done

cust sent email, Kana Case File 1700483 RCVD 01/01/02 (gstull@alliencelink.com) as follows: Both of my tailgate straps broke on 12-29-01 while unloading a 4 Wheeler. Both snapped simultaneously thus causing the gate to drop onto the humper and dent. I request GM to replace the straps and review the gate damage at my local dealership. I understand the 98 vehicle is out of warranty, but I don't expect these strape to rust in half during this plod of time. I had my doubts when you converted from steel straps to a cable. I've been M owner since 1976 and use your trucks at our business, as well.

Myra Addington/pdx/email; 0; 378969632

2002-01-03

cust continues :Please advise how GM will handle this request. I do expect to replace this webicle within the next 12-18 mos and quite frankly, how you handle this will affect my

future decisions both at home and in our business. We purchase our company vehicles at Stratton Chevrolet in Beloit, Ohio, if you need a reference ask for Chuck Greenfield. The Addington/pdx/email; 0; 378969665

CRN RESPONSE TO MESSAGE 01/01/02 AS FOLLOWS Thank you for your e-mail to the Chevrolet Internet Response Center. We sincerely apologize for the broken tailgate straps you are experiencing with your 1998 Chevrolet. We have documented your comments withthe Customer Assistance Center under file number C-06124671 and are investigating your concern. We will follow up with you on 01/08/01 with an update or the final resolution.

If you have any further information or comments, please contact us using the information provided below.

If you have any further questions or comments please feel free to contact the Chevrolet Customer Assistance Center at 1-800-222-1020 weekdays between 8am and 11pm Eastern Standard Time or by e-mail at cac@Chevrolet.com.

CRN WILL CONTACT ERV MGR ON 01/08/02 AT 4:30 PM EASTERN MYRA ADDINGTON/PDE/EMAIL; 0: 378970765
2002-01-08

CRM CONTACTED SRV MOR RUSS MILLER WHO STATED HE HAD NOT SEEN VER SINCE MARCH OF 2001 AND THERE WAS 68000 MILES ON VER THEN AND THERE IS NO MAINTENANCE HISTORY DOES NOT APPEAR TO HAVE BEEN PURCHASED AT THIS DEALERSHIP MR. MILLER STATED HE WOULD OFFER MORSHISTANCE AS VEHICLE IS OUT OF WARRANTY BY MANY MILES MYRA ADDINGTON/PDK/EAMIL; 0; 379378468
2002-01-20

CRM WILL SEND ORIGINAL EMAIL AS SOON AS POSSABLE 0: 380403742

MYRA ADDINGTOM/PDX/EMAIL:

0; 38040374 <u>2</u>002-01-21

east sent email, kens case#1739044, dated 1/15/02, as follows:
"I haven't heard anything from you, as promised by 1-8-02. Status?"; 0; 380506075
2002-01-21

CRM responded: "Deer Mr. Stull,

Thank you for your e-mail to the Chevrolet Internet Response Center. We apologise for the delay in responding to your e-mail. We sincerely apologise for the concerns you are experiencing with your 1998 Chevrolet Truck.

We observed that you have open file (C-06124671) being worked by Myra Addington. Please continue to work with them as they are in the best position to provide you with a timely resolution to your concern. We have placed your comments and our response into your file and sent notification. They are scheduled to follow-up with you in the next few business days.

Once again, we thank you for your e-mail and your interest in Chevrolet. If you should need to contact us in the future you may e-mail us at cacechevrolet.com or call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00sm until 11:00pm Eastern Standard Time, Honday through Friday."

CATHERINE BERTONCINI/TPA/IRC

\*forwarding to CRM ADDIRGIN\*, 0; 380506428 2002-01-21

CRM SERT ORIGINAL MESSAGE AS FOLLOWS: We have been in contact with the Service Manager Russ Filler who stated that because the vehicle is out of warranty by many miles, and because ere is ni evidence of maintenance being done at dealership there is nofinancial assistance will offer for this concern. We sincerely apologize that this is not the response you were anticipating.

If you have any further questions or comments please feel free to contact the Chevrolet 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;

CRN WILL CLOSE FILE SATISIFIED 521113 2-01-22

CRM OPENED FILE BY MISTAKE CRM WILL CLOSE FILE SATISFIED AS IT WAS WHEN OPENED MYRA ADDINGTON/PDX/EMAIL; 0; 380588915
2002-01-29

oust sent in e-mail, kans case 1768084, dated 01/24/02 as follows: I understand the warranty and maintenance issue you identify. I disagree in principle. This is a design flaw in my opinion and just how do you maintain tailgate straps? I'll look inthe owner's manual today and see if there is anything that tells se I should be concerned about them failing. What if: I'm unloading the ATV, the straps map due to corrosion and I'm injured? I don't accept the response regarding maintenance. A stainless rope is the proper selection, which does not compromise safety due to corresion.

Please respond.

(cont), 0; 381164139 2002-01-29

(cont) crm discussed file with team manager, steve johnson. orm was advised that due mileage and lack of previous concerns within warranty. We can not provide cost assistance. crm confirmed.

crm replied:

Thank you for your recent s-mail to the Chevrolet Internet Response Center and patience in response. Please accept our apologies for the delay.

Although we do understand your position, our experience has been that a defect attributable to the original manufacturing and assembly process generally makes itself apparent quite early in the life of the vehicle. After a vehicle has been in service for several years, sany factors such as usage, owner maintenance, age and wear, can contribute to difficulties with the vehicle that are beyond the control of the manufacturer. Since your vehicle has over 68,000 miles, the tailgate has normal wear. For these reasons, we are unable to provide cost assistance and apologize for any dissatisfaction.

(cont); 0; 381165510 2002-01-29

(COnt) Lastly, we would like you to know that we have documented your reserve regarding the quality of

the straps. We believe it is through comments such as yours that we are made aware of what concerns our current and prospective customers would likeus to offer. Our database is used by GK Quality Managers to review customer concerns and suggestions. Hany of the changes that are made each year are a result of feedback from General Motors owners such as yourself. Chevrolet prides itself on being responsive to customer feedback.

Once again, we thank you for your e-mail. If you should need to contact us in the future, you may e-mail us at cacechevrolet.com or call our Customer Assistance Center at 1-800-222-1020. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday. When calling refer to request number C05124671.

armatta ashley/tpa/irc closing dissatisfied.; 0; 381165551

2002-01-31

TOMER SENT E-MAIL, KANA CASE NUMBER 1782135 DATED 01/29/2002, AS FOLLOWS: "I gave up on expecting GM to do the right thing in this matter and bought two new ones yesterday. For the record, I am 43 years old and have owned GM products my entire life, either used or new. Currently I have a 2001 Suburban thru my company, the 98 truck, purchased a 2001 used Grand Prix for my son and a 99 Grand Am for my daughter. I know this sounds rediculous but

this \$20 issue really challenges my allegiance towards GM products. The idea that GM designed straps using corrosive steel in lieu of stainless ch couldn't have cost more than a few dollars more is absurd. There is way they will ever convince me that these straps breaking in two after 3.....CONT>>>>; 0; 361383734
2002-01-31

<<<CONT.....years of service is acceptable. What is next? Can I count on GM quality in design? I think I owe it to my family, our business (Simmers Crane Design and Services) and myself to consider options next time I am in the market for a reliable vehicle.

I appreciate your attention to this matter and understand that you are in no position to address this problem other than communicate it to the appropriate department, which you have done very well.

Thank you for your response.

Randy L Stull

rstull@mismerscrame.com\*; 0; 381383762 2002-01-31

CRM REPLIED: "Dear Mr. Stull,

Thank you for your e-mail to the Chevrolet Internet Response Center. We apologize for the broken tailgate straps concern you are experiencing with your 1998 Chevrolet Truck.

We appreciate the opportunity to review yourconcerns with your Chevrolet Truck. We have mined request number C-06124671 in which your concern is documented with the Chevrolet stomer Assistance Center and with our central office and we are in agreement with the position previously provided to you. Unfortunately, we are unable to provide cost assistance and apologize for any dissatisfaction.

Once again, we thank you for your e-mail and your interest in Buick. If you should need to contact us in the future, you may e-mail us at crosbuick.com or call our Customer Assistance Center at 1-800-521-7300. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.

Sincerely,

Helene Nejdi Customer Relationship Manager Buick Customer Assistance Center'; 0; 381383774 2002-01-31

CRM CLOSING FILE DISSATISFIED AND FORMARDING TO TH MANNY TORRES. HELENE MAJDI.CAC.TPA.; 0; 381383794
2002-02-05

\*\*TM reviewed file. We assistance will be offered for the straps. Customer's vehicle is beyond manufacturer's warranty and Dealership aspowerment period. We maintenance history was established at the dealership. TM closing file dissatisfied, no arbitration letter.\*\*
-Manuel Torres/TM/Tempa 2/5/2002 6:40pm et; 0; 381803842

INCIDENT DATE: INCIDENT LOCATION: INCIDENT TIME:

DRIVER NAME:

DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCLIDENT RESULT:

POLICE REPORT:

MUMBER OF PROPLE: 0

IMPURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

MUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE MEMBER:

MORE IMPORMATION:

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:

D TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SURGARY:

PAR STATUS:

SCURCE:

RECUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER MAME:

DEALER ADDRESS: , ,

CONTACT: .

PHONE NUMBER:

FRODUCT CODE:

MERP:

ENGINE TYPE:

MILEAGE 9 MUY-BACK: 0

DEPRECIATION:

UPGRADE: AFTERMARKET:

ASS TERM: AGE:

OTHER:

BRANCH:

ACCOUNT NUMBER: INTEREST RATE:

TRANSACTION:

FAX NUMBER: BODY TYPE:

TRIM:

TRANSMISSION:

VERICLE DRIVEABLE:

BRC WARRANTY DATE:

HADA: 0 SALES TAX:

NAME:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE: LEGAL: LEGAL TYPE: LEMON LAW: LER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACEMENT VIN: NUMBER OF INJURIES: 0 COMMENTS: LOCATION: KANE: ADDRESS: , CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: IF SO, WHERE: TREATED: HETHRNAL CASE MUNBER: DATE: TITLE NAMES: 4 BUSINESS: 0 Business: DATE OF ACCIDENT: ACCIDENT: DESCRIPTION OF DAMAGE: RCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: LEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: PURCHASE/LEASE: 0 BE OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: NAME: CONTACT NUMBER: 1

> CONTACT TYPE: CONTACT PHONE:

COMPANY:

ADDRESS:

#### GENERAL MOTORS CORPORATION CHEVROLET DIVISION GM RESTRICTED

CUSTOMER: ADDRESS: HOME PHONE

PRANKLIN , PA

CASE NUMBER: 06594597

VIN:

2GCEX19V6Y1177818

SILVERADO LT 1500 PI

MODEL YEAR:

DATE OPENED: 2002-03-27

SERIES: MILEAGE:

37000

DATE CLOSED: 2002-04-01 SOURCE:

Phone

DELIVERY DATE:

ERC TYPE:

Yo

DRALER MAME:

NORTHPOINTE CHEVROLET, OLDSMOBILE, C

BEC PARENT:

DEALER ADDRESS:3485 STATE ROUTE 257, SENECA, PA, 16346, USA

\*GENERAL CASE INFORMATION\*

M51 Windshield Wipers Including Blades/Arms O REPAIR ATTEMPT(S)

Other

crunched like accordian

C32 Door - Interior

1 REPAIR ATTEMPT(S)

LOOME

pulls loose when shutting door

C11 Trunk

1 REPAIR ATTEMPT(S)

Other

strap not replace previously

A01 Open Campaign EPAIR ATTEMPT(S) Product Campaign Claim

00093

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 emplaining the consumers responsibility)
- \* Review Specific Solutions [{SPECIFIC SOLUTIONS RUN
- C:\Progra-1\Plus:\Micros-1\Iexplore.exe

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

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

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

- ( let attempt offer to coordinate repair at a dealership)
- ( Previous repairs)
  - 1) Review warranty history on "VIN Profile" tab
  - Contact appropriate Service dealership to discuss
  - Determine if TAC was previously contacted or is now necessary
  - 4) Establish & document a diagnosis and repair plan
- \* Coordinate with dealership to assist with customer's repair request
- Be prepared to answer "I don't want my our anymore / repurchase" [[ Vehicle Repurchase Link RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe

http://carswab/wabknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]

icle repair request - Repair not done

CUST STATES - veh is experiencing several repeat issues. 1) Driver side windshield wiper, crunched like an accordion by passenger side wiper. 2) Door panel separating from frame, when pulled shut from inside, panel pulls loose. 3) Tailgate strap issue, not previously replaced. CUST SEERING appointment at Northpoint Chev at noon, and a rental vehicle. CRM INQUIRES - cust states original owner, tire rotations done at Walmart, cust does all other maintenance himself, and cust purchased vehicle at A CRIVELLI CHEV. CRM reviews previous es cust has 2, 1) C04843901 2) C05363884 - GMPP Basic Guard 5/100 - goodwilled from CAC. CONTACTS SVC MCR SHAWN ALDEM 6 NORTHPOINT: he states that cust has been to his dealership twice, cust out of warranty, he will not goodwill rental for day use, due to no cust loyalty to his dealership. Shawn states that GMPP has very specific rental policy, does not believe cust will meet those parameters. -cont-; 0; 386091099
2002-03-27

Shawn also states that windshield wiper issue, probably stems from ice/snow on windshield and turning on wipers to clear it (a svc adv has same vehicle and that is what happened to his). Wiper comes loose and other wiper will crunch it like an accordian. CRM ADVISES cust that issues can be dealt with at dealership, however, unless GMPP will authorize rental, we cannot offer rental. CRM advises since he purchased vehicle at CRIVELLI CHEV, we may be able to get rental goodwilled from them, if he wishes to return there for service. Cust states svc dept at Crivelli Chev is not acceptable, he has had problems with them. CUST STATES he will have to call us back. CRM ADVISES if he calls, he will not be able to speak with me directly, crm requests I call cust back. CUST requests call at 5pm this evening. CRM ADVISES I get off work at 4:30pm EST, however, I can call him tomorrow morning. Cust declines offer, stating he will call back. Closing request satisfied. Deb thurnheer/cac/pdx; 0; 386091120 2002-03-27

CRM ALSO IMPORMED CUST AND SVC MGR SHAWN OF OPEN CAMPAIGN 00093. dab thurnheer/cac/pdx; 0; 386091299
2002-03-29

CRM TRANSFERRING FILE TO TM AS PER CUST REQUESTS TO SPEAK WITH TM. NICOLE REIS/CARS/TPA; 0; 386266144
2002-04-01

made second attempt to contact cust.

TM 1/m to cust for cust was unavail. cust has been adv of appropriate info by crm, Nicole Reis-Elbara, & so request will be closed dissat w/ no BBB letter.

thomas weaver/tamps-cac/TM; 0; 386528475

2002-03-27

CUST CALLED IN STATING HE WANTS ON TO AUTHORIZE A CAR RENTAL FOR HIM. CRM WENT THROUGH NOTES AND ADVISED CUST THAT THE DLR WHERE CUST'S VEHICLE IS AT CAM NOT AUTHORIZE A CAR RENTAL AND IS GOING TO WARRANTY REPAIRS. CUST STATES THEY SHOULD HAVE TO GIVE HIM A RENTAL AS TO HIS IS THE SAME PROBLEM UNDER WARRANTY. CRM ADVISED CUST THAT THE HOTES STATES HIS SELLING DLR MIGHT BE MORE INCLINED TO GET CUST INTO RENTAL. CUST STATES HE WILL NOT GO THERE AND THEY MADE ALL THE DAMAGES. CRM ADVISED CUST THAT CRM CAM NOT MAKE DLR GET HIM A CAR RESTAL. CRM ADVISED CUST WE POSSIBLY COULD REINBURSE FOR SOME CHARGES IF THE PROBLEMS WERE EXACTLY THE SAME UNDER WARRANTY. CUST STATES NO AND ESCALATES CALL STATING HE WILL NEVER BUY ANOTHER ON AND THAT HE WANTS TO SPEAK WITH CRM NGR. CRM EXPLAINS CRM IS A CRM AND GM FULLI EMPOWERE CRM TO MAKE DECISIONS AND CRM CAN NOT MAKE A DLR GIVE HIM A CAR RESTAL. CUST REQUESTS TO SPEAK WITH CRM'S TM. CRM'S TM IS AWAY FROM DESK AND CRM TOLD CUST THAT CRM WOULD TELL TM THAT CUST REQUESTS A CALLE; 0; 386119490

2002-03-27

CEM MOTING THAT CRM AND TM LEAVE 545EST. CRM SUSPENDING FOR TM REVIEW. NICOLE REIS/CARS/TFA; 0; 386119523 2002-03-29

TH reviewed request. The agrees w/ decision made by orm for the dlr has yet to perform a full diagnosis the vah is beyond NVN & due to this GM can not make any up front promise of varing a rental vah for the cust. Upon inspection & if the necessary repairs are the same what was previously done then GM can consider this as an attempt to satisfy the cust but it is still not a garuntee that GM will.

TH made attempt to contact cust but cust was unavail (phone rang busy/made 3 back to back attempts).

TN will make a second attempt on Monday 4-1 as long as cust is still on TM's calendar. thomas weaver/temps-cac/TM; 0; 386276554

ROAD SURFACE:

INCIDENT DATE:

INCIDENT TIME:

ROAD CONDITION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

INCIDENT LOCATION:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: 0

BODY INJURY: INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

AR INFORMATION: ENTENANCE 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 IMSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

REFUNCHASE REASON:

TRANSACTION:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: /

PECKE NUMBER:

PRODUCT CODE:

IME TYPE:

MERP:

MILEAGE & BUY-BACK: 0

DEPRECIATION:

FAX NUMBER:

BODY TYPE:

TRIN:

TRANSMISSIOM:

VEKICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

UPGRADE: AFTERNARKET: ME TERM: AGE: OTHER: BRANCH: NAME: ACCOUNT NUMBER: INTEREST RATE: INTEREST PAID: DEALER BUYOUT: ACCOUNT BALANCE: LHCAL: LECAL TYPE: LEMON LAW: DEALER ADMINISTRATION: VEHICLE DESTINATION: RELEASE: LIEN PAYOFF: TITLE BRAND: REPLACIMENT VIN: MUNCBER OF INJURIES: 0 COMMENTS: MAME: LOCATION: ADDRESS: ;; CITY/STATE: , PHONE NUMBER: SEATING POSITION: RESTRAINT: TYPE OF INJURY: TREATED: IF SO, WHERE: EXTERNAL CASE NUMBER: DATE: TITLE NAMES: BUSINESS: \* BUSINESS: 0 ACCIDENT: DATE OF ACCIDENT: DESCRIPTION OF DAMAGE: PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE: MILEAGE AT FURCEASE: 0 PURCHASE/LEASE AS: DOES OWNER HAVE POSESSION OF VEHICLE: RESOLUTION SOUGHT: MAKE: CONTACT MUMBER: COMPANY: CONTACT TYPE: CONTACT PHONE: ADDRESS:

### GENERAL MOTORS CORPORATION DIVISION RESTRICTED

COUNTOMER: ADDRESS:

VERMILION

ŒН

SOME PHONE:

CASE NUMBER: 06780125

VIN

1GTGK29UXYB288277

MODEL YEAR:

2000

20800

DATE OFFICED: 2002-04-26

SERIES: MILENGE: SIERRA 2500 4WD 4 DO

DATE CLOSED: 2002-06-08

DELIVERY DATE:

SOURCE: BRC TYPE: Phone

KASPER BUICK PONTIAC GMC

BRC PARENT:

DEALER NAME:

DEALER ADDRESS: 2401 CLEVELAND RD., SANDASKY, OH. 44870, USA

**B01 Paint** 

O REPAIR ATTEMPT(S)

Other

RUST SPOTS, CRACKED

B16 Trunk/Tailgate O REPAIR ATTEMPT(S) Cracked PAINT

Cl1 Trunk O REPAIR ATTEMPT(8) Other

STRAPS BROKE ON TAILGATE

Referred to Dealer EPAIR ATTEMPT(S)

Customer Satisfaction

LOCATE DLR

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\Implore.eme http:\\carsweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions {{SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CNC/SolutionsByCommonstCode\_Corepoin t.htmll
- \* Validate with dealership if necessary
- \* Coordinate with dealership to compare with snother vehicle if necessary
- \* Schedule a follow up if issue is not regolved during call

Vehicle operation or design

Cust unavail. CRM left message will call back tomorrow. Graylin Woods/pdx/corr; 0; 391643179 2002-04-26

CUST STATES PREV CONCERN W/RUST SPOTS ON VEHICLE, (RAIL DUST). CUST STATES RUST HAS RESURFACED ON VEHICLE, TAILGATE PAIRT IS CRACKED, STRAPS ECUDING TAILGATE BROKE, TIRES ARE PED, CUST STATES HAS DOSE TIRE ROTATIONS. CUST SEEKING A DLR FOR DIAG. CRM ADV CUST ÞER GMC. ♦ 419-625-8035 CRM CORF CUST W/SRV DEPT MARY FOR ÁN APPT. CRM ADV CUST REQ # FOR CONCERNS OR QUEST. CUST SATISF. REQ CLOSED SATISF. DEVERLYLERICAN/CAC/VDX; 0; 388685387 2002-05-30

ROAD SURFACE:

Cust states previous CRM transferred to dealer. Body shop was supposed to call cust back but never did. Cust seeks repair. CRM attempted to contact dealer. Body Shop Mgr Frank just went lunch. CRM advised cust contact dealer for appt. CRM will call back 4 MT today. Graylin bds/pdx/corr; 0; 391623478

Cust unavail. Nill try later. Graylin Woods/pdx/corr; 0; 391638623 2002-05-31

Transferred to Siebel #1-7048545. Graylin Woods/pdx/corr; 0; 392402738

INCIDENT DATE:

INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

CHENER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

CIDENT RESULT:

POLICE REPORT:

NUMBER OF PROPLE: D

INJURIES:

ROAD CONDITION:

BODY INJURY:

WAS AMOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VERICLE INSURED:

INSURANCE COMPANY MAKE: INSURANCE COMPANY ADDRESS:

AGENT HANE:

AGENT PHONE NUMBER:

MORE IMPORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

ROTIFY MAKE:

WAS VEHICLE INSPECTED:

MILEAGE AT IMSPECTION:

WHERE WAS INSPECTION DOWN:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

OF IMPRETED.

VESTIGATIVE SUMMARY:

PAR STATUS:

SOURCE:

REQUEST TYPE:

TRANSACTION:

#### REFURCHASE REASON:

ALBR BAC: LER NAME:

DEALER ADDRESS: , ,

CONTACT: .

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

TRIM:

ENGINE TYPE:

TRANSMISSION:

VERICLE DRIVEABLE: BRC WARRANTY DATE:

MILEAGE & BUY-BACK: 0

MBRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERNARKET: LEASE TERM:

DAMAGE: OTHER: BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST BATE:

INTEREST PAID: DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE: LEMON LAW:

DBALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF: TITLE BRAND:

LACEMENT VIN:

MIMBER OF INJURIES: 0

COMMENTS:

MANE:

LOCATION:

1

ADDRESS: , CITY/STATE: , PHONE NUMBER:

SEATING POSITION:

. RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

EXTERNAL CASE NUMBER:

DATE:

TITLE MAMES:

BUGINESS: ACCIDENT:

\* BUSINESS: 0

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AS:

DOES COMER HAVE POSESSION OF VEHICLE:

RESOLUTION SOUGHT:

HAME : COMPANY: CONTACT NUMBER:

CONTACT TYPE: CONTRACT PROME: ADDRESS:

CHEVROLET CASE 000061130 TYPE: G-GENERAL

R: SEWELL CADILLAC-CHEVROLET, INC.

YR/MDL: 1997/4X2 TRK

Base Case Information

CHAMBER: MRS. TROMAS

SERPAS

ADDRESS: PO BOX 934

CITY: BELLE CHABSE VIM: 2GCBC19R3V124D353 RESP DEALER: 00000

STATE: LA EIP: 70037-9999 DELIVERY DATE: 08/06/1997

MILEAGE: 50851

CORPORATE CASE #:

YEAR/MODEL: 1997/4X2 TRK

CASE TYPE : G-GENERAL

OPEN DATE: 02/04/2000

STATUS: C

ORIG OPEN DATE: 02/04/2000

REOPENED: N

LAST ACTIVITY DATE: 02/04/2000

BY: CAROLINE VOECKEL

SCRAP DATE: 12/31/9999

CLOSE DATE: 02/04/2000 LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: 0 (IN/OUT)

REPAIR ORDER: SAPRTY CASE: Y LEGAL FILE: (Y/N) REINGURGED CHOICER: WARRANTY CODE: 0

OMNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER : (Y/N) ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER CONTACTED: N

CONTACTED DATE: U2/D4/2000 DEALER CLOSED : 02/04/2000

DEALER NUMBER: 24520

NAME: SEMELL CADILLAC-CHEVROLET, INC CITY: NEW ORLEANS ST: LA

REQUEST CODES AND CONCERTS

CDE 6 CLOSE DRSC

C11 0 TAILGATE CABLES RUSTED OFF

#### Certificates



Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 02/04/2000 00:00:01

SET NOTES

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/04/2000 12:55:44
CUST HUNG UP WRILE CRN WAS RESEARCHING INFO.

CUST STS THE TAILGATE CABLES ON TRUCK RUSTED OFF, AND THEY FEEL CHEVY SHOULD COVER THE COST TO REPLACE THE CABLES.

CRM STD VEH IS OUT OF WARRANTY, AND THE CABLES MERE INCLUDED ON THE WARRANTY, BUT CHEVY WONT COVER THE COST SINCE THEY ARE OUT OF WARRANTY, UNLESS THE DLR WILL GOOD WILL THE REPAIR.

CUST STS THEY'VE BEEN WAITING SINCE MOVEMBER TO HEAR FROM THE UPPER SUPERVISOR.CRM SUGGESTED THEY US TO DLR AND DISCUSS THAT, TO MAKE SURE THE DLR IS STILL AMARE TREY WANTED TO SPEAK W/AVM.
CUST VENTS.

CRM HAD PLACED CUST ONHOLD W/AGRMT SO CRM COULD VERIFY IF OWNERS NEEDO TO REMOVE THE TAILGATE WHILE LOADING SOMETHING INTO THE BACK OF THE BED OR NOT. WHICH CRM COULDN'T FIND ANYTHIGH THAT RECOMMENDS IT. CRM THEN NOTICED CUST HAD DISCONNECTED.

CAROLINE VOELEEL/AUSTIN

GN 1241

GM 1241 Data available for this case.

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

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

No GM 1241% Data available for this case. Reimbursements

No Reinbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE: CHOIER		
NAME:		
COMPANY:		
ADDRESS:		

CITY: BELLE CHASSE

MGE: 000

BUSINESS PROME:

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 6 STATE: LA ZIP: HOME PHONE: ( )

EXTENTION:

DATE

DATE

DATE

## Injured Parties

Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

V: CHEVROLET CASE 000081772 TYPE: G-GENERAL

HE: TAYLOR CHEVROLET, INC.

YR/MDL: 1998/4X2 TRK

Base Case Information

OMNER: ADDRES

CITY: CAROLL

VIN: 1GCGC29R9WE14415B

RESP DEALER: 00000

MILEAGE: 49000

YEAR/MODEL: 1998/4X2 TRK

CASE TYPE : G-GENERAL

OPEN DATE: 03/02/2000

REOPEMED: Y

LAST ACTIVITY DATE: 03/02/2000

CLOSE DATE: 03/02/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: O (IN/OUT)

REPAIR ORDER:

Sapety Case: N LEGAL FILE: (Y/N) REIMBURSED OWNER:

WARRANTY CODE: 0

DEALER CONTACTED: N

CONTACTED DATE: 03/02/2000

DEALER CLOSED : 03/02/2000

STATE: OH ZIP:

DELIVERY DATE: 11/29/1997

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 02/18/2000

GARCIA

BY: JOSE

SCRAP DATE: 12/31/9999

OWNER DEMAND ANT: 60.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER: (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DHALER NUMBER: 09593

MAME: TAYLOR CHEVROLET, INC.

CITY: LANCASTER

ST: OH

REQUEST CODES AND COMMENTS

CDE # CLOSE DHSC

C11 0 CRAIMS ON TAILGATE SNAPPED

#### Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/18/2000 17:28:56
CUST CALLED AND STATED THAT WHEN HE LOWERED THE TAILGATE BOTH CHAINS
THAT HOLD THE TAILGATE SNAPPED. CUST STATES THAT HE WENT TO THE DLR
AND ASKED FOR ASSISTANCE FROM THE DLR. CUST STATES THAT THE DLR TOLD
HIM NO BECAUSE HE WAS OUT OF WARRANTY. CUST STATES THAT HE WAS TOLD
BY DLR TO CALL US. CUST STATES THAT HE HAS PURCHASED OTHER VEHS FROM
THIS DLR. CUST STATES THAT HE HAS A SERVICE HISTORY WITH THIS DLR AND
IS NOW SEEKING ASSISTANCE FROM US. CUST SEEKS A VISUAL INSPECTION FROM
THE DLRSHIP SO THAT THE DLR CAN SEE THAT THE THERE WAS NO NEGLECT.CRM
WILL CALL CUST ON TUESDAY FEB 22ND AFTER 12:30 F.M. CUST AGREED.

ROLAND S. CASTILLO/AUSTIN/TIERZ

COMMENT TYPE: C-CLOSE CONCERN ADDRESSED ENTERED DATE/TIME: 03/02/2000 00:00:01

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/02/2000 12:09:06
CUST CALLED FOR STATUS OF GOODWILL REQUEST, PRIOR CRM APPARENTLY NEVER
REACHED SM, THIS CRM SPOKE WITH SM ART PRICE THROUGH JEFF, SVC AUV. SM
AGREED TO REPAIR AT NO COST TO CUST. CRM COMPERENCED CUST IN WITH SVC

AND RELEASED CALL.

a Nichols/Austin

### GK 1241

GK 1241 Data available for this case.

Mo GM 1241A Data available for this case. GM 1241 D

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

No GM 1241% Data available for this case. Reimbursements

No Reinburgement Data evailable for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: CONTER

XXXXX :

COMPANY:

ADDRESS

CITY: CAROLL

AGE: 000

BUSINESS PHONE: (614) 207-1576 EXTENTION:

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: OH

EQME PHONE:

DATE DATE :

## Injured Parties

Injured Party Date evailable for this case.

No Repurchase Data available for this case.

DHAC Correspondence

No DMAC Correspondence Data available for this case.

: CHEVROLET CASE 000093636 TYPE: G-GEWERAL

E: MONTROSE CHEVROLET

YR/MDL: 1997/4%2 TRK

Base Case Information

CHONER: ADDRES

CITY: STOW

VIE: 1GCEC19RXVE228327

RESP DEALER: 00000

MILENGE: 0

YEAR/MODEL: 1997/4X2 TRK

CASE TYPE : G-GENERAL

OPEN DATE: 03/06/2000

REOPERED: Y

LAST ACTIVITY DATE: 03/10/2000

CLOSE DATE: 03/10/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: OWNER

CONTACT METHOD: W

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: U (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N

LEGAL PILE: (Y/N) REINBURSED ORIER:

WARRANTY CODE: U

DEALER CONTACTED: N

CONTACTED DATE: 02/25/2000

DEALER CLOSED : 02/25/2000

STATE: OH ZIP:

DELIVERY DATE:

CORPORATE CASE 4:

STATUS: C

ORIG OPEN DATE: 02/25/2000

BY: JOE

SCRAP DATE: 12/31/9999

OWNER DEMAND ANT: \$0.00

RO DATE:

CUSTOMER BATISFACTION: D

ARBITRATION LEFTER : (Y/H) ARRITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DRALER NUMBER: 28300

MAME: MONTROSE CHEVROLET

CITY: KENT

BT: OH

REQUEST CODES AND CONCENTS

DESC CDE # CLOSE

C11 0 CARLE EROKE: REPLACED BY DEALERSHIP

801 0 VERY SATISFIED TO COMPLETELY SATISFIED

**T22** 0 SERVICE SATISFACTION SURVEY

#### Certificates



Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/06/2000 18:21:44 CUSTOMER STATES: R-REAR TAIL GATE CABLE BROKE & WAS REPLACED UNDER WAR RANTY. L-R IS ABOUT TO BREAK; WILL HAVE IT CHECKED BEFORE WARRANTY EXPIRES.

DOCUMENT #000562505

CONTACTED CUSTOMER & HAS HAD CONCERNS ADDRESSED WITH THE DEALERSHIP. H E ALSO STATES THAT THE TRUCK HAS BEEN MONDERFUL. JOB PACHECO/CORRESPONDENCE/AUSTIN.

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 03/10/2000 00:00:01

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

GM 1241

GM 1241 Data available for this case.

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

No GM 1241D Data available for this case. GM 1241  $\times$ 

No GM 1241% Data available for this case. Reimbursements

No Reimbursement Data available for this case. Arbitration / Madiation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE:	
HAME:	
COMPANY:	
address:	

CITY: STON STATE: CH
AGE: 000 HOME PHONE:
BUSINESS PHONE: ( ) - EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

## Injured Parties

Injured Farty Data available for this case. urchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.



# Service Satisfaction Survey



Dear Mr Hareld & Register

Dur records indicate that you had your 1907 Chownelet Treat, garvined at Manisters Chemister on Demonster 4, 1909. Our goal to for you to be complished addition. However, the of few minutes to complete both sides of this questionnairs should our designified personnel and survives. Your timely response to very important to us and will be used to direct "bur-commission" of the property indicates the design of highest expectations of the customers.

Theret you for having your weblote serviced at Montroes Chaucolet. "

Shoerety.

De suigh

Deuth L. Virigit

Director - Customer & Relationship Services

#### instructions.

Please use a dark pen or penall (prolombly bleak) when filling out this survey.

[ Nesse shock this box if you on larger evaluations this 1987 Chevrolet Truck, and return the questionneits.

\*\* FLEASE HAVE THE PERSON WHO TOOK THIS VERSCE IN POR BEINGE ON DECEMBER 4, 1466, COMPLETE THIS SURVEY. \*\*

# About Your Chourelet Beglerobly's Pervice Department

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1008C1850VE226527 28300 21948057626 6772082130 084878 **Y:** CHEVROLET CASE 000146300 TYPE: G-GENERAL

E: HOLZ MOTORS. INC.

YR/MDL: 1998/4X4 TRK

Base Case Information

OWNER: ADDRESE:

CITY: CASCADE

VIN: 2GCEX19R5W1174201

RESP DRALER: 00000

MILBAGR: 27295

YEAR/MODEL: 1998/4X4 TRK

CASE TYPE : G-GENERAL

OPEN DATE : 03/29/2000

REOPEMED: N

LAST ACTIVITY DATE: 03/31/2000

CLOSE DATE: 03/31/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

LETTER 99-06, AUTO, TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER . . . CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: I (IN/OUT)

REPAIR ORDER: SAFETY CASE: N

LEGAL FILE: (Y/N)

REINBURSED OWNER: WARRANTY CODE: I

DEALER CONTACTED: N

CONTACTED DATE: 03/29/2000

DEALER CLOSED : 03/29/2000

ZIP: STATE: WI

DELIVERY DATE: 12/11/1997

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 03/29/2000

BY: JOHN HUNTER

SCRAP DATE: 12/31/9999

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/M)

ARBITRATION OFFERED: TRADECUT:

VERICUR BUYBACK:

DEALER MUMBER: 47280

MAME: HOLE MOTORS, INC.

CITY: HALBS CORNERS

ST: WI

## REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

C11 0 TAILGATE CABLES RUSTED THROUGH

J10 0 OIL LINES HAD TO BE REPLACED

TRANS HAS TO BE FULLED, SHIFTING ROUGHLY K30 0 8 0 IGNITION COIL RAD TO BE REPLACED

#### Certificates



Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/29/2000 16:57:45 CUST STATES HE HAS HAD MULTIPLE CONCERNS WITH VEH INCLUDING IGNITION COIL, OIL LINE, TAIL GATE CABLES THAT RUSTED THROUGH, TRANSMISSION, TRIM PIECE IN DOOR THAT HAD TO BE REPLACED, ALIGNMENT AND BRAKES.

CUST WANTS GM TO BE AWARE THAT HE IS VERY DISEAT WITH PERFORMANCE OF VER AND MUMBER OF REPAIRS THAT HAD TO BE PERFORMED.

CRM ADVISED THAT GM MOULD BE APPRISED OF HIS COMMENTS AND CONCERNS AND ENCOURAGED CUST TO KEEP WORKING WITH DER.

JOHN HUNTER/PORTLAND

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 03/31/2000 00:00:01

CASE CLOSED BY SYSTEM CASE CLOSED BY SYSTEM CASE CLOSED BY SYSTEM CASE CLOSED BY SYSTEM GM 1241 Data available for this case.

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

We GM 1241D Data available for this case. GM 1241  $\times$ 

No GM 1241% Data available for this case. Reimbursements

No Reimbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE:

COMPANY:

ADDRESS: NORTH 3983 PLEASANT VIEW AVENUE

CITY: CASCADE

STATE: WI

AZE: 000

HOME PHONE:

BUSINESS PROME: ( )

EXTENTION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

## Injured Parties

To Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No INDAC Correspondence Data available for this case.

V: CHEVROLET CASE 990501863 TYPE: G-GENERAL

E: DON BULLUCK CHEVROLET-CADILLAC

R/MDL: 1998/4X4 TRR

Basa Case Information

OWNER ADDRE

CITY: ROCKY MOUNT

VIN: 20CEK19R7W1117787

RESP DEALER: 00000

MILENGE: 54000

YEAR/MODEL: 1998/4X4 TRK

STATE: NC

DELIVERY DATE: 05/19/1998

ORIG OPEN DATE: 09/10/1999

CORPORATE CASE #:

CASE TYPE : G-GENERAL

OFEN DATE: 09/10/1999

REOPENED: N

LAST ACTIVITY DATE: 09/10/1999

BY: TAMOY

STATUS: C

V MOORE

SCRAP DATE: 12/31/9999 CLOSE DATE: 09/10/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: O (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N

LEGAL FILE: (Y/N) RETHEURSED CHAIRE:

WARRANTY CODE: 0

DEALER CONTACTED: N

CONTACTED DATE: 09/10/1999 DEALER CLOSED : 09/10/1999 OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER | (Y/W)

ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER MINIBER: 16060

NAME: DON BULLUCK CHEVROLET-CADILLAC

CITY: ROCKY MOUNT

REQUEST CODES AND CONCENTS

CDE # CLOSE DRSC

C11 0 BOTE CABBLE BROKE ON THE TAILGATE

T06 0 TOS GOODMILL DEMIED DUE THE MILEAGE

#### Certificates



Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 09/10/1999 00:00:01

TAILGATE CABEL BROKE

GOODNILL DEMEID DUE TO MILEAGE

COMMENT TYPE: G-GENERAL SATERED DATE/TIME: 09/10/1999 10:51:58
CUSTOMER STATES THAT BOTH CABLES THT HOLD UP THE TAIL GATE BROKED.
HE DOES NOT FEEL THAT THAT IS SOMETHING THAT SHOULD HAPPEN TO A VEHICLE WITH COLLY 54,000 MILES ON IT.

CUSTOMER SEEKS GM/CHEVROLET TO REPLACE IT . CRM ADVISED TRANSFER TO TI ER2/ANNIE JACKSOM/AUSTIN.

TIER2/TAHORY MOORE/MICHIGAN

09/10/99\*\*\*\*

OWNER REQUESTING GOODWILL ASSISTANCE...OWNER STATES THAT BOTH HIS CABELS BROKE ON THE TAIL GATE...OWNER STATES HE IS THE ORGINAL OWNER... OWNER STATES THAT HE HAS 54000 MILES...OWNER STATES THAT HIS CABELS SHOULDN'T HAVE BROKEN AT 54000 MILES...OWNER STATES THAT HE WASN'T HAULING ANYTHING HEAVY...CRM CALL DEALERSHIP...SERVICE MAMAGER STATES THAT THEY DIDN'T PIND ANY MANUPACTORY DEPECTS BECAUSE HE FEELS THAT THE OWNER WAS HAULING SOMETHING HEAVY TO BREAK BOTH CABELS ON THE TAIL GATE...CRM REVIEW WITH A MANAGER...CRM ADVISED OWNER DUE TO

MILEAGE WE CAN'T ASSIST IN ANT GOODWILL ASSISTANCE...CRM
ISED OWNER GOODWILL IS CASE BY CASE NO GUARANTER'S...CRM
AFOLOGIZE...CRM THANKED...TANDLY MOORE EXT.1639 TROY SITE

İ

GM 1241 Data available for this case.

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

No GM 1241D Data available for this case. GM 1241  $\times$ 

No GM 1241% Data available for this case. Reimbursements

No Reinbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

CITY: ROCKY MOUNT

AGE: 000

BUSINESS PHONE: (252) 443-1096 EXTENTION:

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 HOME PHONE: EXTENTION:

DATE:

Injured Parties

Injured Party Data available for this case.

No Repurchase Data available for this case.

DODAC Correspondence

No DNAC Correspondence Data available for this case.

MANY: CHEVRÔLET CASE 990521277 TYPE: G-GENERAL R: PRONTIER CHEVROLET, INC.

ZIP

CORPORATE CASE #:

OMNER DEMAND ANT: \$0.00

CUSTOMER SATISFACTION: D

ARBITRATION LETTER: (Y/N)

ARBITRATION OFFERED: TRADEOUT:

\*\*/MDL: 1998/4X2 TRK

Base Case Information

OWNER: NR.

ADDRESS:

STATE: NY CITY: BUFFALO

VIN: 2GCEC19H5W1150174 DELIVERY DATE:

RESP DEALER: 00000

MILEAGE: 38000

YEAR/HODEL: 1998/4X2 TRK

CASE TYPE : G-GENERAL STATUS: C

OPEN DATE .: 09/27/1999 ORIG OPEN DATE: 09/27/1999

REOPENED: 'N

LAST ACTIVITY DATE: 09/27/1999 BY: BRIAN D GREEN

SCRAP DATE: 12/31/9999 CLOSE DATE: 09/27/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: O (IN/OUT)

REPAIR ORDER:

SAVETY CASE: N LEGAL FILE: (Y/N)

RECKBURSED OWNER:

WARRANTY CODE: 0

DEALER NUMBER: 13117 DEALER CONTACTED: N

NAME: FRONTIER CHEVROLET, INC. CONTACTED DATE: 09/27/1999

CITY: AMMERST ST: MY DEALER CLOSED : 09/27/1999

RO DATE:

VEHICLE BUYBACK:

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

C11 0 CHOICE STATES THAT THE TAILGATE FELL

K35 0 OWNER STATES TRAMS SLIPS

#### Certificates

Mo Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/27/1999 00:00:01

TRIRRA OM

DLR TO ASSIST

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 09/27/1999 11:19:25

9/27/99\*\*\*\*

CHRIER CALLED THIS DATE. CHRIER STATES THAT THE TRANS SLIPPS ON THE VEH. OMNER STATES THAT ALSO THE TAILGATE CABLES ERORS AND CAUSED DAMAGE TO THE TAILGATE. OWNER SEEKS 100% GOODWILL ON TAILGATE REPAIR, AND TRANS CONCRRN RESOLVED.

CRM CALLED SVMGR. SVMGR STATES THERE IS AN AFTERMARKET BUMPER ON THE VER AND THAT THE TAILGATE FELL AND THAT BUMPER CAUSED THE DAMAGE TO THE VEK. SVMGR STATES THAT HE GOODWILLED THE CARLES BUT THAT HE CAN MAC TO ANYTHING ABOUT THE TAILGATE, SYMER STATES THAT IS THE OWNER IS STILL HAVING THE CONCERN WITH THE TRANS TO BRING THE VEH BACK IN. BRIAN GREEN/TROY/1459

GM 1241 Data available for this case.

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

No GM 1241D Data available for this case. GM 1241  $\times$ 

No GM 1241X Data available for this case. Reimbursements

No Reimbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

p Product Liability / Breach Data available for this case. ated Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER HAME: COMPANY: ADDRESS:

CITY: BUFFALO AGE: 000

BUSINESS PHONE: INDENNIFICATION DECISION:

HOME PHONE: RXTRNTION: DATE: INDEMNIFICATION REQUEST: 0 DATE:

STATE: NY

# Injured Parties

Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

MAY: CHEVROLET CASE 990522684 TYPE: G-GENERAL

E: BALIBBURY CHEVROLET, INC.

K/MDL: 1998/4X2 TRK

Base Case Information

ONNER

ADDRESS:

CITY: EAST DURHAM

VIN: 20CBC19R0W1216058

RESP DEALER: 00000

MILRACE: 42000

YEAR/MODEL: 1998/4X2 TRK

CASE TYPE : G-GENERAL

OPEN DATE : 09/27/1999

REOPERED: N

LAST ACTIVITY DATE: 10/01/1999

CLOSE DATE: 10/01/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: ONNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: O (IN/OUT)

REPAIR ORDER:

SAPETY CASE: N LEGAL FILE: (Y/N)

RETOGURSED OWNER:

WARRANTY CODE: 0

DEALER CONTACTED: N

COMPACTED DATE: 09/27/1999

DEALER CLOSED : 09/27/1999

STATE: NY ZIP:

DELIVERY DATE:

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 09/27/1999

ANDERSON

ST: NY

BY: APRIL

SCRAP DATE: 12/31/9999

OWNER DEMAND ANT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N) ARBITRATION OFFERED: TRADEOUT:

VEHICLE BUYBACK:

DEALER NUMBER: 32454

NAME: SALIBBURY CHEVROLET, INC.

CITY: SCOTIA

REQUEST CODES AND COMMENTS

• CLOSE DESC CDE

BUMPER IS RUSTED FROM THE INSIDE B11 0

C11 0 TAILGATE CABLE BROKE

C32 0 DOOR HANDLE BROKE

LIGHT SWITCH IS BROKE M11 0



Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/27/1999 14:19:20 CRM TOOK BUMP FROM TIER I IN AUSTIN. CUSTOMER STATES HE HAS PURCHASED AN EXTENDED SERVICE PLAN. CUSTOMER STATES THAT HE OWNS TWO OTHER CHEVROLET PICKUP TRUCKS. CUSTOMER STATES THAT VEHICLE SHOULD NOT HAVE ALL THESE PROBLEMS IN THE ELEVEN MONTHS THAT HE HAS OWNED VEHICLE. CUSTOMER STATES TO FIX ALL PROBLEMS IT WOULD COST \$150.00 FOR CUSTOMER. CUSTOMER SEEKS FINANCIAL ASSISTANCE IN THE REPAIRS OF THE VEHICLE. CRM ADVISED THAT DEALER WOULD MEED TO BE CONTACTED. JOE STATED THAT VEHICLE WAS WELL OVER IN MILES. JOE STATED HE WAS WITH CUSTOMER FOR AN HOUR AND MOTHING WAS RESOLVED. SERVICE DIRECTOR STATED THAT HE HAS ALREADY GIVEN A 50% DISCOUNT ON VEHICLE AND THAT IS THE BEST HE CAN DO. CUSTOMER STATES HE WILL HAVE TO TAKE CARE OF IT ANOTHER WAY.

APRIL ANDERSON/ AUSTIN TIER II

CRM SPORE WITH JOE THE SERVICE TECH THAT LOOKED AT VEHICLE AND QUOTED PRICE TO HAVE VEHICLE REPAIRED. CRM ADVISED THAT VEHICLE IS STILL UNDER DEALER EMPOWERMENT AND WOULD THE DEALER BE ABLE TO ASSIST CUSTOMER WITH THE COST OF REPAIRS.

APRIL ANDERSOM/ TIER II AUSTIN

CASE CLOSED BY SYSTEM

EXTERED DATE/TIME: 10/01/1999 00:00:01

No GM 1241 Data available for this case.

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

No GM 1241D Data available for this case. GM 1241  $\times$ 

No GM 1241% Data available for this case. Reimbursements

No Reimburgement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

b Product Liability / Breach Data available for this case. ated Documents

No Related Documents Data available for this case.

Parties Involved

TYPS: MAKE: COMPLETE ADDRESS:

CITY: EAST DURHAM

AGR: 000

BOSINESS PHONE: (

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0

STATE: NY HOME PHONE:

EXTENTION:

DATE: DATE:

# Injured Parties

To Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No DNAC Correspondence Data available for this case.

LY: CHEVROLET CASE 990531490 TYPE: G-GENERAL R: LARSON CHEVROLET-OLDSMOSILE, I TR/MDL: 1998/414 TRK

Base Case Information

CITY: DULUTH

VIN: 1GCGK24R2WE158941

RESP DEALER: 00000

MILEAGE: 40200

YEAR/MODEL: 1998/414 TRK

CARE TYPE : G-GENERAL

OPEN DATE.: 10/21/1999

REOPEMED: Y

LAST ACTIVITY DATE: 10/22/1999

CLOSE DATE: 10/22/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

CONTACT TYPE: OWNER \_ . .

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE:

LOCATION: ADV

WARRANTY: 0 (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N

LEGAL FILE: (Y/N)

REIMBURSED CHOIER:

WARRANTY CODE: 0

DEALER CONTACTED: N

COMPACTED DATE: 10/05/1999

DEALER CLOSED : 10/05/1999

STATE: MN

DELIVERY DATE

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 10/05/1999

ESPERIM BY: KEN

SCRAP DATE: 12/31/9999

LETTER 99-06, AUTO, TRANSMISSION PARK SYSTEM

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADEOUT:

VERICLE BUYBACK:

DEALER NUMBER: 04492

MAME: LARSON CHEVROLET-OLDSNOBILE. I

CITY: SUPERIOR

ST: WI

RECORDET CODES AND COMMENTS

● CLOSE CDE DISC

CUSTOMER STATES TAILGATE WAS DENTED/BROKEN CA C11 D

**K34** 0 CUSTOMER STATES THE TRANSISSION IS MAKING MOI Deposition of the case of the case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/05/1999 10:02:49
CUSTOMER STATES HE JUMPED ON THE TAILGATE AND THE CABLES SNAPPED WHICH
DENTED THE TAILGATE. CUSTOMER STATES THE TRANSMISSION IS MAKEING
MOISES AT 50 MPH. CUSTOMER STATES THE DEALER SAID HE WOULD MEED NEW
DOOR PINS. CUSTOMER STATES HE IS SEEKING COST ASSISTANCE ON THESE
PROBLEMS SINCE THEY ARE NOT COVERED UNDER THE MAJOR GUARD SERVICE
CONTRACT. CRM SPOKE TO DEALER, DEALER STATED THE THE DOOR PINS AND
TAILGATE CABLES ARE MAINTANCE TYPE ITEMS. DEALER STATES THE VEHICLE
LOOKS LIKE IT HAS NOT BE WELL MAINTAINED. CRM ADVISED THE CUSTOMER
COST ASSISTANCE WOULD NOT BE PROVIDED. CUSTOMER WAS UPSET AND
DISCOMMENTED THE CALL.
JIM JEPPRIS/TAMPA

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 10/22/1999 00:00:01

CASE CLOSED BY SYSTEM CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 10/25/1999 17:33:20

CUST CALLED STATES THAT HE SPOKE WITH A CRM THAT TOLD HIM THE AVM WILL MEAD TO BE CONTACTED TO SEE ABOUT A REFURCHASE. CUST STATES PREV CRM TO HIM ABOUT A BUYBACK PROGRAM THAT WE HAVE. CUST DOESN'T REMEMBER PREV CRM NAME NOR DID PREV. CRM LEAVE CMTS. THIS CRM TOTALLY CLUELESS AS TO WHAT'S GOING ON. CUST STATES I AM THE FOURTH PERSON HE HAS TALKED TO HERE AND YET THERE'S CMLY ONE COMMENT FROM A CRM HE TALKED TO AT BEG GINNING. PREV CRM CUST SPOKE WITH AFTER JIM JEFFRIS TOLD CUST THAT SHE MOULD TALK TO AVM AND CALL CUST BACK. CUST IS FURIOUS THAT HE'S CALLED HERE FOR MONTHS AND EVERY PERSON HE'S TALKED TO HASN'T DOCUMENTED ANYTHING. THIS CRM ASSURED CUST THAT CONCERNS WERE BEING DOCUMENTED AT THIS TIME AND APOLOGIZED FOR INCONVENIENCE. CRM ADVISED AVM MIGHT NEED TO BE CONTACTED AGAIN.

KENJA DIBBLES/AUSTIN, TX

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/26/1999 14:55:22 CUST CALLED AND STATED THAT THE AVM WILL BE AT THE DLR TOHORROW. CUST WILL CALL SALES MANAGER AND SEE IP HE COULD ARRANGE AN APPT FOR CUST. CUST JUST WANTED THIS INFO DOCUMENTED IN HIS FILE. CRW ADVISED THIS WOULD BE DONE. CUST THANKED CRW

COMMENT TYPE: G-GENERAL BATERED DATE/TIME: 10/27/1999 13:20:04 CUSTOMER STATES HE WOULD LIKE TO SET UP A DATE TO SPEAK WITH THE AVM. CUSTOMER STATES HE CONTACT THE DEALERSHIP AND WAS TOLD THE AVM DID NOT COME IN TODAY. CUSTOMER STATES HE WILL BE LEAVING TOWN FOR 2 MONTHS HE IS LEAVING 10/28/99 AND IF POSSIBLE COULD AN AVM FROM MINNEAPOLIS SPEAK WITH HIM. CRM IMPORNED CUSTOMER SHE WOULD CONTACT DEALERSHIP REGARDING WHEN THE AVM MOULD BE COMING OUT OR IF THE MINNEAPOLIS AVM COULD BE SEME INVOLVED. CONTACT CUSTOMER ON BUSINESS NUMBER.

DISE JOHRS/TIER2/AUSTIN

To GM 1241 Data available for this case.

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

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

No GM 1241% Data available for this case. Reimburgements

No Reimbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

### Product Liability / Breach

To Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

Type Name Company Address

CITY: DULITH AGE: 000

BUSINESS PHONE: INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: MN HOME PHONE: EXTENTION:

DATE:

## Injured Parties

o Injured Party Data available for this case. purchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

EV: CHEVROLET CASE 990555715 TYPE: G-GENERAL

ME: HARNON CHEVROLET INC

YR/MDL: 1998/4%4 TRK

Base Case Information

OWNER: ADDRES

CITY: ORANGE

VIM: 1GCBK19R1WR139257

RESP DEALER: 00000

MILEAGE: 40000

YEAR/MODEL: 1998/4X4 TRK

CASE TYPE : G-GENERAL

OPEN DATE : 10/28/1999

REOPENED: N

LAST ACTIVITY DATE: 04/12/2000

CLOSE DATE: 04/12/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

WTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: MISC-MISCELLAMBOUS

SOURCE CODE: LOCATION: 1241

WARRANTY: O (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N LEGAL FILE: (Y/N) REINBURSED OWNER:

WARRANTY CODE: O

DEALER CONTACTED: N

CONTACTED DATE: 10/28/1999

DEALER CLOSED : 10/28/1999

STATE: TX ZID:

DELIVERY DATE:

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 10/28/1999

BY: KLMER D THOMPSON

SCRAP DATE: 12/31/9999

OWNER DEMAND ANT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: TRADBOUT:

ST: TX

VEHICLE BUYBACK:

DEALER NUMBER: 30243

NAME: HARMON CHEVROLET INC

CITY: ORANGE

REQUEST CODES AND COMMENTS

CDE • CLOSE DESC

C11 0 OWNER CLAIMS CABLES BROKE WHEN LOADING

T01 0 OWNER CLAIMS ACCIDENT DUE TO FAULTY CABLES No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/26/1999 09:37:31
CUST STATES AN ACCIDENT OCCURRED WHILE HE WAS LOADING A 4-WHEEL ATV. T
HE CUST SEEKS TO HAVE THE TAILGATE REPAIRED AT NO CHARGE AND MAYBE
INJURY REIMBURSEMENT. THE CUST STATES THAT HE KNOWS THAT THE TAILGATE
CABLES ARE NOT SUPPOSED TO BREAK DURING LOADING OF THIS TYPE OF ITEM.
THE CRM WILL REFER THIS FILE TO THE PAR GROUP FOR HANDLING. PAR INFORM
ATION WILL FOLLOW

LESLEY PLEASANT/AUSTIN/TIER2

OWNER'S NAME: BILL STARK

OWNER'S ADDRESS: 407 43RD STREET, ORANGE, TEXAS, 77630

OWNER'S PHONE NUMBERS: (WK) 409-724-4815 (HM) 409-886-3455 1998 SILVERADO E-71 : 1GCEK19R1WR139257 40,000 MILES

SVC. DEALER: HARMON CHEVROLET, ORANGE, TEXAS

DATE & TIME OF INCIDENT: 10/27/99 AT 7PM LOCATION OF INCIDENT: MORTH HIGHMAY 87

PRESENT LOCATION OF VEH.: 407 43RD. STREET, GRANGE, TX, 77630

NO AFTER MARKET ITEMS; NO OUTSIDE WARRANTY REPAIRS

ONE WAS DRIVING, VEH WAS PARKED DURING INCIDENT, NO ONE IN VEH

AD SURFACE AND CONDITION NOT APPLICABLE HERE

NO OTHER VEHICLES DAMAGED

PAR INFO CONT >>>>

BODILY INJURIES: ONLY TO CUST, RIGHT CHEST AND SHOULDER AREA SORE AND BRUISED DUE TO 4 WHEELER FALLING ON HIM

PROPERTY DAMAGE: CREASE IN TAILGATE, SCRATCHES ON 4 WHEELER, BROKEN TA

ALLEGED DEFECTIVE COMPONEMENT: TAILGATE CABLES NO POLICE REPORT MADE: CUST STATED MONE NEEDED

DESCRIPTION OF INCIDENT: CUST STATES WHILE LOADING A 4 WHEELER ONTO THE TRUCKBED, THE TAILGATE CABLES BROKE CAUSING THE 4 WHEELER TO ROLL BACK. THE CUST STATES THE 4 WHEELER WAS ONLY HALPMAY ONTO THE TRUCK AN D WHEN THE TAILGATE BROKE, HE FELL OFF THE TRUCK AND THE 4 WHEELER FEL L ONTO HIM.

LESLEY PLEASANT/AUSTIN/TIER2

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/01/1999 11:34:21 11/1/99\*\*\*\*\*

I CALLED OWNER. OWNER RESTATES INCIDENT. I ADVISED OWNER THAT I WILL CALL HIM BACK WITH GM POSITION. I REVIEWED WITH SUSAM. I CALLED OWNER BACK AND LEFT A MESSAGE ON VME FOR OWNER TO CALL MR BACK AT MY NUMBER.

QUASCLA SMITH P.A.R. TEAM

(248) 696-7333

/1/99\*\*\*\*

RECEIVED CALL FROM OWNER. I ADVISED OWNER THAT GM WILL NOT BE LOCKING INTO MATTER FURTHER DUE TO VEHICLE BRING OUTSIDE OF TER 3/36 WARRANTY. OWNER REQUEST FOR ADDRESS TO HAVE LAWYER CONTACT.

I PROVIDED OWNER WITH ESIS ADDRESS. OWNER ACKNOWLEDGED AND THANKED.

I THANKED COMER FOR CALL.

QUAZOLA SMITH P.A.R. TEAM (248) 696-7333

CASE CLOSED BY SYSTEM CASE CLOSED BY SYSTEM ENTERED DATE/TIME: 04/12/2000 00:00:01

O GM 1241 Data available for this case.

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

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

No GM 1241X Data available for this case. Reimbursements

We Reimbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: MR. BILL

STARK

COMPANY:

ADDRESS: 407 43RD STREET

CITY: ORANGE STATE: TX ZIP: 77630-0000 AGE: 000 HOME PHONE: (409) 886-3455

BUSINESS PHONE: (409) 724-4815 EXTENTION:

INDEMNIFICATION DECISION: DATE: INDEMNIFICATION REQUEST: 0 DATE:

## Injured Parties

No Injured Farty Data available for this case.

No Repurchase Data available for this case.

**IMAC Correspondence** 

No DNAC Correspondence Data available for this case.

CV: CHEVROLUT CASE 990557154 TYPE: G-GENERAL

KE: PRONTIER CHEVROLET, INC.

YR/NDL: 1998/4X2 TRK

#### Base Case Information

CHINER: ADDRES

CITY: BUFFALO

VIN: 2GC#C19M5W1150174

RESP DEALER: 00000

MILEAGE: 41000

YEAR/MODEL: 1998/4X2 TRK

CASE TYPE : G-GENERAL

OPEN DATE : 10/28/1999

REOPENED: N

LAST ACTIVITY DATE: 10/29/1999

CLOSE DATE: 10/29/1999

LITICATION/RETENTION REQUIREMENT HOLDS:

LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

LETTER 93-01, C/K PICKUP TRUCK

CONTACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE:

TARGET AREA: SERV-SERVICE

SOURCE CODE: LOCATION: ADV

WARRANTY: O (IN/OUT)

REPAIR ORDER: SAFETY CASE: N LEGAL FILE: (Y/N)

REINEURSED OMNER:

WARRANTY CODE: O

DEALER CONTACTED: N

CONTACTED DATE: 10/28/1999

DEALER CLOSED : 10/28/1999

ZIP: STATE: NY

DELIVERY DATE:

CORPORATE CASE #:

STATUS: C

ORIG OPEN DATE: 10/28/1999

BY: MARYANN MOSIER

SCRAP DATE: 12/31/9999

OWNER DEMAND AMT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: D ARBITRATION LETTER : (Y/N)

TRADEOUT: ARBITRATION OFFERED:

VEHICLE BUYBACK:

DEALER NUMBER: 13117

NAME: FRONTIER CHEVROLET, INC.

CITY: AMHERST ST: NY

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

60

C11 0 TAILGATE SCALES RUBTED AND SNAPPED

C21 0 PSCMR SEAT HANDLE BROKE

C32 0 COVER FOR THIRD DOOR LOCK BROKEN

BUMPER CREASED AND PAINT CHIPPED

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL

ENTERED DATE/TIME: 10/28/1999 10:37:49

CUSTORMR

COMMENT TYPE: C-CLOSE

ENTERED DATE/TIME: 10/29/1999 00:00:01

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/29/1999 09:16:24
CUSTOMER STATES HIS VEHICLE TAILGAT FELL BECAUSE THE STRAPS BROKE AND
NOW THE TSILGATE HAS A CREASE INIT AND PAINT CHIPPING. CUSTOMER ALSO S
TATES HIS 3RD DOOR COVER AND PSGN HANDLE ARE BROKEN. CUSTOMER STATES
DLR WILL NOT REPAIR TAILGATE BECAUSE DLR SAID THERE IS AN AFTER MARKET
BUNDER ON VEHICLE AND IT SITS HIGHER THAN NORMAL ON SHOULD.

CUSTOMER SERKS TAILGATE REPAIR, STRAPS REPLACE, SIDE DR AND 3RD DOOR PARTS REPAIRED.

CRM SPOKE TO SVC MGR JERRY) AND HE STTAED HE WOULD ORDER THE STRAPS FOR TAILGATE, HANDLE FOR DOOR, AND COVER FOR THIRD DOOR BUT HE WOULD NOT REPAIR TAILGATE BECAUSE IT HAD AN AFTER MARKET BUMPER. SVC MGR STATES SHOULD CONTACT ORIGINAL DLR FOR TAILGATE INFO AND FIND OUT IF TRUC SOLD WITH THIS TAILGATE OR IF CUSTOMER HAD AFTER MARKET PUT ON. CRU CONTACTE ORIGINAL DLR/FOUR STAR AUTO RANCH AND SPOKE TO SEALES MGR (ROY) AND HE STATED VEHICLE WAS SOLD AS IS AS FAR AS HE COULD REMEMBER.

CONT

CONT

ROY ALSO ASKED SVC MGR TO STEP IN AND COMMENT AND CRN WAS TOLD NO MATT BR WHAT BUMPER ON VEHICLE IF STRAPS BROKE TAILGATE WOULD PALL AND HIT WHATEVER WAS BACK THERE. CRN THEN CALLED SVC MGR AT FRONTIER AND GAVE HIM THIS INFO AND ASKED SVC MGR HOW MUCH TO REPAIR TAILGATE. SVC MGR N OT SURE. CRM ASKED SVC MGR TO PLEASE LOOK AT IT AND RECONSIDER REPAIRI NO DUE TO PREVIOUS INFO. SVC MGR TO CALL CUSTOMER WHEN PARTS COME IN A NO LOOK AT TAILGATE AT THAT TIME. CRM ADVISED CUSTOMER DLR WOULD BE CA LLING WHEN PARTS CAME IN.

MARYANN MOSIER/AUSTIN

TO GM 1241 Data available for this case.

No GM 1241A Data available for this case. GK 1241 D  $\,$ 

No GM 1241D Data available for this case. GM 1241  $\times$ 

No GM 1241X Data available for this case. Raimburgaments

No Reimburgement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

No Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE: NAME: COMPANY: ADDRESS:

CITY: BUFFALO

AGE: 000

BUSINESS PHONE:

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: NY HOME PHONE:

EXTENTION:

DATE:

# Injured Parties

To Injured Party Data available for this case. Durchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

EV: CMC

CASE 9606001501 TYPE: G-GENERAL

ME: ALASKA SALES AND SERVICE

R/MDL: 1995/SIERRA TRK 4MD (TO 86, 88 & UP

Base Case Information

CHOLER

ADDRES

CITY: ANCHORAGE

STATE: AK

VIN: 2GTEK19KX81538383

DELIVERY DATE

RESP DEALER: 40379

MILEAGE: 0

CORPORATE CASE #1

YEAR/MODEL: 1995/SIERRA TRK 4WD (TO 86, 88 & UP

CASE TYPE : G-GENERAL

STATUS: C

OPEN DATE : 07/12/1996

ORIG OPEN DATE: 07/12/1996

REOPENED: N

LAST ACTIVITY DATE:

BY: TAMMY

WORTMAN

CLOSE DATE: 07/19/1996 SCRAP DATE: 07/19/1997

LITICATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

STACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE: P PHONE

TARGET AREA:

SOURCE CODE: DO OWNER

LOCATION:

WARRANTY:

(IN/OUT) RO DATE:

REPAIR ORDER: SAFETY CASE: N

CUSTOMER SATISFACTION: 8 ARBITRATION LETTER: (Y/N)

OMNER DEMAND AMT: \$0.00

LEGAL FILE: N(Y/N) REIMBURSED OMNER:

ARBITRATION OFFERED: N TRADEOUT:

WARRANTY CODE:

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 40379

CONTACTED DATE:

NAME: ALASKA SALES AND SERVICE

DEALER CLOSED :

CITY: ANCHORAGE

REQUEST CODES AND COMMENTS

CDE # CLOSE

DESC

C11 0

TRUNK/TAILGATE/HATCHBACK

No Certificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 07/12/1996 00:00:01 DLR REFERRED CUST TO GMC TO OPEN A FILE.

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 07/12/1996 00:00:01 CUST STATES THAT TAILGATE ON VEH BROKE. CUST STATES DLR ADIVSED HIM TO CALL GMC & OPEN FILE. CUST STATES VEH WAS IN PARK AT A RODEO, THEY WERE SITTING ON TAILGATE, TAILGATE GAVE WAY. DLR REFERRED CUST TO GMC.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/12/1996 15:06:00
CUST STATES THAT TAILGATE STRAPS FAILED. CUST STATES THAT A SLIGHT AMOUNT
OF BODY DAMAGE WAS DONE TO VEH AS TAILGATE HIT BACK BUMPER OF VEH. CUST
STATES THAT DLR ADVISED HIM TO CALL QUC TO OPEN UP A FILE. ASKED CUST IF HE
KNEW WHY DLR REFERRED HIM TO CMC, CUST STATES NO. ASKED CUST WHERE THE
WAS WHEN STRAPS FAILED, CUST STATES VEH WAS PARKED AT A RODEO, THEY WERE
SITTING ON TAILGATE, TAILGATE GAVE WAY AND TAILGATE HIT BUMPER. CUST
STATES DLR ORDERED PARTS AND PLANS TO INSTALL NEXT WEEK.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/18/1996 16:49:00 CALLED DLR, RICHARD HIATT, SVC MGR. OUT TO LUNCE. LEFT NAME AND # MOUESTING A CALLBACK.

RECEIVED CALL FROM RICHARD HIATT, SVC MGR. RICHARD STATES THAT BECAUSE DEFECT CAUSED BODY DAMAGE TO SUMPER, HE WAS INSTRUCTED TO HAVE CUST CALL GMC AS THIS CAN BE CONSIDERED A 1241. RICHARD STATES PARTS FOR STRAPS ARE ON ORDER AND THEY ARE GOING TO REPAIR BUMPER.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 07/19/1995 00:00:01
MADE TRACY COMMAY, 1241 COORD, AMARE OF CUST'S FILE. ADVISED BY TRACY THAT
SINCE DLR ADDRESSING CONCERNS AND NO INJURIES, DOCUMENT AND CLOSE FILE.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/19/1996 17:05:00
TALKED TO TRACY CONNAY, 1241 COORDINATOR. ADVISED TRACY OF THIS FILE AND
THAT DLR ADVISED CUST TO CALL GRC BECAUSE CONCERN CAUSE BODY DANAGE TO VEH
ADVISED TRACY THAT DLR IS REPAIRING VEH UNDER WARRANTY. ADVISED TRACY
THAT THERE WERE NO INJURIES. TRACY STATES THAT SINCE DLR IS ADDRESSING
CUST'S CONCERN, AND THERE WERE NO INJURIES, DOCUMENT FILE, AND CAN CLOSE.

No GM 1241 Data available for this case.

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

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

No GM 1241% Data available for this case. Reimbursements

No Reimbursement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

o Product Liability / Breach Data available for this case.

No Related Documents Data available for this case.

Parties Involved

TYPE:

NAME:

COMPANY:

ADDRESS:

CITY: ANCHORAGE

AGE:

BUSINESS PECME:

INDEMNIFICATION DECISION: INDEMNIFICATION REQUEST: 0 STATE: AK

HOME PHONE:

EXTENTION: 0000

DATE:

Injured Parties

p Injured Party Data available for this case. Durchase

No Repurchase Data available for this case.

DMAC Correspondence

No DNAC Correspondence Data available for this case.

TV: GENTC

CASE 9713189101 TYPE: G-GENERAL

MR: PATSY LOU WILLIAMSON BUICK-GMC

YR/MDL: 1995/SIERRA TRK 4WD (TO 86, 88 & UP

Base Case Information

OWNER:

ADDRES

CITY: DAVISON

STATE: MI

VIN: 1GTGK24KKSE521930

DELIVERY DATE: 08/18/1995

RESP DEALER: 21734

MILEAGE: 35000

CORPORATE CASE #:

YEAR/MODEL: 1995/SIERRA TRK 4WD (TO 86, 88 & UP

CASE TYPE : G-GENERAL

STATUS: C

OPEN DATE : 08/07/1997

ORIG OPEN DATE: 08/07/1997

REOPEWED: N

LAST ACTIVITY DATE:

BY: FAITH

CLOSE DATE: 08/11/1997 SCRAP DATE: 08/11/1998

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01. C/K PICKUP TRUCK

NTACT TYPE: OWNER

CONTACT METEOD: L-LETTER

ORIGIN CODE: Z LETTER TO COMPANY OFFICER SUBM

TARGET AREA:

SOURCE CODE: 00 OWNER

LOCATION:

OMETER DEMAND AMT: \$0.00

MARRAWTY: (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N LEGAL FILE: N(Y/N)

CUSTOMER SATISFACTION: 8 ARBITRATIÇM LETTER : (Y/M)

REINBURGED ONNER:

ARBITRATION OFFERED: N TRADEOUT:

WARRANTY CODE:

VEHICLE BUYEACK:

DEALER CONTACTED: N

DEALER MUMBER: 21734

CONTACTED DATE:

NAME: PATSY LOU WILLIAMSON BUICK-GMC

DEALER CLOSED :

CITY: FLIWT

ST: MI

### REQUEST CODES AND CONCENTS

CDE

# CLOSE DESC

C11 0

TRUME/TAILGATE/HATCHBACK

W13 0

CSI-WITH ATTACHMENTS

#### Certificates

CO CO

o Certificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: D8/07/1997 00:00:01 CSI-SERVICE SATISFACTION CSI-SERVICE SATISFACTION

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 08/07/1997 00:00:01 CUST STATES HE WAS INCONVIENCED BY DLR IN REGARDS TO REPLACING THE TAIL GATE STRAPS. CUST STATES HE WENT TO CHEVY DLR TO PICKUP & BACK TO GMC FOR EXCHANGE. CUST STATES WHY DID HE PURCHASE EXT WARRANTY. CUST ATTACHED LETTER W/ CSI

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/07/1997 00:00:01 W13 IS FOR TRACKING PURPOSES ONLY.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/07/1997 09:35:00
ASSIGNED DOC #972190007 TO FILE......DOCUMENT IS CSI- SERVICE
SATISFACTION W/ ATTACHMENTS.

CUST STATES HE WAS INCONVEINCED W/ HAVING TO REPLACE THE TAILGATE STRAPS.

CUST STATES WHY DID HE PURCHASE AN EXT WARR BECAUSE THIS IS NOT THE
REASON. CUST STATES HE IS UPSET.

FROCESSING R37 TO SEND COST.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/11/1997 00:00:01
SMUT LETTER TO CUST. CUST TO CONTACT DLR OR CALL GMC IF ANY FUTURE CONCERNS
CLSOING CASE.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/11/1997 08:53:00 SENT LETTER TO CUST.
CLOSING CASE.

GM 1241

GM 1241 Data available for this case.

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

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

No GM 1241% Data available for this case. Reimbursements

No Reimburgement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

Wo Product Liability / Breach Data available for this case.

972190007

Parties Involved

TYPE: NAME:

COMPA ADDRESS

CITY: DAVISON

STATE: NI

AGE:

HOMB PHONE

BUSINESS PHONE: (000) 000-0000 EXTENTION: 0000

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

## Injured Parties

No Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

TYPE: L

CREATED: 08/07/1997 09:40:23

DESCRIPTION:

SORRY FOR THE INCOMPREHENCE

RECIPIENT:

ADDRESS:

CITY/STATE/ZIP: Davison

K)

COMPANY:

SENT: Y

DMAC: CO FMC: 56

RECIPIENT CODES: O

LETTER TEXT:

GMC Customer Assistance Center General Motors Corporation One Pontiac Plaza 483-050-376 Pontiac, HI 48340 1-800-462-8782

August 7, 1997

vison, MI

ar Mr. Klosowski:

Thank you for your recent CSI survey regarding your 1995 Sierra. We are sorry you are dissatisfied with your vehicle. Our continued success depends upon the satisfaction owners receive from their vehicles.

After reviewing your letter, we found you have certainly had your share of warranty repairs performed on your vehicle. We apologize for the inconvenience and frustration this has caused you. If you have concerns with your vehicle at this time, please return to Patsy Lou Williamson CMC for proper diagnosis and repair. If you desire, you may contact us at 1-800-462-8782 for further discussion.

We appreciate the opportunity to review your concerns.

Sincerely, Faith Knaum

Customer Assistance Center

1GTGR24KXEB521930 File 69713189101 W: GMC

CASE 9809308901 TYPE: G-GEMERAL

YR/MDL: 1996/SIERRA TRK 4WD (TO 86, 88 & UP

Base Case Information

ADDRESS:

CITY: RICHMOND STATE: IN

VIN: 1GTGK29F8TE517906 DELIVERY DATE: 01/29/1996

RESP DEALER: 26054

MILEAGE: 46000 CORPORATE CASE 4:

YEAR/MODEL: 1996/SIERRA TRK 4MD (TO 86, 88 & UP

CASE TYPE : G-GENERAL

OPEN DATE : 04/27/1998 ORIG OPEN DATE: 04/27/1998

STATUS: C

REOPENED: N

LAST ACTIVITY DATE: BY: CHARLES MAGY

CLOSE DATE: 04/27/1998 SCRAP DATE: 09/24/1999

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

MTACT TYPE: OWNER

CONTACT METHOD: T-TBLEPHONE

ORIGIN CODE: P PHONE

TARGET AREA:

SOURCE CODE: 00 OWNER

LOCATION:

WARRANTY: (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N LEGAL PILE: N(Y/N)

REIMBURSED OWNER:

MARRARTY CODE:

DEALER CONTACTED: N

CONTRCTED DATE:

DEALER CLOSED :

DEALER NUMBER: 26054

VEHICLE BUYBACK:

CWINER DEMAND AMT: \$0.00

CUSTOMER SATISFACTION: 8

ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: N TRADEOUT:

NAME:

RO DATE:

CITY: ST:

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC

C11 0 TRUMK/TAILGATE/HATCHEACK Cortificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 04/27/1998 00:00:01

TATLGATE

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 04/27/1998 00:00:01 CUST CLAIMS TAILGATE CABLES ON VEH BROKE AND DAMAGES TAILGATE AND BUMPER, CUST MANTS ASSISTANCE WITH REPAIR.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 04/27/1998 00:00:01
ADVISED CUST DUE TO VEH BEING 10000 MILES OUTSIDE OF WARRANTY, GMC
WILL NOT BE ABLE TO OFFER ANY ASSISTANCE.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/27/1998 13:49:00 CAC TRANSFERRED TO CAM, CHUCK MAGY.

CUST CLAIMS TAILGATE CABLES BROKE ON VEH AND DENTED BOTH TAILGATE AND BUMPER. CUST WANTS GMC TO COVER COST OF THE REPAIR.

CALLED DLR. DLR SAID VEH IS OUTSIDE OF THE FACTORY WARRANTY AND THAT IT LOOKS LIKE A HEAVY LOAD CAUSED THE CABLES TO SMAP.

VISED CUST DUE TO VEH BEING 10000 MILES OUTSIDE OF THE FACTORY WARRANTY, C WOULD NOT BE ABLE TO ASSIST WITH REPAIR.

GM 1241 Data available for this case.

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

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

No GM 1241% Data available for this case. Reimbursements

Wo Reimburgement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

Mo Product Liability / Breach Data available for this case. lated Documents

No Related Documents Data available for this case.

Parties Involved

COMPANY:

ADDRESS:

AGE:

CITY: RICHMOND

BUSINESS PHONE: (000) 000-0000 EXTENTION: 0000

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: IN HOME PHONE:

DATE:

DATE:

Page 4 of 5

## Injured Parties

TWO Injured Party Data available for this case.

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

SV: GMC

CASE 9900368901 TYPE: 8-SALES COMPLAINT

Œ:

PR/MOL: 1996/SIERRA TRK 2ND (TO 86, 88 & UP

Base Case Information

OWNER:

ADDRESST

CITY: NORTON

STATE: MA VIN: 1GTEC19H2TB537288 DELIVERY DATE: 05/11/1996

RESP DEALER: 06185

MILEAGE: 56000 CORPORATE CASE #:

YEAR/MODEL: 1996/SIERRA TRK 2WD (TO 86, 88 & UP

CASE TYPE : S-SALES COMPLAINT

STATUS: C ORIG OPEN DATE: 12/30/1998

OPEN DATE : 12/30/1998

REOPEMED: N LAST ACTIVITY DATE: BY: LINDA WEST

CLOSE DATE: 01/04/1999 SCRAP DATE: 03/02/2000

LITIGATION/RETENTION REQUIREMENT HOLDS:

LETTER 93-01, C/K PICKUP TRUCK

TACT TYPE: OWNER

CONTACT METHOD: T-TELEPHONE

ORIGIN CODE: P PHONE

TARGET AREA:

SOURCE CODE: 00 OWNER

LOCATION:

**MARRAMTY:** (IN/OUT)

REPAIR ORDER:

SAFETY CASE: N LEGAL FILE: M(Y/N)

REIMBURSED CHOIER:

MARRANTY CODE:

CHOKER DEMAND ANT: \$0.00

RO DATE:

CUSTOMER SATISFACTION: 8 ARBITRATION LETTER : (Y/N)

ARBITRATION OFFERED: N TRADEOUT:

VEHICLE BUYBACK:

DEALER CONTACTED: N

CONTACTED DATE:

DEALER CLOSED :

DEALER NUMBER: 06185

NAME:

CITY:

ST:

REQUEST CODES AND COMMENTS

CDE

# CLOSE DESC

C11 0

TRUNK/TAILGATE/HATCHBACK

O Certificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 12/30/1998 00:00:01 DLR TOLD CUST TO CALL WAYNE GOTRO, SER MGR 508 339 3636

CONCENT TYPE: O-OPENING ENTERED DATE/TIME: 12/30/1998 00:00:01 CUST STATES THAT THE VEH TAILGATE STRAPS BOTH BROKE AND THE TAILGATE FELL DOWN AND HIT THE BUMPER CAUSING DAMAGE TO THE TAIL GATE. CUST IS STEKING REPAIR COST.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/30/1998 13:53:00 CAC TRANSFERRED CALL TO CAM, LINDA WEST 0)---)---

CUST STATES THAT THE VEH HAS HAD SEVERAL CONCERNS SINCE THE VEH CAME OUT OF WARRANTY. CUST STATES THAT THE FUEL PUMP WENT OUT AND NO ASSISTANCE WAS OFFERED TO HIM. CUST STATES THAT CURRENT CONCERN IS THAT THE TAILGATE STRAPS BOTH BROKE AND FELL DOWN AND HIT THE BUMPER, WEICH CAUSED DAMAGE TO THE TAILGATE. CUST IS SEEKING COST ASSISTANCE WITH THIS REPAIR.

CONTACTED THE DLR AND WAS ADVISED NO ONE WAS AVAILABLE TO SPEAK TO.

VISED COST THAT I WOULD HAVE TO RETURN HIS CALL AFTER THE FIRST OF THE

AR AS THE SER MOR IS NOT AVAILABLE TO HAVE THIS REVIEWED AT THIS TIME.

ATTENTION SER MGR WAYNE GOTRO, THIS CUST IS REQUESTING A REVIEW FOR COST ASSISTANCE OF A TAILGATE REPAIR CAUSED BY BOTH STRAPS BREAKING. CUST SEEKS COST ASSISTANCE WITH STRAPS AND DAMAGE TO TAILGATE WHICH HIT THE BUNDER WHEN STRAPS BROKE. PLEASE REVIEW AND ADVISE CUST OF DECISION. THANKS......

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 01/04/1999 00:00:01
PER WAYNE GOTRO, SER MUR, AS SOON AS HE HAS AN ASM HE WILL REVIEW THIS FOR
POSSIBLE ASSISTANCE BEYOND THE WARRANTY.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/04/1999 13:13:00

CONTACTED SER MOR WAYNE GOTTO WHO STATES THAT HE WILL REVIEW THIS WITH HIS ASK AS SOOK AS HE IS GIVEN ONE. WAYNE WILL KEEP THIS ON HIS TO DO LIST AND WILL CONTACT THE CUST WHEN IT HAS BEEN REVIEWED.

CONTACTED THE CUST AND ADVISED HIM THAT AS SOON AS THE DIR HAS A REP HE WILL REVIEW THIS WILL THE REP AND CONTACT HIM.

CUST LEFT ME A VME ON MY PRIVATE LINE WHICH I QUESTION HOW THE CUST GOT THIS MUMBER. CALLED CUST BACK AND AND ADVISED HIM THAT THE POSITION HAS MOT CHANGED, THAT ME WILL HAVE TO WAIT UNTIL THIS CAN HE REVIEWED WITH THE ME IN THE AREA FOR DER AUTHORIZATION FOR REPAIR OR NOT BEYOND WARRANTY. Mo GM 1241 Data available for this case.

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

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

No GM 1241% Data available for this case. Reimbursements

No Reimburgement Data available for this case. Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

## Product Liability / Breach

Two Product Liability / Breach Data available for this case. Lated Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: NAME: COMPANY: ADDRESS:

CITY: NORTON

STATE: MA

AGE:

HOME PHOME

BUSINESS PHONE: (000) 000-0000

EXTENTION: 0000

INDENSIFICATION DECISION: INDENSIFICATION REQUEST: 0 DATE:

## Injured Parties

ero Injured Party Data available for this case.

No Repurchase Data available for this case.

DIGC Correspondence

No DWAC Correspondence Data available for this case.