

GM646
PE03-049

ATTACHMENT "3A"

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

380372

CUSTOMER:
ADDRESS:
HOME PHONE:

VARNA , IL

CASE NUMBER: 05896153 VIN:
DATE OPENED: 2001-11-19 MODEL YEAR: 1997
DATE CLOSED: 2001-11-19 SERIES: Silverado
SOURCE: Phone MILEAGE: 55000
ERC TYPE: Yes DELIVERY DATE:
ERC PARENT: DEALER NAME: ULRICH MTR CO
DEALER ADDRESS: 328 W PARKSIDE DR., WASHBURN, IL, 61570, USA

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

B16 Trunk/Tailgate Other
0 REPAIR ATTEMPT(S) cables broke
T01 Product Allegation GM 1241 Other
0 REPAIR ATTEMPT(S) tailgate cables broke

Initiate Par

INSTRUCTIONS TO CRM:
*Select PAR Button

[[SBS 'Creating a Product Allegation Request RUN C:\Progra-1\Plus\Microsoft\Iexplore.exe
http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
Initiate Par

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

cust states that while sttiomg on tailgate both side cables broke and he fell to ground it
aggravated his hernia surgery and his back is now bothering him. crm took information and adved
that someone from par would be in contact within 48 hours gave stanley cad pdx.; 0; 375041392

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT NAME:
AGENT PHONE NUMBER:

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MR

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

GM RESTRICTED

385673

CASE NUMBER: 06064933 VIN: 1GCGK29U9YE319597
 DATE OPENED: 12/20/01 MODEL YEAR: 00
 DATE CLOSED: 12/26/01 SERIES: UNKNOWN
 SOURCE: YES MILEAGE: 40000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:

ADDRESS:

KATY

TX

HOME PHONE:

CASE NUMBER: 06064933 VIN: 1GCGK29U9YE319597
 DATE OPENED: 2001-12-20 MODEL YEAR: 2000
 DATE CLOSED: 2001-12-26 SERIES: UNKNOWN
 SOURCE: E-Mail MILEAGE: 40000
 SRC TYPE: Yes DELIVERY DATE:
 SRC PARENT: DEALER NAME: MAC HAIR CHEVROLET
 DEALER ADDRESS: 11711 KATY FWY, HOUSTON, TX, 77079, USA

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

B16 Trunk/Tailgate
 1 REPAIR ATTEMPT(S)

Other
 support cables broke

tail gate support cables

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

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 while opening my tail gate. Its bad enough that this type of part would ever break at all on a truck, but when I went to the parts counter at Mac Hair Chevrolet they informed me that this is a common occurrence so basically 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 while in transit. All of these things require that the tail gate does it job properly so PEOPLE rafiat jimoh/irc/tpe; 0; 377717410

2001-12-20

...cont....I own a 1994 chevy pick up with 175,000 miles we no!
 w use it for a parts truck at my electrical contracting buisness, funny after 8 years and

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385675

35,000 miles the tail gate supports have never broken! Its not just the money its the fact chevrolet has ignored this problem. When you have faulty part you are aware of you costumers should be informed or do you hope it makes past 36,000 miles so we have to replace it at our own expence. Great way to run a buisness that depends on customer loyalty for sales. I await your response. Sincerely, Russell Voyles

...RAFIAT JIMOH/IRC/TAMPA; 0; 377717436
2001-12-20

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.

Whether 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 (Verify, 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 8:00am until 11:00pm Eastern Standard Time, Monday through Friday.

We look forward to serving you.
...RAFIAT JIMOH/IRC/TAMPA; 0; 377717719
2001-12-24

CRM SENT ORIGINATED 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 (VIN, 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 available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday. Thank you for your e-mail to the Chevrolet Internet Response Center....RAFIAT JIMOH/IRC/TAMPA; 0; 378056591
2001-12-26

CUST STATES HE IS ORIG OWNER OF 2000 CHEV WITH APPROXIMATELY 40000 MILES. CUST STATES HE HAVING TO REPLACE TAILGATE CABLES BECAUSE THEY ARE RUSTING THROUGH. CUST SEEMS HAVING TAILGATE CABLES REPLACED AGAIN BUT THIS TIME NOT AT HIS COSTS. CRM ATTEMPTED TO CALL SVC MGR, KERRY SCHOLLS OF MAC HAIX CHEVROLET, BUT WASN'T IN. CRM WILL NEED TO CONTACT SVC

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BEFORE GIVING CUST ANSWER. CRM IS RESEARCHING POSSIBLE GOODWILL. CUST STATES TO CALL
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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION: -

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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385675

PHONE NUMBER:
PRODUCT CODE:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

PH:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

385675

DRESS:

GM RESTRICTED

CASE NUMBER: 06272791 VIN: 2GCEC19V6Y1361752
 DATE OPENED: 01/30/02 MODEL YEAR: 2000
 DATE CLOSED: 01/30/02 SERIES: SILVERADO PICKUP 2WD
 SOURCE: YES MILEAGE: 34500
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06272791 VIN: 2GCEC19V6Y1361752
 MODEL YEAR: 2000
 DATE OPENED: 2002-01-30 SERIES: SILVERADO PICKUP 2WD
 DATE CLOSED: 2002-01-30 MILEAGE: 34500
 SOURCE: Phone DELIVERY DATE:
 C TYPE: Yes DEALER NAME:
 INC PARENT: DEALER ADDRESS:

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

B16 Trunk/Tailgate Other
 0 REPAIR ATTEMPT(S) BROKE

Vehicle operation or design

INSTRUCTIONS TO CFM:

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

Vehicle operation or design

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

CUST STATES THAT THE HE WAS REMOVING HIS DIRT BIKE 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

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

AND THE BIKE FELL ON HIM.. CUST STATES THAT HE BROKE A BONE IN HIS HAND. CUST STATES
THAT HE TOOK THE VEH TO THE DLR AND WAS TOLD THAT THE PART WAS RUSTED WHICH IS WHY IS
BROKE.. CUST STATES THAT THE 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

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

DEALER BAC:

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

DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,

PHONE NUMBER:
 PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

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

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

CASE NUMBER: 06205144 VIN: 1GCEK19T6YE384383
 DATE OPENED: 01/18/02 MODEL YEAR: 2000
 DATE CLOSED: 01/21/02 SERIES: PICKUP
 SOURCE: YES MILEAGE: 41000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: PA
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 06205144 VIN: 1GCEK19T6YE384383
 MODEL YEAR: 2000
 DATE OPENED: 2002-01-18 SERIES: PICKUP
 DATE CLOSED: 2002-01-21 MILEAGE: 41000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: LIBERTY CHEVROLET-CADILLAC INC
 SRC PARENT: DEALER ADDRESS: 420 CENTRAL RD., BLOOMSBURG, PA, 17815, USA

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

A12 Miscellaneous - Not Classified	Other
0 REPAIR ATTEMPT(S)	tail gate
T01 Product Allegation GM 1241	Customer Satisfaction
0 REPAIR ATTEMPT(S)	tail gate fell off
S09 Discourteous Treatment	Other
0 REPAIR ATTEMPT(S)	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.htm])

Initiate Par

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

cust states he and a friend were riding on tailgate of veh going 20-25 miles per hour and
 tail gate snapped at the cable and fell off. he and his friend both were injured cust
 suffered a concussion and a broken hand and his friend suffered a broken thumb. cust

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

seeks something to be done about this. crm advised that all his information will be documented. crm building par case, cac/april paterson/atx; 0; 380222286
02-01-21

CUST DAVID LITTLE IS CALLING ON BEHALF OF HIS SON IN LAW KEVIN SOLOMON...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 INTAL CONTACT W/CAC...MR.KEVIN SOLOMONS HOME # 570 458 8963***REQUEST CLOSED, AS PAR CASE HAS BEEN CREATED..JENNIFER GURZI/PDX/CAC; 0; 380478346

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:

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

REPURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
 MSRP:

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

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 LEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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CASE NUMBER: 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: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TN
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06396828 VIN: 1GCEK14W2YZ343775
 MODEL YEAR: 2000
 DATE OPENED: 2002-02-20 SERIES: SILVERADO PICKUP 4WD
 DATE CLOSED: 2002-02-21 MILEAGE: 49225
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: Yes DEALER NAME: CARLEN MOTORS INC
 SRC PART#: DEALER ADDRESS: 330 W SPRING ST., COOKEVILLE, TN, 38501, USA

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

T01 Product Allegation GM 1241 Customer Satisfaction
 0 REPAIR ATTEMPT(S) CUST WAS STANDING ON TAILGATE WHEN THE
 CABLES BROKE ON THE FELL

B16 Trunk/Tailgate Other
 0 REPAIR ATTEMPT(S) CABLES BROKE AND TAILGATE FAIL OF

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

*Probe to identify failed item/component
 * Determine Customers Expectation
 * Using delivery date, establish if vehicle is within any warranty coverage
 * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
 * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm]]
 1 Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/CARSCEF/SES/html/ChronicAlerts.htm]]
 (1st attempt - offer to coordinate repair at a dealership)

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(Previous repairs)

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

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

* Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe

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

Vehicle repair request - Repair not done

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

CUST CALLING ABOUT VEH OWNED 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 GMPP 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 FALL 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 PM CENTRAL.

TINA HINOJOSA/CAC/ATX; 0; 383093261

2002-02-20

CRM SPOKE TO SVC MGR - MIKE 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 GMPP WILL COVER THE CABLES BUT THEY DO NOT COVER ANY SUBSEQUENT DAMAGE. CRM SPOKE TO JASON ATGMPP AND HE STATED THAT THEY DO NOT COVER ANY PAINT OR BODY WORK REGARDLESS OF IF IT WAS CAUSED BY ANOTHER PART FAILURE.

TINA HINOJOSA/CAC/ATX; 0; 383093360

2002-02-20

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 INFO.

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

TINA 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 DLR 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 A PAR BECAUSE SHE WAS INJURED AND THERE IS PROPERTY DAMAGE).

***** IF CUST CALLS IN PLEASE GET REQUIRED INFO FROM CUST FOR PAR OR GO AHEAD AND CREAT A NEW FILE WITH THE PRODUCT ALLEGATION REQUEST.*****

TINA HINOJOSA/CAC/ATX; 0; 383160631

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 SURGERY, 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 SEEKING IS TO HAVE THE VEHICLE REPAIRED AT NO COST.. CUST STATES THAT THIS IS NOT A CONCERN THAT SHE CAUSED, AND THAT SHE FEELS THAT SHE SHOULD NOT HAVE TO PAY FOR THIS CONCERN. CRM APOLOGIZED O THE CUST FOR ANY INCONVENIENCES THAT SHE INCURRED. CRM ADVISED THE CUST OF THE PREVIOUS NOTES FROM GMPP. CUST SEEKS TO SPEAK WITH PREVIOUS CRM. CRM ADVISED THE CUST THAT THEIR FILE HAS BEEN DOCUMENTED, AND WOULD BE FORWARDED BACK TO THE PREVIOUS CRM ALONG WITH A MSG FOR THE PREVIOUS CRM TO

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

CONTACT THE CUST ASAP. CUST STATES THAT SHE CAN BE REACHED @ HER HOME # AFTER 5:00PM CST.
 FORWARDING FILE TO PREVIOUS CRM FOR FURTHER FOLLOW UP. - CRM TASHA N.
 BARES/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

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

INCIDENT DATE:
 INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
 DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
 BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

ORCE:
 REQUEST TYPE:
 REPURCHASE REASON:

TRANSACTION:

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

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

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

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

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

BRANCH:
 ACCOUNT NUMBER:
 INTEREST RATE:

NAME:
 INTEREST PAID:
 DEALER BUYOUT:

ACCOUNT BALANCE:
 LEGAL:

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

DEALER ADMINISTRATION:
 RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

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

LOCATION:

RESTRAINT:
 IF SO, WHERE:

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

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

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

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

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

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

NAME:
COMPANY:

ADDRESS:

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

CASE 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: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: WI
 BUS. PHONE: [REDACTED]

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

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

CASE NUMBER: 06627297 VIN: 1GCEC19R3WE134159
 MODEL YEAR: 1998
 DATE OPENED: 2002-04-01 SERIES: EXT CAB SWB FLEETSID
 DATE CLOSED: 2002-04-03 MILEAGE: 55626
 SOURCE: Phone DELIVERY DATE:
 CASE TYPE: No DEALER NAME: DON JOHNSON MOTORS INC
 HRC PARENT: DEALER ADDRESS: 734 WEST AVE, RICE LAKE, WI, 54868, USA

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

N17 Tail Lamps Wiring/Switch Other
 0 REPAIR ATTEMPT(S) 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\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
C:\Progra~1\Plus!\Micros~1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary

GM RESTRICTED

4) Establish & document a diagnosis and repair plan
 Coordinate with dealership to assist with customer's repair request
 Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase
 Link RDM C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

cust states 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 up I'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 documented your comments with the Customer Assistance Center under file number C-06627297 and are investigating your concern. We will follow up with you on Wednesday, April 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 Eastern 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

crm 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. Dlr 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 dlr for further info. laurie gertner/cars/pdx; 0; 386723903
 2002-04-03

Dear Mr. Schweiger,

We appreciate your patience while researching your request.

GM RESTRICTED

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

laurie.gertner/crm/email team/portland; 0; 386725607

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

IE:
ADDRESS: ,
CITY/STATE: ,

LOCATION:

RESTRAINT;
IF SO, WHERE:

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

*****BEC CONTACT INFORMATION*****

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

GM RESTRICTED

CASE NUMBER: 06842428 VIN: 2GCEK19T5Y1190008
 DATE 05/09/02 MODEL 2000
 DATE 05/21/02 SERIES PICKUP
 SOURCE: YES MILEAGE 49000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NH
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS:
 HOME PHONE:

PLAISTOW, NH [REDACTED]

CASE NUMBER: 06842428 VIN: 2GCEK19T5Y1190008
 DATE OPENED: 2002-05-09 MODEL YEAR: 2000
 DATE CLOSED: 2002-05-21 SERIES: PICKUP
 SOURCE: Phone MILEAGE: 49000
 TAC TYPE: Yes DELIVERY DATE:
 TAC PARENT: DEALER NAME: WOODWORTH CHEVROLET-CADI-BUICK INC
 DEALER ADDRESS: 339 N MAIN ST., ANDOVER, MA, 01810, USA

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

All Miscellaneous - Not Classified Other
 0 REPAIR ATTEMPT(S) Tailgate Straps

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- * Probe to identify failed item/component
- * Determine Customer's Expectation
- * Using delivery date, establish if vehicle is within any warranty coverage
- * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
- * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
- * Identify if earlier repairs have been attempted? - [[Possible Chronic Rep RUN
 C:\Progra-1\Plus!\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan

GM RESTRICTED

* Coordinate with dealership to assist with customer's repair request
 * Prepared to answer "I don't want my car anymore / repurchase" [[Vehicle Repurchase
 Link RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm>]
 Vehicle repair request - Repair not done
 *****WORK HISTORY*****

CRM RESUMED FILE TO CLOSE DISSAT.

SCOTT BRINSON - CARS - 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. No 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 Manager) 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 probably not a defect in the straps that caused them to break.; 0; 389410336
 2002-05-09

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 there wasn't a defect there was nothing GM could do to assist him. Cust stated he was 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.

Scott Brinson - Cars - Tampa; 0; 389810552
 2002-05-10

CRM 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 then.

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

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

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

INCIDENT DATE:
 INCIDENT LOCATION:

INCIDENT TIME:

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

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

GM RESTRICTED

LEASE TERM:

MAJOR:

MINOR:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

* BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

GM RESTRICTED

CASE NUMBER: 06872879 VIN: 1GCHC231X1F166051
 DATE OPENED: 05/20/02 MODEL YEAR: 2001
 DATE CLOSED: 05/20/02 SERIES: SILVERADO 2500 CREW
 SOURCE: YES MILEAGE: 30000
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: TX
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

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

CASE NUMBER: 06872879 VIN: 1GCHC231X1F166051
 MODEL YEAR: 2001
 DATE OPENED: 2002-05-20 SERIES: SILVERADO 2500 CREW
 DATE CLOSED: 2002-05-20 MILEAGE: 30000
 SOURCE: Phone DELIVERY DATE:
 TYPE: Yes DEALER NAME: ALLEN SAMUELS CHEVROLET INC
 PARENT: DEALER ADDRESS: 7000 SW FWY, HOUSTON, TX, 77074, USA

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

B16 Trunk Other
 1 REPAIR ATTEMPT(S) SUPPORT FAILURE
 T01 Product Allegation GM 1241 Other
 0 REPAIR ATTEMPT(S) FELL FROM TAILGATE

Initiate Par

INSTRUCTIONS TO CRM:
 *Select PAR Button

[[SBS *Creating a Product Allegation Request RUN C:\Progra-1\Plus1\Micros-1\Iexplore.exe
 http://carsweb/webknowledge/CARSCP/SBS/html/CreatingAProductAllegationRequest.htm]]
 Initiate Par

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

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 CAUSING
 HIM TO FALL TO THE GROUND.
 CUST SEEKS PAR
 ADV CUST THAT REP WOULD CONTACT HIM WITHIN 24-48 HOURS.
 RE THAT DEALER RO STATED THAT SUPPORT CABLES RUSTED
 RE CRM/KBA DAVID MALTRY/CARS/TAMPA/58032; 0; 390779281

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 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:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:

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

MILEAGE @ BUY-BACK: 0

REP:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

GM RESTRICTED

CASE NUMBER: 1-22143517 VIN: 1GCEK14T91Z102615
DATE 08/06/02 MODEL 2001
DATE 08/09/02 SERIES SILVERADO
SOURCE: N/AYES MILEAGE 26000.
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED] STATE: TX
BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

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

CASE NUMBER: 1-22143517 VIN: 1GCEK14T91Z102615
MODEL YEAR: 2001
DATE OPENED: 2002-08-06 SERIES: Silverado
DATE CLOSED: 2002-08-09 MILEAGE: 26000.0000000
SOURCE: Phone DELIVERY DATE:
TYPE: N/AYes DEALER NAME: Lawrence Marshall Chevrolet II, L.P.
PARENT: DEALER ADDRESS: 236 Hwy 36 South, Bellville, TX, 77418-9308,

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

REPAIR ATTEMPT(S)

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

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 NEEDED.; ; 2002-08-09
2002-08-09

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

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

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

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: Dry ROAD SURFACE: Gravel
NUMBER OF PEOPLE: 0 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION: CUSTOMER STATES SHE JUST WANTED TO REPORT THIS JUST AS A SAFETY ISSUE, AND PERHAPS IF ENOUGH PEOPLE CALL IN GM WILL CHANGE THE DESIGN.
MAINTENANCE LOCATION: TIMMERS CHEVROLET IN PASEADENA TX ON RICHIE
CURRENT LOCATION OF VEHICLE: 7554 SRATH HUSTON, TX
NOTIFY NAME: Owner

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

FAX NUMBER:
BODY TYPE:

GM RESTRICTED

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GM RESTRICTED

PAGE: 4

GM RESTRICTED

CASE NUMBER: 1-42625339 VIN: 1GCHK29U01E150192
 DATE 10/21/02 MODEL 2001
 DATE 11/15/02 SERIES SILVERADO
 SOURCE: N/AYES MILEAGE 22295.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: STATE: FL
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Fort Myers FL [REDACTED]
 HOME PHONE:

CASE NUMBER: 1-42625339 VIN: 1GCHK29U01E150192
 MODEL YEAR: 2001
 DATE OPENED: 2002-10-21 SERIES: Silverado
 DATE CLOSED: 2002-11-15 MILEAGE: 22295.0000000
 SOURCE: Email DELIVERY DATE:
 SRC TYPE: N/AYes DEALER NAME: Bill Branch Chevrolet, Inc.
 BRC PARENT: DEALER ADDRESS: 3980 Fowler St, Fort Myers, FL, 33901-2604, USA

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

REPAIR ATTEMPT(S)

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

Chevrolet Silverado Owner Assistance; ; 2002-10-21

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

Chevrolet Silverado; ; 2002-10-21
2002-10-21

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

Safety Issue; ; 2002-10-21
2-10-21

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

INS VEHICLE INSURED: INSURANCE COMPANY NAME:

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

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION: 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 NAME: Owner

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

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:

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADN INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

417014

PAGE: 1

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

CASE NUMBER: 1-46924440 VIN: 1GCEK19TX1E197329
 DATE 11/06/02 MODEL 2001
 DATE 11/06/02 SERIES SILVERADO
 SOURCE: N/AYES MILEAGE 43000.
 CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] STATE: NJ
 BUS. PHONE: [REDACTED]

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

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Rockaway, NJ [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-46924440 VIN: 1GCEK19TX1E197329
 MODEL YEAR: 2001
 DATE OPENED: 2002-11-06 SERIES: Silverado
 DATE CLOSED: 2002-11-06 MILEAGE: 43000.0000000
 SOURCE: Phone DELIVERY DATE:
 C TYPE: N/AYes DEALER NAME: Ayers Chevrolet-Oldsmobile, Inc.
 C PARENT: DEALER ADDRESS: Rte #46, Dover, NJ, 07801-0866,

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

C11 Trunk / Tailgate / Hatchback
 0 REPAIR ATTEMPT(S) Broken

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

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

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

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

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:

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

AFTERMARKET:

LEASE TERM:

LEASE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

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

PICANTE , NY

CASE NUMBER: 00609026 VIN: 1GCRC14W9WZ122703
MODEL YEAR: 1998
DATE OPENED: 2000-06-13 SERIES: CK P/U 4X2 1/2 T
DATE CLOSED: 2000-06-13 MILEAGE: 13000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: APPLE CHEVROLET-OLDSMOBILE
BRC PARENT: DEALER ADDRESS: E MAIN ST ON RTE 25,, RIVERHEAD, NY, 11901, USA

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

T04 General Information

0 REPAIR ATTEMPT(S)
BOUGHT AT DLR AND INSTALLED HIMSELF

Customer Satisfaction

CUST STS WOULD LIKE REIM FOR STRAPS HE HAD

C11 Trunk

1 REPAIR ATTEMPT(S)

Other

CUST STATED STRAPS ROTTED OUT

S01 Service General

0 REPAIR ATTEMPT(S)
REPAIRING OF THE STRAPS ON TAILGATE THE

Customer Satisfaction

CUST STS WHEN HE TOOK HIS VEH IN FOR 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 dissatisfied go to the Additional Information screen to document their concern with the appropriate UCC code and comments.

** PLEASE TYPE THE CALLER'S CONCERN IN THE DESCRIPTION FIELD**

DEALERSHIP COMPLAINT

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

CUST STS TOOK VEH IN TO THIS DLRSHIP 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 STS HE ADV DLRSHIP WHY WERE USING FORD PARTS IN GM VEHs..CUST STATED HE WENT AHEAD AND BOUGHT 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 CLO DLRSHIP FOR ASSIST..CUST OKAY..CRM CLO DLRSHIP AND SPOKE TO GREG, 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 FELT IF DLR WOULD ASSIST HIM IT WOULD STOP ESCALATION OF CUST COMPLAINT..GREG STATED HE WOULD GLADLY ASSIST 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 CUST HIS REQUEST NUMBER FOR REFERENCE...REBECCA MOLINA/ATK; 0; 329759155

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA:
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK:
MSRP:

DEPRECIATION:
UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OWNER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

TYPE OF INJURY:

TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

TITLE NAMES:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0

DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

PURCHASE/LEASE AM:

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

NAME:

COMPANY:

ADDRESS:

CONTACT NUMBER: 1

CONTACT TYPE:

CONTACT PHONE:

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

NEWTON, NJ

CASE NUMBER: 01684682 VIN: 1GTEK14R4WZ500682
MODEL YEAR: 1998
DATE OPENED: 2000-09-25 SERIES: SRHA 4X4 1/2T RE
DATE CLOSED: 2000-09-25 MILEAGE: 58000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: SALERNO DIANE POW-BUI-GMC
BRC PARENT: DEALER ADDRESS: 20 RTE 206 N., NEWTON, NJ, 07860, USA

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

C11 Trunk
1 REPAIR ATTEMPT(S)Broken
CUST STATES TAILGATE BROKEA12 Miscellaneous - Not Classified
0 REPAIR ATTEMPT(S)
THE VEHICLEOther
CUST SEEKS COST ASSISTANCE FOR THE REPAIR OF

TAILGATE

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

CUST STATES THAT HIS TAILGATE IS BROKE AND WON'T LOCK BACK IN POSITION. CUST STATES THAT THE SAFETY 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 IS APPROX \$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 TOO MUCH WEIGHT ON THE TAILGATE. AND THE TAILGATE HANDLE IS JUST BROKE. CUST ALSO HAS TO HAVE AN ABS WIRE REPLACED, AND IS GETTING AN OIL CHANGE WHICH BRINGS THE COST TO ROUGHLY \$164. SVC MGR DENIES COST ASSISTANCE DUE TO AGE AND MILEAGE OF THE VEHICLE. CRM ADVISED THE CUST OF THE DENIAL OF COST ASSISTANCE. JEREMY BEATH/TAMPA; 0; 99999

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REFURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

GERMANTOWN

WI

HOME PHONE:

CASE NUMBER: 02449752 VIN: 1GCEK19T8YE109744
MODEL YEAR: 2000
DATE OPENED: 2000-12-05 SERIES: CK P/U EXT 4X4
DATE CLOSED: 2000-12-05 MILEAGE: 25000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

C11 Trunk Broken
0 REPAIR ATTEMPT(S) TAILGATE

BROKEN TAILGATE

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

SVC MGR (DAN BONESHO) CALLED FOR CUST STATING NO CASE NUMBER GIVEN TO CUST, CRM ADVISED WOULD
MAKE 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 TAILGATE WHEN RIGHT SIDE STRAP BROKE BENDING OTHER SIDE-VC MGR
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 CUST AND NOTIFY THAT CRM WAS HANDLING CASE AND OF WHAT SVC MGR WAS
DOING
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(CELL)
CRM CONTACTED CUST-STATES HINGES BENT AND TAILGATE SCUFFED
CUST SEEKING HINGES REPLACED AND TAILGATE 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

CRM 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 AGREED WAS GOING TO SUGGEST CHEV COVER
BECAUSE NOT A CASE OF NEGLIGENCE OR MISUSE BY CUST
CRM SPOKE TO CUST AND RELAYED INFO CUST PLEASED AND STATED THAT CABLE HAD FRAYED AND FEARS
THAT MAY BE A PROBLEM AGAIN IN FUTURE-
CRM ADVISED WOULD MAKE NOTE OF CABLE FOR FUTURE REFERENCE
GRANT CLEMO-PDX-CAC; 0; 344903478

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

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

NEOSHO , MO

CASE NUMBER:	03239523	VIN:	2GCEK19R7V1243095
DATE OPENED:	2001-02-19	MODEL YEAR:	1997
DATE CLOSED:	2001-02-19	SERIES:	UNKNOWN
SOURCE:	Phone	MILEAGE:	81000
BRC TYPE:	No	DELIVERY DATE:	
BRC PARENT:		DEALER NAME:	
		DEALER ADDRESS:	

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

B01 Paint	Cracked
0 REPAIR ATTEMPT(S)	crack behing driverside door
C11 Trunk	Other
1 REPAIR ATTEMPT(S)	tailgate chains broken
R41 Radio Receiver	Other
0 REPAIR ATTEMPT(S)	knobs broken
E06 Goodwill Adjustment Pre-Authorized	Customer Satisfaction
REPAIR ATTEMPT(S)	cust seeks cost assist

cust has several problems w/ veh

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

cust states 2nd owner of veh 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/ veh never been to chevy dlr for diagnosis/ cust is very dissat....cindy slaght/pdx/cars; 0; 351478074

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

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

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

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

RESTRAINT:
IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

NEW ALBANY

MS

HOME PHONE:

CASE NUMBER: 04286328

VIN: 2GTEK19R7V1554381

MODEL YEAR: 1997

DATE OPENED: 2001-05-22

SERIES: UNKNOWN

DATE CLOSED: 2002-01-23

MILEAGE: 36500

SOURCE: Phone

DELIVERY DATE:

BRC TYPE: No

DEALER NAME: UNION AUTO SERVICE, INC.

BRC PARENT:

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

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

T22 CSI Reply

Customer Satisfaction

0 REPAIR ATTEMPT(S)

CUSTOMER COMMENTS

J40 Engine Fuel and Air Systems

Other

1 REPAIR ATTEMPT(S)

POOR GAS MILEAGE

A12 Miscellaneous - Not Classified

Other

1 REPAIR ATTEMPT(S)

TOO MANY CONCERNS

Referred to Dealer

Customer Satisfaction

1 REPAIR ATTEMPT(S)

REFERRED TO DEALER FOR DIAGNOSIS

B14 Door

Other

0 REPAIR ATTEMPT(S)

EXTENDED DOOR IS SAGGING

C11 Trunk

Broken

0 REPAIR ATTEMPT(S)
THROUGH

CHAINS HOLDING UP TAILGATE ARE RUSTED

CSI SURVEY

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

CUSTOMER RESPONDED TO A CSI SURVEY JIMMY MARRERO CARS TAMPA PRVI; 0; 99999
2001-05-23CUSTOMER STATES THAT HE HAS HAD TOO MANY CONCERNS WITH HIS VEHICLE WITH ONLY 2900 MILES AND THAT IT HAS POOR GAS MILEAGE. CUSTOMER STATES THAT HE IS SOMEWHAT SATISFIED WITH THE DEALERSHIP AND THE VEHICLE AND THAT HE PROBABLY WOULD NOT RECOMMEND THEM AGAIN IN THE FUTURE. JIMMY MARRERO CARS TAMPA PRVI; 0; 359498404
2001-05-23CRM CONTACTED THE CUSTOMERS RESIDENCE AND WAS ADV BY A LADY THAT THE CUSTOMER IS NOT AVAILABLE. CRM LEFT MESSAGE WITH HER INCLUDING THE CRM NAME, GMC CAC 800 NUMBER AND REFERENCE NUMBER AND ADV THEM THAT ANY REPRESENTATIVE THAT ANSWERS THE TELEPHONE WILL BE ABLE TO ASSIST THEM. JIMMY MARRERO CARS TAMPA PRVI; 0; 359498511
2001-05-23

CUST STATES RETURNING CAC CALL. STATES HE IS NOT HAPPY W/ HIS GAS MILEAGE; STATES THAT CONNELIUS DLRSHIP WILL NOT LET HIM WATCH WHILE THEY CHANGE HIS OIL. CUST SEEKS TO FIND DLRSHIP NEAREST HIS HOME WHERE HE MAY FEEL MORE CONFIDENT. CRM ADVISED WOULD CALL DLRSHIP OF CHOICE, SPK W/ SVC MGR JERRY BACCUS WHO STATES THAT CUST MAY DROP IN TO GET ACQUAINTED AND HE

WILL TAKE A LOOK AT VEH REGARDING THE GAS MILAGE. CRM ADVISED CUST OF SAME AND HE WILL DROP BY DLRSHP IN TUPELO. MERCYWILCOX/CARS/TAMPA; 0; 359501404

2002-01-21

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 SEEKS TO 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. SAM GUILLIANO/CARS/TPA; 0; 380501242
2002-01-21

CHECK STATUS SAM GUILLIANO/CARS/TPA; 0; 380506889
2002-01-23

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

ERC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

COUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

About Your Service Consultant/Advisor - continued

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

About Service Delivery

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

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

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Chevrolet Equipment Co.?
17. Would you recommend this dealership for service?
18. Overall, how satisfied are you with your 1987 Elcam?

19. Do you have any comments/suggestions about your:
- Dealership: TO MANY THINGS NEEDED Fixing THAT MY TAX WAS SENT TO THE CHEVROLET SHOP FOR REPAIR. JOHN DEERE DEALER WITH ONLY 27000 MILES TO MAKE PROBLEMS 2 & GAS MILAGE NOT GOOD AT ALL.

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact GMC directly by calling the GMC Customer Assistance Center: 1-800-455-4762

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

GMC, P.O. BOX 10000, TOLEDO, OH 44000-0000

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

SHEPARD MI

CASE NUMBER: 05060643 VIN: 2GCEK19R3V1158240
MODEL YEAR: 1997
DATE OPENED: 2001-07-25 SERIES: UNKNOWN
DATE CLOSED: 2001-07-31 MILEAGE: 65000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

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

C11 Trunk Other
0 REPAIR ATTEMPT(S) TAILGATE CABLE BROKE

Vehicle operation or design

INSTRUCTIONS TO CRM:

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

Vehicle operation or design

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

CUST STATED: THEIR NEIGHBOOR & THEM WERE SITTING ON THE TAIL GATE & BOTH CABLES EXPLODED. TOGETHER THEY WRIGHT LESS THAN 500 LBS. THEY WENT TO THE DLR & PURCHASED NEW CABLES & THE PARTS GUY SAID THAT THIS IS COMMON, B/C WHEN THE TAILGATE IS CLOSED THE CABLE 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 OLD PART YOU CAN TAKE IT TO THE DLR & IF THEY INSPECT IT & FIND IT IS A MANUFACTURE DEFECT, IT MAY BE COVERED UNDER WRNTY. CUST UNDERSTOOD. MICHELLE SEGANDRA/CRM/PLX/CAC; 0; 364959130
2001-07-31

CUST STATES PREV CRM TOLD HIM THAT GM WOULD TAKE CARE OF HIS TAILPIPE IF HE FOUND OUT THAT THE CABLES WERE DEFECTIVE CUST SEEKS SOME COST ASSISTANCE CRM SPOKE TO DEALER SRVNR WHO STATED RELATIVELY SPEAKING THERE WAS A DEFECT BECAUSE THERE IS NOTHING WRITTEN SAYING THE CABLES SHOULD BREAK AT 65000 MI HOWEVER HE WOULNT OFFER ANY ASSISTANCE BECAUSE OF THE MILEAGE AND THE WEAR AND TEAR ON THE VEH CRM DID ADVISE CUST OF THAT
.....NO FURTHER ACTION NEEDEDBRANDIKUYKENALL/ATX/CARS; 0; 365446509

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER DISABILITY:
OWNER DESCRIPTION:

DRIVER AGE:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

HOMEROTH

OH

HOME PHONE:

CASE NUMBER: 06124671

VIN: 2GCEK19R2W1191120

MODEL YEAR: 1998

DATE OPENED: 2002-01-03

SERIES: SPORTSIDE EXT CAB PI

DATE CLOSED: 2002-02-05

MILEAGE: 68000

SOURCE: E-Mail

DELIVERY DATE:

ERC TYPE: No

DEALER NAME: STRATTON CHEVROLET CO

ERC PARENT:

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

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

C11 Trunk

Broken

0 REPAIR ATTEMPT(S)

tailgate straps broke

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

* Probe to identify failed item/component

* Determine Customer's Expectation

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

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

(If damage, consider explaining the consumer's responsibility)

* Review Specific Solutions ([SPECIFIC SOLUTIONS RUN

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

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

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

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

<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

RUN C:\Program-1\Plus!\Micros-1\Iexplore.exe

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

Vehicle repair request - Repair not done

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

cust sent email, Kana Case File 1700483 RCVD 01/01/02 (gstull@alliancelink.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 bumper 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 straps to rust in half during this period of time. I had my doubts when you converted from steel straps to a cable. I've been GM 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 vehicle 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.
Myra Addington/pdx/email; 0; 378969665
2002-01-03

CRM 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 with the Customer Assistance Center under file number C-06124671 and are investigating your concern. We will follow up with you on 01/08/02 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.

CRM WILL CONTACT SRV MGR ON 01/08/02 AT 4:30 PM EASTERN
MYRA ADDINGTON/PDX/EMAIL; 0; 378970765
2002-01-08

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

CRM WILL SEND ORIGINAL EMAIL AS SOON AS POSSIBLE
0; 380403742
2002-01-21

MYRA ADDINGTON/PDX/EMAIL;

Just sent email, kama 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:
"Dear Mr. Stull,

Thank you for your e-mail to the Chevrolet Internet Response Center. We apologize for the delay in responding to your e-mail. We sincerely apologize 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 cac@chevrolet.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."

CATHERINE BERTONCINI/TPA/IRC
*forwarding to CRM ADDINGTON; 0; 380506428
2002-01-21

CRM SENT ORIGINAL MESSAGE AS FOLLOWS: We have been in contact with the Service Manager Russ Miller who stated that because the vehicle is out of warranty by many miles, and because there is no evidence of maintenance being done at dealership there is no financial assistance we 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.

CRM WILL CLOSE FILE SATISFIED

MYRA ADDINGTON/PDX/EMAIL; 0;

321113

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

cust sent in e-mail, kana 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 in the owner's manual today and see if there is anything that tells me I should be concerned about them failing. What if: I'm unloading the ATV, the straps snap 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 corrosion.

Please respond.

(cont); 0; 381164139

2002-01-29

(cont) crm discussed file with team manager, steve johnson. crm 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 e-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, many 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 remarks 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 like us to offer. Our database is used by GM Quality Managers to review customer concerns and suggestions. Many 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 cas@chevrolet.com or call our Customer Assistance Center at 1-800-322-1020. Advisors are available from 8:00am until 11:00pm Eastern Standard Time, Monday through Friday. When calling refer to request number C06124671.

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

2002-01-31

CUSTOMER SENT E-MAIL, KANA CASE NUMBER 1762135 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 ridiculous but

this \$20 issue really challenges my allegiance towards GM products. The idea that GM designed straps using corrosive steel in lieu of stainless steel couldn't have cost more than a few dollars more is absurd. There is no way they will ever convince me that these straps breaking in two after 3.....CONT>>>>>>;
0; 381383734
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 (Simmons 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@simmons Crane.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 your concerns with your Chevrolet Truck. We have examined request number C-06124671 in which your concern is documented with the Chevrolet Customer 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 crs@buick.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 FORWARDING TO TM MANNY TORRES. HELENE NEJDI.CAC.TPA.; 0;
381383794
2002-02-05

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

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MERP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

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

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

LEASE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

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

FRANKLIN, PA

CASE NUMBER: 06594597 VIN: 2GCEK19V6Y1177818
MODEL YEAR: 2000
DATE OPENED: 2002-03-27 SERIES: SILVERADO LT 1500 PI
DATE CLOSED: 2002-04-01 MILEAGE: 37000
SOURCE: Phone DELIVERY DATE:
SRC TYPE: No DEALER NAME: NORTHPOINTE CHEVROLET, OLDSMOBILE, C
SRC PARENT: DEALER ADDRESS: 3485 STATE ROUTE 257, SENECA, PA, 16346, USA

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

N51 Windshield Wipers Including Blades/Arms
0 REPAIR ATTEMPT(S) Other
crunched like accordion

C32 Door - Interior
1 REPAIR ATTEMPT(S) Loose
pulls loose when shutting door

C11 Trunk
1 REPAIR ATTEMPT(S) Other
strap not replace previously

A01 Open Campaign
REPAIR ATTEMPT(S) Product Campaign Claim
00093

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

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

Vehicle repair request - Repair not done

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

CUST STATES - 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 SCHEDULING 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 - goodwill from CAC.
 CONTACTS SVC MGR SHAWN ALDEN @ 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 accordion. 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 goodwill 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 6pm 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 INFORMED CUST AND SVC MGR SHAWN OF OPEN CAMPAIGN 00093. deb 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 l/m to cust for cust was unavail. cust has been adv of appropriate info by crm, Nicole Reis-Elhara, & so request will be closed dissat w/ no BBB letter.
 thomas weaver/tampa-cac/TM; 0; 386528475
 2002-03-27

CUST CALLED IN STATING HE WANTS GM TO AUTHORIZE A CAR RENTAL FOR HIM. CRM WENT THROUGH NOTES AND ADVISED CUST THAT THE DLR WHERE CUST'S VEHICLE IS AT CAN 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 NOTES 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 CAN NOT MAKE DLR GET HIM A CAR RENTAL. CRM ADVISED CUST WE POSSIBLY COULD REIMBURSE FOR SOME CHARGES IF THE PROBLEMS WERE EXACTLY THE SAME UNDER WARRANTY. CUST STATES NO AND ESCALATES CALL STATING HE WILL NEVER BUY ANOTHER GM AND THAT HE WANTS TO SPEAK WITH CRM MGR. CRM EXPLAINS CRM IS A CRM AND GM FULLY EMPOWERS CRM TO MAKE DECISIONS AND CRM CAN NOT MAKE A DLR GIVE HIM A CAR RENTAL. 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 CALL; 0; 386119490
 2002-03-27

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

TM reviewed request. TM agrees w/ decision made by crm for the dlr has yet to perform a full diagnosis the veh is beyond NVW & due to this GM can not make any up front promise of
 ● vering a rental veh 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 guarantee that GM will.
 TM made attempt to contact cust but cust was unavail (phone rang busy/wade 3 back to back attempts).
 TM will make a second attempt on Monday 4-1 as long as cust is still on TM's calander.
 thomas weaver/tampa-cac/TM; 0; 386276554

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

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

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

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

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

LINE TYPE:
MILEAGE @ BUY-BACK: 0
WREP:
DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
LEASE:

OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTEDCUSTOMER:
ADDRESS:

VERMILION

OH

HOME PHONE:

CASE NUMBER: 06780126

VIN: 1GTGK29UXYE288277

MODEL YEAR: 2000

DATE OPENED: 2002-04-26

SERIES: SIERRA 2500 4WD 4 DO

DATE CLOSED: 2002-06-08

MILEAGE: 20800

SOURCE: Phone

DELIVERY DATE:

SRC TYPE: No

DEALER NAME: KASPER BUICK PONTIAC GMC

SRC FARENT:

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

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

B01 Paint

Other

0 REPAIR ATTEMPT(S)

RUST SPOTS, CRACKED

B16 Trunk/Tailgate

Cracked

0 REPAIR ATTEMPT(S)

PAINT

C11 Trunk

Other

0 REPAIR ATTEMPT(S)

STRAPS BROKE ON TAILGATE

Referred to Dealer

Customer Satisfaction

REPAIR ATTEMPT(S)

LOCATE DLR

Vehicle operation or design

INSTRUCTIONS TO CRM:

* Pinpoint / understand concern

* Determine Customer's expectation

* Validate feature is on vehicle

* Review owner's manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus\Micros-1\Explore.exe http://carsweb/webknowledge]]. Click the Product Center Tab

* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus\Micros-1\Explore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CNC/SolutionsByComponentCode_Corepoint.html]

* Validate with dealership if necessary

* Coordinate with dealership to compare with another vehicle if necessary

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

Vehicle operation or design

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

Cust unavail. CRM left message will call back tomorrow. Graylin Woods/pdx/corr; 0; 391643179
2002-04-26CUST STATES PREV CONCERN W/RUST SPOTS ON VEHICLE, (RAIL DIRT). CUST STATES RUST HAS
RESURFACED ON VEHICLE, TAILGATE PAINT IS CRACKED, STRAPS HOLDING TAILGATE BROKE, TIRES ARE
WEAR, CUST STATES HAS DONE TIRE ROTATIONS. CUST SEEKING A DLR FOR DIAG. CRM ADV CUST
KASPER GMC, # 419-625-8035 CRM CONF CUST W/SRV DEPT MARY FOR AN ADPT. CRM ADV CUST REQ #
FOR CONCERNS OR QUEST. CUST SATISF. REQ CLOSED SATISF. BEVERLYLEHMAN/CAC/PDX; 0;
388685387
2002-05-30

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 ET today. Graylin Woods/pdx/corr; 0; 391623478
2002-05-30

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

Cust unavail. CRM left message to call in with better daytime number.***** Next CRM, please update file and forward back to me if cust calls in. Thank you, Graylin Woods/pdx/corr; 0; 391717948
2002-06-08

Transferred to Siebel #1-7048546. Graylin Woods/pdx/corr; 0; 392402738

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

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

IF INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
REQUEST TYPE:

TRANSACTION:

REFURCHASE REASON:

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

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

ENGINE TYPE:

MILEAGE & BUY-BACK: 0
MSRP:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

PLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****AIR INFORMATION*****

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

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

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

NAME:
COMPANY:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

ADDRESS:

Y: CHEVROLET CASE 000061130 TYPE: G-GENERAL
LE: SEWELL CADILLAC-CHEVROLET, INC
YR/MDL: 1997/4X2 TRK

Base Case Information

OWNER: MRS. THOMAS
ADDRESS: PO BOX 934

SERPAS

CITY: BELLE CHASSE
VIN: 2GCEC19R3V1240353
RESP DEALER: 00000
MILEAGE: 50851
YEAR/MODEL: 1997/4X2 TRK

STATE: LA ZIP: 70037-9999
DELIVERY DATE: 08/06/1997
CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE: 02/04/2000
REOPENED: N
LAST ACTIVITY DATE: 02/04/2000
CLOSE DATE: 02/04/2000
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 93-01, C/K PICKUP TRUCK

STATUS: C
ORIG OPEN DATE: 02/04/2000
BY: CAROLINE VOECKEL
SCRAP DATE: 12/31/9999

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: Y
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: 0

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER: (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 02/04/2000
DEALER CLOSED: 02/04/2000

DEALER NUMBER: 24520
NAME: SEWELL CADILLAC-CHEVROLET, INC
CITY: NEW ORLEANS ST: LA

REQUEST CODES AND COMMENTS

CODE # CLOSE DESC
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
SEE NOTES

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/04/2000 12:55:44
CUST HUNG UP WHILE CRM 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 WERE 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 NOVEMBER TO HEAR FROM THE UPPER
SUPERVISOR. CRM SUGGESTED THEY CB TO DLR AND DISCUSS THAT, TO MAKE SURE
THE DLR IS STILL AWARE THEY WANTED TO SPEAK W/AVM.
CUST VENTS.
CRM HAD PLACED CUST ONHOLD W/AGMT SO CRM COULD VERIFY IF OWNERS NEEDQ
TO REMOVE THE TAILGATE WHILE LOADING SOMETHING INTO THE BACK OF THE
BED OR NOT. WHICH CRM COULDN'T FIND ANYTHING THAT RECOMMENDS IT. CRM
THEN NOTICED CUST HAD DISCONNECTED.
CAROLINE VOELKEL/AUSTIN

GM 1241

GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: BELLE CHASSE

AGE: 000

BUSINESS PHONE: [REDACTED]

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: LA

HOME PHONE: () [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

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.

V: CHEVROLET CASE 000081772 TYPE: G-GENERAL
DE: TAYLOR CHEVROLET, INC.
YR/MDL: 1998/4X2 TRK

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: CAROLL
VIN: 1GCGC29R9WE144158
RESP DEALER: 00000
MILEAGE: 49000
YEAR/MODEL: 1998/4X2 TRK

STATE: OH ZIP: [REDACTED]
DELIVERY DATE: 11/29/1997
CORPORATE CASE #:

CASE TYPE : G-GENERAL
OPEN DATE: 03/02/2000
REOPENED: Y
LAST ACTIVITY DATE: 03/02/2000
CLOSE DATE: 03/02/2000
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 93-01, C/K PICKUP TRUCK

STATUS: C
ORIG OPEN DATE: 02/18/2000
BY: JOSE GARCIA
SCRAP DATE: 12/31/9999

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 OWNER:
WARRANTY CODE: 0

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 03/02/2000
DEALER CLOSED : 03/02/2000

DEALER NUMBER: 09593
NAME: TAYLOR CHEVROLET, INC.
CITY: LANCASTER ST: OH

REQUEST CODES AND COMMENTS

CDE # CLOS DMS
C11 0 CHAINS 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 VEH 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 P.M. CUST AGREED.

ROLAND S. CASTILLO/AUSTIN/TIER2

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

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 ADV, SM
AGREED TO REPAIR AT NO COST TO CUST. CRM CONFERENCED CUST IN WITH SVC
AND RELEASED CALL.
A NICHOLS/AUSTIN

GM 1241

GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: CAROLL

AGE: 000

BUSINESS PHONE: (614) 207-1576

INDemnIFICATION DECISION:

INDemnIFICATION REQUEST: 0

STATE: OH

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

● 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.

CHEVROLET CASE 000093636 TYPE: G-GENERAL
DE: MONTROSE CHEVROLET
YR/MDL: 1997/4X2 TRK

Base Case Information

OWNER:
ADDRESS:

CITY: STON
VIN: 1GCEC19KXVE228327
RSP DEALER: 00000
MILEAGE: 0
YEAR/MODEL: 1997/4X2 TRK

STATE: OH ZIP:
DELIVERY DATE:
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE: 03/06/2000 ORIG OPEN DATE: 02/25/2000
REOPENED: Y
LAST ACTIVITY DATE: 03/10/2000 BY: JOE PACHECO
CLOSE DATE: 03/10/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 93-01, C/K PICKUP TRUCK

CONTACT 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 FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: U

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER: (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 02/25/2000
DEALER CLOSED: 02/25/2000

DEALER NUMBER: 28300
NAME: MONTROSE CHEVROLET
CITY: KENT ST: OH

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
C11	0		CABLE BROKE; REPLACED BY DEALERSHIP
S01	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 EXP-
IRES.

DOCUMENT #000562505

CONTACTED CUSTOMER & HAS HAD CONCERNS ADDRESSED WITH THE DEALERSHIP. H-
E ALSO STATES THAT THE TRUCK HAS BEEN WONDERFUL.
JOE 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.
GM 1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: [REDACTED]

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: STON

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: OH

HOME PHONE: [REDACTED]

EXTENSION:

DATE:

DATE:

Injured Parties

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.

About Your Service Consultant/Advisor - Continued

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

About Service Delivery

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

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

13. How satisfied are you that your vehicle was fixed right on this service visit?.....

14. Were you given a copy of the completed repair order/invoice?.....

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Montrose Chevrolet?.....
17. Would you recommend this dealership for service?.....
18. Overall, how satisfied are you with your 1997 Chevrolet Truck?.....

19. Do you have any comments/recommendations about your Dealership?.....

WAVE R-AREA TAIL GATE CABLE BRAKE WAS REPAIRED UNDER WARRANTY
L-R IS ABOUT TO BREAK - WILL HAVE IT CHECK BEFORE WARRANTY EXPIRES

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1620

THANK YOU. YOUR OPINIONS WILL HELP US SERVE YOU BETTER

Please return this questionnaire in the self-addressed, postage-paid envelope to:
 CHEVROLET MOTOR DIVISION, P.O. BOX 10088, TOLLEDO, OH 44008-4088

V: CHEVROLET CASE 000146300 TYPE: G-GENERAL
DE: HOLZ MOTORS, INC.
YR/MDL: 1998/4X4 TRK

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: CASCADE STATE: WI ZIP: [REDACTED]
VIN: 2GCHK19R5W1174201 DELIVERY DATE: 12/11/1997
RESP DEALER: 00000
MILEAGE: 27295 CORPORATE CASE #:
YEAR/MODEL: 1998/4X4 TRK

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE: 03/29/2000 ORIG OPEN DATE: 03/29/2000
REOPENED: N
LAST ACTIVITY DATE: 03/31/2000 BY: JOHN HUNTER
CLOSE DATE: 03/31/2000 SCRAP DATE: 12/31/9999
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)
REIMBURSED OWNER:
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER: (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 03/29/2000
DEALER CLOSED: 03/29/2000

DEALER NUMBER: 47280
NAME: HOLZ MOTORS, INC.
CITY: HALES CORNERS ST: WI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
C11	0		TAILGATE CABLES RUSTED THROUGH
J10	0		OIL LINES HAD TO BE REPLACED
K30	0		TRANS HAS TO BE PULLED, SHIFTING ROUGHLY
Q	0		IGNITION COIL HAD 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 DISSAT WITH PERFORMANCE OF
VEH AND NUMBER OF REPAIRS THAT HAD TO BE PERFORMED.

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

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

GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: [REDACTED]
NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: NORTH 3983 PLEASANT VIEW AVENUE

CITY: CASCADE	STATE: WI
AGE: 000	HOME PHONE: [REDACTED]
BUSINESS PHONE: () -	EXTENSION:
INDemnIFICATION DECISION:	DATE:
INDemnIFICATION REQUEST: 0	DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

VEH: CHEVROLET CASE 990501863 TYPE: G-GENERAL
DE: DON BULLUCK CHEVROLET-CADILLAC
YR/MDL: 1998/4X4 TRK

Base Case Information

OWNER
ADDRESS

CITY: ROCKY MOUNT
VIN: 2GCEK19R7N1117787
RESP DEALER: 00000
MILEAGE: 54000
YEAR/MODEL: 1998/4X4 TRK

STATE: NC
DELIVERY DATE: 05/19/1998
CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE.: 09/10/1999 ORIG OPEN DATE: 09/10/1999
REOPENED: N
LAST ACTIVITY DATE: 09/10/1999 BY: TAMMY V MOORE
CLOSE DATE: 09/10/1999 SCRAP DATE: 12/31/9999
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: O (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: (Y/N)
REIMBURSED OWNER:
WARRANTY CODE: O

OWNER DEMAND AMT: \$0.00
RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER: (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 09/10/1999
DEALER CLOSED: 09/10/1999

DEALER NUMBER: 16060
NAME: DON BULLUCK CHEVROLET-CADILLAC
CITY: ROCKY MOUNT ST: NC

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
C11	0		BOTH CABLES BROKE ON THE TAILGATE
T06	0		T06 GOODWILL DENIED 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
GOODWILL DENEID DUE TO MILEAGE

COMMENT TYPE: G-GENERAL ENTERED 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 VEHICL
E WITH ONLY 54,000 MILES ON IT.
CUSTOMER SEEKS GM/CHEVROLET TO REPLACE IT . CRM ADVISED TRANSFER TO TI
ER2/ANNIE JACKSON/AUSTIN.
TIER2/TAMMY MOORE/MICHIGAN
09/10/99****

OWNER REQUESTING GOODWILL ASSISTANCE...OWNER STATES THAT BOTH HIS
CABLES BROKE ON THE TAIL GATE...OWNER STATES HE IS THE ORIGINAL OWNER..
.OWNER STATES THAT HE HAS 54000 MILES...OWNER STATES THAT HIS CABLES
SHOULDN'T HAVE BROKEN AT 54000 MILES...OWNER STATES THAT HE WASN'T
HAULING ANYTHING HEAVY...CRM CALL DEALERSHIP...SERVICE MANAGER STATES
THAT THEY DIDN'T FIND ANY MANUFACTORY DEFECTS BECAUSE HE FEELS THAT
THE OWNER WAS HAULING SOMETHING HEAVY TO BREAK BOTH CABLES 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 GUARANTEE'S...CRM
APOLOGIZE...CRM THANKED...TAMMY MOORE EXT.1639 TROY SITE

GM 1241

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

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

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

No GM 1241K 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

No Product Liability / Breach Data available for this case.
Related Documents

No Related Documents Data available for this case.

Parties Involved


CITY: ROCKY MOUNT

AGE: 000

BUSINESS PHONE: (252) 443-1096

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: NC

HOME PHONE:

EXTENSION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DDAC Correspondence

No DDAC Correspondence Data available for this case.

REV: CHEVROLET CASE 990521277 TYPE: G-GENERAL
 DE: FRONTIER CHEVROLET, INC.
 YR/MDL: 1998/4X2 TRK

Base Case Information

OWNER: MR. [REDACTED]

ADDRESS: [REDACTED]

CITY: BUFFALO

STATE: NY ZIP [REDACTED]

VIN: 2GCEC19M5W1150174

DELIVERY DATE:

RESP DEALER: 00000

MILEAGE: 38000

CORPORATE CASE #:

YEAR/MODEL: 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

CLOSE DATE: 09/27/1999

SCRAP DATE: 12/31/9999

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

OWNER DEMAND AMT: \$0.00

WARRANTY: 0 (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER : (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT;

WARRANTY CODE: 0

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 13117

CONTACTED DATE: 09/27/1999

NAME: FRONTIER CHEVROLET, INC.

DEALER CLOSED : 09/27/1999

CITY: AMHERST ST: NY

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
C11	0		OWNER STATES THAT THE TAILGATE FELL
K35	0		OWNER STATES TRAIL SLIPS

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 09/27/1999 00:00:01
NO ASSIST
DLR TO ASSIST

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/27/1999 11:19:25
9/27/99*****
OWNER CALLED THIS DATE. OWNER STATES THAT THE TRANS SLIPPS ON THE VEH.
OWNER STATES THAT ALSO THE TAILGATE CABLES BROKE AND CAUSED DAMAGE TO
THE TAILGATE. OWNER SEEKS 100% GOODWILL ON TAILGATE REPAIR, AND TRANS
CONCERN RESOLVED.
CRM CALLED SVMGR. SVMGR STATES THERE IS AN AFTERMARKET BUMPER ON THE
VEH AND THAT THE TAILGATE FELL AND THAT BUMPER CAUSED THE DAMAGE TO
THE VEH. SVMGR STATES THAT HE GOODWILLED THE CABLES BUT THAT HE CAN
NAO TO ANYTHING ABOUT THE TAILGATE. SVMGR 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

GM 1241 Data available for this case.
GM 1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: BUFFALO

AGE: 000

BUSINESS PHONE: [REDACTED]

INDemnIFICATION DECISION:

INDemnIFICATION REQUEST: 0

STATE: NY [REDACTED]

HOME PHONE: [REDACTED]

EXTENSION: [REDACTED]

DATE:

DATE:

Injured Parties

No 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.

PTY: CHEVROLET CASE 990522684 TYPE: G-GENERAL
DE: SALISBURY CHEVROLET, INC.
YR/MDL: 1998/4X2 TRK

Base Case Information

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY: EAST DURHAM
VIN: 2GCEC19R0WL216058
RESP DEALER: 00000
MILEAGE: 42000
YEAR/MODEL: 1998/4X2 TRK

STATE: NY ZIP: [REDACTED]

DELIVERY DATE:

CORPORATE CASE #:

CASE TYPE : G-GENERAL

STATUS: C

OPEN DATE: 09/27/1999

ORIG OPEN DATE: 09/27/1999

REOPENED: N

LAST ACTIVITY DATE: 10/01/1999

BY: APRIL ANDERSON

CLOSE DATE: 10/01/1999

SCRAP DATE: 12/31/9999

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

OWNER DEMAND AMT: \$0.00

WARRANTY: O (IN/OUT)

REPAIR ORDER:

RO DATE:

SAFETY CASE: N

CUSTOMER SATISFACTION: D

LEGAL FILE: (Y/N)

ARBITRATION LETTER: (Y/N)

REIMBURSED OWNER:

ARBITRATION OFFERED: TRADEOUT:

WARRANTY CODE: O

VEHICLE BUYBACK:

DEALER CONTACTED: N

DEALER NUMBER: 32454

CONTACTED DATE: 09/27/1999

NAME: SALISBURY CHEVROLET, INC.

DEALER CLOSED: 09/27/1999

CITY: SCOTIA ST: NY

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
B11	0		BUMPER IS RUSTED FROM THE INSIDE
C11	0		TAILGATE CABLE BROKE
C32	0		DOOR HANDLE BROKE
W11	0		LIGHT SWITCH IS BROKE

Certificates

No 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 NEED TO BE
CONTACTED. JOE STATED THAT VEHICLE WAS WELL OVER IN MILES. JOE
STATED HE WAS WITH CUSTOMER FOR AN HOUR AND NOTHING 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 SPOKE 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 ANDERSON/ TIER II AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/01/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

No GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE:

NAME:

COMPANY:

ADDRESS:

CITY: EAST DURHAM

AGE: 000

BUSINESS PHONE: () -

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: NY

HOME PHONE:

EXTENTION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

KEY: CHEVROLET CASE 990531490 TYPE: G-GENERAL
 NAME: LARSON CHEVROLET-OLDSMOBILE, I
 YR/MDL: 1998/4X4 TRK

Base Case Information

CITY: DULUTH
 VIN: 1GCGK24R2WE158941
 RESP DEALER: 00000
 MILEAGE: 40200
 YEAR/MODEL: 1998/4X4 TRK

STATE: MN
 DELIVERY DATE:
 CORPORATE CASE #:

CASE TYPE : G-GENERAL STATUS: C
 OPEN DATE.: 10/21/1999 ORIG OPEN DATE: 10/05/1999
 REOPENED: 'Y'
 LAST ACTIVITY DATE: 10/22/1999 BY: KEN ESPERUM
 CLOSE DATE: 10/22/1999 SCRAP DATE: 12/31/9999
 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: O (IN/OUT)
 REPAIR ORDER:
 SAFETY CASE: N
 LEGAL FILE: (Y/N)
 REIMBURSED OWNER:
 WARRANTY CODE: O

OWNER DEMAND AMT: \$0.00

RO DATE:
 CUSTOMER SATISFACTION: D
 ARBITRATION LETTER : (Y/N)
 ARBITRATION OFFERED: TRADEOUT:
 VEHICLE BUYBACK:

DEALER CONTACTED: N
 CONTACTED DATE: 10/05/1999
 DEALER CLOSED : 10/05/1999

DEALER NUMBER: 04492
 NAME: LARSON CHEVROLET-OLDSMOBILE, I
 CITY: SUPERIOR ST: WI

REQUEST CODES AND COMMENTS

CODE	DATE	DESC
C11 0		CUSTOMER STATES TAILGATE WAS DENTED/BROKEN CA
K34 0		CUSTOMER STATES THE TRANSMISSION IS MAKING NOI

Certificates

No Certificates Data available for this 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 MAKING
NOISES AT 50 MPH. CUSTOMER STATES THE DEALER SAID HE WOULD NEED 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
DISCONNECTED THE CALL.
JIM JEFFRIS/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
NEED TO BE CONTACTED TO SEE ABOUT A REFURCHASE. CUST STATES PREV CRM T
TOLD HIM ABOUT A BUYBACK PROGRAM THAT WE HAVE. CUST DOESN'T REMEMBER PR
EV 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 T
O HERE AND YET THERE'S ONLY ONE COMMENT FROM A CRM HE TALKED TO AT BEG
GINNING. PREV CRM CUST SPOKE WITH AFTER JIM JEFFRIS TOLD CUST THAT SHE
WOULD 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 ANYT
HING. THIS CRM ASSURED CUST THAT CONCERNS WERE BEING DOCUMENTED AT THI
S TIME AND APOLOGIZED FOR INCONVENIENCE. CRM ADVISED AVM MIGHT NEED TO
BE CONTACTED AGAIN.
KEMJA 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 TOMORROW. CUST
WILL CALL SALES MANAGER AND SEE IF HE COULD ARRANGE AN APPT FOR CUST.
CUST JUST WANTED THIS INFO DOCUMENTED IN HIS FILE. CRM ADVISED THIS
WOULD BE DONE. CUST THANKED CRM
TAMALA TATUM/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED 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 SPEA
K WITH HIM. CRM INFORMED CUSTOMER SHE WOULD CONTACT DEALERSHIP REGARDI
NG WHEN THE AVM WOULD BE COMING OPT OR IF THE MINNEAPOLIS AVM COULD BE
SOME INVOLVED. CONTACT CUSTOMER ON BUSINESS NUMBER.
JULIE JONES/TIER2/AUSTIN

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE
NAME
COMPANY
ADDRESS

CITY: DULUTH

AGE: 000

BUSINESS PHONE:

INDemnIFICATION DECISION:

INDemnIFICATION REQUEST: 0

STATE: MN

HOME PHONE:

EXTENTION:

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

VIN: CHEVROLET CASE 990555715 TYPE: G-GENERAL
 NAME: HARMON CHEVROLET INC
 YR/MDL: 1998/4X4 TRK

Base Case Information

OWNER: [REDACTED]
 ADDRESS: [REDACTED]

CITY: ORANGE
 VIN: 1GCEK19R1WR139257
 RESP DEALER: 00000
 MILEAGE: 40000
 YEAR/MODEL: 1998/4X4 TRK

STATE: TX ZIP: [REDACTED]
 DELIVERY DATE:
 CORPORATE CASE #:

CASE TYPE : G-GENERAL
 OPEN DATE : 10/28/1999
 REOPENED: N

STATUS: C
 ORIG OPEN DATE: 10/28/1999

LAST ACTIVITY DATE: 04/12/2000
 CLOSE DATE: 04/12/2000

BY: ELMER D THOMPSON
 SCRAP DATE: 12/31/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:
 LETTER 93-01, C/K PICKUP TRUCK

CONTACT TYPE: OWNER
 CONTACT METHOD: T-TELEPHONE
 ORIGIN CODE:
 TARGET AREA: MISC-MISCELLANEOUS
 SOURCE CODE:
 LOCATION: 1241
 WARRANTY: 0 (IN/OUT)
 REPAIR ORDER:
 SAFETY CASE: N
 LEGAL FILE: (Y/N)
 REIMBURSED OWNER:
 WARRANTY CODE: 0

OWNER DEMAND AMT: \$0.00

RO DATE:
 CUSTOMER SATISFACTION: D
 ARBITRATION LETTER : (Y/N)
 ARBITRATION OFFERED: TRADEOUT:
 VEHICLE BUYBACK:

DEALER CONTACTED: N
 CONTACTED DATE: 10/28/1999
 DEALER CLOSED : 10/28/1999

DEALER NUMBER: 30243
 NAME: HARMON CHEVROLET INC
 CITY: ORANGE ST: TX

REQUEST CODES AND COMMENTS

CODE	#	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.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/28/1999 09:37:31
CUST STATES AN ACCIDENT OCCURRED WHILE HE WAS LOADING A 4-WHEEL ATV. THE
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

***** PRODUCT ALLEGATION RESOLUTION *****
***** INFORMATION *****

[illegible]

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 HALFWAY ONTO THE TRUCK AND WHEN THE TAILGATE BROKE, HE FELL OFF THE TRUCK AND THE 4 WHEELER FELL ONTO HIM.

RECEIVED CALL FROM OWNER. I ADVISED OWNER THAT GM WILL NOT BE
LOOKING INTO MATTER FURTHER DUE TO VEHICLE BEING OUTSIDE OF THE
3/36 WARRANTY. OWNER REQUEST FOR ADDRESS TO HAVE LAWYER CONTACT.
I PROVIDED OWNER WITH ESIS ADDRESS. OWNER ACKNOWLEDGED AND THANKED.
I THANKED OWNER FOR CALL.

QUAZOLA SMITH P.A.R. TEAM
[248] 696-7333

COMMENT TYPE: C-CLOSE
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

ENTERED DATE/TIME: 04/12/2000 00:00:01

GM 1241

No GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

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

EXTENSION:

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No 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.

V: CHEVROLET CASE 990557154 TYPE: G-GENERAL
NAME: FRONTIER CHEVROLET, INC.
YR/MDL: 1998/4X2 TRK

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: BUFFALO STATE: NY ZIP: [REDACTED]
VIN: 2GCEC19M5W1150174 DELIVERY DATE:
RESP DEALER: 00000
MILEAGE: 41000 CORPORATE CASE #:
YEAR/MODEL: 1998/4X2 TRK

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 10/28/1999 ORIG OPEN DATE: 10/28/1999
REOPENED: N
LAST ACTIVITY DATE: 10/29/1999 BY: MARYANN MOSIER
CLOSE DATE: 10/29/1999 SCRAP DATE: 12/31/9999
LITIGATION/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)
REIMBURSED OWNER:
WARRANTY CODE: O

OWNER DEMAND AMT: \$0.00

RO DATE:
CUSTOMER SATISFACTION: D
ARBITRATION LETTER: (Y/N)
ARBITRATION OFFERED: TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N
CONTACTED DATE: 10/28/1999
DEALER CLOSED: 10/28/1999

DEALER NUMBER: 13117
NAME: FRONTIER CHEVROLET, INC.
CITY: AMHERST ST: NY

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
C11	0		TAILGATE SCALES RUSTED AND SHAPPED
C21	0		PSGR SEAT HANDLE BROKE
C32	0		COVER FOR THIRD DOOR LOCK BROKEN
5	0		BUMPER CREASED AND PAINT CHIPPED

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/28/1999 10:37:49
CUSTOMER

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 TAILGATE FELL BECAUSE THE STRAPS BROKE AND
NOW THE TAILGATE HAS A CREASE IN IT AND PAINT CHIPPING. CUSTOMER ALSO S
TATES HIS 3RD DOOR COVER AND PGM HANDLE ARE BROKEN. CUSTOMER STATES
DLR WILL NOT REPAIR TAILGATE BECAUSE DLR SAID THERE IS AN AFTER MARKET
BUMPER ON VEHICLE AND IT SITS HIGHER THAN NORMAL ON SHOULD.
CUSTOMER SEEKS TAILGATE REPAIR, STRAPS REPLACE, SIDE DR AND 3RD DOOR P
ARTS REPAIRED.

CRM SPOKE TO SVC MGR JERRY) AND HE STATED HE WOULD ORDER THE STRAPS FO
R 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
HE SHOULD CONTACT ORIGINAL DLR FOR TAILGATE INFO AND FIND OUT IF TRUC
WAS SOLD WITH THIS TAILGATE OR IF CUSTOMER HAD AFTER MARKET PUT ON. CRM
CONTACTED ORIGINAL DLR/FOUR STAR AUTO RANCH AND SPOKE TO SALES 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 CRM WAS TOLD NO MATT
ER WHAT BUMPER ON VEHICLE IF STRAPS BROKE TAILGATE WOULD FALL AND HIT
WHATEVER WAS BACK THERE. CRM THEN CALLED SVC MGR AT FRONTIER AND GAVE
HIM THIS INFO AND ASKED SVC MGR HOW MUCH TO REPAIR TAILGATE. SVC MGR W
OT SURE. CRM ASKED SVC MGR TO PLEASE LOOK AT IT AND RECONSIDER REPAIRI
NG DUE TO PREVIOUS INFO. SVC MGR TO CALL CUSTOMER WHEN PARTS COME IN A
ND LOOK AT TAILGATE AT THAT TIME. CRM ADVISED CUSTOMER DLR WOULD BE CA
LLING WHEN PARTS CAME IN.

MARYANN MOSIER/AUSTIN

GM 1241

No GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: [REDACTED]
NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]

CITY: BUFFALO	STATE: NY
AGE: 000	HOME PHONE: [REDACTED]
BUSINESS PHONE: [REDACTED]	EXTENSION:
INDEMNIFICATION DECISION:	DATE:
INDEMNIFICATION REQUEST: 0	DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

TV: GMC CASE 9606001501 TYPE: G-GENERAL
DE: ALASKA SALES AND SERVICE
YR/MDL: 1995/SIERRA TRK 4WD (TO 86, 88 & UP

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: ANCHORAGE STATE: AK
VIN: 2GTEK19KX81538383 DELIVERY DATE: [REDACTED]
RESP DEALER: 40379
MILEAGE: 0 CORPORATE CASE #:
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 WORMAN
CLOSE DATE: 07/19/1996 SCRAP DATE: 07/19/1997
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 93-01, C/K PICKUP TRUCK

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE: P PHONE
TARGET AREA:
SOURCE CODE: DD OWNER
LOCATION:
WARRANTY: (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: N(Y/N)
REIMBURSED OWNER:
WARRANTY CODE:

OWNER DEMAND AMT: \$0.00

NO DATE:
CUSTOMER SATISFACTION: S
ARBITRATION LETTER : (Y/N)
ARBITRATION OFFERED: N TRADEOUT:
VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 40379
CONTACTED DATE: NAME: ALASKA SALES AND SERVICE
DEALER CLOSED : CITY: ANCHORAGE ST: AK

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
C11	0		TRUNK/TAILOATE/HATCHBACK

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: S-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 ADVISED 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 GMC TO OPEN UP A FILE. ASKED CUST IF HE
KNEW WHY DLR REFERRED HIM TO GMC, 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 LUNCH. LEFT NAME AND #
REQUESTING A CALLBACK.

RECEIVED CALL FROM RICHARD HIATT, SVC MGR. RICHARD STATES THAT BECAUSE
DEFECT CAUSED BODY DAMAGE TO BUMPER, 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: 07/19/1996 00:00:01
MADE TRACY CONWAY, 1241 COORD, AWARE 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 CONWAY, 1241 COORDINATOR. ADVISED TRACY OF THIS FILE AND
THAT DLR ADVISED CUST TO CALL GMC BECAUSE CONCERN CAUSE BODY DAMAGE 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.

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: [REDACTED]
NAME: [REDACTED]
COMPANY: [REDACTED]
ADDRESS: [REDACTED]

CITY: ANCHORAGE

STATE: AK [REDACTED]

AGE:

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION: 0000

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

TV: GMC CASE 9713189101 TYPE: G-GENERAL
 DUE: PATSY LOU WILLIAMSON BUICK-GMC
 YR/MDL: 1995/SIERRA TRK 4WD (TO 86, 88 & UP

Base Case Information

OWNER: [REDACTED]
 ADDRESS: [REDACTED]

CITY: DAVISON STATE: MI [REDACTED]
 VIN: 1G7GK24KXSE521930 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
 REOPENED: N
 LAST ACTIVITY DATE: BY: FAITH KHAUS
 CLOSE DATE: 08/11/1997 SCRAP DATE: 08/11/1998
 LITIGATION/RETENTION REQUIREMENT HOLDS:
 LETTER 93-01, C/K PICKUP TRUCK

CONTACT TYPE: OWNER
 CONTACT METHOD: L-LETTER
 ORIGIN CODE: Z LETTER TO COMPANY OFFICER BUHM
 TARGET AREA:
 SOURCE CODE: 00 OWNER
 LOCATION: OWNER DEMAND AMT: \$0.00
 WARRANTY: (IN/OUT)
 REPAIR ORDER: RO DATE:
 SAFETY CASE: N CUSTOMER SATISFACTION: S
 LEGAL FILE: N(Y/N) ARBITRATION LETTER : (Y/N)
 REIMBURSED OWNER: ARBITRATION OFFERED: N TRADEOUT:
 WARRANTY CODE: VEHICLE BUYBACK:
 DEALER CONTACTED: N DEALER NUMBER: 21734
 CONTACTED DATE: NAME: PATSY LOU WILLIAMSON BUICK-GMC
 DEALER CLOSED : CITY: FLINT ST: MI

REQUEST CODES AND COMMENTS

CODE	#	CLOSE	DESC
C11	0		TRUNK/TAILOATE/HATCHBACK
W13	0		CSI-WITH ATTACHMENTS

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: B-COMPLAINT ENTERED DATE/TIME: 08/07/1997 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 INCONVENIENCED 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 INCONVINCED 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.

PROCESSING R37 TO SEND CUST.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/11/1997 00:00:01
SENT LETTER TO CUST. CUST TO CONTACT DLR OR CALL GMC IF ANY FUTURE CONCERNS
CLOSING 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.
GM 1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

972190007

Parties Involved

TYPE: [REDACTED]

NAME: [REDACTED]

COMP: [REDACTED]

ADDRESS: [REDACTED]

CITY: DAVISON

STATE: MI [REDACTED]

AGE: [REDACTED]

HOME PHONE: [REDACTED]

BUSINESS PHONE: (000) 000-0000

EXTENTION: 0000

INDEMNIFICATION DECISION:

DATE:

INDEMNIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
purchase

No Repurchase Data available for this case.

DMAC Correspondence

TYPE: L CREATED: 08/07/1997 09:40:23
DESCRIPTION: SORRY FOR THE INCONVENIENCE
RECIPIENT: [REDACTED]
ADDRESS: [REDACTED]

CITY/STATE/ZIP: Davison MI [REDACTED]
COMPANY:
SENT: Y DMAC: CO FMC: 56
RECIPIENT CODES: 0
LETTER TEXT:

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

August 7, 1997

[REDACTED]
[REDACTED] Davison, MI
Dear 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 GMC 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 Knaus
Customer Assistance Center

1GTGK24KXGB521930
File #9713189101

V: GMC CASE 9809308901 TYPE: G-GENERAL
ME:
YR/MDL: 1996/SIERRA TRK 4WD (TO 86, 88 & UP

Base Case Information

ADDRESS:

CITY: RICHMOND STATE: IN
VIN: 1G7GK29F8TE517906 DELIVERY DATE: 01/29/1996
RESR DEALER: 26054
MILEAGE: 46000 CORPORATE CASE #:
YEAR/MODEL: 1996/SIERRA TRK 4WD (TO 86, 88 & UP

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 04/27/1998 ORIG OPEN DATE: 04/27/1998
REOPENED: N
LAST ACTIVITY DATE: BY: CHARLES NAGY
CLOSE DATE: 04/27/1998 SCRAP DATE: 09/24/1999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 93-01, C/K PICKUP TRUCK

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE: F PHONE
TARGET AREA:
SOURCE CODE: 00 OWNER
LOCATION: OWNER DEMAND AMT: \$0.00
WARRANTY: (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: N CUSTOMER SATISFACTION: S
LEGAL FILE: N(Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: N TRADEOUT:
WARRANTY CODE: VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 26054
CONTACTED DATE: NAME:
DEALER CLOSED : CITY: ST:

REQUEST CODES AND COMMENTS

CDE # CLOSE DESC
C11 0 TRUNK/TAILGATE/HATCHBACK

Certificates

No Certificates Data available for this case.

General Comments

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

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 WANTS 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.

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

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

GM 1241

No GM 1241 Data available for this case.
1241 A

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

[REDACTED]
COMPANY:

ADDRESS: [REDACTED]

CITY: RICHMOND

STATE: IN [REDACTED]

AGE:

HOME PHONE: [REDACTED]

BUSINESS PHONE: (000) 000-0000

EXTENSION: 0000

INDemnIFICATION DECISION:

DATE:

INDemnIFICATION REQUEST: 0

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

CV: GMC CASE 9900368901 TYPE: S-SALES COMPLAINT
AGE:
YR/MDL: 1996/SIERRA TRK 2WD (TO 86, 88 & UP

Base Case Information

OWNER: [REDACTED]
ADDRESS: [REDACTED]

CITY: NORTON STATE: MA [REDACTED]
VIN: 1GTEC19M2TE537288 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
OPEN DATE : 12/30/1998 ORIG OPEN DATE: 12/30/1998
REOPENED: 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

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE: P PHONE
TARGET AREA:
SOURCE CODE: 00 OWNER
LOCATION:
WARRANTY: (IN/OUT)
REPAIR ORDER:
SAFETY CASE: N
LEGAL FILE: N(Y/N)
REIMBURSED OWNER:
WARRANTY CODE:

OWNER DEMAND AMT: \$0.00

NO DATE:
CUSTOMER SATISFACTION: S
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/TAILOATE/HATCHBACK

Certificates

No 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

COMMENT TYPE: 0-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
SEEKING REPAIR COST.

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

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, WHICH 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.
ADVISED CUST THAT I WOULD HAVE TO RETURN HIS CALL AFTER THE FIRST OF THE
YEAR AS THE SER MGR 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 BUMPER 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 MGR, 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 MGR WAYNE GOTRO WHO STATES THAT HE WILL REVIEW THIS WITH HIS
ASM AS SOON 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 DLR 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 NUMBER. CALLED CUST BACK AND ADVISED HIM THAT THE POSITION HAS
NOT CHANGED, THAT WE WILL HAVE TO WAIT UNTIL THIS CAN BE REVIEWED WITH THE
M IN THE AREA FOR DLR AUTHORIZATION FOR REPAIR OR NOT BEYOND WARRANTY.

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement 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.
Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: [REDACTED]

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: NORTON

AGE:

BUSINESS PHONE: (000) 000-0000

INDEMNIFICATION DECISION:

INDEMNIFICATION REQUEST: 0

STATE: MA [REDACTED]

HOME PHONE [REDACTED]

EXTENSION: 0000

DATE:

DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.