

GM647  
PE03-050

G M 1/8/04

**ATTACHMENT "2A" Continued**

Book 2 of 4

Part 1 of 2

GM RESTRICTED

CASE NUMBER: 06661249 VIN: 1G3GR62C384135550  
 DATE OPENED: 04/05/02 MODEL YEAR: 1995  
 DATE CLOSED: 04/05/02 SERIES: AURORA SEDAN  
 SOURCE: YES MILEAGE: 91000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: OH  
 BUS. PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 OLDSMOBILE DIVISION  
 GM RESTRICTED

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

CASE NUMBER: 06661249 VIN: 1G3GR62C384135550  
 MODEL YEAR: 1995  
 DATE OPENED: 2002-04-05 SERIES: AURORA SEDAN  
 DATE CLOSED: 2002-04-05 MILEAGE: 91000  
 SOURCE: Phone DELIVERY DATE:  
 CASE TYPE: Yes DEALER NAME: RELIABLE OLDSMOBILE-ISUZU, INC.  
 SRC PARENT: DEALER ADDRESS: 6200 BRECKSVILLE  
 RD, INDEPENDENCE, OH, 44131, USA

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

T04 General Information	Customer Satisfaction
0 REPAIR ATTEMPT(S)	question on fuel systems
L07 Fuel lines Chassis	Leak/Leaks
1 REPAIR ATTEMPT(S)	fuel line replaced
L01 Fuel System	Other
1 REPAIR ATTEMPT(S)	fuel rail replaced

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplora.exe http:\\careweb\webknowledge]]. Click the Product  
 Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus!\Micros-1\Iexplora.exe  
 http://careweb.com/Products/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode\_Core  
 point.html]

## GM RESTRICTED

\* 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 his 1995 olds aurora currently has 91000 miles. cust states he had the fuel line replaced about 5 months ago. cust states he had the fuel rail replaced a couple of weeks ago. cust states he is concerned that these parts would go out so soon. cust states it may be a safety hazard.

cust seeks to know if there is any campaign or other occurrences of this problem.

crm advd cust no record of special policies or campaigns. crm advd cust the concern would be documented. crm advd cust to keep repair orders in case olds releases campaign in future concerning failed parts.

closed - satisfied

Gerald degollado/cac/atx; 0; 386870800

\*\*\*\*\*DAR 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:  
 WHERE AT INSPECTION:  
 WHERE WAS INSPECTION DONE:

INSPECTOR NAME: INSPECTION DATE:

GM RESTRICTED

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEAS:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:

DATE:

GM RESTRICTED

TITLE NAMES:

BUSINESS:

4 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DONE OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GM RESTRICTED

NUMBER: 06846670 VIN: 1G3GR62C4T4122906  
 DATE 05/10/02 MODEL 1996  
 DATE 05/10/02 SERIES AURORA 4 DR  
 SOURCE: YES MILEAGE 97000  
 CUSTOMER: [REDACTED]  
 ADDRESS: [REDACTED]  
 HOME PHONE: [REDACTED] STATE: IN  
 BUS PHONE: [REDACTED]

GENERAL MOTORS CORPORATION  
 OLDSMOBILE DIVISION  
 GM RESTRICTED

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

CASE NUMBER: 06846670 VIN: 1G3GR62C4T4122906  
 MODEL YEAR: 1996  
 DATE OPENED: 2002-05-10 SERIES: AURORA 4 DR  
 DATE CLOSED: 2002-05-10 MILEAGE: 97000  
 SOURCE: Phone DELIVERY DATE:  
 TYPE: Yes DEALER NAME: DNVOR CHEV-CADI INC  
 PARENT: DEALER ADDRESS: 1307 WABASH AVE, MARION, IN, 46952, USA

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

167 Fuel Lines Chassis Leak/Leaks  
 0 REPAIR ATTEMPT(S) FUEL RAIL  
 304 Possible Safety Concern Other  
 0 REPAIR ATTEMPT(S) SPRAYING FUEL

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
  - \* Determine Customers expectation
  - \* Validate feature is on vehicle
  - \* Review owners manual with owner - [Owners Manuals RUN  
 C:\Progra-1\Plus\Micros-1\Iexplor.exe http://carsweb\webknowledge]. Click the Product  
 Center Tab
  - \* Review specific solutions [SPECIFIC SOLUTIONS RUN  
 C:\Progra-1\Plus\Micros-1\Iexplor.exe  
 http://carsweb/commen/ProductCenter/GeneralInfo/content/CRC/SolutionsByComponentCode\_Core  
 point.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--FUEL RAIL 97,000 MILES

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

GM RESTRICTED

CONT...THAT'S WHY TOWING IS SO HIGH. MIKE STATED THEY GOODWILLED \$100.00 DED IN 2000 FOR BRK REPLACEMENT. MIKE STATES HUSBAND WORKS IN AROUND DEVOE CAD. MIKE STATES THAT CUST HAS NO DLR LOYALTY OTHER THAN USED VEH PURCHASE AND WARRANTY REPAIRS. MIKE STATES THAT EXTENDED WARR COMPANY PAYS FOR 1 DAY RENTAL AND WIFE WANTS DLR AND OLDS TO COVER THE REST. MIKE STATED HE WOULD NOT OFFER ASSISTANCE DUE TO INFO LISTED. CRM ADVISED CUST OF NO FURTHER ASSISTANCE BY OLDS. CUST TRIED TO BULLY OLDS INTO ASSISTANCE. CRM INFORMED BUSINESS REASONS: 1) CUST CHOOSE TO HAVE VEH TOWED FURTHER THAN WARRANTY COMP ALLOWS, 2) 2ND OWNER, 3) NO DLR LOYALTY, 4) OLDS HAS PARTICIPATED IN GOODWILL ASSIST-- 07/00 \$100.00 DED WAIVED-11/21/00 AIR FLOW METER REPLACED W/55,537 MILES 5) VEH HAS 97/000. CUST UNDERSTANDS OLDS POINT BUT FEELS THIS IS STILL A SAFETY ISSUE. CRM APOLOGIZED IF CUST FEELS OLDS HAS NOT MEET HER EXPECTATIONS AND WILL DOC FILE AS SUCH. CRM REC'D OTS FROM TM ROB FINSTRA TO CLOSE FILE DISSAT.; 0; 389889556  
2002-05-10

...CONT...CRM CLOSING FILE DISSAT-NO ABB LETTER. KIM MILLER/ARD/TAMPA; 0; 389889579  
2002-05-10

CUST STATES:1

2ND OWNER OF VEH PURCHASED FROM DEVOE CADILLAC IN MARION IN W/44,000 MILES. CUST PURCHASED APTMKT EXTENDED WARRANTY, CUST STATES VEH HAS 97,000 MILES AND FUEL RAIL IS LEAKING. CUST STATES VEH IS BACK AT DEVOE CADILLAC FOR REPAIRS. CUST STATES THAT REPAIRS ARE COVERED UNDER EXTENDED WARRANTY. CUST STATES A MCHG TOLD HER THIS SHOULD HAVE NEVER HAPPENED. CUST STATES THIS IS A SAFETY ISSUE AND SHE COULD HAVE BEEN KILLED.

CUST WANTS:

OLDS TO PAY FOR TOWING \$150.00 AND \$100.00 DEDUCT.

CRM ADVISED:

VIEWED PRIOR REQUEST AND FOUND 00854459. CONCERNS WERE W/OIL LEAK AND WAS INFORMED TO K W/BLR FOR ASSISTANCE. CRM VIEWED VIN PROFILE AND SAW 11/21/2000 DLR GOODWILLED AIR FLOW METER. CRM CALLED DLR DEVOE CADILLAC (765)684-1275 AND SPOKE W/SVC WRITER MIKE GISHLEACH. MIKE STATED THAT VEH TOW BILL IS \$145.98 AND EXTENDED WARRANTY COVERS \$50.00. MIKE STATED THAT CUST HAD VEH AT ANOTHER SHOP FOR DIAG AND THEY COULDN'T REPAIR VEH FOR ALMOST 2 WKS SO CUST HAD VEH TOWED OUT TO DEVOE (1 HR AWAY); 0; 389885663

\*\*\*\*\*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:

HAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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 HAC:  
DEALER NAME:  
DEALER ADDRESS: , ,CONTACT:  
PHONE NUMBER:  
PRODUCT CODE:FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BRC WARRANTY DATE:  
MSRP: 0  
SALES TAX:ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:ASSOCIATION:  
UPGRADE:  
ASTORMARKET:  
LEASE TERM:  
DAMAGE:  
OTHER:  
SEARCH:  
ACCOUNT NUMBER:  
INTEREST RATE:NAME:  
INTEREST PAID:  
DEALER BUYOUT:ACCOUNT BALANCE:  
LEGAL:LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LIME PAYOFF:  
TITLE BRAND:DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:



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LOCATION:

NAME:  
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  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



ELDORADO , AK

CASE NUMBER: 00800209 VIN: 1G3GR62C2T4119602  
DATE OPENED: 2000-07-03 MODEL YEAR: 1996  
DATE CLOSED: 2000-08-23 SERIES: AURORA 4 DR  
SOURCE: Phone MILEAGE: 51000  
SRC TYPE: DELIVERY DATE:  
SRC PARENT: DEALER NAME: TEMGUE CHEV-OLDS INC  
DEALER ADDRESS: 1830 W HILLSBORO, EL DORADO, AR, 71730, USA

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

J40 Engine Fuel and Air Systems Broken  
1 REPAIR ATTEMPT(S) FUEL RAIL

General product information

INSTRUCTIONS TO CRM:

Transfer the customer to the Lead Management Team for specific model they are interested in.  
Or send literature for models they are interested in.

FUEL RAIL FAILED

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT FUEL RAIL BROKE ON VEHICLE. CUST STATES THAT THIS CAUSED VEHICLE TO LEAK GAS EVERYWHERE. CUST STATES CALLED THE FIRE DEPARTMENT. CUST STATES THAT VEHICLE DID NOT CATCH ON FIRE. CUST STATES HAD VEHICLE TOWED 95 MILES TO DEALERSHIP BECAUSE HE WAS AT THE CASINO FOR HIS BIRTHDAY. CUST STATES IS AWARE THAT WARRANTY HAS EXPIRED AS FAR AS MILEAGE, BUT WAS ADVISED BY DEALERSHIP TO CONTACT GMC FOR ASSISTANCE. CRM CONTACTED DEALERSHIP AND SPOKE WITH SVC ADV. SUE. SERVICE MANAGER WAS NOT AVAILABLE. SUE ADVISED CRM THAT THE VEHICLE WAS NOT AT THE DEALERSHIP AND HAS NOT YET BEEN DIAGNOSED BY THE DEALERSHIP. SUE ADVISED CRM THAT SHE WASN'T SURE AS TO WHAT GMC WOULD DO, THEREFORE SHE REFERRED CUST TO 18004. CRM THANKED SUE. CRM ADVISED CUST THAT BEFORE ANYTHING CAN BE COMPLETED CUST HAS TO FIRST GET AN OFFICIAL DIAGNOSIS BY OLDS DEALER. CRM ADVISED CUST THAT THERE IS NO GUARANTEE, MEANS THAT THE VEHICLE IS OUT OF WARRANTY. CRM ALSO ADVISED CUST THAT HE WILL BE CHARGED THE DIAGNOSIS FEE BEING THAT THE VEHICLE IS OUT OF WARRANTY. CRM PROVIDED CUST WITH REQUEST# LANCEA DUKES//TAMPA//CAR# 0; 99999

2000-07-05

CUSTOMER CALLED SEEKING COST ASSISTANCE FOR A FUEL TANK THAT BROKE. CRM PLACED CALL TO DEALERSHIP AND SPOKE TO SERVICE MANAGER/TOM WILLIAMS. TOM STATED THAT HE WAS INFORMED BY HIS SERVICE ADVISOR CONCERNING THIS COMPLAINT. TOM STATED THAT HE WOULD CONTACT HIS DM TO DISCUSS CONCERN AND WOULD MORE THAN LIKELY OFFER SOMETHING TO THE CUSTOMER. TOM STATED HE WOULD CALL THE CUSTOMER ONCE A DECISION WAS REACHED. CRM INFORMED CUSTOMER OF COMMENTS OF DEALERSHIP AND TO CALL DEALER LATER IN THE AFTERNOON OR CAC FOR FOLLOW-UP. TERESA FRANCIS/CAR# TAMPA; 0; 331660675

2000-08-23

CUSTOMER WAS SATISFIED CONCERN W/GOODWILL ASSISTANCE. TERESA FRANCIS/CAR# TAMPA; 0; 335909935

\*\*\*\*\*PAC INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:  
VEHICLE 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:  
FAR STATUS:

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:  
MILEAGE @ BUY-BACK:  
MSRP:

DEPRECIATION:  
TRADE:  
INTEREST:  
LEASE TERM:  
EASER:  
OTHER:  
FINANCE:  
ACCOUNT NUMBER:

MSRP:

INTEREST RATE:

INTEREST PAID:  
DEALER BUYOFF:

ACCOUNT BALANCE:  
FEE:

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  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] MOBILE, AL [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 01697141 VIN: 1G6KS52YXSU809684  
MODEL YEAR: 1995  
DATE OPENED: 2000-09-26 SERIES: SEVILLE SLS  
DATE CLOSED: 2000-11-28 MILEAGE: 37000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: DEALER NAME: MCCONNELL AUTOMOTIVE CORPORATION  
ERC PARENT: DEALER ADDRESS: 3150 DAUPHIN ST., MOBILE, AL, 36606, USA

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

J01 Engine Other  
0 REPAIR ATTEMPT(S) fuel RAIL  
L01 Fuel System Other  
1 REPAIR ATTEMPT(S) RAIL

fuel fridge

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

cust called in regards to "fuel fridge" /cust states: this particular component has gone out and needs to be replaced/cust is seeking assistance with this matter/crm created file/doc concerns and attempted to contact svr in regards to cust concern/svr not available/crm will call svr back and then call cust back/cust is requesting that crm call cust back at 1:00pm/crm agreed/crm thanked cust/cust thanked crm.....angle a/austin,tx; 0; 338831676  
2000-09-26

CUST SEEKS ASSIST. W/COST OF \$422.93,CRM CALLED SVR DAN POLLEY, SVR STATES CONSIDERED A LOYAL CUST, VEH IS 5 YRS OLD, \$36,000. CRM NEEDS TO INVEST FOR DEPRECIATION.MAGGIE TITUS/PDX; 0; 338850107  
2000-09-28

CRM CALL SVR MGR (CHARLES PRIMITON) - HE ADVISE IS UNAWARE OF REPAIR - HE WILL LOOK AT PART (UNUSUAL PART TO FAIL) & SEE IF A FAILURE OR IF A CREATURE BAIT IT - IF A FAILURE WILL GOODWILL IF NOT NO - HE WILL CALL CUST HIMSELF TODAY WITH AN ANSWER - CRM ADVISE CUST OF SVR MGR NOTES & THAT SVR MGR WILL CALL HIM THIS PM - CUST IS SATISFIED - HARLAN CROP / PDX; 0; 339026364  
2000-09-28

SVR MGR REQUEST COPY OF FILE FOR AVM - FAX 334-476-4157- HARLAN CROP / PDX; 0; 339027678  
2000-09-28

FAX COMPLETED....9/28 04:28 PM.....JULIE DAY/FAKESERVER.CAC.COMR/ATX; 0; 339031188  
2000-09-29

CUSTOMER STATED... calling back to find out up date on file. CUSTOMER SEEKS... resolution. M ADVISED... per notes file was faxed to the service manager for the svr as of 09/28/00 @ 1:38pm cst per notes. advised file is beeing reviewed. julie cockerapdx.; 0; 339106392

\*\*\*\*\*PART INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

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:  
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:  
SEE STATUS:

\*\*\*\*\*FAX INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
PURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
DBC WARRANTY DATE:  
MMS: 0  
SALES TRM:

ENGINE TYPE:

WARRANTY & BUY-BACK: 0  
WMS:

APPRECIATION:  
UPGRADE:  
REPAIRS:  
REPAIR TYPE:  
REPAIRS:  
OTHER:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

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

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

REFERRAL CASE NUMBER:  
TITLE BRAND:  
ADDRESS:  
CITY/STATE:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
REPLACEMENT SOUGHT:

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

\*\*\*\*\*BRC CONTRACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTRACT NUMBER: 1  
CONTRACT TYPE:  
CONTRACT PHONES:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

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

CASE NUMBER: 02311250 VIN: 1G6FT12978U605632  
DATE OPENED: 2000-11-21 MODEL YEAR: 1995  
DATE CLOSED: 2001-02-28 SERIES: EL DORADO ETC  
SOURCE: Phone MILEAGE: 51106  
SRC TYPE: DELIVERY DATE:  
SRC PARENT: DEALER NAME: DON MACKAY OLD-CAD-GMC  
DEALER ADDRESS:

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

J01 Engine Other  
1 REPAIR ATTEMPT(S) FUEL LINE LEAKED  
S13 Reimbursement Requested Customer Satisfaction  
1 REPAIR ATTEMPT(S) \$461.35 fuel rail system leak  
L01 Fuel System Torn/Punctured  
1 REPAIR ATTEMPT(S) leak in fuel rail system

-occurring gas leak

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Cust states that he had his vehicle repaired once before for a gas leak. Cust states that now this problem has surfaced again. Previous cost of repair was for \$600. Cust seeking reimbursement of \$600 because cust feels like the work wasn't done right. Crm adv cust of the procedures to file reim and provided her with the info to do so. JMitchall // ATX.1 0; 343683035  
2000-12-05

CUST CORR STATES discovered gasoline leak in fuel rail line, dlr advised cust have veh towed to dlrship. No info in svc manual re: the hazards of not changing the rail system, not does it say that at 50K miles the steering wheel may fall off. CUST SEEKS total reimb for towing, repairs to fuel line and repair of steering wheel that was disabled when cust hurried to shut off veh due to gas leak. Cust includes: 1) Letter of explanation  
2) Proof of ownership  
3) Copies of W.O. (not originals) CRM will contact dlrship for clarification.  
CRM spoke w/ Svc Advisor David of Don Mackay 520) 624-0481 who advised the fuel rail system is not a reg maint item, they do require replacement, but not at a stated mileage or age, and Svc Mgr is out on test drive, CRM will call later Lucinda Eaton/pdx; 0; 344889177  
2000-12-05

CUST seeking reimb for Fuel Rail System leak, Towing and replace Ignition Switch. Lucinda Eaton/pdx; 0; 344889305  
2000-12-05

attempted Svc Mgr of Don Mackay, no answer. Will try again later Lucinda Eaton/pdx; 0; 344890330  
2000-12-05

attempted Svc Mgr for 3rd time, no answer. will try later. Lucinda Eaton/pdx; 0; 344891990



2000-12-05

NEET CRM #444 If Svc Mgr Chuck calls in, please let him know cust name, VIN and are looking for reimb for Fuel Rail System, towing and taxes, @ \$600. Is this cust one to request goodwill for?

- 1) Number of GM veh's svc'ed/bought from dlr
- 2) Number of times into dirship for same concern goodwill?
- 3) Reg maint done at dlr? assist in goodwill?
- 4) Out of warranty done at dlr? received previous goodwill?
- 5) Original owner?
- 6) Would dlr recommend
- 7) Would dlr
- 8) Has cust

Please take info and ownership and continue reimb/goodwill request. Lucinda Eaton/pdx; 0; 344998493  
2000-12-08

COXR REC'D 12/08/00. DOCS SEEM TO BE IDENTICAL TO DOCS ALREADY REC'D 12/04/00. NOTE AT THE TOP OF THE 12/08 COXR STATES THAT THIS IS A REGISTERED COPY SENT 11/27/00. DOCS APPEAR TO BE IDENTICAL.

LIVE FERGUS\CAC\PDX; 0; 345181929  
2000-12-12

CUST STATES LOOKING FOR REIM... CUST TOOK DELIVER 10-26-94 CRM CALLED DLR WAS ADVISED BY GENE THAT VEH 11-14-2000 HAD 51106 REPLACED FUEL RAIL/CUST HAS BEEN TO DERSHIP TWICE/NOT A LOYAL CUST NO HISTORY ON VEH/CRM TFR TO JACK/JACK STATED DID NOT SEE TOO MANY FUEL RAILS LEAKING/ ALSO STATED HE BELIEVED IT WAS DEFECTIVE.CRM WILL CALL CUST BACK BETWEEN 2 AND 4PM ON THURSDAY DEC 14TH KATHY HODGES/ATX/CARS; 0; 345489872  
2000-12-15

CRM CALLED IN WANTING TO SPEAK W/ PREVIOUS CRM. CRM NOTES NO DECISION ON ASSIST IN THIS RE. CRM ADV CUST I DONT HAVE ADDITIONAL INFO, WILL ALARM PREV CRM. CUST ADV HIS NUMBER AT WORK IS 800 828 7876. CRM TO ALARM PREV CRM. LOU SUBPACK/PDX/CAC; 0; 345762312  
2000-12-15

CRM CALLED CUST/APOLOGIZED DID NOT CALL BACK ON THURSDAY AS SCHEDULED/ ADVISED CUST THAT HAD SUBMITTED PAPERWORK TO BE RESEARCHED AND REVIEWED TO SEE IF REIMBURSEMENT WOULD BE POSSIBLE...CUST ADVISED THAT HIS WIFE WORKED FOR NEWSPAPER AND THE NEWSPAPER WANTED TO WRITE AN ARTICLE ON THIS SITUATION...KATHY HODGES/ATX/CARS; 0; 345768422  
2000-12-18

forwarding back to CRM for completion to reimburse  
marcia herrmann/tm/atx; 0; 346041286  
2000-12-19

CRM WILL CALL CUST BACK WED/BETWEEN 2 & 4 PM.CRM IS REVIEWING AMOUNTS TO BE SUBMITTED FOR REIM TO TM...  
KATHY HODGES/ATX/CARS; 0; 346099190  
2000-12-19

CRM GAVE CUST CALL BACK TODAY IN REGARD TO REIM/AND ADVISED CUST THAT CRM WOULD BE SUBMITTING AMOUNTS FOR REIM/UPON REVIEW/IF REIM WAS APPROVED/CRM WOULD CALL CUST AND ADVISE WHAT AMT WAS BEING OFFERED AND THAT IF REIM IS APPROVED WOULD TAKE 5 TO 8 WEEKS FOR CUST TO RECEIVE CHECK. KATHY HODGES/ATX/CARS; 0; 346109482  
2000-12-19

CRM IS SUBMITTING BREAKDOWN OF TOTALS FOR REIM TO THEM MANAGER LARRY FOR REPLACING  
\$219.50 FUEL INJE/ CASSETS \$38.20/TOWING \$62.50/FREIGHT \$33.00/IGNITION SWITCH  
\$162.89/SHOP SUPPLIES \$14.05/TOTAL \$691.80 KATHY  
HODGES/ATX/CARS; 0; 346109482  
2000-12-19

CRM HAS REIM/IGNITION SWITCH AND SENT FORWARD FOR TO THE MANAGER  
marcia herrmann/tm/atx; 0; 346109482

2000-12-27

cust cild for Kathy Hodges, would appreciate a oil conc his reimburse, CRM stated in in  
cess. Cust states he will be paying interest on this repair soon & is anxious for anew.  
CRM will forward info to prev. CRM. Debbie Reed/pbx/cac; 0; 346788322

2000-12-28

CRM REVIEWED FILE SUBMITTING REFUND TO TM FOR \$539.98 THIS DOES NOT INCLUDE IGNITION SWITCH  
OR LABOR ON IGNITION SWITCH OR SHOP SUPPLIES...KATHY HODGES/ATX/CARS; 0; 346874063

2000-12-28

CRM WILL CALL CUST BACK WED DEC 3 BETWEEN 2 4 PM...

KATHY HODGES/ATX/CARS; 0; 346888966

2001-01-03

CRM RESUBMITTING REIM/ BREAK DOWN OF PARTS TO TM/LABOR TO REPLACE RAIL \$219/RAIL  
\$190.28/GASKETS \$35.20/TOWING \$62.50/FREIGHT \$33.00 TOTAL OF \$539.98...KATHY HODGES/ATX/CARS;

0; 347408942

2001-01-03

CRM CALLED CUST LEFT MESSAGE ON RECORDER THAT REIM WAS BEING SUBMITTED FOR REVIEW MINUS  
IGNITION FEES/AND SHOP SUPPLIES/CRM WILL CALL CUST BACK DEC JAN 15 BETWEEN 2-4PM....KATHY

HODGES/ATX/CARS; 0; 347409067

2001-01-05

CRM WILL SUBMIT REQUEST TO TM TO REVIEW FOR GOODWILL REIMBURSEMENT FOR RAIL AND GASKET FOR  
FUEL SYSTEM WHICH FAILED AND CAUSED FUEL LEAK. FOR THE FOLLOWING REASONS: 1. SVC RECOMMENDS  
REIMBURSEMENT AT 100% FUEL SYSTEM REPAIR BECAUSE THIS PRIMAIRE AND UNUSUAL COMPONENT  
FAILURE AND SAFETY CONCERN. 2. CUSTOMER COULD NOT HAVE CONTRIBUTED TO COMPONENT FAILURE 3.

CUSTOMER IS LOYAL TO BLSHP AND BRAND. AMOUNTS TO BE REIMBURSED FOR JOB 1 IS AS FOLLOWS:

LABOR-\$219.60; PARTS-\$225.48; TAX-16.27; TOTAL AMOUNT-461.35. CRM WILL FORWARD FILE TO TM  
FOR REVIEW. KATHY HODGES/ATX/CARS; 0; 347566860

2001-01-05

CRM CALLED CUST/COST ACCEPTED OFFER/CORRECT ADRES IS [REDACTED] CUST HAS  
VERIFIED ORIGINAL OWNER OF VEH... REIM REQUEST FORWARDED TO TM...KATHY HODGES/ATX; 0;

347566396

2001-01-05

CRM VERIFIED WITH JODY SHERMAN/DEAL CLERK/ACCOUNTING THAT NO WAS PAID BY CREDIT  
CARD.....KATHY HODGES/ATX; 0; 347569844

2001-01-11

TM APPROVES REIM IN AMT OF 461.35 AS THIS REPAIR OF RAILS IS NOT COMMON AS PER THE DEALER,  
PROCEDURE FAILURE AS PER DEALER, SAFETY CONCERN.

HELENIA SHERMAN/TM/ATX; 0; 348112302

2001-01-12

CRM WILL CALL CUST BACK ON MONDAY JAN 22 TO ADVISE REIM IS GOING THROUGH PRELIMINARY  
APPROVAL...KATHY HODGES/ATX/CARS; 0; 348196100

2001-01-17

APPROVER REVIEWED REQUEST FOR REIMBURSEMENT OF 461.35. WILL SEND FEEDBACK FORM TO CRM TO  
MAKE ADJUSTMENTS.DORISWIM/AUSTIN/APPROVER; 0; 348599325

2001-01-18

has reviewed and payment has been verified by dealership in previous comment.

heleia herman/tm/atx; 0; 348718215

2001-01-23

has reviewed request for reimbursement in the amount of 461.35 and will submit to  
[REDACTED] for final approval. [REDACTED] approve/angie pendi/austin, tx; [REDACTED]

2001-01-28

CRM ADVISED CUST PER RECORDER THAT REIM WAS BEING SUBMITTED FOR FINAL APPROVAL/WILL CALL CUST  
BACK ON FEB 5TH BETWEEN 2&4 PM...KATHY HODGES/ATX/CARS; 0; 349397470  
2001-01-29

CUST CALLED IN REQUESTING TO SPEAK WITH THE PREVIOUS CRM IN REGARDS HIS REIM... CRM  
ADVISED THAT PER PREVIOUS CRM NOTES THE REIM HAS BEEN SUBMITTED FOR FINAL APPROVAL... CUST  
STATED THAT IT SHOULD HAVE ALREADY BEEN IN THE MAIL AND THAT HE WOULD LIKE A MESSAGE LEFT FOR  
THE PREVIOUS CRM (SMITH) TO CALL HIM BACK... CRM ADVISED THAT I WOULD SEND HER A ALARM TO  
CONTACT THE CUST @ 1-800-828-7876... RYCK LOY/PDX/CAC; 0; 349441839  
2001-02-09

processed final approval - Ross Crookston - GM BPL; 0; 350585548  
2001-02-13

CRM CALLING CUST TO ADVISE REIM HAS REACHED FINAL APPROVAL/ADVISED PER TEAM PAL SHOULD BE A  
COUPLE OF MORE WEEKS BEFORE CHECK SENT OUT/CRM CALLED CUST WAS INFORMED JUST MISSED  
MSG...CRM WILL CALL CUST BACK ON FEB 26 BETWEEN 2 & 4 BECAUSE CUST WILL BE OUT OF OFFICE  
BEFORE THEN...KATHY HODGES/ATX/CARS; 0; 350949227  
2001-02-15

CRM CLOSING FILE TO BE PROCESSED BY APPROVAL...KATHY HODGES/ATX/CARS; 0; 351123890  
2001-02-22

CRM IS ATTACHING COPY OF CHECK # 900475791 IN THE AMOUNT OF \$ 461.35. KIM GARDNER PDX CARS;  
0; 351743014  
2001-02-28

CRM CALLED CUST AND ADVISED PER RECORDER THAT CK HAD BEEN PRINTED FOR RETURN AND IS IN MAIL  
CUST...KATHY HODGES/ATX/CARS; 0; 352247034

\*\*\*\*\*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 INJURED:

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

WAS INSURANCE  
COVERAGE LAPESED:  
WAS VEHICLE IN  
INSURANCE  
AGENCY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:  
MILEAGE & BUY-BACK: 0  
MHP:

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS: ,  
CITY/STATE: ,  
PHONE NUMBER:  
OFFICE POSITION:  
TYPE OF INJURY:  
DAYS:

LOCATION:

RESTRAINT:  
IF SO, WHEN:

\*\*\*\*\*CASE INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:

DATE:

TYPE NAME:

BUSINESS:

ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

MILEAGE AT PURCHASE: 0

DOES OWNER HAVE POSSESSION OF VEHICLE:

DESCRIPTION SOUGHT:

\* 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  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] LAS VEGAS NV [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 04944743 VIN: 1G6KF52Y7BU209290  
DATE OPENED: 2001-07-17 MODEL YEAR: 1999  
DATE CLOSED: 2001-07-17 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 70043  
SRC TYPE: Yes DELIVERY DATE:  
SRC PARENT: DEALER NAME: CADILLAC OF LAS VEGAS  
DEALER ADDRESS: 2711 E SAHARA AVE, LAS VEGAS, NV, 89104, USA

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

L07 Fuel Lines Chassis Cracked  
0 REPAIR ATTEMPT(S) SPRAYING FUEL  
A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) FOR ASSIST

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\Explore.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\Explore.exe  
http://carsweb/webknowledge/CARSWP/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 SAC was previously contacted or is now necessary  
4) Establish & document a diagnosis and repair plan
  - \* Coordinate with dealership to assist with customer's repair request
  - \* Be prepared to answer "I don't want my car anymore / repurchase" [[ Vehicle Repurchase Link  
RUN C:\Progra-1\Plus\Micros-1\Explore.exe  
http://carsweb/webknowledge/CARSWP/SBS/html/CustomersRequestsVehicleRepurchase.htm]]
- Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT THE FUEL RAIL WHERE THE HOSE CONNECTS THE 5TH AND 6TH CYLINDER CRACKED AND WAS SPRAYING FUEL ALL OVER THE ENGINE AND CAUSING IT TO ENTER THE VEIN IN VAPOR. CUST WANTS TO KNOW IF ANY OTHER CHARGES OR \$P'S. CRM CALLED SVC MGR PETER AT BEST CADILLAC OF LAS VEGAS. CUST STATES THAT NO OTHER CHARGES AND THAT HE WILL CALL AVM FOR ASSIST FOR CUST, BUT THAT CAN'T GUARANTEE ASSISTING. CRM CALLED CUST AND ADVISED CUST TO CALL SVC MGR PETER THIS EVENING BEFORE THE DLR CLOSURE TO FIND OUT IF ANY ASSIST AVAILABLE. CUST IS INTERESTED AND OUT OF WARRANTY. CUST ALSO WANTS TO KNOW. CRM ADVISED OF HOLD #. CRM WILL TAKE NO FURTHER ACTION. SASAH

\*\*\*\*\*FAIR 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:

WAS INFORMATION:  
INCIDENT LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

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

\*\*\*\*\*FAIR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
PURCHASE REASON:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS: . . .  
CONTACT: .  
PHONE NUMBER: FAX NUMBER:  
FACILITY CODE: BODY TYPE:  
TRAN:

LINE TYPE: TRANSMISSION:  
VEHICLE DRIVEN:  
WAS BUY-BACK: 0 INCIDENTALY SOLD:  
WAS: 0  
SALES TAX:

DESCRIPTION:  
MESSAGE:

APPROPRIATE:  
LEASE TERM:  
LEASER:  
LESSEE:  
ACCOUNT NUMBER:  
INTEREST RATE:  
ACCOUNT BALANCE:  
LEGAL:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

LEGAL TYPE:  
LEASE LAW:  
VEHICLE DESTINATION:  
LEASER 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\*\*\*\*\*

FEDERAL 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:

\*\*\*\*\*ENC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] INDIANAPOLIS IN [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 05410918 VIN: 1G6RF3494VU239857  
DATE OPENED: 2001-08-28 MODEL YEAR: 1997  
DATE CLOSED: 2001-10-24 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 82000  
SRC TYPE: Yes DELIVERY DATE:  
SRC PARENT: DEALER NAME: TOWNWELER CADILLAC, INC.  
DEALER ADDRESS: 10101 N MERIDIAN ST., INDIANAPOLIS, IN, 46290, USA

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

J46 Fuel Pump Other  
1 REPAIR ATTEMPT(S) replaced  
L01 Fuel System Other  
0 REPAIR ATTEMPT(S) fuel leak unfound  
L02 Fuel System Other  
0 REPAIR ATTEMPT(S) 2nd leak, gas sprayed everywhere  
Dealer Service/Modification/Parts Delay Other  
REPAIR ATTEMPT(S) complaint against dir  
A07 Referred to Dealer Customer Satisfaction  
0 REPAIR ATTEMPT(S) future concerns

Dealer unable to resolve vehicle concern.

CME INSTRUCTIONS:

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

CUSTOMER CORRECT SPELLING OF NAME IS [REDACTED] CUSTOMER NUMBER IS [REDACTED]  
MICHAEL W JORDEN/DIR/CME/CAC; Q; 360486679  
2001-08-28

cust sta fuel pump replaced 6/5/01, cust sta took to dir for fuel leak 7/24/01. cust sta dir unable to find leak, released veh. Then, 8/14/01, while driving with grandchildren in veh, gas sprayed everywhere, all over ground, leaving trail of gas. cust sta veh had to be stopped by fire dept in order to be towed back to dir. cust sta dir reassured, couldn't find anything when it was in earlier. cust very upset at dir not being concerned enough to keep looking. Will found, jeopardizing life of cust and family. cust sta veh has been again for repair. cust to pick up AC blower motor out, cust sta running fine before. cust seeks complaint documented. cust sta blower on back order. cme adv would check on parts delay. cme speaks with parts, blower just came in, will be shipped possibly today. cme offered to contact dir agv. cust sta she has already done. just wants complaint documented. cust sta she will also speak with customer service. .... cme (360486679) 9/20/01

2001-08-30

CRM reviewing file, was going to do a courtesy followup call, not scheduled, however complete ph#. CRM contacted dlr to complete [REDACTED] has privacy manager, unable to leave message. CRM closing file pending any further contact by cust.....cracanthony/atx; 0; 368846901

2001-09-06

CUST CALLING UP SEEKING TO SPEAK WITH CRM COLESC WHO HAD TAKEN CUST CALL LAST NIGHT. NO NOTES BUT CRM IS IN AUDIT TRAIL. CUST REFUSED TO ADVISE CRM OF INFO AND SEEMS TO SPEAK WITH LAST CRM DUE TO SHE WAS SUPPOSED TO HAVE BEEN CONTACTING DEALER ON WHAT CAD WAS GOING TO DO FOR HER. CRM ATTEMPTS TO CONTACT SM AND WAS IN A MEETING AND EVERYONE IN SERVICE WAS BUSY SO CRM ALERTED LAST CRM AND SET CALL BACK FOR CUST AND IF LAST CRM DOESN'T TAKE BACK OVER FILE WILL CONTINUE WITH ATTEMPTING TO CONTACT DEALER TO GET INFO ON WHAT CUST IS SEEKING. CALL BACK SET FOR TOMORROW ANY TIME. CUST HAD HUNG UP BEFORE CRM COULD SET A TIME.  
ELIZABETH JUDEBS/PDX/CRM/CAC; 0; 368666644

2001-09-08

CUST CALLED AND STATED THAT SHE HAS HAD MANY CONCERNS WITH HER VEH AND HER VEH HAS BEEN AT THE DLR MANY TIMES. CUST STATED THAT RECENTLY SHE HAD THE FUEL PUMP IN THE VEH REPLACED. CUST STATED THAT LATTER AFTER THE REPAIR THERE WAS A STRONG SMELL OF GAS IN THE VEH. CUST STATED THAT THEY WENT STRAIGHT TO THE DLR. CUST STATED THAT SHE WAS ADVISED THAT THERE WAS NOT ANY CONCERNS WITH THE AND IT WAS SAFE TO DRIVE. CUST STATED THEY THEN WENT ON A SHORT TRIP AND WHEN THEY STOPED THE VEH WAS LEAKING GAS. CUST STATED THAT THERE WAS A GAS LINE THAT NEEDED TO BE REPLACED. CUST FEELS THAT THIS IS A MAJOR SAFETY ISSUE AND THEY COULD HAVE BLOWN UP. CUST STATED THAT THEY LEFT THE VEH AT THE DLR AND THEY WENT OUT OF TOWN WHEN THE VEH WAS READY HER SON HAD GONE TO THE DLR TO PICK UP THE VEH AND HE WAS ADVISED THAT THEY NEEDED ANOTHER PART AND HE DID NOT PICK IT UP. BUT WHEN CUST GOT HOME AND CALLED THE DLR STATED THAT THE VEH WAS READY AND WHEN THEY WENT TO PICK IT UP THE WINDOWS WERE DOWN AND THE A/C HAD FAILED. CUST FEELS; 0; 368810033

01-09-08

THAT THE DLR HAD SOME THING TO DO WITH THIS CONCERN WITH THE VEH. THEY WERE NOT HAVING ANY PROBLEMS WITH THE A/C WHEN THE VEH WAS BROUGHT IN THERE. CUST STATED THAT THE DLR ENDED UP COVERING THAT REPAIR AND IT WAS NOT COVERED UNDER THE EXTENDED WARRANTY. THE BLOWER MOTOR HAD GONE OUT. CUST STATED THAT SHE WAS ADVISED THAT SOMETIMES THEY DO THAT, WHEN THE VEH IS TURNED ON THEY WILL JUST HAVE A POWER SURGE AND BLOW OUT. CUST STATED THAT SHE DID NOT BELIEVE THAT FOR ONE SECOND. CUST STATED THAT HER MERCEDES ENGINE IS USING OIL. CUST STATED THAT HER DLR ADVISED HER THAT IT IS NORMAL FOR THE MERCEDES ENGINE TO USE 2 QUARTS EVERY 1,000 MILES. CUST STATED THAT WHEN SHE PURCHASED THE VEH SHE WAS UNDER THE IMPRESSION THAT THE MERCEDES IS TOP OF THE LINE. CUST STATED THAT SHE GOT THE OIL CHANGED 4 WEEKS AGO AND THE OIL IS ALREADY TWO QUARTS LOW. CUST STATED THAT SHE WOULD LIKE TO TRAVEL BUT SHE DOES NOT KNOW IF SHE CAN TRUST THE VEH TO GO OUT OF TOWN. CRM APPOLOGIZED FOR THE VEH CONDITION AND ADVISED CUST THAT HER; 0; 368810740

2001-09-08

HER CONCERNS WILL BE DOCUMENTED AND WE DO APPRECIATE FEED BACK. CUST STATED THAT SHE OWES \$17,600 AND SHE LOOKED AT A TRADE IN AND THE OFFER WAS \$9,000. CUST STATED THAT SHE JUST CANNOT DO IT.

ACTION PLAN: CRM WILL CONTACT DLR TO TRY AND GET MORE INFO ON THE VEH. CRM WOULD LIKE TO TRY AND GET THE VEH INSPECTED TO SEE IF THERE ARE ANY CONCERNS AT ALL AND THEN GET THOSE TAKEN CARE OF, THAT WAY THE CUST HAS NOTHING TO WORRY ABOUT.

CHRISTINE COLES/CAC/REL; 0; 368810879

2001-10-24

CRM assisting with open files....CRM spoke to dlr and cust has not been back to dlr. CRM closing file satisfied. Jeff Adams atx ddt; 0; 37278371

\*\*\*\*\*END INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

REGISTRATION:  
SALES TAX:  
APPOINTMENT:  
LEASE TERM:  
DAMAGE:

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

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

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED]

CRYSTAL LAKE IL [REDACTED]

HOME PHONE: [REDACTED]

CASE NUMBER: 05496831 VIN: 1G6KD54Y7VU284739  
MODEL YEAR: 1997  
DATE OPENED: 2001-09-11 SERIES: DEVILLE  
DATE CLOSED: 2001-10-17 MILEAGE: 62000  
SOURCE: Phone DELIVERY DATE:  
ERC TYPE: Yes DEALER NAME: PATRICK CADILLAC COMPANY  
ERC PARENT: DEALER ADDRESS: 526 HALL DR., SCHMIDSBURG, IL, 60173, USA

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

J91 Engine Other  
0 REPAIR ATTEMPT(S) RAIL HEAD LEAKING

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\Explore.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\Explore.exe  
<http://carsweb/webknowledge/CMSCP/ERS/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  
C:\Progra-1\Plus\Micros-1\Explore.exe  
<http://carsweb/webknowledge/CMSCP/ERS/html/CustomerRequestsVehicleRepurchase.htm>]

Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATES FUEL RAIL IS LEAKING AND ENGINE WAS SPRAYED WITH GASOLINE. CUSTOMER WANTS TO KNOW WHAT THEY WOULD DO FOR HIM. PATRICK WHICH WAS HIS DEALER WHEN CAR WAS IN WARRANTY WILL COORDINATE TOWING FROM INDEPENDENT TO PATRICKS...DLR, BEN BINE KRAMCHETK, SERVICE ADVISOR, WILL CHECK VEH AND CSM WILL CALL CUST BACK TOMORROW. CUST HAS RENTAL \*6 CSM ADVISED TO BE SURE AND KEEP RECEIPTS AND THAT IT IS 5 DAY'S ; 30.00 DAY.CSM ALSO ADVISED. ALSO CSM ADVISED CUST WE WANTED TO AND SEE IF DLR CAN FIND OUT WHY OR IF IT IS A MANUFACTURER DEFECT....ALSO CSM ADVISED DLR WANTED TO SEE IF THEY COULD GET PARTS AND IF NOT CALL CSM'S OAC INDEPENDENT COULD NOT GET CSM BUT THEY WERE PROMISELY CSM'S APPREHENSION & DLR CAN GET THEM CSM....BANK, BANKING/ACC/CASH: 0, INH04071  
2001-09-11

CUST CALLED DLR B/C THEY SAID THEY HAD CALLED CUSTOMER TO CALL TOWING CO AND CRM IN FOR MIKE AT DLR THAT HE NEEDS TO COORDINATE TOWING B/C CUST WORKS FOR A DEFENSE CO AND THEY ARE HARD GET IN TOUCH WITH TODAY....SARA HARRIS/ATX/CASE; 0; 369096363

01-09-12

CUST STATES THAT HE SPOKE W/ SUPERVISOR PETE QUINTON YESTERDAY AND HE WANTS TO SPEAK W/ HIM AGAIN. CUST STATES THAT VEH IS @ DEALER AND THEY ADVISED THAT THERE IS A HOLE IN THE FUEL LINE HOWEVER THEY WILL NOT ASSIST W/ COST. CUST STATES THAT ESTIMATED COST IS \$800. CUST STATES THAT HE WAS ALREADY ADVISED THAT CASES ARE CONSIDERED ON A CASE BY CASE BASIS. CUST WANTS TO KNOW WHAT CADILLAC IS GOING TO DO FOR ASSISTANCE. CRM ADVISED WORLD RESEARCH. CRM CONTACTED PATRICK CADILLAC @ 847-605-4000 AND SPOKE W/ ASST SVC MGR TOM RADINI, HE STATES THAT CUST HAS ONLY HAD ONE OIL CHANGE @ DEALER, CUST HAS BEEN IN 5 TIMES FOR WARRANTY WORK, HE IS NOT AWARE OF ANY CONCERNS W/ FUEL RAILS, AND HE SEE'S NO REASON TO PROVIDE COST ASSISTANCE, BUT CRM CAN CALL AVM FOR FURTHER CONSIDERATION. CRM ADVISED THE CUST THAT FURTHER RESEARCH. CRM SET UP CALLBACK FOR FRIDAY 9/14 BETWEEN 4-6 PST. MONICA RAGSDALE/CAC/PDX; 0; 369180384

2001-09-12

CRM ADDING NOTES, CUST IS ORIGINAL OWNER, NO EXTENDED SVC CONTRACT, NO MAINT DONE @ DEALER, DONE @ INDEPENDENT. CRM ALSO ADDING IN THAT CUST UPDATED PHONE #'S HOME # IS [REDACTED] WORK # [REDACTED]. CRM TO CALL AVM TO SEEK ASSISTANCE. MONICA RAGSDALE/CAC/OPDX; 0; 369180998

2001-09-14

CRM CONTACTED THE DEALER AND SPOKE W/ SVC MGR CAL LEISER, CRM ADVISED OF THE SITUATION AND HE STATES THAT HE AGREES W/ ASSISTANCE SVC MGR AND WILL OFFER NO ASSISTANCE AND CRM CAN CALL AVM FOR FURTHER CONSIDERATION. MONICA RAGSDALE/CAC/PDX; 0; 369352281

2001-09-14

CRM CONTACTED THE CUST, CRM ADVISED PER MESSAGE THAT FINAL DECISION WAS NOT DECIDED YET, CRM CALL AVM TONIGHT, CRM ADVISED CUST ON MESSAGE THAT WOULD CALLBACK ON TUESDAY 9/18 BETWEEN 1-3 PST. IF CUST IS TO CALL AND NEEDS TO RESCHEDULE PLEASE APOLOGIZE FOR INCONVENIENCE AND RESCHEDULE. MONICA RAGSDALE/CAC/PDX; 0; 369354846

2001-09-18

CUST STS / SEEKS UPDATE. CUST SEEKS COST ASSIST FOR REPAIR. CRM ADVISED CONTACTED SVC MGR CAL MEO STS CUST IS ORIGINAL OWNER, HAS NOT HAD PREVIOUS RELATED REPAIRS, THE FUEL RAIL NEEDS TO BE REPLACED, COULD BE CAUSED BY AGE AND MILEAGE, WOULD NOT RECOMMEND GOODWILL, THERE IS NO EVIDENCE OF ACCIDENT MISUSE OR ABUSE, CUST HAS NOT PREVIOUS GOODWILL, NO MAINT, NO WAY TO TELL IF CUST COULD HAVE CAUSED OR PREVENTED. STS HAS NOT SEEN CUST SINCE WARRANTY ENDED AND CUST CAME IN DEMANDING 100% COVERAGE ON REPAIR. SVC MGR STS NO ASSIST. CRM ADVSD MAY BE CONTACTING AVM FOR FINAL CM DECISION. BETH GILLILAND/CAC/CRM/PDX; 0; 369700579

2001-09-18

CRM REVIEWED CASE WITH TM ANNETTE JOHNSON AND WILL MAKE AVM CONTACT. CRM LEFT MESSAGE FOR AVE DAVE HENMARKER REQUESTING 100% COVERAGE WILL WAIT FOR RESPONSE. BETH GILLILAND/CAC/CRM/PDX; 0; 369701926

2001-09-18

CRM HAD CALL BACK FOR RAGSDALE BUT CORPOINT WAS DOWN AND WAS UNABLE TO ACCESS FILE...FILE HAS BEEN TAKEN OVER BY GILLILAND...CRM TO FORWARD BACK TO GILLILAND FOR CLOSURE...BILL MOORE/CAC/PDX; 0; 369716401

2001-09-18

CRM RECEIVED TRANSFERRED FILE AND WILL CONTINUE WITH OWNERSHIP. BETH GILLILAND/CAC/CRM/PDX; 0; 369717266

01-09-19

Cust sent in e-mail, kama case 1451401, dated 09/18/01 as follows: I have called your 800 number three times and have talked to 4 different people, all of whom are very professional. My car system just has one person take over from the previous person I talked to. I would like to fix it as a customer and talk to the appropriate person. I have included a letter that outlines my concerns and suggestions at Cadillac. I will call you

"up the ladder" when I find an e-mail address for [REDACTED]. Please help.

(cont); 0; 369756525

2001-09-19

(cont) I own a 1997 Cadillac DeVille that is 3 months out of warranty with 62,000 miles (approximately 15,000 miles per year). While driving to work on 11 September I smelled gas from under the hood and pulled over to find there was gasoline being pumped from a fuel line (later determined to be the fuel rail assembly) directly on the engine block. I pulled immediately into the closest auto center and left it for repair. Subsequently they informed me the entire fuel rail assembly would have to be replaced at a cost of \$350.00 plus labor. Including rental car, the total bill would be approximately \$1,000.00. The more I thought about it, the more concerned I became, so I called Cadillac at their customer service 800 number and explained to them the severity of the malfunction in addition to the aggravation of paying for the repair of something that should be impervious to failure unless it was clogged by foreign substance from the fuel I used.

(cont); 0; 369756548

2001-09-19

(cont) It was not. Since the gasoline was spraying out, I assumed that the rail assembly was rubbing on something, although a shield covers it, or the pressure eventually caused a pin sized hole, which would indicate a manufacturing process problem. They explained that they would like to investigate the failure and asked that the car be towed to the nearest dealership (Patrick Cadillac in Schaumburg, IL, where I happened to buy the car) and further assured me they would do everything possible for some financial assistance in the repair of this bizarre failure, so I agreed to let them tow the car.

I about to be been informed that not enough failures of this component (P/N 17113299) have occurred to justify further investigation and they further informed me that no financial assistance would be forthcoming plus I would also have to pay the towing charge. (cont); 0;

369756569

2001-09-19

(cont) Now I don't want to get on a rant, but a couple of things should be looked at. First and foremost, is the issue of raw gasoline being sprayed on the engine block. That particular failure could, and may have well ended, with a fatal explosion. No driver of any car, much less than a Cadillac, should even have to worry about such a potential hazard/failure. Secondly, due to the severity of the problem, if Cadillac wanted to investigate the problem, then I believe they should pay the towing charges, time expended for such investigations including the removal and inspection of the failed component, replacement and the cost of a rental car. Lastly, such a simple device as a fuel line should have the mean time between failure

of a rock. To me, it is obvious that the engineering personnel that design the rail assembly felt the same or the unit would have been, as a minimum, repairable. (cont); 0;

369756598

2001-09-19

(cont) As a three time Cadillac owner (six straight GM cars), I feel that this particular failure is definitely a design or manufacturing process defect and should be covered by General Motors. Notwithstanding my knowledge that the car is 3 months out of warranty, let me assure you that in the event GM does not deal with this issue satisfactorily, I will never again buy not only a Cadillac, but also any GM product. Additionally, I will go out of my way to tell anyone discussing cars of my satisfaction or dissatisfaction with GM. John D. Conroy

Program Manager  
Northrop Grumman

He talked to:

111 Austin Tr: Sarah Barnes & Pete Quintero

3112 Bourne St: Monica ?

5/18 Oregon: Beth Gilliland

(cont); 0; 369756617

2001-09-19

crm noticed that previous crm is awaiting avm contact and has ownership. crm advised cust as follows: Thank you for contacting the GM Internet Response Center. We sincerely apologize for the concerns you are experiencing with your 1997 Cadillac Catera and would like to apologize for the dissatisfaction expressed in your message. Customer safety is extremely important to us. We are concerned about your comments and have reviewed the information documented within the system.

We observed that a Customer Relationship Manager in the Customer Assistance Center is researching this matter. Please continue to work with them as they are in the best position to provide you with a timely resolution. (cont); 0; 369757097  
2001-09-19

(cont) The Cadillac Customer Assistance Center can be reached at 800-458-8006. They are open 24 hours a day, seven days a week. We all have the same resources and authority. Also, we have documented your comments regarding your desire to speak with the same advisor. It is through comments such as yours that we are made aware of what services our current and prospective customers would like us to offer.

Lastly, we have updated request number C05496831 with our recent comments. If you have any future questions or comments, please contact us. We will do our best to help.  
arnetta ashley/tpa/irc; 0; 369757115  
2001-09-19

AVM DAVE BERMARK RESPONDS SPOKE WITH SVC MGR CUST CAME IN DEMANDING 100% COVERAGE AND GOOD WILL IS SUPPOSED TO BE USED FOR CUST SAT. STS HE WILL NOT AUTH 100% COVERAGE AND WILL OFFER 50/50 SPLIT ADVSD IF CUST IS DISSAT WITH THIS OFFER THE OFFER WILL BE RETRACTED. CRM WILL ADVSD CUST. BETH GILLILAND/CAC/CRM/PDX; 0; 369776043  
2001-09-19

CRM ATTEMPTED TO CONTACT CUST BOTH AT HOME AND AT WORK LEFT MESSAGE WITH FILE# AND CAC#  
\*\*\*\*\*NEXT CRM\*\*\*\*\* CUST FEELS HE HAS BEEN GIVEN THE RUN AROUND AND MAY DEMAND ANSWER NOW. IF THERE IS A BETTER TIME I CAN CALL HIM I WILL NOT BE ABLE TO TODAY AND AM OUT OF THE OFFICE TOMORROW AND I WORK 11AM TO 7PM PST AND I WILL BE HERE FRIDAY. VEH HAS TO HAVE A FUEL RAIL ASSEMBLY REPLACED ESTIMAT E COST OF \$800.00. CUST IS SEEKING 100% COVERAGE. I HAVE GOTTEN FINAL AVM RESPONDS THAT B/C THE CUST IS OUTSIDE OF WARRANTY BY APPROX 3 MONTH AND 12,000 MILES, THERE ARE NO PREVIOUS RELATED REPAIRS, THIS PART FAILING COULD BE CAUSED BY AGE AND MILEAGE GM WILL BE UNABLE TO OFFER 100% COVERAGE. B/C GM DOES VALUE THE CUST GM WILL OFFER A 50/50 SPLIT. ( YOU DO NOT HAVE TO TELL THE CUST THIS BUT MAY WANT TO IF CUST DISAGREES - AVM STS IF CUST IS UNHAPPY WITH DECISIONS THE OFFER WILL BE RETRACTED AT DLR) BETH GILLILAND/CAC/CRM/PDX; 0; 369776831  
2001-09-19

Cust called and then had to hang up.  
Paul Meyer/cars--pdx; 0; 369786358  
2001-09-19

CUST STATES SEEKING UPDATE ON FILE. CRM REVIEWED PREV NOTES & OFFERED CUST 50/50 SPLIT. CUST ACCEPTED OFFER & STATED THAT THE DLR HAD ALREADY CALLED HIM RE THE OFFER. CUST SEEKS \$100 OF THE TOW TO BE COVERED. CRM ADVSD THAT I WOULD FORWARD FILE BACK TO PREV CRM FOR REVIEW ON COVERING THE TOW. CUST STATES THAT HE CAN BE REACHED UNTIL 5PM CST 09/20/01. CRM TO FORWARD FILE BACK TO PREV CRM FOR REVIEW. BOBBIE LISLE/CAC/PDX.; 0; 369787532  
2001-09-19

CRM RECEIVED FILE BACK AND B/C I AM OUT OF THE OFFICE TOMORROW AM UNABLE TO CONTACT CUST AND WILL RESEARCH REQUEST ON FRIDAY. BETH GILLILAND/CAC/CRM/PDX; 0; 369794245  
2001-09-19

CRM WILL START RESEARCH ON 9-21-01 BETWEEN 3PM AND 5PM CENTRAL TIME AND WILL MAKE CUST CONTACT. BETH GILLILAND/CAC/CRM/PDX; 0; 369795388  
2001-09-21

CRM CONTACTED SVC MGR CAL TO ADVSD CUST REQUEST 100% TOW COVERAGE. SVC MGR SAYS WILL OFFER SPLIT 50/50 ALL THE WAY INCLUDING TOW. STS THIS IS GM FINAL OFFER. CRM REQUESTED TO CONTACT



CUST AT WK LEFT V/M REVED RECEIVED REQUEST FOR 100% TOW COVERAGE. LEFTFILES AND CAC'S  
\*\*\*\*\*NEXT CRM\*\*\*\*\* I WK 11AM TO 7PM PST PLEASE FIND A GOOD TIME THAT I CAN  
CALL CUST IF CUST WANTS RESOLUTION. GM FINAL DECISION IS THAT REPAIR AND TOW  
BILL ARE SPLIT 50/50. BETH GILLILAND/CAC/CRM/PDX; 0; 369959729  
2001-10-01

CRM ATTEMPTED TO CONTACT CUST NOT AVAIL \*\*\*\*\* NEXT CRM\*\*\*\*\* PLEASE TAKE OWNERSHIP  
AS THIS CRM WILL NO LONGER BE WORKING IN CAC. CUST SEEKS 100% TOW COVERAGE. THIS CRM HAS GM  
FINAL DECISION THAT REPAIR AND TOW BILL WILL BE SPLIT 50/50. NO FURTHER ASSIST. BETH  
GILLILAND/CAC/CRM/PDX; 0; 370837933  
2001-10-17

CRM RESUMING FILE FOR PREVIOUS CRM WHO IS NO LONGER IN CAC. CUST HAS BEEN LEFT A VM TO CALL  
CAC, CUST HAS NOT CALLED IN. CRM WILL SEND A CALL CAC LETTER. JERRIED HERMANN/PDX/CAC 38820,  
D; 372204810  
2001-10-17

\*\*\*\*\*NEXT CRM\*\*\*\*\* PLEASE GO OVER SURVEY INFO WITH CUST. JERRIED HERMANN/PDX/CAC  
38820; 0; 372204834  
2001-10-17

CRM reviewed file and notes and is submitting to mxk for printing  
joshua walter/cac/pdx/app; 0; 372230485

\*\*\*\*\*PAN INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

OWNER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

WAS VEHICLE INSPECTED:

INSPECTOR'S NAME: INSPECTION DATE:

VEHICLE AT INSPECTION:

OWNER'S INSURANCE:

WAS VEHICLE REPAIR-INSURED:

NOTE THAT INSURANCE:

ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
R STATUS:

\*\*\*\*\*RAC INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

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

DEPRECIATION:  
UPGRADE:  
AFTERMARKET:  
LEASE TERM:  
PACKAGE:  
OTHER:  
SEARCH:

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*AIR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:  
DATE:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
RELEASE AT PURCHASE: 0  
DATE OTHER HAVE POSSESSION OF VEHICLE:

DATE:  
% PURCHASE: 0  
DATE OF PURCHASE/LEASE:  
DATE OF PURCHASE/LEASE:

RESOLUTION SOUGHT:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



CHANDLER, AZ

CASE NUMBER: 05663146 VIN: 1G6FT129XT0619185  
DATE OPENED: 2001-10-10 MODEL YEAR: 1996  
DATE CLOSED: 2001-12-29 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 57800  
SRC TYPE: No DELIVERY DATE:  
SRC PARTENT: DEALER NAME: DON MACKAY OLDMOBILE-CADILLAC-GMC-P  
DEALER ADDRESS: 615 N AUTO MALL DR., TUCSON, AZ, 85705, USA

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

J46 Fuel Injector and Nozzle 1 REPAIR ATTEMPT(S)	Leak/Leaks FUEL INJECTOR RAIL ASSEMBLY
F32 Rear Shocks/Parts 1 REPAIR ATTEMPT(S)	Other SENSOR WENT BAD
E13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction IN THE AMOUNT OF 1807.66
J90 Emission Device 1 REPAIR ATTEMPT(S)	Inoperative EGR VALVE AND GASKET
566 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwill AMT IN THE AMOUNT OF 1807.66

Vehicle operation or design

INSTRUCTIONS TO CSR:

- \* Pinpoint / understand concern
- \* Determine Customer's expectation
- \* Validate feature is on vehicle
- \* Review owner's manual with owner - [[Owners Manuals RW C:\Progra-1\Plus\Micros-1\Explore.exe http://carweb\webknowledge]]. Click the Product Center Tab
- \* Review specific solutions [[SPECIFIC SOLUTIONS RW C:\Progra-1\Plus\Micros-1\Explore.exe http://carweb/comp/Products/GeneralInfo/content/CAC/SolutionsByComponentCode\_Corpain e.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 STATES LAST OCT, HIS BASIC WARRANTY RAN OUT. CUST STATES HE HAS SPENT \$2000 THIS YEAR ON VEH. CUST STATES HE TAKES VEH TO DON MACKAY, BUT DLR HAVE HUNDREDS OF MILES AWAY. CUST STATES IS SINGLE AND THIS IS ONLY TRANSPORTATION HE HAS. CUST STATES HAS TAKEN VEH TO AN INDEPENDENT SINCE DLR MOVED TO ANOTHER LOCATION. CUST STATES HE PREFERS DLR, BUT IS 45 MINUTES AWAY. CUST STATES HAS PAID \$251 FOR EGR VALVE THAT FAILED, \$615 FOR SENSOR. RIGHT REAR AIRBAG WHICH FAILED WITH \$114 FOR LABOR. CUST STATES VEH DOES NOT START RIGHT NOW. CUST HAS FOUR MORE YEARS WARRANTY ON THE FUEL INJECTORS SPRAYS FUEL OF MANIFOLD. CUST STATES COULD NOT GET VEH TO START. CUST STATES IF ON SENSORS SENSOR. CUST CHECK DLR/DON MACKAY BUT CUST STATES WITH MILES AWAY. CUST STATES CAC OF MILES AWAY. CUST STATES CAC AMT IN THE AMOUNT OF 1807.66. CUST STATES CAC OF MILES AWAY. CUST STATES CAC AMT IN THE AMOUNT OF 1807.66. CUST STATES CAC OF MILES AWAY. CUST STATES CAC AMT IN THE AMOUNT OF 1807.66.

NEED TO DO FURTHER RESEARCH. CRM ASKS CUST IF CAN CALL BACK LATER. CUST HAS DOCTOR APPOINTMENT AT 3PM. CRM ASKS; 0; 371584900  
2001-10-10

CUST IF CAN CALL 1PM HIS TIME. CUST AGREES. CUST STATES FORGOT TO MENTION SERPENTY BELT CAME LOOSE. CRM WILL CALL CUST LATER. CUST STATES HAS SPOKE WITH GENE BURDON/SVC ADVISOR IN THE PAST.

FRG NEXT CRM...PLEASE READ NOTES, PLEASE ASK SVC MGR WHAT WORK HISTORY DLR HAVE ON CUST, IF REGULAR CUST, EXPLAIN OF CUST'S CONCERN AND IF DLR COULD OFFER SOME ASSIST IF HAVE PROBLEM WITH FUEL LINE. JAMES GARCIA/CAC/ATX.; 0; 371587119  
2001-10-10

CUST CALLED IN. CUST STATES THAT HE WAS TO RECV CALL FROM PREVIOUS CRM. CUST SEEKS TO HAVE CRM CALL HIM. STATES THERE IS A MESSAGE MACHINE ON HIS LINE AND IF CUST IS NOT THERE TO L/M ON MACHINE AND SET UP ANOTHER CALL TIME. CRM ADVISE CUST WOULD FORWARD MESSAGE TO HANDLING CRM. DEREK LARSON/CAC/PDX; 0; 371601584  
2001-10-12

CUST STS SUB. OWNER OF EL DORADO CADDY. AND PURCHASED VEH. AS A FRP- VEH. 63K MLS. CUST STS CURRENT CRM NEVER CALLED BACK!! CUST IS 7800 OUTTA WARRANTY. CUST SKS. FOR CADILLAC TO PAY FOR REPAIRS DUE TO A PIN HOLE LEAK IN THE FUEL INJECTOR RAILASSEMBLY. CUST PAID \$451.83 FOR PARTS AND \$153.08 FOR LABOR. CUST STS THE DIAG. WAS \$30.62.

CUST STS TOOK VEH. TO INDEPENDANT BECAUSE THE DLRSHIP MOVED 45 MILES AWAY AND THIS IS CUST ONLY VEH. AND THE DLRSHIP WONT GIVE HIM A RIDE HOME. CUST STS UP UNTIL THIS POINT CUST HAD ALL OIL CHANGES AND MAINT. DONE AT CADDY DLRSHIP BEFORE THE DLRSHIP MOVED.

\*\*\*\*\* CUST HAD WORK DONE AT INDEPENDANT JIMMY'S BROAD WAY AUTO MOTIVE SERVICE @ 520.622.1022...

CRM ATTEMPT'D TO REACH SVC MGR/CHUCK SCHWARTZ @ 520.624.0481 AND LM FOR HIM TO CALL CRM AT EXT @ 47737 TO DISCUSS WHAT IF ANY HE CAN PROVIDE.  
CAROL ROBINSON/ATX/CARS; 0; 371761433  
2001-10-12

...CONT... \*\*\*\*\* CUST HAD WORK DONE AT INDEPENDANT JIMMY'S BROAD WAY AUTO MOTIVE SERVICE @ 520.622.1022...

CRM ATTEMPT'D TO REACH SVC MGR/CHUCK SCHWARTZ @ 520.624.0481 AND LM FOR HIM TO CALL CRM AT EXT @ 47737 TO DISCUSS WHAT IF ANY HE CAN PROVIDE. CUST STS RIGHT- REAR SHOCK ABSORBER SENSOR WENT OUT AND CUST HAS REIM. OF \$ 749.79. GENE BURDON/SVC TECHNICIAN IS CUST SERVICE TECHNICIAN.

CRM WILL F/U ON 10/17/01 2-4PM.  
CAROL ROBINSON/ATX/CARS; 0; 371761799  
2001-10-17

CRM CONTACT'D CUST.  
CUST STS RIGHT- REAR SHOCK ABSORBER SENSOR WENT OUT ON 3/23/01 @ 51,237 MLS. CUST HAS REIM. OF \$ 749.79.

CUST STS. ON 10/8/01 A PIN HOLE LEAK IN THE FUEL INJECTOR RAILASSEMBLY. CUST PAID \$451.83 FOR PARTS AND \$153.08 FOR LABOR. CUST STS THE DIAG. WAS \$30.62. CUST ALSO, SKS REIM. CUST STS TOOK VEH. TO INDEPENDANT BECAUSE THE DLRSHIP MOVED 45 MILES AWAY AND THIS IS CUST ONLY VEH. AND THE DLRSHIP WONT GIVE HIM A RIDE HOME. CUST STS UP UNTIL THIS POINT CUST HAD ALL OIL CHANGES AND MAINT. DONE AT CADDY DLRSHIP BEFORE THE DLRSHIP MOVED.

\*\*\*\*\* CUST HAD WORK DONE AT INDEPENDANT JIMMY'S BROAD WAY AUTO MOTIVE SERVICE @ 520.622.1022...

CRM ATTEMPT'D TO REACH SVC MGR/CHUCK SCHWARTZ @ 520.624.0481 AND LM FOR HIM TO CALL CRM AT EXT @ 47737 TO DISCUSS WHAT IF ANY HE CAN PROVIDE.  
CAROL ROBINSON/ATX/CARS; 0; 37202918  
2001-10-17

CRM WILL F/U W/SVC MGR TO VERIFY CUST LITELAY TO THE SERVICE AND WARRANTY NUMBER OF CR VEH. GENE. CRM WILL ATTEMPT TO REACH GENE BURDON IF CRM CAN BE REACHED.  
CAROL ROBINSON/ATX/CARS; 0; 37202918  
2001-10-23

CRM WAS ADV. BY THE SVC MGR/CHUCK TO HAVE CUST BRING RECEIPTS INTO DLRSHIP AND HE WILL HAVE THE SVC ADV. FILL OUT A REPAIR REVIEW FORM AND THEN THE FORM WILL BE SUBMITTED TO THE DSM. ADV. OF THIS AND FILE #.

CAROL ROBINSON/ATK/CARS; 0; 372714538  
2001-11-13

SVC MGR Chuck Schwarz advises: GM field rep, Greg Fallon, said NO goodwill reimbursements for this cust; cust had \$1,500.00 work done at indeps NOT to be reimbursed by Cadillac/GM. Paul Supplich/CARS/Tampa; 0; 374521745  
2001-11-16

cust stated he sent paperwork for reimbursement and was denied.. cust stated he wanted to know why and crm advised due to work done at independent.. cust states that was not acceptable and wantd to speak with someone higher up.. crm advised the gm rep makes the final decision. cust seeks the address for the gen mgr for cadillac division... crm advised the name and address... crm closing the file...lauregarcia/cac/tpa; 0; 374791667  
2001-11-16

CUST STATES THAT HE WOULD LIKE TO SPEAK TO PREV CRM, CAROL ROBINSON. CRM ADVISED CUST THAT CRM CAN ASSIST. CUST STATES THAT HE SEEKS REIM FOR REPAIRS BECAUSE VEH WAS BARELY OUTSIDE WARRANTY. CRM REVIEWED FILE WITH TM, PETE QUINTERO, WHO STATES THAT CRM SHOULD REVIEW CUST DOCS FOR POSSIBLE REIM. CRM ADVISED CUST TO SEND DOCS IN AND CRM WILL REVIEW.  
LISA STAMBAUGH/CAC/ATX; 0; 374799687  
2001-11-21

CRM checking file for docs  
LisaStambaugh/cac/atx; 0; 375234756  
2001-11-27

CUST CALLED SEEKING THE SPELLING OF PREVIOUS CRM S NAME.  
CRM ADVISED CUST OF THE CORRECT SPELLING.  
RACHEL FREEMAN/ATX/CAC; 0; 375735522  
2001-12-05

WHITE MAIL CORRESPONDENCE RECEIVED

CRM ATTACHING DOCS TO THIS REQ. & FORWARDING BACK TO PREVIOUS CRM FOR FURTHER PROCESSING  
+++++ CRM JOANIE MARTIN/CARS TAMPA/CORR TEAM; 0; 376430344  
2001-12-05

CRM received tranferred file and will review docs for possible reim  
LisaStambaugh/cac/atx; 0; 376439569  
2001-12-10

CRM REVIEWED FILE WITH TM, PETE QUINTERO. TM APPROVES 100% REIM FOR MGR VALVE \$418.82, REAR SHOCK \$ 749.79, FUEL RAIL ASSEMBLY\$492.68, FUEL PRESSURE REGULATOR\$74.98 DUE TO CUST BRING ONLY 7800 MILES OUTSIDE WARRANTY AT TIME OF REPAIR AND BEING UNABLE TOTAKE VEH TO DEALER DUE TO DEALER MOVING 50 MILES AWAY AND CUST HAVING NO OTHER FORM OF TRANSPORTATION. CRM CONTACTED CUST AND MADE REIM OFFER IN THE AMOUNT OF 1814.48. CUST HAPPILY ACCEPTED OFFER. CRM VERIFIED ADDRESS AND MADE NECESSARY CORRECTIONS. CRM PERFORMED CASE SCAN AND FOUND FILE #00877343, WHICH INCLUDED NO PREV GOODWILL.  
LISA STAMBAUGH/CAC/ATX; 0; 376873390  
2001-12-10

CUST HAD REPAIRS DONE ON 3 SEPERATE OCCASSIONS BREAKDOWN IS AS FOLLOWS:  
REPAIR DONE ON 10/08/01 @ 57800 MILES ( FUEL INJECTOR RAIL ASSEMBLY, THROTTLE BODY  
VALVE AND SEAL, INJECTOR O RING AND FUEL PRESSURE REGULATOR)  
\*\*\*\*\*THE DAN MC COY (JIMMY'S BROADWAY AUTOMOTIVE) TAX RATE IS 7.6% AND APPLIES TO  
\*\*\*\*\*ONLY.CRM VERIFIED ALL LABOR HOURS AND PAYMENTS MADE TO DEALER WITH DAN MC COY  
LABOR .....426.33  
TAX .....32.34

TOTAL .....639.25  
LISA STAMBAUGH/CAC/ATK; 0; 376874067  
2001-12-10

BREAKDOWN FOR REPAIR ON 3/13/01 @ 52672 FOR BGR VALVE AND GASKET IS AS FOLLOWS:

PARTS.....251.98  
LABOR.....140.68  
MISC.....8.03  
TAX.....18.13  
TOTAL.....418.82

LISA STAMBAUGH/CAC/ATK; 0; 376874408  
2001-12-10

BREAKDOWN FOR REPAIRS DONE ON 4/23/01 853237 FOR SHOCK ABSORBER IS AS FOLLOWS:

PARTS.....615.00  
LABOR.....86.13  
MISC.....5.31  
TAX.....43.35  
TOTAL.....749.79

ALL EXPENSES HAVE BEEN CALCULATED AND ARE CORRECT.

LISA STAMBAUGH/CAC/ATK; 0; 376874758  
2001-12-10

CRM CALCULATED ALL AMOUNTS AND NOTES THAT COMPLETE BREAKDOWN FOR ALL REPAIRS IS AS FOLLOWS:

PARTS 1318.81  
LABOR 379.89  
MISC 13.14  
TAX 95.82

TOTAL REIM TO BE GIVEN TO CUST.....1807.66

CRM CONTACTED CUST AND ADVISED OF AMOUNT . CUST STATES THAT AMOUNT IS ACCEPTABLE, CUST  
REMAINS SATISFIED

LISA STAMBAUGH/CAC/ATK; 0; 376875529  
2001-12-10

CRM OFFERING CUST REIM FOR THE FOLLOWING BUSINESS REASONS:

1. CUST VEH WAS ONLY 3237 MILES OUTSIDE WARRANTY AT THE TIME OF THE LAST REPAIR.
2. CUST WAS UNABLE TO TAKE VEH TO DEALER DUE TO DEALER MOVING 50 MILES AWAY. CUST HAD NO METHOD OF GETTING BACK HOME, AS DEALER WOULD NOT PROVIDE TRANSPORTATION
3. CRM CONTACTED DON MASSEY AND SPOKE TO SVM, CHUCK SCHWARTZ, WHO STATES THAT CUST CAME TO DEALER FOR ALL MAINTENANCE AND SERVICE PRIOR TO DEALER MOVING TO NEW LOCATION
4. TO MAINTAIN CUST SATISFACTION AND CREATE LIFELONG CADILLAC CUST

LISA STAMBAUGH/CAC/ATK; 0; 376875876  
2001-12-11

CRM reviewed file with liaison. CRM forwarding file to liaison for further processing

LisaStambaugh/cac/atx; 0; 376937092  
2001-12-11

LIAISON HAS REVIEWED FILE AND HAS COACHED CRM ON BREAKDOWN USAGE. FILE HAS BEEN SUBMITTED FOR APPROVAL

MARSHY PHILLIPS/LIAISON/ATK; 0; 376943603  
2001-12-21

CUSTOMER STATES THAT HE WAS SUPPOSED TO RECEIVE A CHECK IN THE MAIL IN THE AMOUNT OF 1800.00, IT HAS BEEN TWO WEEKS

CRM ADVISED CUSTOMER THAT CHECK IS ON ITS WAY AND ALLOW 2-3 WEEKS FOR

DELIVERY.....CUSTOMER SATISFIED.....LAWRENCE CLARK/GERS/TAGNA; 0; 377815350  
2001-12-27

check [redacted] on 12/21/01 in the amount \$1,807.66. [redacted] atx; 0;

2001-12-29

CORR REC AND ATTACHED  
CLOSING FILE AS IS  
NICOLAS BAGWELL/CAC/TAMPA; 0; 378488914

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

ORDER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE: TRANSACTION:  
REQUEST TYPE:  
REPURCHASE REASON:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS:  
CONTACT:

PHONE NUMBER: FAX NUMBER:  
PRODUCT CODE: BODY TYPE:  
TRANSMISSION:  
VEHICLE DRIVEABLE:



MILEAGE @ BUY-BACK: 0  
MSRP:

BRC WARRANTY DATE:  
NADA: 0  
SALES TAX:

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

DRIVING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

CUSTOMER:  
ADDRESS:  
HOME PHONE:



MENTOR OH

CASE NUMBER: 05733122 VIN: 1G6KD52Y7TJ213055  
MODEL YEAR: 1996  
DATE OPENED: 2001-10-23 SERIES: UNKNOWN  
DATE CLOSED: 2001-10-23 MILEAGE: 90000  
SOURCE: Phone DELIVERY DATE:  
BRC TYPE: No DEALER NAME:  
BRC PARENT: DEALER ADDRESS:

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

L07 Fuel Lines Chassis Leak/Leaks  
0 REPAIR ATTEMPT(S) FUEL RAIL LEAK

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- \*Probe to identify failed item/component
  - \* Determine Customers Expectation
  - \* Using delivery date, establish if vehicle is within any warranty coverage
  - \* Listen carefully to evaluate cause of failure - defect or damage  
( If damage, consider explaining the consumers responsibility)
  - \* Review Specific Solutions [[SPECIFIC SOLUTIONS RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
  - \* Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN  
C:\Progra-1\Plus\Micros-1\Iexplore.exe  
<http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.htm>]]  
( 1st attempt - offer to coordinate repair at a dealership)  
( Previous repairs)
    - 1) Review warranty history on "VIN Profile" tab
    - 2) Contact appropriate Service dealership to discuss
    - 3) Determine if TAC was previously contacted or is now necessary
    - 4) Establish & 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 STS THAT HIS VEH FUEL RAIL LINES NEED REPLACED DUE TO THE FACT THAT THEY ARE LEAKING.  
CUST STS HE PURCHASED THE VEH USED FROM A NON-GM DLR. CUST STS HE DOES NOT HAVE A LOCAL DLR.  
CUST ALSO STS THAT VEH HAD BEEN LOOKED AT BY INDEPENDENT. CUST SEEKS COST ASSISTANCE FOR  
REPAIR. CRM RESEARCHED VIN HISTORY AND DUE TO VEH BEING OUT OF WARRANTY BY MILEAGE, NO  
MAINTENANCE HISTORY AT LOCAL DLR, AND NO HISTORY ON PREV OWNERS DRIVING CONDITIONS AND  
MAINTENANCE. CRM ADVISED CUST THAT NO COST ASSISTANCE WOULD BE AVAILABLE DUE TO PREVIOUS  
STATED REASONS. CUST SATISFIED. COURTESY SCOTT/CAC/PDX; 0; 372706671

\*\*\*\*\*PAA INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:  
OTHER 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:  
RELEASE AT INSPECTION:  
REASONS FOR INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

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

\*\*\*\*\*FAX INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRAILER:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BMC WARRANTY DATE:  
MSRP: 0  
SALES TAX:

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

APPRECIATION:  
GRADE:  
APPOINTMENT:  
LEASE TERM:  
REASON:  
OWNER:  
BRANCH:

ACCOUNT NUMBER:  
INTEREST RATE:  
COURT BALANCE:  
LEGAL:

INTEREST PAID:  
DEALER BUYOUT:

DEALER ADMINISTRATION:  
RELEASE:

LEGAL TYPE:  
LESSON 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\*\*\*\*\*

NATIONAL CASE NUMBER:  
TITLE SERIES:  
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:

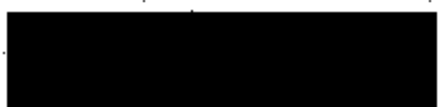
\*\*\*\*\*SEC CONTACT INFORMATION\*\*\*\*\*

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



PHOENIX , AZ

CASE NUMBER: 05945455 VIN: 1G6KD54Y4VU283998  
DATE OPENED: 2001-11-28 MODEL YEAR: 1997  
DATE CLOSED: 2001-11-28 SERIES: UNKNOWN  
SOURCE: Phone MILEAGE: 42000  
BMC TYPE: No DELIVERY DATE:  
BMC PARENT: DEALER NAME: LIND CADILLAC, L.L.C.  
DEALER ADDRESS: 1311 E HELL RD., PHOENIX, AZ, 85022, USA

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

J45 Fuel Injector and Nozzle Leak/Leaks  
0 REPAIR ATTEMPT(S) FUEL RAIL

Service department price concern

CRM ACTIONS:

CRM to advise customer that GM does not set parts prices. The dealerships are independently owned and thus set their own prices for parts and service. CRM may refer customer to dealership for possible further assistance.  
Service department price concern

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATED THAT THERE WAS A LEAK IN THE FUEL RAIL INBETWEEN CYLINDERS 6-8 AND THEY HAD TO REPLACE COMPLETE HARNESS AT THEIR EXPENCE OF 700.00. CUST WANTS TO KNOW IF THIS IS CORRECT OR COULD DLR HAVE REPLACED JUST THE FAILED LINK. CRM CONTACTED BMC MGR, RICH HUBNER, WHO STATED THAT THE FUEL RAIL IS ONE PIECE THAT COMES FROM THE INJECTORS TO THE CYLINDERS AND CAN NOT BE REPAIRED COMPONENT BY COMPONENT. CRM ADVISED CUST THAT THE UNIT NEEDS TO BE REPLACED AS A WHOLE. CUST SATISFIED. CRM CLOSING FILE. CRM WILLIAM JERREN/CRM/TAMPA; 0; 375249516

\*\*\*\*\*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  
INJURY:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 2

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:  
MSRP: 0  
SALES TAX:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LEASER LAM:  
VEHICLE DESTINATION:  
LIEN PAYOFF:  
TITLE BRAND:

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

NAME:  
ADDRESS:  
CITY/STATE:  
PHONE NUMBER:

LOCATION:

SEATING POSITION:  
TYPE OF INJURY:  
TREATED:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



PALM DALE

CA

HOME PHONE:



CASE NUMBER: 06200931

VIN: 1G3GR62CKB4139594

MODEL YEAR: 1995

DATE OPENED: 2002-01-17

SERIES: AURORA SEDAN

DATE CLOSED: 2002-04-18

MILEAGE: 62523

SOURCE: Phone

DELIVERY DATE:

SVC TYPE: No

DEALER NAME: HOLIDAY BUICK OLDSMOBILE

SVC PART#: No

DEALER ADDRESS: 451 AUTO CENTER DR., PALMDALE, CA, 93551, USA

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

J46 Fuel Injector and Nozzle  
1 REPAIR ATTEMPT(S)

Leak/Leaks  
HIGH LEAK ON TO ENGINE

S13 Reimbursement Requested  
1 REPAIR ATTEMPT(S)

Customer Satisfaction  
COST ASSIST/SAFETY CONCERN

Vehicle operation or design

INSTRUCTIONS TO CRM:

Pinpoint / understand concern

- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals RUN

C:\Progra-1\Plus\Micros-1\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/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 CALLED FEB 00 MAJOR FUEL LEAK TO ENGINE 44549 MILES, WARRANTY HAD LAPPED OLDS DID TAKE CARE OF REPAIR, LAST FRIDAY WIFE PULLED INTO GARAGE AND SMELLED HEAVY GAS NOTICED WHITE VAPOR FROM AROUND WHEEL WELLS UNDER ENGINE, CUST HAD VEH TOWED TO DLR. SVC MGR DIAGNOSED FUEL INJECTOR HAD A HUGHING LEAK \$489.00 WAS MADE OF RUBBER AND WAS CRACKED SO IT HAD A HIGH FUELLE ON TOP OF ENGINE RIGHT WHERE THE INJECTOR WAS. CUST IS VERY CONCERNED THAT HE COULD HAVE LOST HIS WIFE W/THE CAR BLOWING UP OR SOMETHING. PER CUST, SVC MGR STATED CALL CAC BECAUSE PART SHOULD NOT HAVE CRACKED AND ASK. GREG LEAMER STATED CUST DOES NOT HAVE SVC WORK DONE AT DLR, HAS ONLY COME IN FOR WARRANTY/RECALL ISSUES. SVC MGR STATED FUEL LINES WERE REPLACED 20,000 MILES AGO WITH GOODWILL, WITHIN DLR EMPowerMENT, SVC MGR STATED WILL RUN BY HIM AND SEE WHAT CAN BE DONE AT DLR LEVEL. CHECK W CUST TO SEE IF DLR SHIP IS GOING TO HELP WITH REPAIR/COST. GIVE UPDATE TO CUST REGARDING ANY ADDITIONAL INFO RE FUEL LINES MADE OF PLASTIC/SAFETY CONCERN; 0; 380156986

2002-01-17

\*\*\*\*\*WORK HISTORY\*\*\*\*\*  
CUST - GREGORY, JOHN D/R W/CUST ON 01/22/02 FROM 5-7PM PM PST JULIAN LEMPERANCE/CAC/FEB; 0;

380157071

2002-01-17



CRM TALKED TO SVC MGR WHO STATED FUEL LINES ARE MADE OF ELASTIC AND SUBJECT TO AGE/MILEAGE RELATED WEAR AND TEAR. NOT FAULTY PART CRM TO ADVISE CUST ON SCHED CALL BACK ON 01/22/02.

JULINE LESPERANCE/CAC/PDX; 0; 380163582  
2002-01-18

CRM REVIEWED FILE. JULINE LESPERANCE/CAC/PDX; 0; 380251000  
2002-01-22

PER TR REQ THIS CRM IS TAKING OWNERSHIP OF THIS FILE. CRM CONTACTED DLR AS SCHED TO SPEAK W/ SVC MGR. SVC MGR WAS NOT AVAIL. CRM LEFT MSG W/ LAST 8, CUST NAME AND REQ, REQ NUMBER AND CAC NUMBER AS WELL AS REQUEST FOR INFO. LAST NOTE I HAVE IS SVC MGR, GREG LEMMER, WAS TO CHECK W/ AVM TO SEE IF GOODWILL COULD BE DONE FOR RAIL INJECTOR LEAK. \*\*\*NEXT CRM\*\*\* PLEASE TAKE SVC MGR NOTES AND SEND ME A NOTIFICATION ASAP. THANKS\*\*\*HOLLY VARNER/CAC/PDX; 0; 38065496  
2002-01-22

NOTES FROM PREVIOUS CRM: SVC MGR WAS TO CONTACT AVM TO SEE IF DLR COULD HELP W/ REPAIR COST. (PER LESPERANCE). HOLLY VARNER/CAC/PDX; 0; 380605704  
2002-01-22

CRM ATTEMPTED AT 4PM AND 5:23 PM TO REACH SVC MGR FOR UPDATES. CRM LEFT 2 MESSAGES. ONE WITH [REDACTED] AND ONE WITH [REDACTED]. CRM PROVIDED CAC NUMBER, FILE NUMBER, CUST NAME, LAST 8 OF VIN AND CUST REQUEST. CRM WILL ATTEMPT TO REACH CUST AT SCHED TIME. HOLLY VARNER/CAC/PDX; 0; 380605768  
2002-01-22

CRM CONTACTED CUST AS PREVIOUSLY ARRANGED. CRM ADVISED CUST THAT DUE STILL RESEARCHING WOULD NEED TO RECONTACT HIM TOMORROW W/ INFO. CUST AGREED. CRM HAS CALL BACK SET FOR 1/23/02 BETWEEN 5PM AND 7PM PST. HOLLY VARNER/CAC/PDX; 0; 380605990  
2002-01-23

CRM CONTACTED DLR PRIOR TO CUST CALL BACK TO SEE IF DLR HAS HEARD FROM AVM RE: CUST REQUEST FOR ASSIST W/ COST OF REPAIR. CRM SPOKE W/ GREG LEMMER, SVC MGR. SVC MGR STATES HE SPOKE W/ AREA REP AND IS WILLING TO OFFER CUST ASSIST IN AMOUNT OF \$ 120.00 REIM FOR REPAIR. SVC MGR STATES THAT THIS IS BEING DONE AT GM MGR REPAIR COST. SVC MGR STATES THAT WORK CLAIM IS BEING SUBMITTED AND UPON RECEIPT CUST WILL BE SENT A CHECK. CRM WILL CONTACT CUST AS PREVIOUSLY SCHEDULED. HOLLY VARNER/CAC/PDX; 0; 380604336  
2002-01-23

CRM ATTEMPTED TO REACH CUST AT 4:45 PM. SPOUSE STATES THAT CUST UNAVAIL. CRM STATED WOULD CALL BACK WITHIN WINDOW. HOLLY VARNER/CAC/PDX; 0; 380691380  
2002-01-23

CRM ATTEMPTED TO REACH CUST AT 5:23 PM AND RECEIVED FAX SIGNAL TWICE. CRM WILL ATTEMPT CALL BACK AGAIN WITHIN WINDOW. HOLLY VARNER/CAC/PDX; 0; 380691417  
2002-01-23

CRM ATTEMPTED C/B AT 5:37. CRM LEFT VMSG W/ CAC NUMBER AND CASE NUMBER. THIS CRM HAS INFO TO PROVIDE TO CUST. \*\*\*NEXT CRM\*\*\* PLEASE OBTAIN GOOD CALL BACK TIME W/IN 10:30 AM AND 7PM PST TIME FRAME FOR CUST CALL BACK. THANK YOU IN ADVANCE.\*\*\* HOLLY VARNER/CAC/PDX; 0; 380691612 ,  
2002-01-24

CUST STATES HE IS CALLING FOR THE LAST CRM THAT TRIED TO CALL HIM. CUST STATES HE GOT HOME LATE LAST NIGHT BUT HE CAN BE REACHED AT NK RIGHT NOW @ 661-546-0203 ON TONIGHT 1/24 W/ 4PM PST.

CRM FORWARDING BACK TO WASHING CRM  
KISHCHANDERS/PDX/CAC; 0; 380791505  
2002-01-24

CRM ATTEMPTED TO REACH CUST AT WORK NUMBER CUST PROVIDED TODAY. CUST WAS NOT AVAIL. SECRETARY PROVIDED HOME NUMBER FOR CRM TO LEAVE REVISIONS. TUES CRM WOULD CALL CUST IN OFFICE. CRM LATE FOR SERVICE TODAY. CRM WILL ATTEMPT RECALL CUST ON 1/24/02.

CRIM ADVISED THAT SHOULD I NOT BE ABLE TO REACH CUST I WOULD THEN ATTEMPT AFTER 5PM AS PER CUST REQUEST ON CALL TO CAC 1/24/02. HOLLY VARNER/CAC/PDX; 0; 380757277  
2002-01-24

CRIM ATTEMPTED TO REACH CUST. CUST UNAVAIL. CUST LEFT MESSAGE W/ SECRETARY REQUESTING I CALL BACK AT HOME NUMBER AFTER 6:30PM. CRIM WILL CONTACT CUST AS AGREED. HOLLY VARNER/CAC/PDX; 0; 380760428  
2002-01-24

CRIM ADVISED THAT AT THIS TIME DLR IS WILLING TO OFFER REIM FOR REPAIR IN AMOUNT OF \$120. CUST STATES THIS IS NOT A VERY GOOD OFFER AND SEEMS TO KNOW IF ANY THINGS ELSE CAN BE OFFERED. CRIM ADVISED CUST COULD DO FURTHER RESEARCH AND SET CALL BACK FOR 1/30/02 BETWEEN 6:30 AND 7PM PST FOR FINAL OFFER DISCLOSURE. HOLLY VARNER/CAC/PDX; 0; 380776803  
2002-01-30

CUST CONTINUES TO HAVE THIS CONCERN. CUST STATES \$120 IS NOT ACCEPTABLE AS CUST IS STILL HAVING SAME CONCERN. CRIM ADVISED COULD CONTACT DLR ON HIS BEHALF REGARDING CUST CONCERN AND SEE WHAT DLR CAN DO FOR CUST SATISFACTION. NEW CALL BACK SET FOR BETWEEN 10:30 AND 11:30 AM PST ON 1/31/02. HOLLY VARNER/CAC/PDX; 0; 381294801  
2002-01-31

CRIM CONTACTED DLR TO MAKE AWARE CUST IS STATING SAME CONCERN. CUST SMELLS GAS. SVC MGR GREG LAMMER STATES HE WOULD LIKE TO SEE VEH ASAP TO CHECK WORK AND MAKE SURE IT IS NOT DLR ERROR OR REPEAT OF SAME REPAIR. CRIM FURTHER RESEARCHED TO MAKE SURE THATDUE CUST NEEDING TO BRING VEH BACK FOR FURTHER ASSISTANCE, NOT REMOVING OFFER OF \$120. SVC MGR ADVISED CUST WILL STILL BE WITH \$120 REGARDLESS OF DIAGNOSIS FOR CUST SAME CONCERN. SVC MGR STATES HE WILL CONTACT CUST NIGHT MARY. CRIM WILL POSTPONE CUST C/B BY 30 MINUTES TO GIVE SVC MGR TIME TO CALL CUST. HOLLY VARNER/CAC/PDX; 0; 381355354  
2002-01-31

CRIM CONTACTED CUST AS PREVIOUSLY ARRANGED AT WORK NUMBER. CUST IS NOT AVAIL. BOBBIE, RECEPTIONIST AT WORK, STATES SHE WILL PASS MESSAGE TO CUST ALONG W/ MSG FROM HIS DLR (SECRETARY). CRIM ADVISED OF CAC NUMBER AND FILE NUMBER TO PASS TO CUST TO SEEK WHETHER I CAN ASSIST W/ AND WHEN APPT WILL BE SET. CRIM SUSPENDING FILE PENDING UPDATE FROM CUST. HOLLY VARNER/CAC/PDX; 0; 381359891  
2002-02-12

CUST STATES CALLED BACK TO TALK TO FRICK CRIM/CUST STATES THAT VEHICLE IS WORKING FINE AND THE SMELL MAY HAVE BEEN FROM RECENTLY DETAIL CLEANING. CUST SEEMS IF CRIM FORGOT OUT ANY INFORMATION ON FURTHER RECOMMENDMENT/SHOULD CALL BACK FROM FRICK CRIM. CRIM ADVISED CUST THAT CUST HAD ADJUSTED REPAIRS BACK FROM CUST. CRIM FORGOT TO VARNER. BARNEN MOORE/MTX; 0; 380400330  
2002-02-14

CRIM REMOVED FILE TO TAKE OVERSIGHT. CRIM WILL CONTACT CUST REGARDING REQUEST FOR REIM ON 2/13/02 BETWEEN 3PM AND 5PM PST. HOLLY VARNER/CAC/PDX; 0; 382582313  
2002-02-15

CRIM UNABLE TO REACH CUST ON LEAVE VEH REGARDING REQUEST FOR REIM. CRIM STILL RESEARCHING. CRIM WILL REATTEMPT TO REACH CUST ON 2/19/02. HOLLY VARNER/CAC/PDX; 0; 382678949  
2002-02-19

CUST NOT AVAIL. CRIM WILL ATTEMPT ONE MORE TIME ON 2/20/02 BEFORE SENDING CALL CAC LETTER. HOLLY VARNER/CAC/PDX; 0; 383028885  
2002-02-21

CRIM ATTEMPTED TO REACH CUST. CUST NOT RECALL. CUST LEFT VEH STAYING IF WAS BE UNDERSTANDING REIM SENDING \$120 CHECK TO CUST. CRIM ADVISED CUST THAT IF HE HAD NOT RECEIVED IT ON HIS BEHAVIOR OTHER REIM HE WOULD LIKE TO BE RECEIVED. CRIM ALSO RECOMMENDED THATCUST CALL NEW NUMBER IF NO FURTHER RECOMMENDATION IS NEEDED. CRIM WILL SUSPEND FILE PENDING CUST CALL BACK. CRIM WILL CHECK FILE IN 2 WEEKS AND IF NO CALL WILL CLOSE FILE SCHEDULED AND SEND CALL CAC LETTER. HOLLY VARNER/CAC/PDX; 0; 383130797  
2002-02-28

CUST STATES THAT HE DOESN'T FEEL THE PART SHOULD HAVE NEEDED TO BE RPL. CUST SEEKS TO BE REIMB AMOUNT FOR THE PART(\$289). CRM ADVISED THE CUST THAT I WILL FORWARD THE FILE TO CRM [REDACTED] TO ADVISE HER OF WHAT THE CUST IS SEEKING. KEITH K. MITCHELL, CARB-TAMPA; 0; 383775574  
2002-02-28

CRM RECONTACTED DLR. CRM SPOKE W/ SVC MGR GREG LEAMER. CRM ASKED IF CUST HAS BEEN IN FOR FURTHER FUEL CONCERNS AND DLR SVC MGR STATES NO, BUT AWARE OF DISSAT W/ \$120.00. CUST IS OUTSIDE BY TIME AND MILEAGE. LAST REPAIR OF ANY KIND TO FUEL SYSTEM WAS 2/2000 AND IT WAS TO DIFFERENT COMPONENT. COST OF PREVIOUS REPAIR WAS GOODWILLED BY DLR. SVC MGR HAS CONTACTED AVI AND IT HAS BEEN AGREED OUR OFFER OF \$120.00 IS THE MAXIMUM. THIS IS A MAINTENANCE ITEM, DLR HAS NOT BEEN CUST FOR OTHER THAN CAMPAIGN WORK. CRM WILL CONTACT CUST AS REQUESTED AT EARLIEST OPPORTUNITY TO PROVIDE STANDING W/ \$120 OFFER. HOLLY VARNER/CAC/FOX; 0; 383778973  
2002-03-01

CRM ATTEMPTED TO REACH CUST AT HOME NUMBER. CUST NOT AVAIL. CRM LEFT VHM STATING WOULD LIKE TO SPEAK W/ HIM. CRM LEFT FILE NUMBER AND CAC NUMBER. CRM REQUESTING BRTZ/APPROX TIME AND ALTERNATE NUMBER IF NECESSARY TO RESOLVE. HOLLY VARNER/CAC/FOX; 0; 383877896  
2002-03-01

CUST STATES HE WOULD LIKE TO SPEAK TO PREVIOUS CRM TONIGHT. CUST SEEKS FOR PREVIOUS CRM TO CALL HIM ASAP. CRM ADVISED OFFERED ASSISTANCE BUT CUST WANTS HOLLY VARNER. CUST STATES HE CAN BE REACHED TONIGHT AT NUMBER ON REQUEST SCREEN AS HE KNOW [REDACTED] UNTIL 7 PM PT. CRM FORWARDING FILE TO PREVIOUS CRM FOR F/U. KATHERINE STAFFORD/CARB/TAMPA; 0; 383881193  
2002-03-04

CRM ACCESSED TRANSFERRED FILES AND SAN NOTE FROM PREVIOUS CRM STAFFORD. THIS CRM DID NOT SEND A NOTIFICATION. CRM WILL SEEK THROUGH ASSIST W/ DELIVERY OF NO DUE NOT IN OFFICE TODAY. HOLLY VARNER/CAC/FOX; 0; 384127425  
03-03-04

CRM CONTACTED CUST FOR CRM VARNER. CRM ADVISED CUST THAT THE MOST THAT WILL BE OFFERED IS \$120.00. CUST FEELS THIS IS UNFAIR B/C THIS IS A SAFETY CONCERN, CUST FEELS CAR COULD HAVE EXPLODED, KILLING CUST'S WIFE. CRM APOLOGIZED AND ADVISED CUST THAT MPTIS POINT GM'S DECISION STANDS. CUST REQUESTED A NEW LETTER AND COPY OF REQUEST. CRM ADVISED WILL NOT SEND A COPY OF CUST'S REQUEST, BUT WILL SEND A NEW LETTER. CUST INSISTED THAT SUPERVISOR CALL CUST. CRM ADVISED THIS IS GM'S DECISION. CRM CLOSING REQUEST DISSENTIFIED W/ NEW LETTER SENT. TM FRM COLLEING APPROVAL. STREY ENGLAND/CAC/FOX; 0; 384147136  
2002-03-07

Reviewed file and approved letter #00001 sent to MEX for printing. JEN/JENNIE OLSON/FOX; 0; 384370975  
2002-04-08

CUST STATES WAS OFFERED REIM IN AMOUNT OF \$120 CUST STATES HAS YET TO RECEIVE REIM CUST WANTS REIM. CRM ADV ADDITIONAL RESEARCH TO BE DONE AND AGREED TO CR TOMORROW AFTER 530PM PACIFIC TIME. CRM TALKED CUST DLR SVC MGR GREG LEAMER WHO STATED REIM WAS BOTH BY AVI DCM REIM AND SUBMITTED ON 1-23-02. PER PREV NOTE ON 1-23-02 WAS BEING DONE UNDER WARRANTY REPAIR COST AND DLR WOULD SEND CHK AFTER THEY RECEIVED PAYMENT. LEAMER STATES THEY JUST RECEIVED PAYMENT LAST WEEK AND CHK WOULD BE GOING TO CUST SOON. CRM ADV LEAMER SHE WOULD NOTIFY CUST REIM IS IN FINAL STAGES AND CUST SHOULD RECEIVE CHECK IN 14-21 BUSINESS DAYS, LEAMER AGREED. CRM TO FOLLOW-UP WITH CUST AS SCH. BARBARA MIDDLETON/CARB/TWA; 0; 387182972  
2002-04-09

CRM ADV ADDITIONAL RESEARCH TO BE DONE CRM AGREE TO CR BETWEEN 4-5PM BARBARA MIDDLETON/CARB/TWA; 0; 387252281  
04-08-10

As per Tr Mark Vinetta, If scheduling request, please review request and work to completion. Thank you for your assistance in this matter. [REDACTED] TAMPA; 0; 387308124  
2002-04-10

CRM CALLED CUST AND LFT MSG ABOUT NOTES IN FILE FROM PREVIOUS CRM MIDDLETON STATING HE SHOULD  
RECEIVE CK WITH IN 14-21 BUS DAYS, ALSO FOR CUST TO CALL CAC IF HE HAS RECEIVED REIMS CK. CRM  
ASKING WHO EVER GETS CALL AND CK HAS BEEN RECEIVED AND CUST IS SATISFIED, PLEASE CLOSE  
FILE. CRM SUSPENDING FILE UNTIL C/B ON 04/12/02 BETWEEN 6 & 8PM EST. CORNELIA DELORES  
JOHNSON/CARS/TPA; 0; 387309550  
2002-04-12

CRM CALLED CUST AND LFT MSG ON VOICE MAIL, FOR CUST TO CALL BACK. SUSPENDING FILE. 04/18/02  
BETWEEN 6 & 8 PM EST. CORNELIA DELORES JOHNSON/CARS/TPA; 0; 387497256  
2002-04-18

CRM CALLED CUST AND CUST'S WIFE STATES THEY RECEIVED REIMS CHECK YESTERDAY 04/17/02 . CRM IS  
CLOSING FILE SATISFIED. CORNELIA DELORES JOHNSON/CARS/TPA; 0; 388019433

\*\*\*\*\*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:

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

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

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
GOOD INSPECTED:  
INSPECTIVE FOREMAN:  
STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

TRANSACTION:  
SUSPENSE TYPE:  
SUSPENSE REASON:

DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS:  
CONTACT:  
PHONE NUMBER:  
PRODUCT CODE:  
ENGINE TYPE:  
MILEAGE & BUY-BACK: 0  
MSRP:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

RESTRAINT:  
IF SO, WHERE:

LOCATION:

\*\*\*\*\*AIR INFORMATION\*\*\*\*\*

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

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

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

NAME:  
ADDRESS:  
PHONE:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



COLUMBUS , OH

CASE NUMBER: 06201456 VIN: 1G6KD54Y3VU263032  
MODEL YEAR: 1997  
DATE OPENED: 2002-01-17 SERIES: SEDAN DEVILLE  
DATE CLOSED: 2002-01-17 MILEAGE: 144000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: No DEALER NAME:  
SRC PARENT: DEALER ADDRESS:

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

J46 Fuel Injector and Nozzle Other  
0 REPAIR ATTEMPT(S) CUST STATES THAT FUEL RAIL HAD HOLE AND  
NEEDED TO BE REPLACED

My vehicle is not involved in a Recall Campaign

INFORM THE CALLER:

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

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

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

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

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

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

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

My vehicle is not involved in a Recall Campaign

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES THAT HE HAD A PIN HOLE IN HIS FUEL RAIL...CUST WANTS TO KNOW IF THERE ARE ANY SPECIAL POLICIES OR CAMPAIGNS OUT ABOUT THIS PROBLEM...CRM ADVISED CUST NOT FINDING ANY SPECIAL POLICIES OR OPEN CAMPAIGNS OUT ON HIS VEH

CUST SATISFIED  
ALEAH SPIVEY/CAC/ATK; 0; 380156262

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

REQUEST TYPE:

REPURCHASE REASON:

TRANSACTION:

DEALER EAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

MSRP: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

FINCH:

NAME:

COUNT NUMBER:

INTEREST RATE:

INTEREST FARD:

DEALER REPORT:

ACCOUNT BALANCE:

LEAS:

LEASE TERM:

LEASE END:

DEALER AGREEMENT/VEHIC:

VEHICLE DESTINATION:



RELEASE:

LINE PAYOFF:  
TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*MODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

EMPLOYMENT POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

WANTED:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

0 BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MESSAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



MARGATE , NJ

CASE NUMBER: 06212456 VIN: 1G6KS52Y6T0817363  
MODEL YEAR: 1996  
DATE OPENED: 2002-01-21 SERIES: SEVILLE SLS  
DATE CLOSED: 2002-03-04 MILEAGE: 105000  
SOURCE: Phone DELIVERY DATE:  
SRC TYPE: No DEALER NAME: KEBBECK CADILLAC PONTIAC CHEVROLET,  
SRC PARENT: DEALER ADDRESS: 430 N ALBANY AVE., ATLANTIC CITY, NJ, 08401, USA

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

L67 Fuel Lines Chassis Other  
0 REPAIR ATTEMPT(S) SMALL PIN HOLE

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

Vehicle operation or design

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUST STATES: VERY UNHAPPY WITH THE COST OF REPAIR OF A SMALL PIN HOLE IN FUEL LINE. CUST STATES: THAT IT WILL COST HIM \$600. FOR THIS REPAIR. CUST WANTS: TO COMPLAIN AND ALSO WOULD LIKE HIM ON THIS REPAIR. CRM ADVISED: TO CALL DLRSHP ABOUT THIS ISSUE AND WILL CALL CUST BACK. CRM STATES: CALLED DLRSHP BUT SVR MGR WAS OUT . SVR MGR IS PAUL HIGHTUT. MERRY-BIGGS/CAC/FGK; 0; 380482955  
2002-01-21

CUST IS SECOND OWNER PURCHASED 40,000 MILES FROM GM DLR. CUST GAVE CRM VIN NUMBER AND MILEAGE. CUST STATES HE IS SEEKING ASSISTANCE ON REPAIR. CUST STATES THE PART COST 271.68 AND LABOR IS 284.84. CRM CALLED SERVICE MGR AND UNAVAILABLE AND CRM LEFT MESSAGE. CRM SCHEDULED A CALLBACK FOR CUST FOR 1/22/02 4-5EST NICOLE REIS/CARS/TPA; 0; 380494298  
2002-01-22

CRM CALLED SERVICE MGR PAUL HIGHTUT AND HE STATED THAT THIS IS NOT A DEFECT. CUST DID HAVE SOME MAINTENANCE LIKE A TUNEUP, RESURFACE ROTORS AND A BELT REPLACED. GM FINAL ANSWER NO ASSISTANCE DUE TO SECOND OWNER, NO PRIOR REPAIR, NO DEFECT, AGE AND MILEAGE. CRM CALLED CUST AT HOME AND WORK AND LEFT MESSAGE. CRM WILL TRY AGAIN. NICOLE REIS/CARS/TPA; 0; 380582533  
2002-01-22

CUST CALLED IN TO SPEAK TO ANITA. SHE LEFT HIM A MSG TO CALL EAC. CUST WANTED A UPDATE ON HIS VIN. CRM READ THE MSG ON THE FILE AND HE WANTED TO SPEAK TO THE PREVIOUS CRM. CRM WILL FORWARD A MSG TO THE PREVIOUS CRM. MARY MONROE/TIL/MTX/CNC; 0; 380583533

2002-01-23

CUST SEEKS TO SPEAK WITH PREV REP REISELM....CRM ADVISED SHE IS NOT AVAIL AND ADVISED CUST  
THERE WOULD BE NO ASSIST BASED ON TIME AND MILEAGE, 2ND OWNER, NO PREV REPAIRS RELATED,  
PART NOT BEING DEFECTED...CUST UNDERSTANDS THAT THERE WILL BE NO COST ASSIST. \*\*\*\*\*CUST  
WOULD LIKE TO KNOW WHY PLASTIC PART WOULD NOT BE CONSIDERED DEFECTIVE\*\*\*\*\*...CRM IS TO  
FORWARD BACK TO PRV CRM FOR FURTHER ASSIST....CRM IS TO MONITOR AND TAKE OWNERSHIP IF REISELM  
WAS NOT CONTACTED CUST BY 01/25/02 BWN 1-3 PMPST...BILL MOORE/CAC/PDX; 0; 380668865  
2002-01-24

TL SMITH DOING FILE AUDIT, RESUMED FILE IN ERROR, FORWARDING BACK TO CRM. DOUG  
SMITH/TL/TFA/ACADEMY; 0; 380747475  
2002-01-28

CRM CONTACTED PAUL HIGNUTT AND HE STATED THAT THE PLASTIC PIECE WAS NOT CONSIDERED A DEFECT  
BECAUSE:  
1. NOT PLASTIC IT IS RUBBER  
2. PIN HOE COULD HAVE BEEN CREATED BY ROAD HAZARD..

CRM TO ADVISE CUST OF THIS...BILLMOORE/CAC/PDX; 0; 381105312  
2002-01-28

CRM CONTACTED CUST AND LEFT VM IN REGRDS TO CUST CONCERNS...\*\*\*\*\*C/B FOR CUST IS 01/31/02  
BWN 3-5 PM PPT...BILLMOORE/CAC/PDX; 0; 381105410  
2002-01-29

cust states: he continues to contact cac w/no results. cust states that the plastic part is  
defective, cust seeks: to speak to engineering group. crm reviewed notes & advised cust that  
there is no assistance which can be provided to cust per previous wnotes listed. crm advised  
that the the engineering group is contacted by the dlr & the dlr will make the determination  
whether engineering will be contacted. cust states that he will never purchase a cadillac  
again due to no assistance. crm recv'd over the shoulder approval from tm barb scharf to  
request closed dissatisfied, no bbb letter. lenora marshment/pdc/cac; 0; 381174112  
2002-02-20

RECEIVED FOR G. RICHARD WAGONER, CEO, PRESIDENT  
ASSIGNED TO LITONIA JONES, NO OTHER FILES LOCATED.; 0; 383074107  
2002-02-22

FILE RESUMED 2/22/02 /LITONIA JONES/EXECUTIVE OFFICE/LVI EMPLOYMENT/ THE ROB YENSTRA; 0;  
383245560  
2002-02-27

ON EXECUTIVE OFFICE/LITONIA JONES

\*\*\*\*\*  
\*\*\*\*\*  
EXECUTIVE CRM REVIEWED CORRESPONDENCE FROM CUSTOMER DOUGLAS DONATO. THE CUSTOMER STATES THAT  
HE SEEKS RECONSIDERATION ON HIS REQUEST FOR REIMBURSEMENT FOR FUEL PAIL REPLACEMENT TOTAL  
COST \$556.52. THE CUSTOMER STATES THAT HE FEELS THAT REPAIR WAS PREMATURE AND INDICATIVE OF  
A POOR QUALITY HULLA' PRODUCT. THE CUSTOMER STATES THAT HE IS THE SUBSEQUENT OWNER OF THE  
VEHICLE. EXECUTIVE CRM REVIEWED THE CAC FILE AND CONCURS WITH POSITION PREVIOUSLY STATED TO  
CUSTOMER. EXECUTIVE WILL CONTACT THE CUSTOMER AND ADVISE.; 0; 383693276  
2002-02-27

CUSTOMER CONTACT 2/27/02; EXECUTIVE CRM ATTEMPTED TO CONTACT THE CUSTOMER. EXECUTIVE CRM  
WAS ADVISED THAT THE CUSTOMER WAS NOT AVAILABLE. EXECUTIVE CRM LEFT ME NAME AND TELEPHONE  
NUMBER FOR THE CUSTOMER TO CONTACT EXECUTIVE OFFICE. LITONIA JONES/EXECUTIVE OFFICE/LEVEL 1  
EMPLOYMENT.; 0; 383693382  
2002-03-04

CUSTOMER CONTACT 3/4/02; EXECUTIVE CRM CONTACTED THE CUSTOMER RE ADVISE-REIMBURSEMENT OF HIS  
CORRESPONDENCE. EXECUTIVE CRM ADVISED... POSITION PREVIOUSLY STATED TO HIM AND TO INFORM HE ARE...  
2002-03-04

RELATIVE TO THE REPAIR. THE CUSTOMER STATES HE IS DISSATISFIED WITH GM AND WILL NEVER PURCHASE ANOTHER GM PRODUCT. THE CUSTOMER STATED FURTHER THAT HE WILL TELL EVERYONE OF HIS OWN EXPERIENCE WITH GM/CADILLAC.

EXECUTIVE CRM THANKED THE CUSTOMER FOR CONTACTING GM AND AGREED TO UTILIZE HIS COMMENTS AS FEEDBACK CONCERNING THE PRODUCT. LITONYA JONES/EXECUTIVE OFFICE/LVL EMPOWERMENT.; 0; 384110494  
2002-03-04

REQUEST CLOSED DISSATISFIED/BBB LETTER NOT SENT/LITONYA JONES/EXECUTIVE OFFICE/LVL EMPOWERMENT.; 0; 384110527

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

WASH 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\*\*\*\*\*

TYPE: TRANSACTION:  
AGENT TYPE:  
REASON FOR RECALL:

ISSUE DATE:  
ISSUE TYPE:  
ISSUE ADDRESS:

CONTACT: ,  
PHONE NUMBER:  
PRODUCT CODE:  
ENGINE TYPE:

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

MILEAGE @ BUY-BACK: 0  
MEXF:

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:

\*\*\*\*\*ADA INFORMATION\*\*\*\*\*

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

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] OAK FOREST IL [REDACTED]  
HOME PHONE: [REDACTED]

CASE NUMBER: 06216363 VIN: 1G6KD54YKV0284893  
DATE OPENED: 2002-01-21 MODEL YEAR: 1997  
DATE CLOSED: 2002-01-22 SERIES: SEDAN DEVILLE  
SOURCE: Phone MILEAGE: 23000  
BEC TYPE: No DELIVERY DATE:  
BEC PARENT: DEALER NAME: TONY RIZZA OLDSMOBILE-CADILLAC, INC.  
DEALER ADDRESS: 8425 W. 159TH ST., TIMLEY PARK, IL, 60477, USA

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

- T22 CSI Reply Other service
- 1 REPAIR ATTEMPT(S)
- J44 Fuel Pump Other fuel leak
- 1 REPAIR ATTEMPT(S)
- F10 Front Suspension Other stabilizer bar replaced
- 1 REPAIR ATTEMPT(S)

Dealer unable to resolve vehicle concern.

CEN INSTRUCTIONS:

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

Dealer unable to resolve vehicle concern.

\*\*\*\*\*VEHICLE HISTORY\*\*\*\*\*

csi survey.....did vin search  
cust states broken stabilizer link, owners fault.....\$270.  
cust states rail line fuel leaked badly, dir fixed, how long had this been leaking.  
cust states Cadillac owner for over 30 years.  
cust states will CHANGE DEALERS.; 0; \$9999  
2002-01-22

crm verified cust address. cust states has '97 deville caddy w/ 23000 miles, purchased at tony rizza dir (dir was under another name when purchased veh there) w/ 7 miles, no ext serv. cust states there was a female svr mgr and she made cust feel like he did something to cause broken stabilizer bar. cust states dir told cust tighten belt and checked tires....feels dir did not do this. cust seeks for caddy to be aware of situation at dir cust states drive w/ dir and going to another dir. cust states going to another dir that son has recognized because he knows the svr mgr there. cust states will be trading the '97 deville in for a new vehicle when the weather gets better. cust states no other concerns w/ veh.

adm adv cust will make svr mgr aware of cust concerns. crm contacted tony rizza dir at 708-6400 & spoke w/ svr mgr (al ) but did not answer page so left message on voice mail of cust situation. 0; 20050403

continua 1-20-02  
note.....crm was planning to give cust some oil change at time resolution but cust states has

last maintenance in 12-01 and will not need another one since trading in veh soon. crm  
closing file satisfied. amanda fields/corr/tps; 0; 386986693

\*\*\*\*\*FAR 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:  
REPLACES AT INSPECTION:  
WORKS WAS INSPECTION DONE:

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:  
ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
CHECK INSPECTED:  
INVESTIGATIVE SUSPECT:  
RAC STATUS:

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE:  
SUBJECT TYPE:  
REFERENCE NUMBER:

TRANSACTION:

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

FAR NUMBER:  
EFFECT TYPE:  
EFFECT DATE:  
TRANSACTION:  
VEHICLE DRIVEABLE:  
EFFECTIVE DATE:  
EFFECT:

ISSUE DATE:  
MESSAGE & EBY-DATE:  
EFFECT:

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

SALES TAX:

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:  
INJURED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

FEDERAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
EXCHANGE AT PURCHASE: 0  
DOES OTHER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOCIETY:

DATE:  
% BUSINESS: 0  
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:  
PURCHASE/LEASE AS:

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:



GENERAL MOTORS CORPORATION  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
PHONE:



TYLER TX

CASE NUMBER: 06482452 VIN: 1G3GR62C4S4118904  
MODEL YEAR: 1995  
DATE OPENED: 2002-03-07 SERIES: AURORA SEDAN  
DATE CLOSED: 2002-03-07 MILEAGE: 80000  
SOURCE: Phone DELIVERY DATE:  
BMC TYPE: No DEALER NAME: CLASSIC TOYOTA, OLDSMOBILE, MERCEDES  
BMC PART#: DEALER ADDRESS: 1717 NW LOOP 323, TYLER, TX, 75701, USA

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

J54 Spark Plugs/Glow Plugs Road Noise  
0 REPAIR ATTEMPT(S) veh is making a missing noise  
J40 Engine Fuel and Air Systems Wear  
1 REPAIR ATTEMPT(S) replaced

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Appt / 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\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/ocsmn/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 sts 2nd owner 1995 olds aurora w/ 80000 miles. Cust purchased veh from individual w/ 61000 miles. Cust sts spark plugs and wiring needs to be changed. Wire was replaced under warranty. Fuel line under the hood. Fuel rail is leaking fuel. 9-5-00. Crm contacted the svc mgr and she sts Tanja singly sts that manual is not guarantee, spark plugs is a normal maintenance item. Crm advcd that spark plugs. Crm advcd cust of no recall or special policy. Cust understood. Satisfied cust. jeffary long/atx/csc; 0; 384385179

\*\*\*\*\*PDR INFORMATION\*\*\*\*\*

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

\*\*\*\*\*

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:  
STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REFURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:

ACCOUNT NUMBER:  
INTEREST RATE:

INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEASE TERM:  
LEASE END:  
VEHICLE IDENTIFICATION:

DEALER ADMINISTRATION:

RELEASE:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

CONSENTS:

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  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



FORTE MEADE

FL

HOME PHONE:

CASE NUMBER: 06515449

VIN: 1G6KD52Y6TU244118

DATE OPENED: 2002-03-13

MODEL YEAR: 1996

DATE CLOSED: 2002-05-09

SERIES: SEDAN DEVILLE

SOURCE: Phone

MILEAGE: 66700

BRC TYPE: No

DELIVERY DATE:

BRC PARENT:

DEALER NAME: GREENWOOD CHEVROLET-OLDSMOBILE INC  
DEALER ADDRESS: 205 W CHARLESTON, FORT MEADE, FL, 33841, USA

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

J46 Fuel Injector and Nozzle  
1 REPAIR ATTEMPT(S)

Other  
FUEL RAIL INJECTOR

S13 Reimbursement Requested  
0 REPAIR ATTEMPT(S)

Other  
\$487.05

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:\Progra-1\Plus\Micros-1\Isplora.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\Isplora.exe

<http://carsweb/webknowledge/CMS/CP/SAS/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\Isplora.exe

<http://carsweb/webknowledge/CMS/CP/SAS/html/CustomerRequestsVehicleRepurchase.htm>]]

Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

\*\*CRM CALLED GREENWOOD 863-285-8131 AND SPOKE TO SVC ADVISOR CANDY WHO STATED LAST TIME AT  
DLR ON 11/20/01 FUEL RAIL REPAIR, 4/5/99 BEFORE THEN AND 11/20/01 FOR MAINT. CRM CALLED CUST  
ADVISED DENIAL; LAST TIME HEW CUST AT CADILLAC DLR WAS IN 99, CUST HAD CONCERN  
WARRANTY, HOWEVER, CUST NOT AVAILABLE. CRM WILL SEND UNABLE TO CONTACT  
LETTER AND CLOSE FILE END.

CUST STATES CALLING BACK TO SEEK REIM. CRM REVIEWED FILE AND STATED THAT A REIM COULD NOT BE GIVEN. CUST ASKED ABOUT A RECALL. CRM STATED THERE IS NO RECALL ON THEIR VEH. CRM STATED WOULD TRANSFER BACK TO PREV CRM TO CALL CUST BACK W/AN EXPLANATION. CUST SAID THAT IS FINE. TRANSFERRING FILE BACK TO FOLLOW-UP.

CHRISTINE ANDERSON/CARS/TPA/PILOT/57014; 0; 386527896  
2002-03-13

CUST STATED HE IS THE SECOND OWNER OF A 96 CADILLAC DEVILLE AT 22,000 MILES PURCHASED FROM HOUSTON MOTORS IN LAKE WALES, FL. CUST STATED HE CURRENTLY HAS 66,700 MILES. CUST STATED THIS IS HIS 3RD CADILLAC AND CUST STATED HE SMELLED GASOLINE AND DLR STATED CUST FUEL RAIL WAS LEAKING AND DLR REPAIRED FUEL RAIL TO THE INJECTOR. CUST STATED TOTAL REPAIR WAS \$487.05. CUST STATED REPAIRS WERE DONE AT GREENWOOD CHEVY IN FT. MEADE, FL. CUST STATED HE DIDN'T GO TO CADILLAC DLR (FIELDS CADILLAC) BECAUSE ITS 30-35 MILES AWAY. CUST STATED HE KNOWS THE DLR (GREENWOOD) PERSONALLY. CUST STATED HE IS ALSO THINKING ABOUT BUYING ANOTHER CAR. CUST STATED HE HAS DRIVEN CHEVYS, FORDS, OLDS AND CADILLACS.

CUST SEEKING THOUGHT UNUSUAL HAPPENING AND OUTRAGEOUS AND REIME .  
CRM ADVISED APOLOGY. CRM ADVISED SHE WILL HAVE TO RESEARCH CUST CONCERN AND CALL CUST BACK TOMORROW BETWEEN 0330-0530PM, EST. CUST AGREED.

BRANDY MAYS/FL-PILOT/TAMPA/57867; 0; 384906100  
2002-03-14

\*\*CRM CALLED GREENWOOD CHEVY AND SVC WAS GONE FOR THE DAY. CRM CALLED FIELDS CADILLAC 863-676-2503 AND SPOKE WITH SVC MGR KEVIN MCMASTER WHO STATED HAVEN'T SEEN CUST SINCE 99 FOR WARRANTY WORK AND LAST TIME ON 4/00 AT 43,000 MILES FOR OIL CHANGE AND BALANCE TIRES, AND ON 10/99 AND 12/99 FOR OIL CHANGE. CRM ADVISED DOESN'T SEEM TO BE A LOYAL CUST. KEVIN STATED, WOULD SAY NOT A LOYAL CUST. CRM CALLED CUST TO ADVISED STILL DOING FURTHER RESEARCH , CUST NOT AVAILABLE. CRM WILL CALL CUST BACK TOMORROW BETWEEN 9-11AM, EST.

BRANDY MAYS/FL-PILOT/TAMPA/57867; 0; 384996919  
2002-03-15

auditor approving letter/telicia henderson/tpa; 0; 385086378  
2002-04-03

CRM CALLED CUST TO ADVISED CUST OF DENIAL, HAVEN'T SEEN CUST VEH AT CADILLAC DLR SINCE 99, CUST HAVEN'T HAD CONCERN BEFORE, CUST OUT OF WARRANTY, HOWEVER, CUST WAS NOT AVAILABLE. CRM WILL RESUME CALL BACK FOR FRIDAY BETWEEN 0345-0545PM, EST.

BRANDYMAYS/CAC/TAMPA; 0; 386718602  
2002-04-05

CRM CALLED CUST TO ADVISED CUST OF DENIAL, HAVEN'T SEEN CUST VEH AT CADILLAC DLR SINCE 99, CUST HAVEN'T HAD CONCERN BEFORE, CUST OUT OF WARRANTY, HOWEVER, CUST WAS NOT AVAILABLE. CRM WILL CLOSE FILE SAT AND SEND UNABLE TO CONTACT LTR.

BRANDY MAYS/CAC/TAMPA; 0; 386897945  
2002-04-05

AUDITOR APPROVING LETTER/TELICIA HENDERSON/TPA; 0; 386909647  
2002-05-09

CUST CALLED BACK AFTER RECEIVING UNABLE TO CONTACT LETTER. CUST STATES HE KNOWS CAC HAS DONE ALL IT CAN TO TRY AND ASSIST CUST. CUST STATES CAC CAN CLOSE THE CASE HE WILL NOT BE CALLING IN AGAIN FOR THIS ISSUE. CRM CLOSING FILE SATISFIED. JOANNE RINGELLO/CAC/TAMPA; 0; 385826343

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:

DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE: 0

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTOR'S NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER SAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

MSRP: 0

SALES TAX:

DEPRECIATION:

DEGRADE:

TERMINATION:

LEASE TERM:

REASON:

REASON:

REASON:

REASON:

INTEREST RATE:

REASON:

INTEREST PAID:

ACCOUNT BALANCE:  
SOCIAL:  
DEALER ADMINISTRATION:  
RELEASE:

DEALER BUYOUT:  
LEGAL TYPE:  
LEMON LAW:  
VEHICLE DESTINATION:  
LEIN PAYOFF:  
TITLE BRAND:

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

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:

CASE NUMBER: 06709817      VIN: 1G6KY5299VU811695  
MODEL YEAR: 1997  
DATE OPENED: 2002-04-15      SERIES: SEVILLE STS  
DATE CLOSED: 2002-05-21      MILEAGE: 52000  
SOURCE: Phone      DELIVERY DATE:  
SRC TYPE: Yes      DEALER NAME: NEIL NORTON CADILLAC-PONTIAC  
SRC PARENT:      DEALER ADDRESS: 3815 N WAR MEMORIAL DR., PEORIA, IL, 61614, USA

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

J40 Engine Fuel and Air Systems      Failed Emissions  
1 REPAIR ATTEMPT(S)      FUEL RAIL ASSEMBLY  
  
S13 Reimbursement Requested      Customer Satisfaction  
0 REPAIR ATTEMPT(S)      SEEKING LABOR COVERAGE  
  
S85 Dealer Resolved With Goodwill      Dealer Resolved With Good  
0 REPAIR ATTEMPT(S)      labor reimbursement for repair

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:

- \* Identify sp Determine Customer's expectation
  - \* Determine Customer's expectation
  - \* Determine if any manufacturer / parts warranty remains in effect
  - \* Probe to determine if consumer has an "Extended Warranty" GMFP or other
  - \* Reference NEC[[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Explore.exe  
[http://carweb/webknowledge/Goodwill/Goodwill\\_Main.htm](http://carweb/webknowledge/Goodwill/Goodwill_Main.htm)] section on how to make decision, review warranty history, and other appropriate documents.
  - \* Validate repair has already been performed and whether by dealer or independent
    - ( If not repaired - Change oil type to "Repair Request")
    - ( If already repaired at Dealership - Review with Service management to determine cause of failure and consider reimbursement at dealership.)
    - ( If already repaired at Independent - Review all relevant materials per SOG and PIP and make appropriate "Goodwill" decision.
    - ( Note: Never make a "Final" commitment without appropriate documentation.)
  - \* If necessary follow Devin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra-1\Plus\Micros-1\Explore.exe  
<http://carweb/webknowledge/Quickref/content/goodwill.htm>]
  - \* If necessary follow SMS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra-1\Plus\Micros-1\Explore.exe  
<http://carweb/webknowledge/CASCP/SMS/html/ContactingGMFieldPersonnel.htm>]
- Vehicle reimbursement or Goodwill decision - Repair already done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Site mail corr\*\*\*out states that while on vacation and traveling through Memphis the veh began leaking fuel and the cabin was filled with gas fumes. Cust went to Bud Davis and the veh had a bad fuel rail. Cust was given a split, where the cust paid \$394.03 for labor and the rest for parts. Cust also had to rent a veh and had one night hotel stay. Cust was not offered any compensation for these items. Cust wants that he be reimbursed the full amount, as the cust states that he has been advised that the fuel rail should be covered



under the emission warr, which is 80000 miles. Crm will research and make call attempt./cathie swingle/cac/tpa; 0; 387722173  
2002-04-15

comments continued from file # 5932986: CRM SPOKE WITH AVN/ BILL MILLER, HE STTD THAT HE DID OFFER TO PAY FOR PARTS.  
CRM ASKED HIM IF A 50/50 SPLIT WAS REASONABLE IN CASE THERE WERE ANY OTHER UNFOUNDED PROBLEMS , HE STTD YES, THEY WOULD DO 50/50 SPLIT.SM/WAYNE STEGAL STTD THAT IS ALL THEY ARE NOT GOING TO DO ANYTHING FOR CUSTOMER IF HE DOESNT ACCEPT THE OFFER.  
CUST LEFT THE DLRSHIP IN A RENTAL VEHICLE. CRM HAD ASKED CUSTOMER TO WAIT UNTIL JUST AFTER 10 , AFTER CRM HAD A CHANCE TO SPEAK WITH AVN AND SM... BUT CUSTOMER DIDNT WAIT, AND DIDNT GIVE CRM HIS CELL PHONE NUMBER AS SHE REQUESTED NOR HIS HOTEL NAME OR ROOM NUMBER.  
CRM DID CALL ENTERPRISE AND CUSTOMER DID RENT A VEH AND LEAVE, WITH NO INFO AS TO HOTEL OR CELL NUMBER.... CRM HAD HIM PAGED ALSO.  
... Christina Desaulnier Davis/Austin Cars; 0; 387723204  
2002-04-15

comments copied from file # 5932986: CRM SPOKE WITH AVN/ BILL MILLER, HE STTD THAT HE DID OFFER TO PAY FOR PARTS.  
CRM ASKED HIM IF A 50/50 SPLIT WAS REASONABLE IN CASE THERE WERE ANY OTHER UNFOUNDED PROBLEMS , HE STTD YES, THEY WOULD DO 50/50 SPLIT.  
SM/WAYNE STEGAL STTD THAT IS ALL THEY ARE NOT GOING TO DO ANYTHING FOR CUSTOMER IF HE DOESNT ACCEPT THE OFFER.  
CUST LEFT THE DLRSHIP IN A RENTAL VEHICLE. CRM HAD ASKED CUSTOMER TO WAIT UNTIL JUST AFTER 10 , AFTER CRM HAD A CHANCE TO SPEAK WITH AVN AND SM... BUT CUSTOMER DIDNT WAIT, AND DIDNT GIVE CRM HIS CELL PHONE NUMBER AS SHE REQUESTED NOR HIS HOTEL NAME OR ROOM NUMBER.  
CRM DID CALL ENTERPRISE AND CUSTOMER DID RENT A VEH AND LEAVE, WITH NO INFO AS TO HOTEL OR CELL NUMBER.... CRM HAD HIM PAGED ALSO.  
... Christina Desaulnier Davis/Austin Cars; 0; 387723274  
2002-04-15

crm reviewed w/ tm, costello and cust is entitled to reimb. crm will call avn, bill miller 972075/6120 to advise that this part is covered./cathie swingle/cac/tpa; 0; 387723336  
2002-05-20

FAE COMPLETED....05/20 8:10:59AM CST....JULIE MACK/ATK; 0; 390779111  
2002-04-25

VOICM MADE CALL TO AVN, BILL MILLER AT 972075/6120 AND ADVISED THAT THE FUEL RAIL WAS A PART THAT WAS COVERED BY THE EMISSIONS WARR. CRM ADVISED TO PLEASE GET BACK WITH US IF THERE IS ANY MORE INFORMATION THAT WAS NEEDED BEFORE WE REEDS CUST. CRM WILL WAIT UNTIL MONDAY 4-29-02 BEFORE PROCESSING REHER./CATHIE SWINGEL/CAC/TPA; 0; 388606671  
2002-05-03

crm made call an left msg on cust's answering mach, that his local dlr, Norton Cadillac could reimb for the labor chg that is covered by the emissions warr to replace the fuel rail. Crm advised if there were any questions then he can call CAC. Crm advised of the cac # and file #. crm will close file satisfied./cathie swingle/cac/tpa; 0; 389298844  
2002-05-16

DEALER PRINCIPAL , NEIL NORTON CALLED FROM NORTON CADILLAC. HE WAS SEEKING INFO ON WHAT THE SITUATION WITH THE REIMBURSEMENT CLAIM WAS FOR THE CUSTOMER. THE CRM ADVISED IT HAD BEEN RESEARCHED WITH THE AVN FOR BUD DAVIS , BILL MILLER AND HE STATED THE PART WAS THE ONLY THING BEING PUT UNDER WARRANTY FOR THE CUSTOMER. CRM WILL VOICM MAIL THE AVN FOR THE NEW DEALER, JOHN PACHECKI AT MAIL BOX # 626092-8156. CRM WILL VERIFY WITH AVN IF THE PART AND LABOR IS TO BE COVERED UNDER THE EMISSIONS WARRANTY OR NOT. IN CRM'S RESEARCH IT IS NOT COVERED PART OF 4/ 50K WARRANTY. THE PREVIOUS AVN OFFERED A 50 /50 SPLIT. CRM WILL ALSO REQUEST THE DEALER RECEIVE A FAX COPY OF THIS REQUEST AND ATTACHMENTS. THE DEALER BOX # IS 369-666-6412, NORTON WILL REHER. MARION LEONARD/CADILLAC/AUTVHR; 0; 396613512  
2002-05-16

CRM CALLED AVN, JOHN PACHECKI, MAIL BOX # 626092-8156. CRM WILL MONITOR THE RESPONSE UNTIL THURSDAY, 05-21-2002, BETWEEN 3-5 PM CST. MARION LEONARD/CADILLAC/AUTVHR; 0; 396613512

2002-05-21

05/21/02 AVM, STEVE O'DONNELL STATES HE IS TAKING CALLS FOR NEIL NORTON DLR FOR A SHORT PERIOD OF TIME AND STATES HE SEEKS TO UPDATE THIS REQUEST. AVM STATES HE WILL CONTACT NEIL NORTON DLR AND AUTHORIZE REIMBURSEMENT OF THE LABOR BUT NOTHING ELSE (NO COMPENSATION FOR HOTEL STAY, RENTAL VEH, ETC.). CRM ADVISED AVM THAT THE COMMENTS HAVE BEEN ADDED & ARE BEING FORWARDED BACK TO MARION LINDSEY TO ADVISE & RETAIN OWNERSHIP. REBECCA SKAGGS/AVM  
TEAM/TAMPA; 0; 390838342  
2002-05-21

Crn left information on customer answering machine, that the dealer at Neil Norton will be able to reimburse the labor amount of the repair to the fuel assembly. No other costs will be reimbursed by GM, such as the hotel stay and the rental car. This repair was outside of warranty and was offered by GM as a goodwill gesture. The warranty for the part was expired by mileage at time of failure, and the emissions warranty does not cover this repair after the 4/50 operation. Crn will close the request satisfied. Marion Lindsey/Cadillac/Austin; 0; 390860649

\*\*\*\*\*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:  
FBI STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
PURCHASE REASON:

TRANSACTION:

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

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

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

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

NAME:  
  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
LEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OTHER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOURCE:

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

\*\*\*\*\*CONTACT INFORMATION\*\*\*\*\*

COMPANY:

CONTACT TYPE:  
CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER:

ADDRESS:

BELLEFONTAINE

OH

HOME PHONE:

CASE NUMBER: 06752026

VIN: 1G3QR62C3T4105577

DATE OPENED: 2002-04-22

MODEL YEAR: 1996

DATE CLOSED: 2002-04-22

SERIES: AURORA SEDAN

SOURCE: Phone

MILEAGE: 90000

SEC TYPE: Yes

DELIVERY DATE:

SEC PARTENT:

DEALER NAME: STEVE AUSTIN & AUTO GROUP, INC.

DEALER ADDRESS: 1515 S MAIN ST., BELLEFONTAINE, OH, 43311, USA

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

N44 Fuel Pump  
0 REPAIR ATTEMPT(S)

Leak/Leaks  
WILL NEED TO BE FIXED

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 RUM

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

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

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

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

<http://carsweb/webknowledge/CARSCP/SES/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

SES C:\Progra-1\Plus\Micros-1\Explore.exe

<http://carsweb/webknowledge/CARSCP/SES/html/CustomerRequests/vehicleRepurchase.htm>]

Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATED HE IS THE 2ND OWNER. PURCH W/ 50K MILES. GIVE MAIN AT JIFFY LUBE, ETC. HIS VIN NEEDS A NEW FUEL RAIL, HE WANT TO KNOW IF GM WILL PAY FOR IT. CRM APPEARED FOR THE CUSTOMER'S CONCERN. AND ADVISED DUE TO HE IS 1. NOT THE ORIG OWNER. 2. PURCH W/ MILEAGE ON THIS VIN. AND NO ONE KNOW HOW THE VIN WAS HANDLED FROM TO HIS PURCH. 3. NO NEW SERVICE CONTRACTS. 4. NO SP OR COPS. 5. HE IS OUT OF WARRANTY TIME AND NEARLY 60K MILES. 6. NO NEW RELATED CONCERNS. THERE WON'T BE ANYTHING ELSE IS ABLE TO OFFER REGARDING THE CONCERN. CUSTOMER THANKS. CASE CLOSED SATIS. LINCOLN WHITE PHL/CAC; 0; 100310560

\*\*\*\*\*

PREPARED DATE:

PREPARED TIME:

INCIDENT LOCATION:

DRIVER NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

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

ENGINE TYPE:  
MILEAGE & BUY-BACK: 0  
NEED:

DEPRECIATION:  
UPGRADE:  
APPROVALS:  
LEASE TERM:  
REMARKS:  
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:  
TITLE NAMES:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OWNER HAVE POSSESSION OF VEHICLE:  
RESOLUTION SOUGHT:

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

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

NAME:  
COMPANY:  
ADDRESS:

CONTACT NUMBER: 1  
CONTACT TYPE:  
CONTACT PHONE:

GENERAL MOTORS CORPORATION  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



GENEVA, IL



CASE NUMBER: 06824764 VIN: 1G3GR62C5T4100249  
DATE OPENED: 2002-05-06 MODEL YEAR: 1996  
DATE CLOSED: 2002-05-23 SERIES: AURORA SEDAN  
SOURCE: Phone MILEAGE: 80000  
BMC TYPE: Yes DELIVERY DATE:  
BMC PARENT: DEALER NAME:  
DEALER ADDRESS:

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

J44 Fuel Pump Other  
0 REPAIR ATTEMPT(S) fuel leakage from engine  
S13 Reimbursement Requested Other  
0 REPAIR ATTEMPT(S) for repair on veh  
A07 Referred to Dealer Other  
0 REPAIR ATTEMPT(S) cont contact pertaining veh resolution time

Vehicle operation or design

INSTRUCTIONS TO CRM:

- \* Pinpoint / understand concern
- \* Determine Customers expectation
- \* Validate feature is on vehicle
- \* Review owners manual with owner - [[Owners Manuals NIN 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/CWC/SolutionsByComponentCode\_Correspond.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\*\*\*\*\*

svc mgr jeff dowall who states he is calling in to update file. svc mgr states he is going to cover reimp for repair of the fuel rail under goodwill. crm feeding info to previous crm as request has been updated. in approval to fwd request john littlefield. teri richardson/cac/pbx; 0; 391020271  
2002-05-08

CUST CALLED BACK IN. CUST STATES THAT HE DID NOT GET CALLBACK AS EXPECTED. CRM REVIEWED FILE AND THE PREVIOUS CRM IS WORKING WITH THE SVC MGR TO SEE ABOUT POSSIBLE ASSISTANCE. CUST WANTS TO SPEAK WITH THE PREVIOUS REP AS SHE IS AWARE OF HIS CONCERNS. CRM OFFERED TO ASSIST CUST WANTS TO SPEAK WITH THE PREVIOUS CRM. CRM FORWARDING FILE TO WORKING CRM. CRM WILL CHECK FILE TOMORROW PRO NAME SURE CUST WAS CALLED. MARTIN HEAD/DMC/CAC; 0; 388719277  
2002-05-15

CRM CONTACTED CUST TO LET HIM KNOW THE SVC MGR WILL COVER THE REPAIR. CUST WAS VERY HAPPY. REQUEST CLOSED Satisfied. TOM MILLER/DMC/CAC; 0; 391021775  
2002-05-16



CUST STATES WAS WAITING TO HEAR FROM THE DLR ABOUT COST ASSISTANCE. CRM CONTACTED JEFF, SVC MGR. JEFF WAS NOT AVAILABLE. WILL TRY AGAIN LATER AND CONTACT THE CUST AND LEAVE A MESSAGE FOR HIM. TONI PHILLIPS/CAC/PDX; 0; 390420804  
2002-05-16

CRM ATTEMPTED TO CONTACT SVC MGR. GOT VM. LM FOR SVC MGR TO CONTACT CAC. WILL FOLLOW UP WITH CUST THIS AFTERNOON. TONI PHILLIPS/CAC/PDX; 0; 390420964  
2002-05-22

CRM ATTEMPTED TO CONTACT JEFF AGAIN. LM FOR JEFF TO CALL WITH UPDATE. NEXT CRM PLEASE TAKE MESSAGE OR SEND TO VM 38091. TONI PHILLIPS/CAC/PDX; 0; 390936183  
2002-05-06

cust states he is the 2nd owner of a 1996 olds aurora w/80,000 miles purchased @ 13,000 miles & has had the frame pipe burst which caused fuel to leak out of the top of the engine...cust seeks asst w/this repair due to the seriousness of the matter....crm contacted dirshp & conferred w/jeff dowl, svc mgr who stated that the repair is needed due to failure of a part but, b/c dirshp is out of empowerment, he will contact his svcs to seek asst....crm will contact dirshp & cust on 05/07/02 between 1-3pm ct for follow up  
....suspending file

vantrice brown/cac/atx; 0; 389558196  
2002-05-07

crm attempted to contact dirshp to confer w/svc mgr regarding the dirshp's diagnoses w/cust veh concern & the response rcv'd from the svcs.....crm will attempt to confer w/ the svc mgr tomorrow (05/08/02)..... suspending file

vantrice brown/cac/atx; 0; 389661970  
2002-05-09

crm contacted cust @ work to advs cust of file status & will contact cust again w/follow-up info once retrieved from the svc mgr @ dirshp .....crm attempted to contact jeff dowl but, n/a crm will call back this afternoon....suspending file

vantrice brown/cac/atx; 0; 389723760  
2002-05-08

crm contacted dirshp to confer w/jeff dowl who stated that he has not heard back from svcs as of yet but, should have a response by tomorrow afternoon.....crm left msg w/dabbie the receptionist @ cust job that crm will contact cust as of tomorrow afternoon w/a response....suspending file

vantrice brown/cac/atx; 0; 389739781  
2002-05-09

crm contacted jeff who stated that cust picked up veh, everything fine & cust understands that he is out of wnty & that due to those facts the dirshp is still considering goodwill & will respond to cust when decision is made....cust agrees to wait on dir response.....closing file

cust satisfied

vantrice brown/cac/atx; 0; 389819009  
2002-05-16

CRM DID NOT REACH SVC MGR. WILL TRY AGAIN TOMORROW AND CONTACT CUST. 05-17-02 TONI PHILLIPS/CAC/PDX; 0; 389844812  
2002-05-17

CRM AGAIN ATTEMPTED TO CONTACT SVC MGR, JEFF. GOT VM. LM FOR JEFF TO CONTACT CAC WITH UPDATE ON VEH. CRM WILL CONTACT CUST AT SMT TIME. TONI PHILLIPS/CAC/PDX; 0; 389847806

2002-05-17

CONTACTED CUST TO LET HIM KNOW THERE IS NO NEWS ON WHAT DECISION THE AVN MADE. SET NEW CR  
-12-02 2-4 FT. TONI PHILLIPS/CAC/PDX; 0; 390507703

2002-05-22

SVC MGR JEFF DONELL CALLED AND SAID THAT HE STILL HAS NO ANSWER ON THIS WILL HOPEFULLY HAVE IT TOMORROW

TM KATHY MOORE (PG) TO FORWARD FILE TO PREVIOUS CRM  
VALORY CABRERA/CAC/PDX; 0; 390981679

\*\*\*\*\*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:

WAS INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

REASON AT INSPECTION:

WHAT 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\*\*\*\*\*

TYPE:

AGENT TYPE:

REFERENCE NUMBER:

TRANSACTION:

DEALER NAME:

DEALER PHONE:

DEALER ADDRESS:

CONTACT:  
PHONE NUMBER:  
PRODUCT CODE:  
ENGINE TYPE:  
MILEAGE & BUY-BACK: 0  
MSRP:

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

DEPRECIATION:  
UPGRADE:  
AFTERSHOCK:  
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

INCIDENTS:

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

LOCATION:

RESTRAINT:  
IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

\*\*\*\*\*BRC CONTRACT INFORMATION\*\*\*\*\*

NAME:  
ADDRESS:  
ADDRESS:

CONTRACT NUMBER: 1  
CONTRACT TYPE:  
CONTRACT PRICE:

GENERAL MOTORS CORPORATION  
OLDSMOBILE DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] TYLER TX [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 06829865 VIN: 1G3GR62C094108659  
DATE OPENED: 2002-05-07 MODEL YEAR: 1995  
DATE CLOSED: 2002-05-07 SERIES: AURORA SEDAN  
SOURCE: Phone MILEAGE: 79680  
SRC TYPE: No DELIVERY DATE:  
SRC PART#: DEALER NAME: ROBERT FELTIER PONTIAC-NISSAN  
DEALER ADDRESS: 2700 SOUTHWEST LOOP 323, TYLER, TX, 75701, USA

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

J44 Fuel Pump Leak/Leaks  
1 REPAIR ATTEMPT(S) CUSTOMER SATISFACTION

Dealer refuses to do warranty repair on a vehicle because another dealer has worked on it.

ISSUE CALLER:

A dealership cannot refuse to work on a car that is under warranty. A dealership can however, refuse to work on a car if failure is due to poor workmanship by another dealership.

GM should attempt to resolve the problem between the dealership and the customer, escalating to the AVI if necessary.

COMPLAINT VEHICLE

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CUSTOMER STATES HE IS THE SECOND OWNER OF THIS VEHICLE AND PURCHASED FROM ROBERT FELTIER PONTIAC NISSAN 65,000 MILES. CUSTOMER STATES HE HAD HIS FUEL RAIL ON 11/29/00 BY FELTIER PONTIAC. CUSTOMER STATES THE VEHICLE IS CURRENTLY AT CLASSIC OLDSMOBILE BECAUSE HE IS HAVING GAS PUMP AND CUSTOMER THINKS THIS MAYBE THE SAME PROBLEM BUT THE VEHICLE HAS NOT BEEN DIAGNOSED YET. CUSTOMER STATES HE HAD AN EXTENDED WARRANTY ON THIS VEHICLE BUT IS NOW UP. CUSTOMER IS SEEKING SOME TYPE OF COST ASSISTANCE FROM THE CASE IF POSSIBLE. GM ADVISED THE CUSTOMER HE IS OUT OF THE BUMPER TO BUMPER AND HIS EXTENDED WARRANTY AS WELL AND THE ONLY WAY HE WILL BE ABLE TO GET ANY ASSISTANCE AND NO PROMISING OFFERS WOULD BE WITH THE SERVICING DEALER. CUSTOMER STATES THE REPAIR IS OVER A YEAR OLD. CUSTOMER STATES HE WILL TRY TO GET HIS VEHICLE INTO FELTIER PONTIAC. ONCE AGAIN GM DID NOT MAKE ANY PROMISES OF COST ASSISTANCE. CLOSING SATISFIED. LOCALINE RAGINS-TOURS-TRAVEL-CARS; 0; 9829

\*\*\*\*\*CAR INFORMATION\*\*\*\*\*

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

ALARMED DETAILED COMPONENT:

REPAIR PARTS: [REDACTED]  
REPAIR COST: [REDACTED]  
REPAIR DATE: [REDACTED]

NUMBER OF PEOPLE: 0  
INJURIES:

BODY INJURY:

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTOR'S NAME: INSPECTION DATE:

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

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

ORICE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BOOK TYPE:  
TRAIL:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BNC WARRANTY DATE:  
WADA: 0  
SALES TAX:

ENGINE TYPE:  
MILEAGE & BUY-BACK: 0  
NEEP:

ASSOCIATION:  
UPGRADE:  
APPOINTMENT:  
LEASE TERM:  
DAMAGE:  
ORDER:  
BRANCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
DUAL:

LEGAL TYPE:  
LEASE PLAN:  
VEHICLE IDENTIFICATION:  
LEASE STATUS:  
TITLE STATUS:

DEALER ADMINISTRATION:  
TELEPHONE:

REPLACEMENT VALUE:

\*\*\*\*\*REPLACEMENT VALUE\*\*\*\*\*

NUMBER OF INJURIES: 0  
EVENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER: DATE:  
TITLE NAMES:  
BUSINESS: % 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  
IDANY: CONTACT TYPE:  
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION  
OLDEMObILE DIVISION  
GM RESTRICTED

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

CASE NUMBER: 06893461 VIN: 1G3GR62C3V4101208  
DATE OPENED: 2002-06-03 MODEL YEAR: 1997  
DATE CLOSED: 2002-06-05 SERIES: AURORA  
SOURCE: Phone MILEAGE: 96000  
SRC TYPE: Yes DELIVERY DATE:  
SRC PARENT: DEALER NAME: CHESROWN OLDEMObILE-CADILLAC, INC.  
DEALER ADDRESS: 1425 MT VERNON RD., NEWARK, OH, 43055, USA

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

J44 Fuel Pump Leak/Leaks  
1 REPAIR ATTEMPT(S) GAS LEAKS IN ENGINE  
  
J01 Engine Maintenance  
1 REPAIR ATTEMPT(S) FUEL SMELL

Vehicle repair request - Repair not done

INSTRUCTIONS TO CFM:

- 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\Explore.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\Explore.exe  
http://carsweb/webknowledge/CARSCP/SRS/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\Explore.exe  
http://carsweb/webknowledge/CARSCP/SRS/html/CustomerRequestsVehicleRepurchase.htm]]
- Vehicle repair request - Repair not done

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

CFM CONTACTED DLRSHP & SPOKE W/ JEFF BROWN, SVC MGR. JEFF STATES CUST FUEL RAIL BUSTED AND CAUSED THE FUEL TO LEAK. JEFF STATES CUST DID ASK FOR COST ASSISTANCE, HOWEVER CUST WAS TOLD DUE TO AGE & MILEAGE OF VEHICLE PER AVM. CFM CONTACTED CUST TO FOLLOW UP W/ REPAIR. CUST STATES VEHICLE IS REPAIRED AND NO OTHER PROBLEMS HAVE OCCURRED W/ THE VEHICLE. CUST THANKED CFM FOR FOLLOW UP. CFM CLOSING FILE SATISFIED. TIFFANT JAMES/CAC/TRR/58090.; 0;

35893461  
2002-06-03

CUST IS 2ND OWNER, PURCHASED FROM DON WOOD IN ATHENS, OH W/18,000 MILG  
IN FALL O F 1998. CUST STATED THAT HE HAD A FUEL SMELL. CUST STATES VEH IS @ CHESSOWN FOR  
PAIR. CUST WANTS TO FIND OUT WHETHER ANY POLICY/RECALL/BULLETINS RE: THIS CONCERN ON  
VEHICLE REPAIRS TOTAL: \$356. CUST STATES DLR OPEN HOOD VEH WAS LEAKING FUEL IN ENGINE COULD  
HAVE STARTED A FIRE. CRM CALLED DLR TO SPEAK W/SVC MGR BUT N/A TIL AFTER 3PM. CRM FOUND NO  
BULLETIONS--SPEC POLICY/RECALL ETC. CRM TO FU W/CUST AFTER TALKING W/DLR.

W/; 0; 391971097  
2002-06-05

CRM CONTACTED CHESSOWN DEALERSHIP & SPOKE W/ CHAD CHESSOWN, OWNER SON. CHAD STATED THAT THE  
SVC DPT IS OUT TO LUNCH, CRM LEFT MESSAGE W/ CHAD TO HAVE SVC MGR CONTACT CAC REGARDING CUST.  
CRM CONTACTED CUST TO ADVICE THAT FURTHER RESEARCH IS BEING DONE, CUST WAS NOT AVAILABLE, CRM  
WILL CALL BACK ON 6/5/02 BETWEEN 2:30 & 4:30P.M. TIFFANY JAMES/ CAC/TPA/58090.; 0; 392144016

\*\*\*\*\*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:

WAS INSPECTED:  
INVESTIGATIVE SUMMARY:  
PAR STATUS:

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

AGENCY:  
REQUEST TYPE:  
PURCHASE REASON:



DEALER SAC:  
DEALER NAME:  
DEALER ADDRESS:  
CONTACT:  
PHONE NUMBER:  
PRODUCT CODE:  
ENGINE TYPE:  
MILEAGE @ BUY-BACK: 0  
MSRP:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

LEGAL TYPE:  
LESSON 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\*\*\*\*\*

INTERNAL CASE NUMBER:  
TITLE NUMBER:  
BUSINESS:  
ACCIDENT:  
DESCRIPTION OF DAMAGE:  
PURCHASE/LEASE: 0  
MILEAGE AT PURCHASE: 0  
DOES OTHER HAVE POSSESSION OF VEHICLE:  
RESOLUTION REQUEST:

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

\*\*\*\*\*BPC CONTACT INFORMATION\*\*\*\*\*

NAME:  
CONTACT:

CONTACT NUMBER: 1  
CONTACT FAX:  
CONTACT PHONE:



OLDSMOBILE CASE 000007357 TYPE: G-GENERAL  
NAME: CHAMPION CHEVROLET-OLDSMOBILE  
YR/MDL: 1995/AURORA

Base Case Information

ORDER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: REDONDO BEACH STATE: CA ZIP: [REDACTED]  
VIN: 1G3GR62C8B4123829 DELIVERY DATE: 12/10/1994  
RESP DEALER: 00000  
MESSAGE: 48000 CORPORATE CASE #:  
YEAR/MODEL: 1995/AURORA

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 02/08/2000 ORIG OPEN DATE: 02/08/2000  
REOPENED: N  
LAST ACTIVITY DATE: 03/13/2000 BY: JAY MILLS  
CLOSE DATE: 03/13/2000 SCRAP DATE: 01/01/9999  
LITIGATION/DEFERRED REQUIREMENT HOLDS:  
LETTER 99-04, TEMPTLE CONTROL 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: N(Y/N)  
REIMBURSED ORDER:  
WARRANTY CODE: O

OWNER DEMAND AMT: \$0.00  
NO DATE:  
CUSTOMER SATISFACTION: S  
ARRESTATION LETTER: N(Y/N)  
ARRESTATION OFFERED: TRAFIC  
VEHICLE BUYBACK: N

DEALER CONTACTED: N DEALER NUMBER: 24221  
CONTACTED DATE: 03/13/2000 NAME: CHAMPION CHEVROLET-OLDSMOBILE  
DEALER CLOSED: 03/13/2000 CITY: MANHATTAN BEACH ST: CA

REQUEST CODES AND COMMENTS

CODE # CLOSE DESC  
J48 1 CUST STATES THE GAS LINE CONNECTOR NEEDS REPL

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 02/08/2000 12:03:01  
CUST STATES THE FUEL LINE CONNECTOR SPLIT AND CAUSED GAS TO SPRAY  
ON THE ENGINE. CUST STATES HE WAS IN A SMALL TOWN AT THE TIME AND  
STOPPED AT AN INDEPENDENT MECHANIC TO HAVE THEM LOOK AT IT. CUST  
STATES THE MECHANIC WAS NOT ABLE TO REPLACE THE PART BUT DID A  
TEMP FIX SO THE CUST COULD STILL DRIVE THE VEH UNTIL HE COULD REACH  
A DLR. CUST SEEKS INFO ON WHETHER THIS REPAIR WOULD BE COVERED UNDER  
WARRANTY. CUST STATES HAS NOT TAKEN THE VEH TO THE DLR FOR DIAGNOSIS.  
CRM CONTACTED THE DLR AND SPOKE WITH SA CHERYL. SA STATED THE CUST  
WOULD NEED TO CONTACT THEM FOR AN APPT FOR DIAGNOSIS. CRM ADVISED  
CUST TO CONTACT THE DLR FOR AN APPT AND THAT WE CAN NOT DETERMINE  
WHAT IS COVERED UNTIL THEY DETERMINE WHAT PARTS NEED TO BE REPLACED.  
CRM ADVISED CUST OF FILE#. CUST ACKNOWLEDGED.....  
..CRM JOEL CHRISTOFF/TAMPA  
TM LEAD DISCUSSED FILE WITH CRM AND CONFIRMED THIS CUSTOMER IS NOT  
SATISFIED WITH THE VEHICLE BRAKING DOWN.  
TM LEAD REVIEWED FILE AND FORWARDING TO TM MGR BOB RIVELLI FOR  
DISSATISFIED CLOSING.  
JAY MILLS TEAM LEAD TAMPA

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 02/25/2000 16:25:30  
TM MGR BOB RIVELLI REVIEWED AND SENT BACK TO CRM JOEL CHRISTOFF FOR  
FOLLOW-UP. CUST IS STILL WITHIN EMPOWERMENT? ARE WE GOING TO HELP?  
BOB RIVELLI/TAMPA

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 03/01/2000 19:40:59  
CRM FOLLOWING UP ON FILE AND CONTACTED CUST. CUST STATED THEY  
WERE ABLE TO HOLD THE CONNECTOR TOGETHER INSTEAD OF HAVING TO  
PURCHASE A WHOLE NEW FUEL UNIT FOR THE VEHICLE. CUST STATES THIS  
FIX IS WORKING WELL AND IS SATISFIED WITH IT. CUST STATES HE MAY  
HAVE TO GO AHEAD AND REPLACE THE WHOLE UNIT IN THE FUTURE BUT WILL  
TAKE CARE OF THAT THEN. CUST WAS APPRECIATIVE THAT WE CALLED BACK  
TO CHECK ON THE STATUS. CRM ADVISED CUST OF FILE# AND TO CALL US  
BACK WITH ANY CONCERNS OR QUESTIONS.  
CRM JOEL CHRISTOFF/TAMPA  
CRM FORWARDING FILE TO TEAM LEAD TO CLOSE FILE SATISFIED.  
CRM JOEL CHRISTOFF/TAMPA

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 03/13/2000 01:01:01  
CRM ADVISED CUST TO SEE DLR FOR DIAGNOSIS.

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 03/13/2000 15:03:27  
TM LEAD CLOSING FILE SATISFIED  
JAY MILLS/TEAM LEAD TAMPA

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:

ADDRESS: [REDACTED]

CITY: REDONDO BEACH

STATE: CA

ZIP: [REDACTED]

AGE:

HOME PHONE: [REDACTED]

BUSINESS PHONE: ( ) -

EXTENSION:

IDENTIFICATION DECISION:

DATE:

IDENTIFICATION REQUEST: 0

DATE:

Injured Parties

Injured Party Data available for this case.  
Purchase

No Repurchase Data available for this case.

EMAC Correspondence

No EMAC Correspondence Data available for this case.



# Purchase and Delivery Satisfaction Survey

Alphonse H. [redacted]  
 [redacted]

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

Name telephone: [redacted]

Change to: ( )

Dear Fred Goering:

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

Thank you for buying a Buick.

Sincerely,

*Dean L. Wright*

Dean L. Wright

Director - Customer & Relationship Services

## Instructions

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

- Please check this box if you no longer own/lease this 2000 LaCrosse, and return the questionnaire.

## About Your Buick Dealership's Facilities

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

## About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Unsatisfied	Not At All Satisfied	Not Applicable
2. How satisfied are you that you were treated in a professional and courteous manner?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Buick vehicles?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Not Applicable
5. When you picked up your 2000 LaCrosse, were you greeted with friendliness and enthusiasm?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. At the time of delivery, were you offered...						
- An orientation tour of the dealership, including the Service Department?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive to become familiar with your new vehicle (demonstrating it to you)?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			



**About Your Sales Consultant - Continued**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
- Your vehicle's features and operation? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Benefits of Buick's Premier 24-hour Roadside Assistance? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Buick? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Buick? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant contacted you to thank you for your purchase and receive any comments? .....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't know/Not sure <input type="checkbox"/>			
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**About the Financial Process**

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

**Summing Up Your Experience**

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Buick/Buick? .....	Completely Satisfied <input checked="" type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership? .....	Definitely Would <input checked="" type="checkbox"/>	Probably Would <input type="checkbox"/>	Might/Might Not <input type="checkbox"/>	Probably Not <input type="checkbox"/>	Definitely Not <input type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your Buick LeSabre? .....	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input checked="" type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
17. Do you have any comments/recommendations about your Dealership? .....	<p><u>Very: Too much wind noise - seat belts (leaves) hard to engage</u>  <u>dash squeaks-rattles</u></p>				

18. Are you ...  Male  Female

19. Your age ...  Under 25  25-34  35-44  45-54  55-64  65 or older

20. May we include your name when passing 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 Buick Motor Division directly by calling the Buick Customer Solutions Center: 1-800-521-7300

PLEASE PRINT YOUR NAME AND ADDRESS IN THE ENCLOSED, RETURN THIS ENVELOPE TO:  
 Buick Motor Division, P.O. Box 1187, Tolson, GA 30088-0118

100  
 54



# Service Satisfaction Survey

Model No. [redacted]  
[redacted]  
[redacted]

Please make my envelope to your name, address, or telephone number here  
[redacted]  
[redacted]  
Name Telephone [redacted]  
Change to: [redacted]

Dear Mr. Charles [redacted]

Our records indicate that you had your 1968 Chevrolet Truck serviced at Jim Smith Chevrolet Sales Inc. on December 17, 1968. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Jim Smith Chevrolet Sales Inc.

Sincerely,  
*Don L. Wright*  
Don L. Wright  
Director - Customer & Relationship Services

02-28-00P01125 RCVD

**Instructions**  
Please use a dark pen or pencil (preferably black) when filling out this survey.  
 Please check this box if you no longer own/lease this 1968 Chevrolet Truck, and return the questionnaire.  
\*\* PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE FOR SERVICE ON DECEMBER 17, 1968, COMPLETE THIS SURVEY. \*\*

## About Your Chevrolet Realizable Service Department

- |   |                |           |               |                   |              |
|---|----------------|-----------|---------------|-------------------|--------------|
| 1. How satisfied were you with the atmosphere of the Service Department's hours?.....                                 | Very Satisfied | Satisfied | Not Satisfied | Very Dissatisfied | Dissatisfied |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                              | Yes            | No        | Not Sure      | Yes               | No           |
| 3. When arriving for service, were you greeted promptly?.....   | Yes            | No        | Not Sure      | Yes               | No           |
| 4. How satisfied were you that all employees properly treated you in a courteous, fair, and professional manner?..... | Very Satisfied | Satisfied | Not Satisfied | Very Dissatisfied | Dissatisfied |

## About Your Service Consultant's Service

- |   |                |           |               |                   |              |
|---|----------------|-----------|---------------|-------------------|--------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?..... | Very Satisfied | Satisfied | Not Satisfied | Very Dissatisfied | Dissatisfied |
| 6. Were you given a thorough explanation of your request?.....  | Yes            | No        | Not Sure      | Yes               | No           |
| 7. How satisfied were you that you were kept informed about the status of your service request?.....                        | Very Satisfied | Satisfied | Not Satisfied | Very Dissatisfied | Dissatisfied |
| 8. Was your vehicle ready by the agreed time promised?.....   | Yes            | No        | Not Sure      | Yes               | No           |



Customer Service Department

Customer Service Department

**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? .....
- |     | Completely Satisfied     | Very Satisfied           | Satisfied                           | Somehow Satisfied                   | Not At All Satisfied     |
|-----|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 9.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

**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? .....
- |   | Completely Satisfied     | Very Satisfied           | Satisfied                           | Somehow Satisfied        | Not At All Satisfied                |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| - The time it took to complete the transaction? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The ease of getting your vehicle? .....             | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The condition in which it was returned? .....       | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?  Yes  No
- IF NO, why not? Check all that apply:**
- |  |   |
|--|---|
| <input type="checkbox"/> Certain equipment - repair not necessary                  | <input type="checkbox"/> Parts not available    |
| <input checked="" type="checkbox"/> Work performed did not correct the problem     | <input type="checkbox"/> I declined repair      |
| <input checked="" type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Service Department was too busy                           | <input type="checkbox"/> Don't know             |

13. How satisfied are you that your vehicle was fixed right on the service visit? .....
14. Were you given a copy of the completed repair order? .....
15. Were you contacted directly after the service visit to determine your satisfaction with the distribution center? .....
- |     | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somehow Satisfied        | Not At All Satisfied                |
|-----|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 13. | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| 15. | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |

**Summing Up Your Experiences**

16. Based on this service visit, overall, how satisfied are you with the South Carolina State lot? .....
17. Would you recommend this dealership for service? .....
18. Overall, how satisfied were you with your visit to the South Carolina State lot? .....
- |     | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somehow Satisfied        | Not At All Satisfied                |
|-----|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 16. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| 17. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| 18. | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

19. Do you have any additional comments about your dealership? See Attachment

20. See Attachment

21. Are you ...  Male  Female
22. Your age ...  Under 25  25-34  35-44  45-54  55-64  65 or older
23. May we contact your store when providing the 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 the Service Department directly by calling the Chevrolet Customer Assistance Center 1-800-4-A-CHEV.**

Please return this questionnaire to the call-centering station with service tag  
**CHEVROLET NATIONAL SERVICE, P.O. BOX 7000, TOLSON, OH 43086-0700**

2000 August 1 100-448214-20-0000

ATTACHMENT TO QUESTION NO. 19

Chevrolet Motor Division  
PO Box 10043  
Toledo, OH 43002-4081

123390

Subject: Service Satisfaction Survey

[REDACTED]  
Monticello, NY [REDACTED]

SERVICE COMPLAINT NO. 000007357

Gentlemen;

I purchased my 1999 Chevrolet on December 17, 1999 from Jim Smith Chevrolet Sales. As I indicate in your survey, my experience with the dealership has always been good, with no problems. However, this pickup has been FAR FROM SATISFACTORY.

My winter address is Malabar, Florida. Prior to our leaving the New York area I experienced a very serious vibration in the steering - the steering wheel would shake back and forth violently. This made the vehicle a hazard to drive. I took it to the dealership where promised to be checked out for the cause. Their service department was unable to find the problem, even after a test drive, as this condition was not consistent, yet very real when it was doing it.

On the trip from New York State to Florida, the condition occurred several more times. I had to come to a complete stop before it would stop the condition.

This unit has been to Jim Johnson Chevrolet of Malabar three (3) times over a period of several weeks. Their service department has not fixed, nor improved the condition. They have been in contact with their service advisors, and File Number 000007357 has been assigned to the unit.

Neither service department's efforts have made any corrective action after checking out the obvious - alignment, tire/wheel balance, tire/wheel rotation, shock absorbers, among others. The condition still exists.

Two weeks ago I took a trip on Highway I-95 from Malabar, FL. to Deland, FL. with two passengers, [REDACTED] and [REDACTED]. This is a distance of about 100 miles round or less. The pickup started its vibration after about 25 miles. I am not aware of any high irregularities that were noticeable. Variance in speed did not reduce or affect the

VIN: OLDSMOBILE CASE 980104209 TYPE: G-GENERAL  
DEALER: ZALUD OLDSMOBILE-PONTIAC, INC.  
YR/MODL: 1995/AURORA

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: CHAGRINE FALLS STATE: OH ZIP: [REDACTED]  
VIN: 1G3GR62C884106934 DELIVERY DATE: 07/13/1994  
RESP DEALER: 00000  
MILEAGE: 89600 CORPORATE CASE #:  
YEAR/MODEL: 1995/AURORA

CASE TYPE : G-GENERAL STATUS: C  
OPEN DATE : 10/23/1998 ORIG OPEN DATE: 07/06/1998  
REOPENED: Y

LAST ACTIVITY DATE: 10/23/1998 BY:  
CLOSE DATE: 10/23/1998 SCRAP DATE: 01/01/9999

LITIGATION/DEFENTION REQUIREMENT HOLDS:  
CHECK OR REIMBURSEMENT  
LETTER 99-02, FUEL SYSTEM  
TAX YEAR  
LETTER 99-04, THROTTLE CONTROL SYSTEM

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

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

DEALER CONTACTED: N DEALER NUMBER: 06897  
CONTACTED DATE: 10/23/1998 NAME: ZALUD OLDSMOBILE-PONTIAC, INC.  
DEALER CLOSED : 10/23/1998 CITY: SHAKER HEIGHTS ST: OH

REQUEST CODES AND COMMENTS

REQ #	CLOSE	DESC
1		O/ SYS FUEL LINE FRACTURED
1		O/ SYS PUMP HAS FAILED
1		O/ SERVICE ASSISTANCE
1		O/ FUEL & SAFETY CONCERN WITH FUEL LEAK

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 07/06/1998 09:40:58  
W/ CONFERENCED O/ WITH A.S. PAULA RAYLE

W/ RECEIVED CALL FROM [REDACTED]...O/ STATED THAT TWO WEEKS AGO THE O/ WAS TAKING HIS FRIEND HOME AND SITTING IN THE DRIVEWAY THE FUEL BEGAN TO LEAK ALL OVER AND THE O/ TURNED OFF THE ENGINE AND THAT STOPPED THE GAS FROM LEAKING AND BECAUSE IT WAS ON A WEEKEND THE O/ CALLED AAA AND THEY TOWED THE VEH TO A B.P. GAS STATION AND THE FUEL LINE HAD BROKE AND THEN BY CONTACTED THE BASE DLR AND HAD A FUEL LINE SHIPPED FROM LAWRENCE TO THE DLR AND THEN ON TO THE BP STATION. THE O/ STATED THAT AFTER THE LINE WAS PUT ON THE INDEPENDANT NOTICED THAT THE FUEL PUMP HAD FAILED AND THEY DID NOT KNOW HOW TO FIX THE PUMP AND CHARGED THE O/ FOR THE PART ONLY \$215.00 AND THEN THE O/ STATED THAT BECAUSE BP DID NOT KNOW HOW TO FIX THE PUMP THE O/ DECIDED TO HAVE THE VEH TOWED TO THE BASE DLR AND NOW AFTER TWO WEEKS WITHOUT A VEH THE O/ STATED THAT SORRY FROM THE DLR CANCELED AND STATED THAT THE PUMP DOES NEED TO BE REPLACED AND STATED AN ESTIMATE OF \$550.00...P.RAYL/OCAN  
O/ STATED THAT HE FEELS BETTER THAT THE VEH IS AT THE DLR NOW AND WOULD LIKE SOME ASSISTANCE WITH THE REPAIRS..AND HE ALSO STATED THAT HE HAS ONLY HAD TO PUT ON TWO SETS OF TIRES AND REPLACE THE BRAKES AND RATHER THAN THOSE TWO REPAIRS THE VEH HAS BEEN GREAT....  
W/ PLACED O/ ON HOLD AND CALLED SOLI BORGHESECA THE SM AND HE STATED THAT THE LAST TIME THE O./ WAS IN WAS APRIL 7 FOR FRONT BRAKE PADS AND TIME BEFORE THAT WAS 10-97 FOR AN ENGINE MISSING. SOLI ALSO STATED THAT THE REPAIRS ARE THE O/'S RESPONSIBILITY AND THAT THERE IS A POSSIBILITY THAT THE INDEP RUCKED THE FUEL PUMP..W/ STATED THAT THE O/ IS THE FIRST O/ AND THAT THE VEH HAS BEEN TROUBLE FREE AND THAT THE FUEL LINE SHOULD NOT HAVE FAILED AND SOLI STATED THAT THERE IS NO LIFE TIME ON THE FUEL PUMP....W/ STATED TO THE O/ THAT W/ WOULD LIKE TO REVIEW FURTHER.

PAULA RAYL/OCAN

W/ REVIEWED WITH CSM HOWLAND AND WONDERED IF THERE WAS ANY INDICATION THAT HE HAD CAUSED THE FUEL PUMP TO FAIL?

W/ CALLED SOLI THE SM BACK AND HE STATED THAT THE FUEL LINE HAD BEEN REPLACED AND NOW THE PUMP HAS TO BE REPLACED.

W/ CALLED THE O/ AND STATED THAT DUE TO THE AGE AND MILEAGE THIS IS O/'S RESPONSIBILITY AND THE O/ STATED THAT HE WOULD HAVE THOUGHT THAT IF THERE WAS A FIRE IT WOULD NOT HAVE BURNED HIS HOUSE AND IT WOULD HAVE BEEN AN APPLIED WARRANTY AND HE STATED THAT HE WILL RECONSIDER THIS WHEN PURCHASING HIS NEXT VEH.

PAULA RAYL/OCAN

O/ CONFERENCED TO A/S PAULA RAYL.

TON INFO/OCAN

RECEIVED CALL FROM TOM..O/ CALLED BACK AND STATED THAT THE VEH HAS TO BE A SUSPECT MENTION TO THE NEW MACHINES REPAIRS AND THAT THE FUEL LINE HAD BEEN REPLACED AND THE O/ STATED THAT HE WOULD HAVE THOUGHT THAT IF THERE WAS A FIRE IT WOULD NOT HAVE BURNED HIS HOUSE AND IT WOULD HAVE BEEN AN APPLIED WARRANTY AND HE STATED THAT HE WILL RECONSIDER THIS WHEN PURCHASING HIS NEXT VEH. THE O/ STATED THAT THE VEH HAS TO BE A SUSPECT O/ JUST CAN NOT UNDERSTAND WHY ONE MACHINIST WOULD NOT KNOW THAT THE O/ STATED THAT THE VEH HAS TO BE A SUSPECT MENTION TO THE NEW MACHINES REPAIRS AND THAT THE FUEL LINE HAD BEEN REPLACED AND THE O/ STATED THAT HE WOULD HAVE THOUGHT THAT IF THERE WAS A FIRE IT WOULD NOT HAVE BURNED HIS HOUSE AND IT WOULD HAVE BEEN AN APPLIED WARRANTY AND HE STATED THAT HE WILL RECONSIDER THIS WHEN PURCHASING HIS NEXT VEH.

W/ FROM THE W/ TO LET HIM KNOW IF THE SUPERVISOR WILL BE CALLING O/  
O/ ASKED IF THE O/ COULD BE CALLED.

LA RAYL/OCAN  
RE REVIEWED, SUPPORT HANDLING... DAVE ROWLAND/CUST ASST MGR - OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/07/1998 11:51:28  
W/ CONFERENCED O/ TO CAR DAVE ROWLAND.

NICOLE DAUGARD/OCAN  
SPOKE WITH OWNER, REVIEWED THE CONCERN OF THE 'FUEL RAIL' BREAKING AND  
FUEL RUNNING ON THE GROUND... SUPPORTED HIS VIEW THAT IT 'SHOULDN'T  
HAPPEN', IT DOESN'T HAPPEN OFTEN (I WAS NOT AWARE OF ANY OTHER OCCUR-  
RENCES) AND AGREED IT WAS A SAFETY ISSUE... HOWEVER, I DENIED ANY  
ASSISTANCE BASED ON AGE AND MILEAGE OF VEHICLE..... OWNER WAS NOT  
SATISFIED WITH MY DECISION AND WANTED TO SPEAK TO MY SUPERVISOR WHICH  
I DENIED... HE WANTED TO KNOW HIS NAME AND IT WAS PROVIDED... ADVISED  
THE DECISION WAS MADE BY THE 'AREA SPECIALIST' AND REVIEWED BY A  
MANAGER; I CALLED HIM BASED ON A PREVIOUS COMMENT AND THERE WAS NO  
NEED TO GO 'HIGHER'... OWNER IS VERY DISSATISFIED AND BECAME A BIT  
SARCASMATIC... DAVE ROWLAND/CUST ASST MGR - OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/10/1998 14:14:30  
CALLED OWNER MR. STANLEY JR, BASED ON LETTER RECEIVED ADDRESSED TO WRI  
TER, OWNER REVIEWED THE SAME INFORMATION THAT IS ALREADY IN THE FILE A  
ND NO NEW INFORMATION WAS PRESENTED. ASSISTANCE WAS DENIED BASED ON MI  
LEAGE OF VEHICLE OVER 89,000MILES, OWNER REQUESTING A TUNE-DOWN LETTER  
AND ALSO WANTED THE ADDRESS AND PHONE NUMBER OF MY SUPERVISOR, STATED  
THE ADDRESS IS THE SAME AS MINE AND NO SURVIVOR PHONE NUMBER, INFORMED H  
E OF CUSTOMERS POSSIBLE CONTACT. WILL HAVE O/S LETTER IMAGED TO THE FI  
LE. T. A. ROSEL/OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/15/1998 09:24:46  
WRITER ASSIGNED DCS199819435041 TO THIS FILE. O SENT LTR DATED  
JULY 7, 1998 TO TOM ROSEL. O STS THE DECISION NOT TO ASSIST WITH  
FUEL LINE ASSEMBLY AND FUEL PUMP WAS A BAD DECISION. O IS NOT HAPPY  
WITH CLS. O STS THE SAFETY ISSUE OF THIS PROBLEM. WRITER FORWARDED TO  
DAVE ROWLAND AND TOM ROSEL. JAM LASKUS/OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/17/1998 15:51:34  
LETTER REC'D... IN SAME AS ADDRESSED BY MR. TOM ROSEL, MANAGER CUST  
ASST... NO ACTION TAKEN... DAVE ROWLAND/CUST ASST MGR - OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/04/1998 10:03:18  
RECEIVED A LETTER FROM THE CUSTOMER ASKING FOR A RESPONSE TO  
OUR EXPLANATION OF THE FUEL RAIL. A CALL WAS MADE TO THE  
CUSTOMER AND I RECEIVED HIS VCR. A MESSAGE WAS LEFT ADVISING  
THAT THE PART WAS SENT TO OUR EVALUATION CENTER AND EXPECTED A REPLY I  
N ABOUT A WEEK OR SO.  
RE BRAND OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/10/1998 09:33:22  
W/ ASSIGNED DOC [REDACTED] INSTRUCTED TO THIS FILE.  
KIM REEDCH/OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/13/1998 15:40:22  
CONTACTED MR. STANLEY BY PHONE AND REQUESTED ORIGINAL NO TRACE SP SENTI  
ON ON REPLACEMENT OF FUEL LINE RAIL ON HIS AURORA AND A COPY OF RECEIPT  
SHOWING PROOF OF OWNERSHIP. [REDACTED] ONCE THESE INFO  
RMS ARE RECEIVED AND THE FINAL EVALUATION OF THE FUEL LINE RAIL IS M  
ADE A DETERMINATION WILL BE MADE CONCERNING REIMBURSEMENT.  
T. A. ROSEL/OCAN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/23/1998 14:10:31  
RECEIVED A LETTER FROM [REDACTED] W/ US CONTACT THE DAE AND

REQUEST FOR REPAIR CHECK \$5000.

CALLED ZOLI BORGHISSCA THE SM AND HE STATED THAT HE WILL FAX

THE DOCUMENT TO W/...

LA RAYL/OCAM

COMMENT TYPE: C-CLOSE      ENTERED DATE/TIME: 10/23/1998 01:01:01  
HAD THE LINE REPAIRED AT THE TRUMP  
FUEL PUMP REPLACED...  
HE BRAND OFFERED \$341.77  
W/ DOCUMENTED

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 10/23/1998 11:39:21  
RECEIVED THE ORIGINAL RECEIPTS IN THE MAIL FROM THE CUSTOMER.  
THE FINAL EVALUATION OF THE FUEL RAIL WAS VERBALLY RECEIVED FROM  
PRODUCT SERVICE ENGINEERING. THE CAUSE OF THE LEAK COULD NOT BE  
COMPLETELY DETERMINED. INDICATIONS WERE THAT THE LEAK MAY HAVE BEEN  
CAUSED BY IMPROPER SERVICE PROCEDURES BY THE INDIVIDUAL. IN ANY  
EVENT I ADVISED THE CUSTOMER THAT WE WOULD ISSUE A REIMBURSEMENT IN  
THE AMOUNT OF \$341.77. THE COST FOR THE FUEL PUMP IS NOT TO BE  
REIMBURSED SINCE THE FAILURE IS ASSIGNED TO BE A RESULT OF THE  
SERVICE BY THE BP STATION. THE CUSTOMER WAS CALLED AND ADVISED OF OUR  
POSITION. HE IS SATISFIED WITH THE ADJUSTMENT AND OUR CASE HANDLING.  
SM BRAND OCM  
W REQUESTING CHECK IN THE AMOUNT OF \$341.77. FORWARDING ORIGINALS TO  
CAM MINTIS PER COMMENT 17. PLEASE DESTROY.  
MELISSA HUNT/OCAM

COMMENT TYPE: 4-REIMBURSEMENT      ENTERED DATE/TIME: 10/23/1998 11:58:18  
OFFERED TO RETAIN O BRAND LOYALTY

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 10/23/1998 12:04:31  
REVIEWED CHECK REQUEST AND FORWARDING NECESSARY DOCUMENTS  
ON TO BE IMAGED. ORIGINAL RO'S WILL BE DESTROYED AFTER  
IMAGED. TIM MINTIS/OCAM

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 10/25/1998 10:16:47  
W/ ASSIGNED DOC. [REDACTED] AS INSTRUCTED TO THIS FILE.  
KIM AIBSCH/OCAM

COMMENT TYPE: G-GENERAL      ENTERED DATE/TIME: 10/27/1998 09:04:10  
W/ REVIEWED AND SENT CHECK # [REDACTED] IN THE AMOUNT OF \$341.77  
MADE PAYABLE TO [REDACTED] ON THIS DATE.  
NORMAN FOX/OCAM



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

Reimbursement Data

CHECK AMOUNT: \$341.00  
MAJOR CAUSE 1: J44  
COMPLAINT 1: 1  
PARTS AMOUNT: \$341.00  
COST TO DIV: \$0.00  
DEALER CREDIT 1: \$0.00  
DEALER CREDIT: \$0.00

CHECK DATE: 10/26/1998  
MAJOR CAUSE 2:  
COMPLAINT 2: 0  
LABOR AMOUNT: \$0.00  
DEALER CREDIT 2: \$0.00

Arbitration / Mediation

Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

9831535108

Parties Involved

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

CITY: CHAGRINE FALLS                      STATE: OH                      ZIP: [REDACTED]  
AGE:  
BUSINESS PHONE: [REDACTED]                      HOME PHONE: [REDACTED]  
INDemnIFICATION DECISION:                      EXTENSION:  
INDemnIFICATION REQUEST: 0                      DATE:  
DATE:

**Injured Parties**

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.



# Purchase and Delivery Satisfaction Survey

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_

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

Home telephone: \_\_\_\_\_  
 Change to: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for choosing Ford. We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete each item of this questionnaire about our dealership's facilities and personnel. Your timely responses are very important to us and will be used to direct the continued efforts of Ford and Ford of America toward meeting the highest expectations of our customers.

Thank you for buying a Ford.

Sincerely,  
  
 David S. Floring  
 Director, Customer Relations

### Instructions

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

Please check this box if you no longer own your 1986 Lincoln Continental, and return the questionnaire.

### About Your Dealer's Dealership's Reputation

	Strongly Dislike	Dislike	Like	Strongly Like	Don't Know
1. Thinking about your dealership, how satisfied were you with...					
- The competence of the dealership's showroom staff.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your budget.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### About Your Sales Consultant

	Strongly Dislike	Dislike	Like	Strongly Like	Don't Know
2. How satisfied are you that you were treated in a professional and courteous manner.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How satisfied were you with the sales consultant's...					
- willingness to take the time necessary to thoroughly explain your vehicle needs.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- knowledge of Ford vehicles.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- knowledge of other vehicles in the market.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- assistance in obtaining an appropriate vehicle.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you given a demonstration ride prior to the actual sale of your vehicle.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. When you picked up your 1986 Lincoln Continental, were you greeted with friendliness and enthusiasm.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. As the time of delivery, were you given...					
- a comprehensive tour of the vehicle, including the engine compartment.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- a comprehensive review of the vehicle's maintenance log, with copies being given to you.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

173004  
10021

**About Your Sales Consultant - continued**

	Strongly Dislike	Dislike	Neutral	Like	Strongly Like	How the Company Responds
7. How satisfied were you with the explanation of ...						
- Your vehicle features and operation? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, lease contract, and maintenance schedule? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Details of Buick's Premium 24-hour roadside assistance? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The operation of your new Buick? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The operation of your new Buick? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How many delivery of your new vehicle for your Buick Company contacted you to thank you for your purchase within 30 days of delivery? .....	0	1	2	3	4	
10. Overall, how satisfied were you with the assistance you received from your sales consultant? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**About the Financial Program**

	Strongly Dislike	Dislike	Neutral	Like	Strongly Like	How the Company Responds
11. How satisfied were you that ...						
- The vehicle's fuel mileage estimate was discussed in a thorough and straightforward manner? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the Company financing program? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the program's details? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial program was handled by your sales consultant? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Summing Up Your Experience**

	Strongly Dislike	Dislike	Neutral	Like	Strongly Like	How the Company Responds
14. Overall, how satisfied were you with the delivery experience, how satisfied are you with Buick's service? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. How satisfied were you with the delivery experience, how satisfied are you with Buick's service? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. How satisfied were you with the delivery experience, how satisfied are you with Buick's service? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Overall, how satisfied were you with the delivery experience, how satisfied are you with Buick's service? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Very satisfied with the purchase and delivery experience. Very satisfied with Buick's service. I will definitely recommend Buick to all my friends and family.*

18. Age ...  18-24  25-34  35-44  45-54  55-64  65 or older

19. How often do you use your car for commuting to work?  Daily  2-3 times a week  1-2 times a week  Less than once a week

If you have a current mailing address, we encourage you to let us know your address. If further program is required, you may receive our direct mail service directly by using the Buick Customer Relations Center 1-800-850-8500



382990075

IMAGE COVER SHEET

\_\_\_\_ IMAGE TO CAS (HAS NOT BEEN SAMPLED YET)

X

IMAGE ANALYSIS (HAS BEEN SAMPLED BY APT/SON)

CASE # 980104209

.....  
\_\_\_\_ IMAGE TO GEP/GEA (FOR GEP USE ONLY)

CASE # \_\_\_\_\_

PREPARED BY: Tim M...s

DATE: 10/21/98

8/25/97



# ZALUD

OLD FORD FORD, Inc.  
 County State Columbus of West Ohio 1955  
 2120 Lee Road WILSON HEIGHTS, OHIO 44120  
 (216) 891-5222 BODY SHOP: 827-3222

STANDARD SALES CO. [REDACTED]  
 MAKE MODEL YEAR MAKE MODEL YEAR MAKE MODEL YEAR

MODEL	YEAR	MAKE	MODEL	YEAR	MAKE	MODEL	YEAR	MAKE
1955	1955	1955	1955	1955	1955	1955	1955	1955
95	1955	CORVETTE	336-6820	0.00	01/2/55	48	191	

DATE: 08/78 AM: 11:17

MOVING OF TO DATE / FROM DATE WAS [REDACTED]

1955	1955	1955	1955	1955	1955	1955	1955	1955
1	1955	1955	1955	1955	1955	1955	1955	1955
1	1955	1955	1955	1955	1955	1955	1955	1955

*230%*

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1955	1955	1955	1955	1955	1955	1955	1955	1955
1955	1955	1955	1955	1955	1955	1955	1955	1955

*1/1/55*

[REDACTED]

**ADDRESS**  
 [Redacted Address Information]

**ORDER NO.**  
**DATE**  
**TIME**



106934

**ZALUD**

**MEMORABLE PORTALS, Inc.**

**MEMORABLE PORTALS, Inc.**  
**1000 S. W. 10th Ave. Miami, FL 33135**

**(305) 891-3333**

<b>NAME</b>	<b>ADDRESS</b>	<b>CITY</b>	<b>STATE</b>	<b>ZIP</b>	<b>PHONE</b>	<b>FAX</b>
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
<b>ORDER NO.</b>	<b>DATE</b>	<b>TIME</b>	<b>AMOUNT</b>	<b>TAXES</b>	<b>TOTAL</b>	<b>STATUS</b>
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

1.0

ARTER OF 20 0000 / FOR MAIL USE ONLY / THIS IS NOT A RECEIPT

1.0

REPAIR FOR [Redacted]

264

**MEMORABLE PORTALS**

**MEMORABLE PORTALS**

MEMORABLE PORTALS, Inc.

[REDACTED]  
Chagrin Falls, OH [REDACTED]  
[REDACTED]

September 9, 1998

Edward Stand  
Manager, Home Office Operations  
Oldsmobile Division  
General Motors Corporation  
Customer Assistance Network  
P.O. Box 436006  
Pontiac, MI 48343-6006

Re: General Motors Oldsmobile Division File No. 980104209  
Customer: [REDACTED]  
Vehicle: 1995 Oldsmobile Aurora  
Date of Purchase: July, 1994

Dear Mr. Stand:

Thank you for your telephone message. I do look forward with interest to the report of your technicians on the fuel rail assembly. Perhaps they can explain to me what an inertial fuel cutoff valve is and how it would relate to my situation.

Respectfully

  
Hugh M. Stanley, Jr.

377401.1

[REDACTED]  
Chagrin Falls, Ohio [REDACTED]  
[REDACTED]

October 14, 1998

Mr. Tom Robel  
General Motors Corporation  
Oldsmobile Division  
P.O. Box 48006  
Pontiac, Michigan 48343-8006

Re: General Motors Oldsmobile Division File No. 980104209  
Customer: [REDACTED]  
Vehicle: 1993 Oldsmobile Aurora  
Owner: [REDACTED]  
Date of Purchase: July, 1994

Dear Mr. Robel:

It was a pleasure speaking with you in the late afternoon of Tuesday, October 13, 1998. During that conversation you requested a copy of the registration regarding the captioned vehicle; and, the original repair bills which were the subject of my July 13, 1998 letter to Edward Shand requesting reimbursement from Oldsmobile.

As requested I am enclosing a copy of the registration regarding the captioned vehicle in the name of my wife. I am also enclosing the original repair bills. The bill from the BP station is in the amount of \$341.77 which reflects the replacement of the fuel rail assembly. The original cost was \$386.77 but the station deducted \$45.00 on labor because replacing the fuel rail assembly did not fix the vehicle even after we waited for almost two weeks for the assembly to be shipped. I then had the car towed down to Zaid's Oldsmobile and at Zaid's, they determined that the failure of the fuel rail assembly had caused the failure of the fuel pump and thus required the replacement of the fuel pump. I am enclosing the original invoice from Zaid's Oldsmobile together with the credit card receipt indicating payment by me of \$542.66. The total claim arising out of the fuel rail assembly defect is \$884.43. I await the results of the testing.

Respectfully,  
[REDACTED]

Enclosure  
20446.1

REGISTRATION - BUREAU OF MOTOR VEHICLES      APPLICATION NO. NG67528

000004    07/20/94    2866    9996    03/14/99    04/18/99    13400389201    6NK73Y1    PC 18

5.00    22.54    0.00    S    [REDACTED]    PC 5

GE28    GE28    27.26    15156    HERITAGE LANE    HB    1995    OH 03

BAINBRIDGE    CHARIN FALLS    OH    44022    1E3CR62C854106934

776368432    [REDACTED]    GEAU K    [REDACTED]

000004    [REDACTED]    [REDACTED]    00

000049    CHARIN FALLS    OH    [REDACTED]    NG67528

[REDACTED]

[REDACTED]

EDS - BP  
3196 CHILLICOTHE RD  
CHAGRIN FALLS OHIO

[REDACTED] RECEIPT 07/10/78

3196 CHILLICOTHE RD. EXP: 12/77  
CHAGRIN FALLS OH CTN: [REDACTED]

AMOUNT DUE  
[REDACTED] 1.00 2.00  
1.00 363.76 364.76  
32.00

[REDACTED] 01  
77

PLEASE PRINT NAME  
RECORDING TO THE CREDIT CARD AGREEMENT.

CLV 5048-A



Thank you  
Come Back Again.



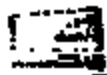
Thank you  
Come Back Again.



Thank you!  
Come Back Again.



Thank you!  
Come Back Again.



SERVICE ORDER No. 1 555704

Cherry Falls, Wis.  
10/10/50

[REDACTED]

Customer Name: [REDACTED]  
Address: [REDACTED]

Table with columns for Vehicle Type, Make, Model, Year, etc. Row 1: [REDACTED].

Table for Labor and Parts. Includes columns for Estimate (L), Repair (M), and Parts (M). Contains handwritten notes and calculations.

APPLICABLE, PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW...  
 I REQUEST A WRITTEN ESTIMATE.  
 I DO NOT WANT A WRITTEN ESTIMATE AS LONG AS THE MECHANIC DOES NOT EXCEED THIS AMOUNT...  
 I DO NOT

Table for Labor and Parts. Includes columns for Description, Labor, and Parts. Contains handwritten entries and calculations.

PLEASE REVERSE MONEY TO 321.77  
FUEL LINE BROKER  
386.17  
- 45.00  
= 341.17

SERVICE RECOMMENDATION:  
O. R. [REDACTED]  
Body should be Repaired.  
SUPER FUEL PUMP

Vertical table on the right side of the page, containing various checkboxes and labels for vehicle services.

DATE 6-2



## BP WARRANTED ATLAS ACCESSORY PRODUCTS

products meet or surpass the requirements of our manufacturers for vehicle maintenance. Should a deficiency exist in an Atlas product that causes in our opinion, this violating the term of warranty, a valid claim may be made only if the product is used by BP Oil Company. This assures the user of Atlas a product and full protection. These warranties give you specific rights. You may also have other rights which vary from state to state.

### ACCESSORY LIMITED WARRANTY

Atlas bonded accessories are warranted to be free from defective materials or workmanship for 90 days or 4,000 miles (whichever comes first) from the date of installation. In addition, Atlas mechanical starters, alternators, water pumps and fuel pumps are warranted to be free from defective materials or workmanship for 12 MONTHS UNLIMITED MILEAGE from the initial date of installation. Labor charges for installation are not covered.

### BRAKE SHOES AND PADS LIMITED WARRANTY

Atlas Brake Shoes and Disc Brake Pads are warranted to the original retail purchaser. If, during the purchaser's ownership of the car on which they were installed, the Atlas Brake Shoes or Disc Brake Pads become worn out (being between 1/32" or less) or defective, BP will replace the Brake Shoes or Disc Brake Pads.

### BLOWER MOTOR LIMITED WARRANTY

Start Blower Motors are warranted to the original retail purchaser against manufacturer's defects and wear and tear under normal operating conditions for a period of one year from date of installation on the original vehicle.

This warranty does not apply to Blower Motors installed on vehicles used for commercial purposes. The cost of labor for removal or installation is not covered.

### STEERING ARMATURE LIMITED WARRANTY

Atlas Steering Arms and Big Trail Shock Absorbers are warranted to the original retail purchaser against defects and wear and tear under normal operating conditions for as long as purchase, operation or other use reasonably intended.

This warranty does not apply to steering armatures installed on vehicles used for commercial purposes.

One (1) year (after the warranty) is limited to replacement of the steering armature or shock absorber with the original. Cost of removal or installation is not covered.

### 12 MONTH UNLIMITED MILEAGE LIMITED WARRANTY

The Atlas MacPhair Gas Charged Assembly and Atlas MacPhair Gas Charged Coilovers are warranted to be free from defects in materials or workmanship for a period of 12 months or unlimited miles in the passenger car and to remain in satisfactory condition for 24,000 miles or for three years, whichever happens first. The car or part must remain on the vehicle on which originally installed and the purchaser must remain as the owner of said vehicle.

If at any time during the warranty period any Atlas MacPhair Gas Charged Assembly or Coilover is found to be defective, BP will replace the part free of charge. The customer will bear all labor and other costs of removal of the part and installation of the replacement part, as well as taxes.

This warranty does not cover parts used in commercial service, parts damaged as a result of modification, improper installation, improper operation of vehicle, or negligence, alteration, or other accessories or parts, damaged as a result of accidents, fire, theft, abuse, or collisions, or parts damaged as a result of stones, rocks, or other road hazards beyond the control of the driver.

### TIRE & BATTERY LIMITED WARRANTIES

Atlas Tire & Battery warranties are spelled out on the Atlas Tire and Battery Registration Forms.

### COVERAGE UNDER EACH OF THESE WARRANTIES

IS SUBJECT TO THE FOLLOWING LIMITATIONS:

- 1) Coverage is limited to vehicles used exclusively for non-commercial purposes.
- 2) Coverage is limited to the original purchaser and the original vehicle on which the covered product is installed.
- 3) BP will not cover transportation costs, or other consequential or incidental damages, such as towing, or rental, etc., caused by a defective product.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

To receive a claim under these warranties, you must file a claim with the nearest BP service station or with the nearest BP service center. If you have any questions regarding the service warranties or the warranty registration service, or any service, please contact your nearest BP Customer Service Department. Monday through Friday, 8:00 AM to 6:00 PM, 4:45 PM and TOLL-FREE 1-800-850-2271 or write:

65655

ZELIN BLDG-PORTAC  
2000 LEE RD  
CUMBER PLAZA IN 44130  
2167971-8330

3:39 PM 8/27/00



USE YEAR 0001

AMOUNT \$ 542.44

REF NO: AP 000100

I HAVE TO...



DATE CITT

# ZALUD

OLDSMOBILE PONTIAC, Inc.  
*Serving Your Automotive Needs Since 1953*

3558 Lee Road SHAKER HEIGHTS, OHIO 44120  
 (216) 991-3333 BODY SHOP: 921-2332

OWNER/ADVISOR **STEVE VARTS**

DATE	INVOICE NO.	VEHICLE	VEHICLE IDENTIFICATION NO.	SALES NO.	TAXES	PAID	DATE	AMOUNT
	06JUL98		1G3GR62C884106934	4106934			06JUL98	85855
		98 OLDSMOBILE AURORA		338-6920	0.00	01JAN98	48	191
REGISTRATION	SALES TAX	FEES						
88978	88978							

A NOTICE ON NO START / FUEL PUMP WAS REPLACED REPAIRS WILL NOT BE FOR 21198 SEAL, FUEL PUMP/FOUR ASSEMBLY (CHECK BOOK) - REPAIRS					
264	CPA	3.00	126.00	126.00	
3	2110287	FUEL PUMP	9.60	27.10	
1	25029709	W-SENDER PK	369.74	369.74	
TOTAL SUPPLIES				502.84	502.84

TO THE CUSTOMER AS  Paid (Handwritten) 7-6-98	DESCRIPTION	TOTAL
	SALES TAX	126.00
	REGISTRATION	172.84
	SALES USE	0.00
	SALES TAX	0.00
	SALES TAX	0.00
	TOTAL TAXES	172.84
	SALES TAX	0.00
	SALES TAX	0.00
	TOTAL TAXES	172.84

[REDACTED]  
Chagrin Falls, OH [REDACTED]  
[REDACTED]

September 29, 1998

Edward Shand  
Manager, Home Office Operations  
Oldsmobile Division  
General Motors Corporation  
Customer Assistance Network  
P.O. Box 436906  
Pontiac, MI 48343-6006

Re: General Motors Oldsmobile Division File No. 980104209  
Customer: [REDACTED]  
Vehicle: 1995 Oldsmobile Aurora  
Date of Purchase: July, 1994

Dear Mr. Shand:

I wrote you on July 30 and September 1, 1998 regarding my 1995 Oldsmobile Aurora failed fuel rail assembly. I also spoke with you a few weeks ago. If you have completed your review, would you please contact me with the results of your investigation. Again, may I hear from you at your earliest convenience.

Thanking you in advance, I am

Very truly yours,

  
Hugh W. Stanley, Jr.

381521

383150108

IMAGE COVER SHEET

\_\_\_\_ IMAGE TO CSE (HAS NOT BEEN HANDLED YET)

~~X~~

IMAGE ASSIGN (HAS BEEN HANDLED BY ADVISOR)

CASE # 980104209

.....  
\_\_\_\_ IMAGE TO GEP/OEA (FOR GEP USE ONLY)

CASE # \_\_\_\_\_

REMOVED: \_\_\_\_\_

DATE: \_\_\_\_\_

2/22/87

From: Gordon E. Paffenbarger on 11/10/88 09:54 AM

980104209

Gordon E. Paffenbarger  
Chief Quality Manager-Powertrain  
Cleveland Division  
81 E. Jackson Road, MS 4942

To: Edward H. Shand, Edgar A. Pearce, Walter H. Brodman  
Subject: 1988 Nissan rail

F.Y.I.

Forwarded by Gordon E. Paffenbarger on 11/10/88 09:44 AM  
From: Peter E. Barfall @ US\_GM\_HEB\_MEND1 on 11/09/88 01:24 PM

DELPHI Energy & Engine Management Systems  
8800 West Marshall Road  
West Huron, NY 14888

To: Rose Passerella, Gordon E. Paffenbarger

Gordon & Passerella

Sorry for the delay with the analysis of the 95 rail sent back for test. Our #1 plastic materials engineer retired along with several others in the lab. Getting anything done is like pulling teeth. Enough whining.

Attached are inside and outside photo's of the fracture area of the rail. The fracture appears to be a tear through the wall of the material. We have not seen a failure like this in any testing or returned parts. The material was also very hard indicating either over temperature or alcohol embrittlement. The break also could be made by an overpressurization or burst.

Our lab will do some further microscopic analysis of the fracture and then send a sample of the part to the base material supplier. They have been using this material for years on chassis lines in the US and Europe. We may be able to get some further insight regarding the failure from them.

Do we know what happened with the fuel pump? What area of the country was this part from?

Will keep you informed as results are available.

Pat



980104209

✕

L1511



✕

2

381910041

July 7, 1998

Thomas Rebel  
General Motors  
Oldsmobile Division  
P.O. Box 486006  
Pontiac, MI 48343-6006

Re: General Motors Oldsmobile Division File No. 980104209  
Customer: [REDACTED]  
Vehicle: 1995 Oldsmobile Aurora  
Date of Purchase: July, 1994

Dear Mr. Rebel:

I am writing with respect to the above-captioned claim file. I spoke to Paula and her Supervisor, David Rowland, on July 6 and 7, 1998 to report a broken fuel rail line assembly in my 1995 Aurora that caused several gallons of gas to be lost in the engine compartment, spilling over the road and driveway and creating a safety risk to not only the occupants of the vehicle, but those in the immediate vicinity. As a result of the fuel rail line assembly breaking, I had to replace the line and a fuel pump at a cost in excess of \$700. The purpose of my discussion with [REDACTED] the Supervisor [REDACTED] was to notify Oldsmobile of this serious safety hazard with the fuel rail line assembly and to seek reimbursement for in excess of \$700 that I was forced to spend to replace the part as well as the fuel pump. I was told by Mr. Rowland that his decision was that after 88,000 miles and four years of use, a broken fuel rail line assembly is not the responsibility of General Motors. Damage damaged or hurt as a result of spilling gasoline is on their own. I do not think that is an appropriate way to respond to a customer under these circumstances and I believe General Motors should make good my loss as a result of its defective fuel line assembly.

I was told by [REDACTED] that one of my options if I did not like the decision was - not to talk to his boss because he does not talk to customers - but I could simply not buy General Motors' products in general or Oldsmobile products in particular.

This is now the third Oldsmobile in a row that I have purchased. This is the first dangerous defect that caused an injury. I think General Motors should make good on it. I ask



[REDACTED]  
July 7, 1978

Page 2

that you contact me at the following number: [REDACTED] at your earliest convenience so that we can further discuss this matter. I have saved the final rail line assembly if you need to examine it.

Respectfully,

[REDACTED]

365072.1

cc: David Rowland

[REDACTED]  
Chapin Falls, ON [REDACTED]

Hugh M. Stanley, Jr.  
15120 Shady Lane  
Cuyahoga Falls, OH 44122



Thomas Rebel  
General Motors  
Ottomobile Division  
P.O. Box 43606  
Pontiac, MI 48343-6006

48343-6006



382510067 IMAGE COVER SHEET

\_\_\_\_\_ IMAGE TO CAS (HAS NOT BEEN HANDLED YET).

X

IMAGE ASSIGN (HAS BEEN HANDLED BY ADVISOR)

CASE # 980104209

.....

\_\_\_\_\_ IMAGE TO GSP/OTA (FOR GSP USE ONLY)

CASE # \_\_\_\_\_

REQUESTER: \_\_\_\_\_

DATE: \_\_\_\_\_

2/28/97

File  
call  
9/4/98

Chagrin Falls, OH

September 1, 1998

Edward Shand  
Manager, Home Office Operations  
Oldsmobile Division  
General Motors Corporation  
Customer Assistance Network  
P.O. Box 436006  
Pontiac, MI 48343-6006

Re: General Motors Oldsmobile Division File No. 980104209  
Customer: [REDACTED]  
Vehicle: 1995 Oldsmobile Aurora  
Date of Purchase: July, 1994

Dear Mr. Shand:

On July 30, 1998, I sent my 1995 Oldsmobile Aurora failed fuel rail assembly to your attention pursuant to your invitation of July 27, 1998. I assume you have completed your review. You promised to contact me at the conclusion of your review with the results of your investigation. May I hear from you at your earliest convenience.

Thanking you in advance, I am

Very truly yours,

[REDACTED SIGNATURE]

98024.1

95 CLEVELAND CASE 998070242 TYPE: G-GENERAL  
FR: DISCHARGED AUTOMOTIVE GROUP, I  
YR/MDL: 1995/AURORA

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: KINGWOOD  
VIN: 1G3MR63CPS4189088  
MSRP NUMBER: 00000  
MILEAGE: 81000  
YEAR/MODEL: 1995/AURORA

STATE: TX ZIP: [REDACTED]  
DELIVERY DATE: 08/08/1994

CORPORATE CASE #:

CASE TYPE : G-GENERAL  
OPEN DATE : 09/14/1999  
REOPENED: N

STATUS: C  
ORIG OPEN DATE: 09/14/1999

LAST ACTIVITY DATE: 09/14/1999  
CLOSE DATE: 09/14/1999

BY: BARBARA MACK  
SCRAP DATE: 01/01/9999

DEFLECTION/RESTRICTION REQUIREMENT HOLDS:  
LEAFER 99-07, SUPPLEMENTAL INFLATABLE RESTRAINT  
LEAFER 99-06, AUTO. TRANSMISSION PARK SYSTEM

CONTACT TYPE: OWNER  
CONTACT METHOD: T-TELEPHONE  
SOURCE CODE:  
TRACENT AREA: SERV-SERVICE  
SERVICE CODE:  
LOCATION: ADV  
NECESSARY: 0 (IN/OUT)  
NUMBER ORDER:  
SECURITY CODE: N  
LEGAL FILE: N(Y/N)  
RECORDED ORDER:  
NECESSARY CODE: 0

CUSTOMER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N  
CONTACTED DATE: 09/14/1999  
DEALER CLOSED : 09/14/1999

DEALER NUMBER: 21163  
NAME: DISCHARGED AUTOMOTIVE GROUP, I  
CITY: HOUSTON ST: TX

REMARK CODES AND COMMENTS

LN	+	CODE	DESC
001			COST STOPS FUEL LINE TO ENGINE IS LEAKING OR
002			COST STOPS STEERING COLUMN IS LOOSE
003			COST STOPS DRIVER SIDE DOOR LOCK IS BROKEN

## Certificates

Certificates Data available for this case.

## General Comments

COMMENT TYPE: C-CLOSE                      ENTERED DATE/TIME: 09/14/1999 01:01:01  
CUST SEEK COST ASSISTANCE  
CRM ADVISED COST ASSISTANCE DECLINED PER SERVICE MANAGER  
CUST SEEK COST ASSISTANCE  
CRM ADVISED COST ASSISTANCE DECLINED PER SERVICE MANAGER  
CUST SEEK COST ASSISTANCE.  
CRM ADVISED COST ASSISTANCE DECLINED PER SERVICE MANAGER

COMMENT TYPE: G-GENERAL                      ENTERED DATE/TIME: 09/14/1999 15:27:37  
CUST STATES STEERING COLUMN IS LOOSE.  
CUST STATES DOOR LOCK ON DRIVER SIDE IS INOPERABLE.  
CUST STATES FUEL LINE TO ENGINE IS SPLIT AND LEAKING GAS.  
CUST SEEKS COST ASSISTANCE ON ALL ABOVE FOREMENTIONED.  
CRM CALLED SERVICE MANAGER (281-872-7200/HOLLIS BEARD) AND WAS ADVISED  
THAT THE ASM DECLINES ANY COST ASSISTANCE DUE TO HIGH MILEAGE AND AGE  
OF VEHICLE. SERVICE MANAGER ALSO ADVISED THAT CUST HAS HAD ONLY OIL AN  
D LUBE WORK DONE AT DEALER'S-ALL OTHER HAS BEEN WARRANTY WORK.  
CRM GAVE CUST THE GM HEADQUARTERS PHONE # PER CUST REQUEST.  
ADDED NOTE: CUST DOES NOT HAVE EXTENDED WARRANTY.  
THERE IS 90 CLAIMS IN WINS  
THE STEERING COLUMN CAME LOOSE AT 38,000 MILES (UNDER WARRA  
NTY)

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.  
Reimburseants

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: KINGWOOD STATE: TX ZIP: [REDACTED] 0  
AGE: [REDACTED] HOME PHONE: [REDACTED]  
BUSINESS PHONE: ( ) - EXTENSION: [REDACTED]  
IDENTIFICATION DECISION: DATE:  
IDENTIFICATION 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: OLDSMOBILE CASE 990080772 TYPE: G-GENERAL  
NAME: KING-O'ROURKE CADILLAC OLDS  
YR/MDL: 1995/AURORA

Base Case Information

OWNER: [REDACTED]  
ADDRESS: [REDACTED]

CITY: LAWRENCE  
VIN: 1G3GR52C3B4101165  
RESP DEALER: 00000  
MILEAGE: 23000  
YEAR/MODEL: 1995/AURORA

STATE: NY ZIP: [REDACTED]  
DELIVERY DATE: 06/08/1994  
CORPORATE CASE #:

CASE TYPE : G-GENERAL  
OPEN DATE : 10/27/1999  
REOPENED: N

STATUS: C  
ORIG OPEN DATE: 10/27/1999

LAST ACTIVITY DATE: 11/10/1999  
CLOSE DATE: 11/10/1999

BY: LESLEY CLEVELAND  
SCRAP DATE: 01/01/9999

LITIGATION/RETENTION REQUIREMENT HOLDS:  
CHECK OR REIMBURSEMENT  
OPEN TAX YEAR

INTER 99-04, THROTTLE CONTROL 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: N(Y/N)  
REIMBURSED OWNER:  
WARRANTY CODE: I

OWNER DEMAND AMT: \$0.00

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

DEALER CONTACTED: N  
CONTACTED DATE: 11/09/1999  
DEALER CLOSED : 11/09/1999

DEALER NUMBER: 02222  
NAME: KING-O'ROURKE CADILLAC OLDS  
CITY: LYNBROOK ST: NY

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A12	1		CUST STATES DISLOCATION OF FRONT DEFLECTOR SH
J40	1		CUST STATES LEAK IN GAS LINE IN ENGINE

Certificates

Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/27/1999 12:07:29  
DOC #9930009117 HSB INITIAL CONTACT.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/28/1999 16:30:23  
CRM CALLED SERVICE AND SPOKE WITH SERVICE ADVISOR, BILL, WHO STATED  
THAT CUSTOMER HAS NOT BEEN IN SINCE AUGUST OF 1995 AND HAD NO HISTORY  
OF A GAS LEAK. HOWEVER THERE WAS WORK ON THE FRONT DEFLECTOR SHIELD AT  
THAT TIME.  
KIM HANNAHS/BRC

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/29/1999 14:46:51  
CRM CALLED CUSTOMER AND ADVISED HIM TO SEND ORIGINAL RECEIPTS, COPY OF  
REGISTRATION AND LETTER WITH FILE NUMBER TO MSX ADDRESS FOR REIMBURSE-  
MENT. CRM ADVISED WILL CALL HIM WHEN I RECEIVE CORRESPONDENCE.  
KIM HANNAHS/ADR/BRC  
880/231-1841 EXT 58682

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/06/1999 10:12:16  
REG'V CORRE DOC# 9931200308 11/6/99  
KIM HANNAHS  
/BRC  
CRM CALLED CUSTOMER AND ADVISED HIM THAT I RECEIVED CORRESPONDENCE.  
KIM HANNAHS  
ADR/BRC

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/09/1999 08:58:52  
FILLED OUT CHECK REQUEST FORM FOR 539.38 AND CHECK APPROVAL LETTER  
(CONFIRMATION [REDACTED])  
KIM HANNAHS  
ADR/BRC

COMMENT TYPE: 4-REIMBURSEMENT ENTERED DATE/TIME: 11/09/1999 09:13:37  
GAS LEAK AND REPLACE DEFLECTOR SHIELD

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/09/1999 09:21:37  
FINISHED CHECK REQUEST IN THE AMOUNT OF \$539.38, APPROVAL [REDACTED]  
FORWARDING FOR APPROVAL. KEVIN HODAN/ADR/TAMPA...  
COVER LETTER CONFIRMATION [REDACTED]  
KIM HANNAHS/ADR/TAMPA

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/10/1999 01:01:01  
TEAM MANAGER HAS REVIEWED  
TEAM MANAGER HAS REVIEWED

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/10/1999 10:15:21  
TEAM MANAGER HAS REVIEWED AND APPROVES CHECK REQUEST IN THE AMOUNT OF  
\$539.38. JOSEPH BENOVA ADR TEAM MANAGER/ TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/16/1999 08:07:29  
APPROVED CHECK.  
KEVIN/ADR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/17/1999 08:15:15  
CHECK #2263638 FOR \$539.38 HAS MAILED 11/17/99

LEONARD BETHEA/TAMPA

COMMENT TYPE: G-GENERAL  
ASSIGN ONLY DOC #9933400438.  
CARRIE ARMSTRONG/TAMPA/T2

ENTERED DATE/TIME: 11/30/1999 13:14:40

COMMENT TYPE: G-GENERAL  
DOC#9934101613

ENTERED DATE/TIME: 12/07/1999 15:44:50

-ASSIGN ONLY. NO FURTHER ACTIONS REQUIRED. LESLEY CLEVELAND/TAMPA

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

Reimbursement Data

CHECK AMOUNT: \$539.00  
MAJOR CAUSE 1: A12  
COMPLAINT 1: 1  
PARTS AMOUNT: \$539.00  
COST TO DIV: \$0.00  
DEALER CREDIT 1: \$0.00  
DEALER CREDIT: \$0.00

CHECK DATE: 11/17/1999  
MAJOR CAUSE 2: J40  
COMPLAINT 2: 1  
LABOR AMOUNT: \$0.00  
DEALER CREDIT 2: \$0.00

Arbitration / Mediation

Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

9934101613

Parties Involved

TYPE: OWNER

NAME: [REDACTED]

COMPANY: [REDACTED]

ADDRESS: [REDACTED]

CITY: LAWRENCE

STATE: NY

ZIP: [REDACTED]

AGE: [REDACTED]

HOME PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

EXTENSION: [REDACTED]

IDENTIFICATION DECISION: [REDACTED]

DATE: [REDACTED]

IDENTIFICATION REQUEST: 0

DATE: [REDACTED]



**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.

Attachment 16990080772



Oldsmobile Division  
General Motors Corporation  
Customer Assistance Network  
P.O. Box 436006  
Pontiac, Michigan 48143-6006

11/08/1999

12-02-99 17:45 RCVD

[Redacted]

Lawrence, NY [Redacted]

RE: 990080772

Dear [Redacted]

We appreciate your giving us the opportunity to demonstrate our commitment to customer satisfaction.

King O'Rourke and Oldsmobile are pleased to enclose a check representing that commitment.

Again, we apologize for any inconvenience we may have caused you, and we ask for your continued support of Oldsmobile products.

Sincerely,

*Kimberly Hamstra*

Kimberly Hamstra  
Customer Assistance Manager  
KOL.T

**North American Operations**  
 General Motors Corporation  
 Disbursements (3126)  
 16 E. Jackson  
 Pontiac, MI 48342-2230

Check No. 082263639

04  
01

DATE  
11/17/99

\*\*\*\*\*59 DOLLARS

THIRTEEN CENTS

AMOUNT  
\*\*\*\*\*59.36

NOT VALID AFTER  
90 DAYS FROM DATE

North American Operations  
 General Motors Corporation  
 Disbursement Account

LAWRENCE NY



No. 1000 National Bank of Chicago  
 Chicago, Illinois  
 900 National Bank of Chicago

AMT

⑆002263639⑆ ⑆031100283⑆ 09 52178⑆

**North American Operations**  
 General Motors Corporation  
 Disbursements (3126)  
 16 E. Jackson  
 Pontiac, MI 48342-2230

DETACH HERE TO REPORT CHECK

CHECK NO. 082263639

PAYMENT DATE 11/17/99

INVOICE NO. 082263639  
 INVOICE NAME MR. ROBERT H. HOFFER

INVOICE NO.	INVOICE DATE	COG. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
082263639	11/16/99	26 07601772	05.0000	239.36	.00	239.36
		1.000	LNH: SA U/P:	239.36000	EXT:	239.36
<b>TOTAL</b>				<b>239.36</b>	<b>.00</b>	<b>239.36</b>



General Motors



U.S. POSTAGE  
GENERAL DELIVERY  
NO. 1234

9173  
20143-11

11-05-91 10:17 AM



2 480 482 766



General Motors Corporation  
Business Resource Center/ADR  
1464 John A. Papas Drive  
Lincoln Park, Michigan 48146

Attention: Kim Hannahs, File # 980080772

48146-1460 04



[REDACTED]  
*Lawrence, New York* [REDACTED]

October 29, 1999

General Motors Corporation  
Business Resource Center/ADR  
1464 John A. Papalis Drive  
Lincoln Park, Michigan 48146

Attention: Kim Hannahs, File # 990660772

RE: 1995/Oldsobile/Aurora Repairs

Dear Ms. Hannahs:

In compliance with your phone instructions of today, I have enclosed the following items:

- 1) copy of registration of this vehicle
- 2) original bill for repairs of 06/07/99
- 3) original bill for repairs of 10/13/99

You will recall that the front deflector was replaced several times while the automobile was under warranty. The problem with the gas line is new, but I note that the 1995 Aurora has been prone to this trouble.

I very much appreciate your intervention and resolution of this matter, and I commend your intelligent approach and kind manner.

Sincerely,

[REDACTED]

NEW YORK STATE DEPARTMENT OF TAXATION

744

100017

1995 OLDON MONTANAPERABLE

4000 TN

3948 G 8 ACC0016 OCT 14 1998

000000 000000 000000

11/27/00

[REDACTED]

H

\*PENA\*

26.50

LAWRENCE NY

[REDACTED]

000000

73.00

546666AH

**THE STATE OF NEW YORK DEPARTMENT OF TAXATION**

**CHANGE OF ADDRESS - TAXPAYER MUST FILE THIS DOCUMENT WITHIN 30 DAYS AND CHANGE YOUR ADDRESS ON THE OTHER SIDE OF THIS CHECK.**

**POST OFFICE - The recipient shown on the other side may only credit towards a tax liability which existed before the expiration of VEHICLE TRANSFER INFORMATION.**

- If the last of any document was MONTANAPERABLE, you may use this to transfer the vehicle.
- If a new MONTANAPERABLE, complete the form before and give to the owner. A penalty cannot be used for such transfers.

**Signature of Taxpayer** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature of Driver/Registrant** \_\_\_\_\_ **Date** \_\_\_\_\_

**REGISTRANT'S STATEMENT:** I am the registrant of the car described on the other side, or a member of the firm or an officer or employee responsible for same and have the right to change of address.

**Signature of Driver/Registrant** \_\_\_\_\_ **Date** \_\_\_\_\_

WORKER 37448	NAME STUART M. WISCHM	NO. 18	DATE 1942	WORK DATE 10/25/89	WORKER NO. 01 CC WES 18
28 BILCON DRIVE	75.00	22314	1/47	11/08/89	10
LAWRENCE, NY	75/OLSON/STYLE/AIRDR/	1-338R/2C384	10/11/89	10/13/89	

LABOR & PARTS  
 JOB 1 01DL7-002K 3000 MI SERVICE HOURS: TECH(S):2 15.25  
 REQUIRED MAINTENANCE  
 DRAIN AND REPLACE OIL, CHANGED FILTER, LUBRICATE CHASSIS AND  
 DOOR HINGES.

PARTS	QTY	FR-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1 TOTAL PARTS 0.00					
JOB # 1 TOTAL LABOR & PARTS 13.25					

JOB 2 17DLZ DIAGNOSIS FUEL SYS HOURS: 3.00 TECH(S):2 225.00  
 GAS LEAKING ON ENGINE  
 REPLACE FUEL HOSE ASSEMBLY

PARTS	QTY	FR-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	25604921	PIPE ASM- 3.1AS	171.00	171.00
JOB # 2 TOTAL PARTS 171.00					
JOB # 2 TOTAL LABOR & PARTS 396.00					

G.O.G. & SUPPLIES  
 JOB # 2 FREIGHT (PARTS) 5.78  
 TOTAL - COG 5.78

TOTALS

TOTAL LABOR	228.25
TOTAL PARTS	171.00
TOTAL SUPPLY	5.78
TOTAL G.O.G.	5.78
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	38.28
TOTAL INVOICE \$	450.31

"BECAUSE WE REALLY CARE"  
 I CHECK  CREDIT CARD  
 CUSTOMER SIGNATURE

1870  
 231 184  
 EX 586  
 Kim  
 AC

ORIGINAL

6-21-89

**CADILLAC CLEMORABLE**

ONE BRIDGE PLAZA LITTLE ROCK, N.Y. 14082

*Thank You*

**SALES SERVICE BODY SHOP PARTS**  
 (516) 899-7000 (516) 899-7000 (516) 899-0000 (516) 899-0400

N.Y. STATE TAX, REGISTRATION OR LICENSE 91321

NOT RESPONSIBLE FOR THE CONDITION OF THE VEHICLE AND THE WORK DONE BY THE MECHANIC. THE SALES SERVICE DEPARTMENT DISCLAIMS ALL WARRANTIES OTHER THAN THOSE BY WHICH WE OBTAIN THE VEHICLE. WE WILL NOT ACCEPT ANY LIABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND WE WILL NOT ACCEPT ANY LIABILITY FOR DAMAGE TO ANY PERSON OR PROPERTY IN CONNECTION WITH THE SALE OF OUR PRODUCTS. SEE BACK.

THESE PRODUCTS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY WORK TO BE PERFORMED AT HELLERS PLACE OF BUSINESS.

THE WARRANTY IS VOID WHEREVER IN EMERGENCY NIGHT AND DAY SERVICE - COLLISION AND COLLISION LOSS - AN OVERHAUL OF THE ENGINE - ELECTRICAL WORK FOR 3 MONTHS (9000 MILES) RELATED TO ORIGINAL REPAIR - FUEL SYSTEM - 4000 MILES TO CORROSION.

USED AND REPAIRS SHOWN AT SALES SERVICE OPTION. THE WARRANTY DOES NOT COVER REPAIRS FROM THE ORIGINAL MANUFACTURER OR A SERVICE.

REPRINT COPY

VEHICLE NO. 17448	OWNER REARD J. WENCH 18	REGISTRATION 7292	DATE 06/08/99	ENGINE IN 1282002
	PRICE 73.00	TAX 20813	DATE TAX/	STOCK NO.
	VEHICLE MAKE/MODEL VW/CLEMMORABLE/AURORA/	VEHICLE NO. 1E38R52C384101165	DATE 11/08/94	REPRINTS 10
ADDRESS, NY			DATE 06/07/99	REPRINTS 1
				NO: 20813

<b>LABOR &amp; PARTS</b>				
NO	QTY	DESCRIPTION	LIST PRICE - UNIT PRICE	
1	1	DIAG BODY EXTERIOR	7.99 7.99	37.50
1	1	REPLACE WHEEL AND RUFFLE	15.34 15.34	
1	1	RETAILERS	1.00 1.00	
			<b>JOB # 1 TOTAL PARTS</b>	54.80
			<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>	94.30

**REMARKS**

WE ARE A MEMBER OF THE CADILLAC FINANCIAL GROUP. WE LOOK FORWARD TO SERVING YOU NOW AND IN THE FUTURE.

IMPORTANT! YOU WILL RECEIVE A CREDIT FROM CADILLAC FOR THE RIDE-ON SERVICE. IT IS A PART OF OUR SERVICE CONTRACT. WE WILL CREDIT YOUR ACCOUNT FOR THE RIDE-ON SERVICE. IF YOU DO NOT WANT US TO CREDIT YOUR ACCOUNT, PLEASE ADVISE US AT THE TIME OF SERVICE. ADVISOR, OR IF YOU PREFER, TONY MORROW, OUR SERVICE MANAGER.

TOTAL LABOR	37.50
TOTAL PARTS	54.80
TOTAL TAX	2.00
TOTAL REGISTRATION	1.00
TOTAL LICENSE	1.00
TOTAL SERVICE	102.32

"SERVICE IS OUR ONLY BUSINESS"

REARD J. WENCH 18  
 [Redacted]  
 [Redacted]

*Paul A M EX*

3313851950



**BBB AUTO LINE**

---

October 25, 1988

Re: n01 1713 X 1380 OL6876304 ;Haffner vs Oldsmobile

Mr. Tim Minnis  
Oldsmobile Division  
Tampa, FL

Dear Mr. Minnis:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCR*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Don Twardzik at Enclosure 2/3

Customer Claims Form

Case Number: 0613078294  
Contract Date: 10/20/99  
Start Date:

Customer Name Address

[Redacted]  
LAWRENCE, NY  
Day Phone: [Redacted]  
Res Number: [Redacted]

Evening Phone: [Redacted]  
E-mail address: [Redacted]

Vehicle Information

Name(s) that appear on vehicle title: Herbert H. Hofter  
Is Vehicle titled in a business: no Percentage of time vehicle used for business purposes:  
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0  
Make: Oldsmobile Model: Aurora Model Year: 1998 Current Mileage: 23000  
Vehicle Identification Number: \_\_\_\_\_  
Selling Dealer/City/State: Mark Markowitz, Nassau NY  
Buying Dealer/City/State: Mark Markowitz  
License: \_\_\_\_\_ Policy Number: \_\_\_\_\_  
Has vehicle been in an accident? Yes  No  Date of accident:  
Description of Damage:

Purchase/Lease Information (complete left side if vehicle was purchased, or right side if vehicle was leased)

Purchase Date: 10/20/99 Mileage at purchase: 5300 Lease Date: Mileage at lease:  
Purchased As: Demo Leased As:  
Is the vehicle in your possession? Yes Is the vehicle in your possession?  
Lessor's Name: \_\_\_\_\_ Lending Company's Name:  
Address: \_\_\_\_\_ Address:  
City/State: \_\_\_\_\_ City/State:  
Phone: ( ) - \_\_\_\_\_ Phone:

Pay for repair of recurrent problem that resulted from poor design.

Signature of Owner: \_\_\_\_\_  
I authorize my Responder/owner to disclose to the BSB AUTO LINE program all information relating to the  
standing or lease of the vehicle named on this Customer Claim Form.  
Return the Form and requested documents to: BSB AUTO LINE, 4500 Wilson Blvd., Suite 500, Arlington Va,  
22203-1800 or fax all documents to: 703-247-9700

TO: Tim Ninnie COMPANY: Oldsmobile Division

Customer Claim Form

Customer Name: [Redacted]

Case Number: GLD887824

Problem	Servicing Dealer(s)	Correct Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
recurrent dislocation of front deflector shield		yes				
leak in gas line in engine		yes				

NOTE: Indicate whether each problem is current

Some services require special meter marks on certain items.

Please place  
mail address label here  
if necessary

SIGNATURE COOPERATION SEC 2300 1702 E MILLSBOROUGH TAMPA FL 33610 LEONARD 3		Registered Mail Registered Mail <input type="checkbox"/> Registered Mail <input type="checkbox"/> Registered Mail <input type="checkbox"/> Registered Mail <input type="checkbox"/> Registered Mail <input type="checkbox"/> Registered Mail
M/X INTERNATIONAL 1426 PERKIE DR AUBURN HILLS MI 48326 FILDEN CLARKSTON		Special Services <input type="checkbox"/> Insured <input type="checkbox"/> Signature Required <input type="checkbox"/> Restricted Delivery <input type="checkbox"/> Return Receipt
9 3 6 8 2 7 7 3 1 2 1 2		T LTR 8 8 8 <input type="checkbox"/> SAT <input type="checkbox"/> HAA <input type="checkbox"/> LAB <input type="checkbox"/> 168 277 1123 TRYF-5Z

- Official Station of
1. Complete with date the label.
  2. Mail on regular day.
  3. Place label on front of envelope.
  4. Place envelope in the mail slot.
- Official Station of
1. Complete with date and time.
  2. Place label on front of envelope.
  3. Mail on regular day.
  4. Place envelope in the mail slot.

Assign  
only 5

Limitation on Contents

The maximum acceptable contents of a Letter Express are forty (40) 8-1/2 x 11 pages. If the gross weight of the contents, envelopes and other material exceeds 100 grams, the next higher rate will apply. Contents must be of a size and shape which fit the envelope and allow it to be normally sealed without damage. Cash or other valuables should not be shipped. Items of high intrinsic value should not be shipped in Letter Express packaging.

Limitation of Liability

Liability of Address Express is limited on Letter Express to \$100.00 U.S.D., unless a higher value is declared for coverage on our label. The maximum declared value on the Letter Express is \$200.00 U.S.D. Address Express shall not be liable in any event for special, incidental or consequential damages, including lost and delayed to loss of profits or income. Services are provided as defined in the current Address Express Service Guide subject to change without notice. Copies are available upon request.



Oldsmobile Division  
General Motors Corporation  
Customer Assistance Network  
P.O. Box 48000  
Warren, Michigan 48093-0000

11/09/1999

[REDACTED]  
Lawrence, NY [REDACTED]

RE: 990080772

Dear [REDACTED]

We sincerely regret that you experienced a problem with your 1994 Acura which resulted in an unexpected repair expense to you.

We value you as a Oldsmobile owner and after reviewing your expenses, we are sending you a check in order to maintain your goodwill. Oldsmobile Motor Division's check to you is in the amount of \$339.56 and is being mailed separately. We hope that this reimbursement will offset, to some degree, the inconvenience that these repairs may have caused you.

We look forward to keeping you in our Oldsmobile family. Should you have further questions, please feel free to contact our Customer Relations Center at 1-800-442-6337 between 8:00 a.m. and 8:00 p.m. weekdays, Eastern Standard Time.

Sincerely,

Kimberly Minneke  
Customer Relationships Services Manager  
R8056

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Cleveland OH [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-100580596 VIN: 1G6KD52Y3VU220085  
DATE OPENED: 2003-05-19 MODEL YEAR: 1997  
DATE CLOSED: 2003-05-19 SERIES: DeVille  
SOURCE: Phone MILEAGE: 115000.000000  
SRC TYPE: N/Yes DELIVERY DATE:  
SRC PARENT: 4298, USA DEALER NAME: Crestmont Cadillac Corporation  
DEALER ADDRESS: 26000 Chegrin Boulevard, Beachwood, OH, 44122-

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

L07 Lines / Hoses / Filters  
0 REPAIR ATTEMPT(S) Leaks

fuel line split

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

fuel line split; , 2003-05-19  
2003-05-19

cause, concern, correction age & mileage, fuel leak, replaced the fuel rail line, , 2003-05-19  
2003-05-19

Service Request has been Closed Satisfied.; , 2003-05-19

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:  
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:  
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:  
AGENT NAME:  
AGENT PHONE NUMBER:

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

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

INSPECTOR NAME: INSPECTION DATE:

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

\*\*\*\*\*PAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVABLE:  
BIC WARRANTY DATE:  
HATA: 0  
SALES TAX:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
LEGAL:

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

DEALER ADMINISTRATION:  
RELEASE:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
INJURIES:

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

LOCATION:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:



GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:  
HOME PHONE:



Crete

IL



CASE NUMBER: 1-108974096 VIN: 1G6KY5291B0803831  
DATE OPENED: 2003-06-13 MODEL YEAR: 1995  
DATE CLOSED: 2003-06-19 SERIES: Seville  
SOURCE: Phone MILEAGE: 128890.0000000  
SRC TYPE: N/A No DELIVERY DATE:  
SRC PARENT: DEALER NAME: Arnie Bauer Cadillac-GMC Truck Company  
DEALER ADDRESS: 5525 Miller Circle Drive, Matteson, IL, 60443-2320,

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

1/07 Lines / Hoses / Filters  
0 REPAIR ATTEMPT(S)

Leaks

fuel rail leaking

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Fuel rail leaking; ; 2003-06-13  
2003-06-13

Call dlr; ; 2003-06-13  
2003-06-13

Call dlr; ; 2003-06-13  
2003-06-13

Customer called back for update on research.; ; 2003-06-13  
2003-06-13

1-108974096, [redacted] please f/u with customer; ; 2003-06-13  
2003-06-13

Call Cust to deny; ; 2003-06-19  
2003-06-19

Service Request has been Closed Dissatisfied.; ; 2003-06-19

\*\*\*\*\*SAFETY INFORMATION\*\*\*\*\*

INCIDENT DATE:  
INCIDENT LOCATION:

INCIDENT TIME:

REPORT NAME:  
DRIVER DISABILITY:

DRIVER AGE:

OTHER DESCRIPTION:

AGENCY RESPONSIVE COMMENTS:

TECHNICAL SERVICE  
SERVICE REQUEST:

TECHNICAL SERVICE  
SERVICE REQUEST:

TECHNICAL SERVICE  
SERVICE REQUEST:

NUMBER OF PEOPLE:  
INJURIES:

BODY INJURY:

IS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

MORE INFORMATION:

MAINTENANCE LOCATION:  
CURRENT LOCATION OF VEHICLE:  
NOTIFY NAME:

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

INSPECTOR'S NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:  
ROAD TEST RESULT:  
COMP INSPECTED:  
INVESTIGATIVE SUMMARY:  
BAR STATUS:

\*\*\*\*\*BAR INFORMATION\*\*\*\*\*

PRICE:  
QUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

PAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
ERC WARRANTY DATE:  
MSRP: 0  
SALES TAX:

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

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

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

ACCOUNT BALANCE:  
AGE:

LEGAL TYPE:  
LEASE LAM:  
VEHICLE DESCRIPTION:  
LEASE NUMBER:  
TITLE NUMBER:

DEALER ADMINISTRATION:  
REMARKS:

REPLACEMENT VIN:

\*\*\*\*\*VEHICLE INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SENTING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER: [REDACTED]  
ADDRESS: [REDACTED] Dr, Millstadt IL [REDACTED]  
HOME PHONE: [REDACTED]  
CASE NUMBER: 1-108983744 VIN: 1G6KF52Y4SU2E3E32  
DATE OPENED: 2003-06-13 MODEL YEAR: 1995  
DATE CLOSED: 2003-06-24 SERIES: Deville  
SOURCE: Phone MILEAGE: 207000.0000000  
SRC TYPE: N/Yes DELIVERY DATE:  
SRC PARENT: DEALER NAME: Jack Schmitt Oldsmobile-Cadillac, Inc.  
DEALER ADDRESS: 915 West Highway 50, O Fallon, IL, 62269-1829,

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

L07 Lines / Hoses / Filters  
0 REPAIR ATTEMPT(S) Broken

fuel rails

\*\*\*\*\*WORK HISTORY\*\*\*\*\*

fuel rails; ; 2003-06-13  
2003-06-13

called dlr; ; 2003-06-13  
2003-06-16

1-108983744, follow up w/ cust at [REDACTED]; ; 2003-06-17  
2003-06-17

called dlr; ; 2003-06-17  
2003-06-17

called cust for follow up; ; 2003-06-24  
2003-06-24

1-108983744, follow up w/ cust at [REDACTED]; ; 2003-06-24  
2003-06-24

called cust; ; 2003-06-24  
2003-06-24

Service Request has been Closed Satisfied.; ; 2003-06-24

\*\*\*\*\*PDR INFORMATION\*\*\*\*\*

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:  
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:  
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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

INVESTIGATIVE SUMMARY:  
FAR STATUS:

\*\*\*\*\*FAR INFORMATION\*\*\*\*\*

SOURCE:  
REQUEST TYPE:  
REPURCHASE REASON:

TRANSACTION:

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

FAX NUMBER:  
BODY TYPE:  
TRIM:  
TRANSMISSION:  
VEHICLE DRIVEABLE:  
BAC WARRANTY DATE:  
MHA: 0  
SALES TAX:

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

DEPRECIATION:  
UPGRADE:  
APPOINTMENT:  
LEASE TERM:  
LEASE:  
OTHER:  
FINCH:  
ACCOUNT NUMBER:  
INTEREST RATE:

NAME:  
INTEREST PAID:  
DEALER BUYOUT:

UNPAID BALANCE:  
FINCH:  
FINCH IDENTIFICATION:

LEASE TYPE:  
LEASE LAW:  
VEHICLE IDENTIFICATION:

RELEASE:

LEAD PAYOFF:  
TITLE BRAND:

PLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0  
COMMENTS:

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

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

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

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

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

GENERAL MOTORS CORPORATION  
CADILLAC DIVISION  
GM RESTRICTED

CUSTOMER:  
ADDRESS:



Springfield

IL



HOME PHONE:



CASE NUMBER: 1-113093083

VIN: 1G6KD52YKTU294066

MODEL YEAR: 1996

DATE OPENED: 2003-06-25

SERIES: Deville

DATE CLOSED: 2003-10-04

MILEAGE: 39263.0000000

SOURCE: White Mail

DELIVERY DATE:

SEC TYPE: N/A/NO

DEALER NAME: Charlie Sattler Oldsmobile-Cadillac, Inc.

SEC PARENT:

DEALER ADDRESS: 2350 Prairie Crossing Drive, Springfield, IL, 62707,

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

J44 Pump

0 REPAIR ATTEMPT(S)

Plugged / Restricted

Premium Brand Whitemail Scanned: 2003-06-23-13.45.39.000000, MSXDocNum: 0317400246  
\*\*\*\*\*WORK HISTORY\*\*\*\*\*

Premium Brand Whitemail Scanned: 2003-06-23-13.45.39.000000, MSXDocNum: 0317400246; ; 2003-06-25

Shell station -- 217-787-5200 Stephen Lewis; ; 2003-06-25  
2003-06-25

1st call attempt; ; 2003-06-25  
2003-06-26

Car recvd c/bk from cust; ; 2003-06-26  
2003-07-03

Car follow up; ; 2003-07-03  
2003-07-03

Transfer customer; ; 2003-07-03  
2003-07-03

SR in Status of Pending Documentation has been Re-Opened by BRUNOT2; ; 2003-07-03  
2003-07-03

Premium Brand Whitemail Scanned: 2003-07-03-13.51.01.000000, MSXDocNum: 0318400145; ; 2003-07-03  
2003-07-21

Service Request has been Closed Satisfied.; ; 2003-07-21  
2003-08-16

SR in Status of Closed has been Re-Opened by AYSELTK; ; 2003-08-16  
2003-08-16

REQUEST FOR ASSISTANCE Scanned: 2003-08-11-12.31.55.000000, MSXDocNum: 0322302423; ; 2003-08-20  
2003-08-18

Case#- Docs: ; 2003-08-19  
2003-09-09

Crm attempted follow up; ; 2003-09-09  
2003-09-10

Premium Brand Whitemail Scanned: 2003-09-08-20.28.28.088000, MEXDocNum: 0325101363; ; 2003-09-10  
2003-09-10

Crm attempted contact and clarification; ; 2003-09-10  
2003-09-15

SR in Status of Pending Documentation has been Re-Opened by BROWN2; ; 2003-09-15  
2003-09-17

SR in Status of Pending Documentation has been Re-Opened by SADMIN; ; 2003-09-17  
2003-09-17

Premium Brand Whitemail Scanned: 2003-09-15-20.58.13.000000, MEXDocNum: 0325902950; ; 2003-09-17  
2003-09-17

Cust sent in docs; ; 2003-09-29  
2003-09-30

Rain of \$202.38 For fuel rail failure; ; 2003-09-30  
2003-09-30

Crm left follow up msg for customer.; ; 2003-09-30  
2003-10-01

cust recv'd msg and returned the call.; ; 2003-10-01  
2003-10-01

Crm follow up/offered rain; ; 2003-10-01  
2003-10-01

Contacted CAC\_R80005. SR#1-113093083; ; 2003-10-01  
2003-10-01

Goodwill Status has been changed from: Not Initiated to Pending MITEL; ; 2003-10-01  
2003-10-01

Rain of \$202.38 submitted for approval (no dir notify per Ind't abop); ; 2003-10-04  
2003-10-04

SR in Status of Pending Goodwill has been Re-Opened by GUTIERREZ; ; 2003-10-04  
2003-10-04

Goodwill Status has been changed from: Prolgrv - Check to Approved; ; 2003-10-04  
2003-10-04

Service Request has been Closed Satisfied.; ; 2003-10-04

\*\*\*\*\* FAX INFORMATION \*\*\*\*\*

SEARCHED: DATE: \_\_\_\_\_  
INDEXED: DESCRIPTION: \_\_\_\_\_  
SERIALIZED: \_\_\_\_\_

SEARCHED: TIME: \_\_\_\_\_  
SERIALIZED: \_\_\_\_\_  
SERIALIZED: \_\_\_\_\_



DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

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:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MRP:

MSRP: 0

SALES TAX:

DEPRECIATION:

GRADE:

TERMINATION:

LEASE TERM:

RESIDUE:

OTHER:

FINANCE:

ACCOUNT NUMBER:

INTEREST RATE:

FINANCE:

INTEREST PAID:

ACCOUNT BALANCE:

DEALER BUYOUT:

DEALER:

LEGAL TYPE:

DEALER ADMINISTRATION:

LENDER LAW:

RELEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

\*\*\*\*\*BODILY INJURY\*\*\*\*\*

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS:

CITY/STATE:

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

IF SO, WHERE:

TREATED:

\*\*\*\*\*ADR INFORMATION\*\*\*\*\*

INTERNAL CASE NUMBER:

DATE:

TITLE NUMBER:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

WEARAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

REGULATION SOUGHT:

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

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE: