

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 03

Q 07

AND

Q 08

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 03

N130146EA01S_A_71-
1245499821.02

System (8:25:24 AM): [Chat has been initiated by anonymous customer.]

System (8:25:29 AM): [You are now chatting with Louis.]

██████████ (8:25:32 AM) : Welcome to Chevrolet! How may I assist you?

Customer (8:25:39 AM) : Hi ██████████

Customer (8:26:00 AM) : I own a 2007 corvette convertible that has the low beam headlight issue

Customer (8:26:07 AM) : <http://townhall.com/news/us/2013/08/27/us-regulators-upgrade-safety-probe-of-20052007-chevy-corvette-n1675096>

██████████ (8:26:45 AM) : Hello! Thank you for contacting us today! I'm sorry you are experiencing this issue.

██████████ (8:26:49 AM) : To better assist, I am going to transfer you to an agent in our Customer Assistance Center chat department. One moment please.

Customer (8:26:50 AM) : My car is out of warranty and I want to know how I should handle this problem.

System (8:26:58 AM): [You have been transferred to department: Customer Assistance Center]

System (8:29:11 AM): [You are now chatting with Regina.]

Regina (8:30:34 AM) : Thanks for contacting GM Customer Assistance. I understand that there is low beam headlight issue going on with your 2007 Chevrolet Corvette. You are seeking information on how to have the issue resolved. We can assist with with verifying the warranty and recall information.

Regina (8:30:43 AM) : Do you have the VIN and approximate mileage?

Regina (8:30:57 AM) : Also, can I have your name and contact information for documentation purposes?/

Customer (8:31:28 AM) : I can get the vin, I don't have it handy this second, but the mileage is just over 88,000. Give me a min to get the vin.

Customer (8:36:33 AM) : 1G1YY36U575 ██████████

Customer (8:37:21 AM) : ██████████

Customer (8:37:43 AM) : ██████████, NJ ██████████ email

Regina (8:39:06 AM) : Has the concern been presented to any GM dealership yet?

Customer (8:40:30 AM) : not yet, It started about 4 days ago. I put a new relay in yesterday just to make sure it wasn't a simple fix. after checking on the corvette forum and doing some more research to find it's a more widespread problem, you were my next step.

Regina (8:41:56 AM) : Your next step would be to present the concern to a Chevrolet dealership in your area or your preferred GM dealership. We researched the VIN and the make and model and found no recall information for the concern. We would like to assist with having the issue resolved with GM but could not guarantee any assistance.

Regina (8:42:10 AM) : We can locate a dealership if necessary and arrange an appointment for diagnosis.

Customer (8:44:49 AM) : I can take it to the dealership, but from what I have read, its' the fuse block under the hood. Wholesale is \$320 plus labor and some of the forum members were quoted \$800 from their dealerships. After GM got involved, one of the dealerships agreed to do it for \$200 total and that car had over 80,000 miles. I was hoping you could contact the dealership in my town RK Chevrolet on Delsea Drive in Vineland, NJ and get this out of the way before I waste time to bring it there only to be told it would be \$800.

Regina (8:47:01 AM) : 71-1245499821, is your reference for this chat and your vehicle concern. We can contact R.K. Chevrolet and possibly set up an appointment for diagnosis, which there would be a fee for. We will notify them that you are seeking cost assistance on a possible repair for the vehicle concern.

Regina (8:47:44 AM) : We understand that this vehicle was purchased used in 2010. Does RK Chevrolet or any GM dealership maintain the vehicle?

Customer (8:48:30 AM) : RK has done work on the car in the past but I have a privately owned corvette specialist shop in Vineland handle the routine service and repairs.

Regina (8:48:30 AM) : We also verified you have other GM vehicles, this will be information we

provide to the Customer Care Specialist at the dealership for your request for cost assistance.

Regina (8:50:18 AM) : I understand. Can we set up an appointment at RK for you or will you handle that yourself?

Customer (8:50:54 AM) : Since this is my daily driver, I would like to have this situation resolved ahead of time. If you could contact RK, explain that this is a known problem being investigated by the NHTSA and it's the the fuse block under the hood that needs replacing. I would like to have a negotiated price before bringing in the car.

Regina (8:52:36 AM) : I have advised of the plan of action. I would like to set up an appointment for a diagnosis to verify the vehicle complaint. As I have researched the VIN, there are no recall applied to it for this issue, so we will handle as a vehicle complaint which needs to be verified by a GM dealership. At that time an estimate will be provided to you based on the factors we will be notifying the Customer Care Specialist at this time.

Customer (8:53:22 AM) : ok, set up the appointment and have the dealership contact me at my phone number

Regina (8:53:47 AM) : What will be a good day and time? Will you be staying with the vehicle or dropping it off?

Customer (8:54:12 AM) : I can drop it off, but will need the car back the same day. Any weekday but Friday is good.

Customer (8:54:28 AM) : morning is preferred

Regina (8:54:29 AM) : David Pastor Customer Care Specialist 856-696-8400 should be contacting you within 24 business hours.

Regina (8:54:51 AM) : Great! I have everything I need to go forward. Is there anything else we can assist with?

Customer (8:55:05 AM) : That will be all. Thank you.

Regina (8:55:08 AM) : Thanks for contacting GM Customer Assistance.

System (9:12:10 AM): [Agent Regina has closed the session]

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 03

N130146EA01S_A_71-
923228319.01

OAKLAND, CA

OAKLAND CA 946

07 MAR 2011 PM 7 T



10-03-11A08:02 RCVD

GM

Customer Relations Dept.

P.O. BOX 33170

Detroit, MI 48232-5170

48232+5170



March 4, 2011

To:
General Motors Corporation
Customer Relations Department

From:

[REDACTED]

Oakland, CA [REDACTED]

[REDACTED]

To Whom It May Concern:

I am a long time loyal and faithful General Motors customer. I have always been proud to drive a GM vehicle. I recall as a child, admiring all the General Motors brands and how no other car or truck even came close to GM quality. I was fascinated by the design, workmanship and quality that went into the GM line.

In the last 9 years I have purchased 3 brand new Chevrolets at a total cost of over \$145,000.00. In 2002 I purchased a new Camaro Z28 convertible VIN# 2G1FP32G722 [REDACTED], in 2004 I purchased a brand new Z06 Commemorative Edition Corvette VIN# 1G1YY12S645 [REDACTED] and in 2007 I purchased a brand new 2008 Corvette Convertible VIN# 1G1YY36W585 [REDACTED]. I love the Corvette and have admired it for years. However, now I am sorry to say that I am no longer happy with the car and have now become very disenchanted with the General Motors brand.

I am having some serious and costly problems with my 2008 Chevy Corvette. The car is no longer safe on the road and has become a serious safety concern. The low beam headlamps are only working part of the time and rarely work at night. You never know when they will stop working. I left the car at the dealership for a week and they were unable to determine what was causing the problem. In addition, the fuel system is having problems. The fuel sensor (like the headlamps) is only working intermittently. This problem has been ongoing for some time and began shortly after the warranty was off. The dealership service department at FH Dailey told me that a service memo had been sent out about this problem. This indicates to me that this is not an isolated case. Per the memo, the service advisor recommended a costly fuel additive that was supposed to resolve the problem, however it did not. I have already had to replace a part that was causing the car to lose almost all of its power when driving. (again, another safety concern). This has become a nightmare.

I purchased the car in August of 2007 for over \$60,000.00. The car now is just over three years old and has approximately 63,000 miles. The vehicle has always been well maintained and should not be causing the problems that it is and under no circumstances should it be an on-road safety hazard. I am now at the point where every time I get into the car to drive it, I worry about what will happen and will I be able to get to where I am going and will taking the car on the road be a danger to others or myself? Not a pleasant feeling at all.

The transmission that is in this car in my opinion is inferior and should have never been used for this automobile. When I first purchased the car, I was told what a wonderful thing the paddle shifters are and how much I would enjoy having them. To my dismay, I could not believe how rough the car shifts and how slow the shifters are to respond. This transmission should not be on a high end vehicle like the Corvette.

It will take a lot of convincing for me to ever purchase another GM car or truck. I had been contemplating purchasing the new 2011 Cadillac CTSV Coupe and even considering upgrading my current Corvette to the new Corvette ZR1. However with the recent problems that I am having, I just can't justify spending that amount of money if the quality is not going to be there.

For years I have defended the GM brand when others would talk about how other brands like Toyota, Honda, Nissan and even Ford were superior. Now I find it a little embarrassing when I hear them say "I told you so"

I would like to find out what if anything can be done to at least make my car drivable again. I would like to be able to drive it and not have to worry if I am going to make it home safely or even make it home at all.

Regards,

A large black rectangular redaction box covers the signature and name of the sender.

cc: General Manager FH Dailey
Daniel F. Akerson
Corvette Maintenance File

OAKLAND, CA

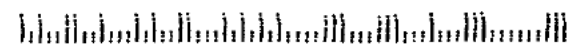
OAKLAND, CA 94612
OCT 03 2011 PM 07



10-03-11AC8:02 RCVD

Daniel Akensen
GM
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170



March 4, 2011

To:
General Motors Corporation
Customer Relations Department

From:

[REDACTED]
Oakland, CA
[REDACTED]

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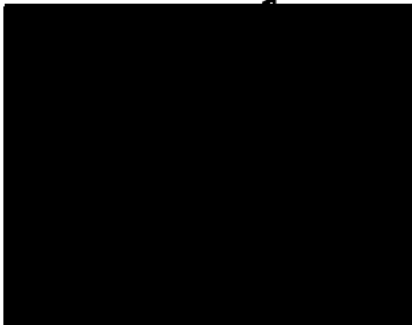
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cc: General Manager FH Dailey
Daniel F. Akerson
Corvette Maintenance File

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 03

N130146EA01S_A_71-
923228319.02

OAKLAND, CA

OAKLAND CA 946

10 MAR 2011 PM 6 L



14-03-11A08:34 RCVD

Corvette
P.O. Box 33170
Detroit, MI 48232

48232+3170



March 4, 2011

To:
General Motors Corporation
Customer Relations Department

From:

[REDACTED]
Oakland, CA [REDACTED]
[REDACTED]

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Regards, 



cc: General Manager FH Dailey
Daniel F. Akerson
Corvette Maintenance File

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 03

N130146EA01S_A_71-
923228319.03

March 25, 2014

[REDACTED]
Oakland, CA [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2008 Chevrolet Corvette.

This offer is valid towards one service visit on VIN 1G1YY36W585[REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office
Service Request 71-923228319

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 03

N130146EA01S_A_71-
923228319.04

Feedback Directive Form ²⁰⁰⁹

Executive CRS	Jakenya Anderson
Executive Requestor(s) Name	Lynn Herron
Detroit Requestor:	Sheri Tickles
Special Instructions from Detroit:	none

Closed Status:	Dissatisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Sheri Tickles Willing to Buy GM Again?: Select Yes or No

Customer's Name	[REDACTED]
------------------------	------------

Service Request #	71-923228319	Case Highlights
Pre-existing File?	none	<p>Vehicle Concern: cust had a repair for fuel sensor and for his head lamps,</p> <p>Dealer/ DVM/ FSE/ CAM opinion(s): at first gw was a 50/50 split for \$2-3000 repair, after further reievew with ddma, offered cust a \$500 deductible, and to offset cost of healamp repair \$100 maint ltr.</p> <p>Final decision: 2 forms of goodwill.</p>
Date Assigned	3/14/11	
Email subject line	Fw: Case 71-923228319	
Date of Contact	3/7/11	
Date Closed by agent	4/13/11	
Year	2008	
Make	Chevrolet	
Model	Corvette	

Mileage	64000	<p>Business Case/Rationale for the decision: to retain a good cust and to help with out of warranty repairs.</p> <p>Customer's feedback regarding the decision: Cust satisfied with exec assist, but not with having to pay anything for headlamp repairs.</p>
Type of Goodwill:	cust got \$500 deductible for repair and \$100 maint ltr	
Goodwill Generated by?	CARS	
Dealer Name Contacted:	F. H. Dailey Motor Co.	
DVM Name Involved:	aubrey parrott	

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 07

2005 - 2007 MY Chevrolet
Corvette with Low Beams
Intermittent or Inoperable

Date: 11/06/2013

Ref. number: Service / Service Operations / G_0000178781

Subject: **2005 – 2007 MY Chevrolet Corvette with Low Beams Intermittent or Inoperable**

GM CUSTOMER CARE & AFTERSALES

URGENT - DISTRIBUTE IMMEDIATELY

DATE	November 7, 2013
SUBJECT	2005 – 2007 MY Chevrolet Corvette with Low Beams Intermittent or Inoperable
MODELS	Corvette (MY 2005 & MY 2007)
TO	Chevrolet Dealers
ATTN	Service Managers, Service Advisor, Service Technician

** Please communicate this information to technicians who install accessories

General Motors is investigating customer complaints of intermittent low beam headlamps and/or headlamps that turn off and will not come back on. Customers have reported the condition may be related to a failed under hood BEC (fuse box). General Motors would like to obtain several of the under hood BECs (fuse boxes) that exhibit this condition.

Should a customer come into your dealership with a 2005 to 2007 Corvette with a complaint of the low beam headlights go out while driving and/or the headlamps go out and come back on when the vehicle cools, or both low beam headlamps are in operable but the fog lamps and high beam lamps operate, please contact Art Spong at 586-524-9931. If Art is not available please leave a voice message with the following information;

- VIN
- mileage
- dealership name and BAC
- dealership contact information including name and phone number
- are the headlamps intermittent or inoperative

Art Spong will return your call within 48 hours and provide the dealership with repair information.

Art Spong
Group Manager Performance Cars

Thank you for your cooperation.

END OF MESSAGE

GM CUSTOMER CARE & AFTERSALES

Contact name: Art Spong

E-Mail: Art.Spong@gm.com

Department: Service - Brand Quality

Phone: -

Intended Service Advisor, Service Manager, Service Technician
roles:

Archives: 11/20/2013

Expires: 11/06/2014

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 08

Q_08_2005 - 2007 Corvette

UBEC - 13 Jan 14 FPERC-p

Underhood Bussed Electrical Center



Model Year: 2005 - 2013 Corvette
200,114 total vehicles
Cost: \$415/vehicle

NHTSA PE 13-013
NHTSA EA 13-007
ETQ N130XXX

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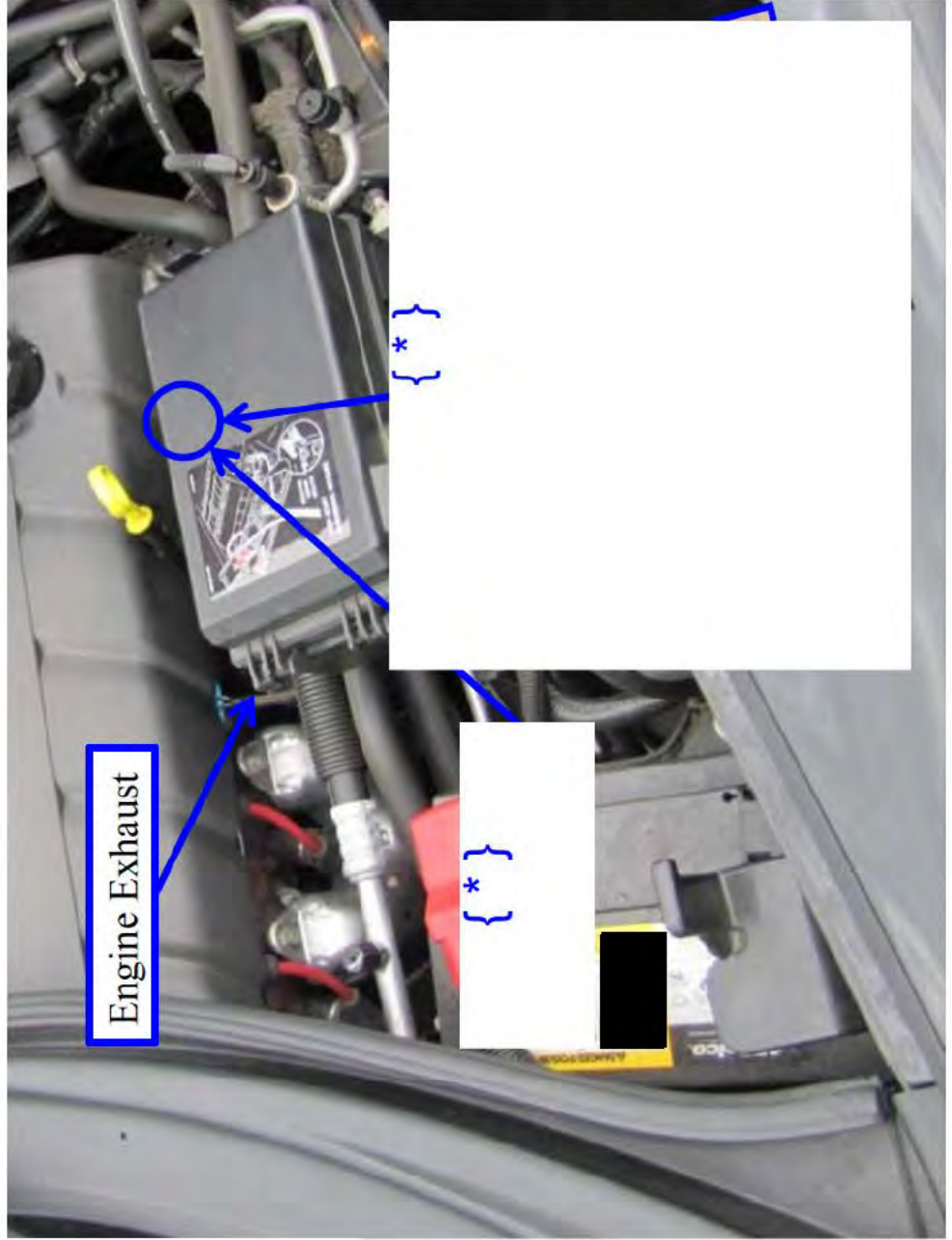
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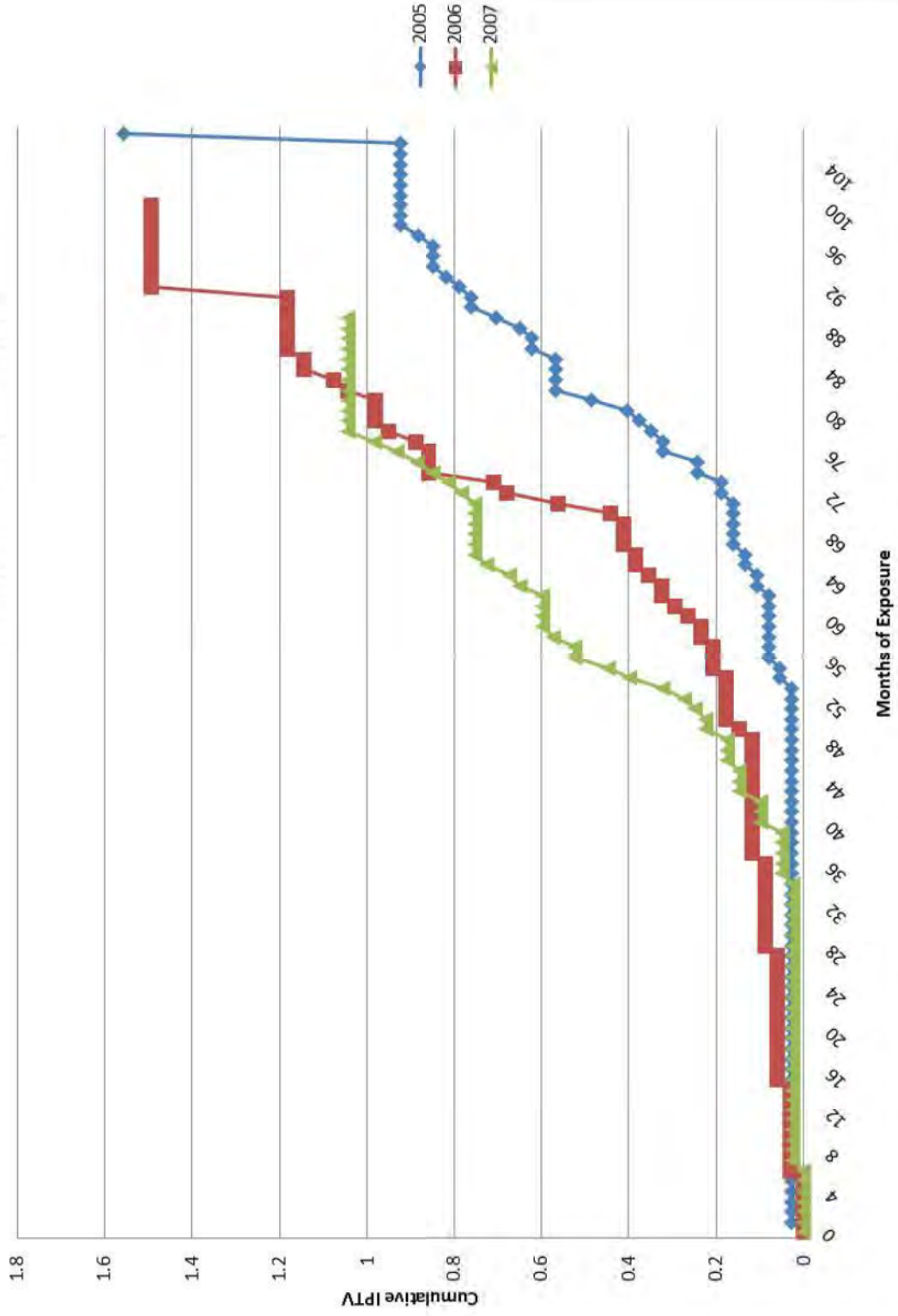
{ * } Indicates GM Confidential Business Information Redacted

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{*} Indicates GM Confidential Business Information Redacted



2005 to 2007 Corvette Low Beam Headlamp - Global



{*} Indicates GM Confidential Business Information Redacted

Corvette UBEC Historian Analysis

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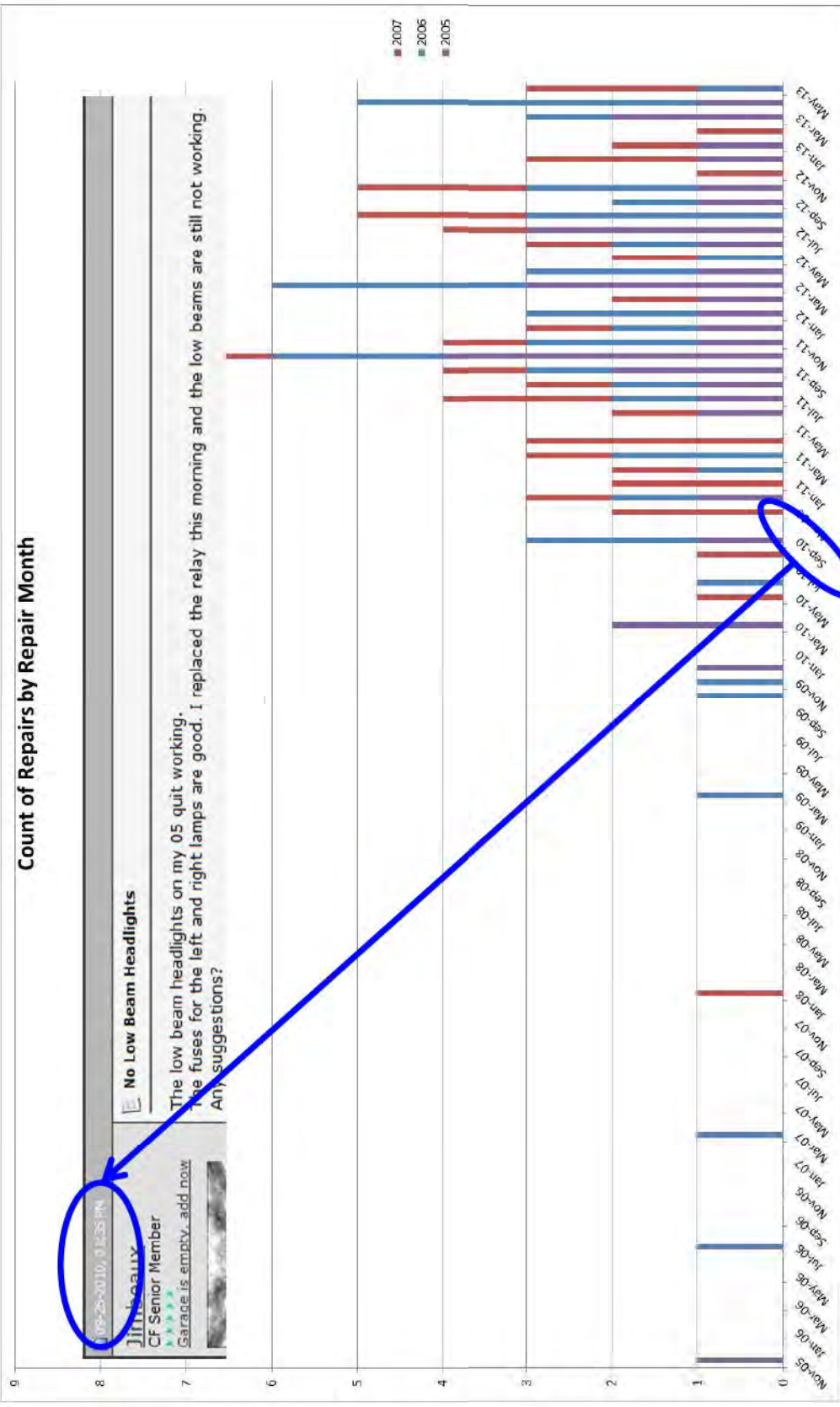
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Corvette UBEC Historian Analysis

Mfr_Name	Subject	IR	Recall	Warranty rate	Exposure	VOOs	NHTSA population	Warning	Restored
General Motors	ALLEGED HEADLIGHT FAILURE	PE06-017	No	2.0	4.5 years	15	201,468	No	By switch manipulation
Suzuki	HEADLIGHT / DRL MALFUNCTION	PE07-039	Safety	31.7	39 months	4	35,000	No	Cannot be restored
Ford Motor Company	LOSS OF HEADLIGHT FUNCTION	PE08-066	No	0.5	5.5 years	10	518,468	No	Turn switch off and wait for a time, High beams
Chrysler	Loss of Headlight Illumination	PE10-022	Lifetime warranty	22.8	5.5 years	75	622,014	Flicker	Turn switch off and on, High beams
Honda	Low Beam Headlights	PE10-037	Safety	0.4	40 months	8	133,000	No	High beams
Honda	Low Beam Headlights Stop Working	PE11-017				12	288,000	No	High beams
Chrysler	Loss of headlight illumination	EA11-010	Lifetime warranty	22.8	5.5 years	75	622,014	Flicker	Turn switch off and on, High beams
Honda	Low Beam Headlights Stop Illuminating	EA11-012	Safety					Same	High beams
2005 - 2007 Corvette UBEC	Low Beam Headlights Stop Illuminating	PE13-013	No	1.04	6.5 years	30	103,374	No	Turn switch off and wait for a time, High beams
2005 - 2013 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.91	4.8 years	113	200,111	No	Turn switch off and wait for a time, High beams
2005 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	1.27	8.9 years	43	33,798	No	Turn switch off and wait for a time, High beams
2006 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	1.08	7.9 years	34	31,556	No	Turn switch off and wait for a time, High beams
2007 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.66	6.9 years	25	37,742	No	Turn switch off and wait for a time, High beams
2008 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.24	5.9 years	8	32,885	No	Turn switch off and wait for a time, High beams
2009 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.13	4.9 years	2	15,646	No	Turn switch off and wait for a time, High beams
2010 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.09	3.9 years	1	11,615	No	Turn switch off and wait for a time, High beams
2011 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.00	2.9 years	0	12,813	No	Turn switch off and wait for a time, High beams
2012 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.00	1.9 years	0	11,144	No	Turn switch off and wait for a time, High beams
2013 Corvette UBEC	Low Beam Headlights Stop Illuminating	EA13-007	No	0.00	0.9 years	0	12,912	No	Turn switch off and wait for a time, High beams

Count of Repairs by Repair Month



0:09:25>00:10, 0:1:35 PM
Jim's Garage
 CF Senior Member
 Garage is empty, add now

No Low Beam Headlights
 The low beam headlights on my 05 quit working. The fuses for the left and right lamps are good. I replaced the relay this morning and the low beams are still not working. Any suggestions?

{ * } Indicates GM Confidential Business Information Redacted

{ * }

EA13-007

GM

1/14/2014

ATTACHMENT 1

Q 08

Q_08_Corvette Low Beam
Headlamp Warranty Reports
and VOQ data Preliminary-p

N130146: EA13007

Corvette Low Beam Headlamp Failure

Due Jan 14, 2014

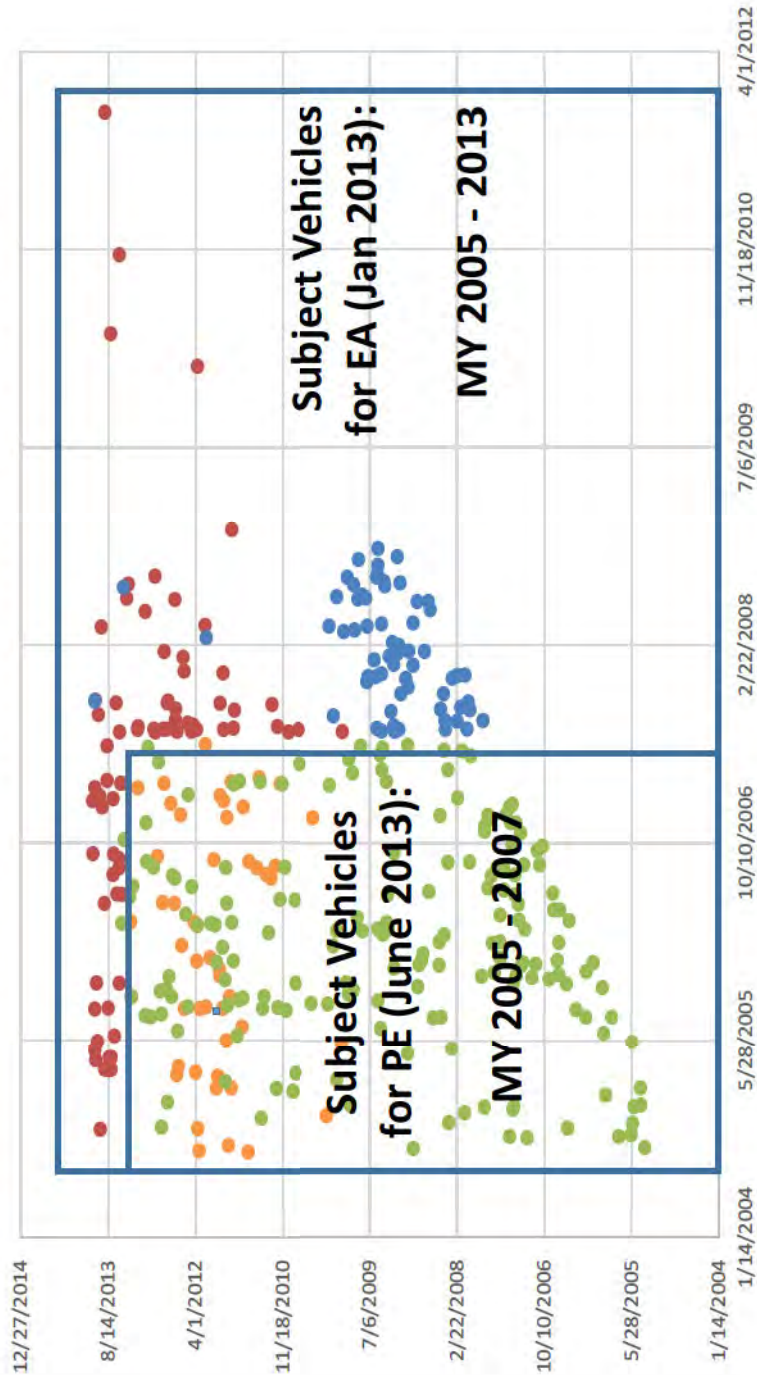
Risk Assessment from PE 13013: 6/27/2013

The failure mechanism is a routed wire in the UBEC that may fracture due to the cyclical application of stress. The routed wire fractures at a bend in the wire routing which may create an open circuit in circuit 1970, the headlamp low beam relay control circuit. A fracture at this point would disable the low-beam headlamps. The fracture may separate more as the temperature rises. So the low-beam headlamp's function may be intermittent with the low beam headlight functionality returning after a period of time, typically after the vehicle has been parked. The high beam headlamps, marker lamps, turn signals, and fog lamps would still be available.

The coefficient of thermal expansion of plastic is greater than that of copper. As the plastic of the UBEC expands when subjected to high external temperatures, the copper routed wire is stressed at a bend in the wire routing. In time this cyclical application of stress may fatigue the copper routed wire. Surface cracks visible near the routed wire fracture are consistent with thermal-cyclic fatigue. The point of the routed wire fracture (circuit 1970) is in the portion of the UBEC closest to the engine and its exhaust components, which apply heat to this portion of the UBEC. Circuits with similar routings and lengths, such as circuits 1314 and 28, face away from the engine and fatigue was not observed in these circuits

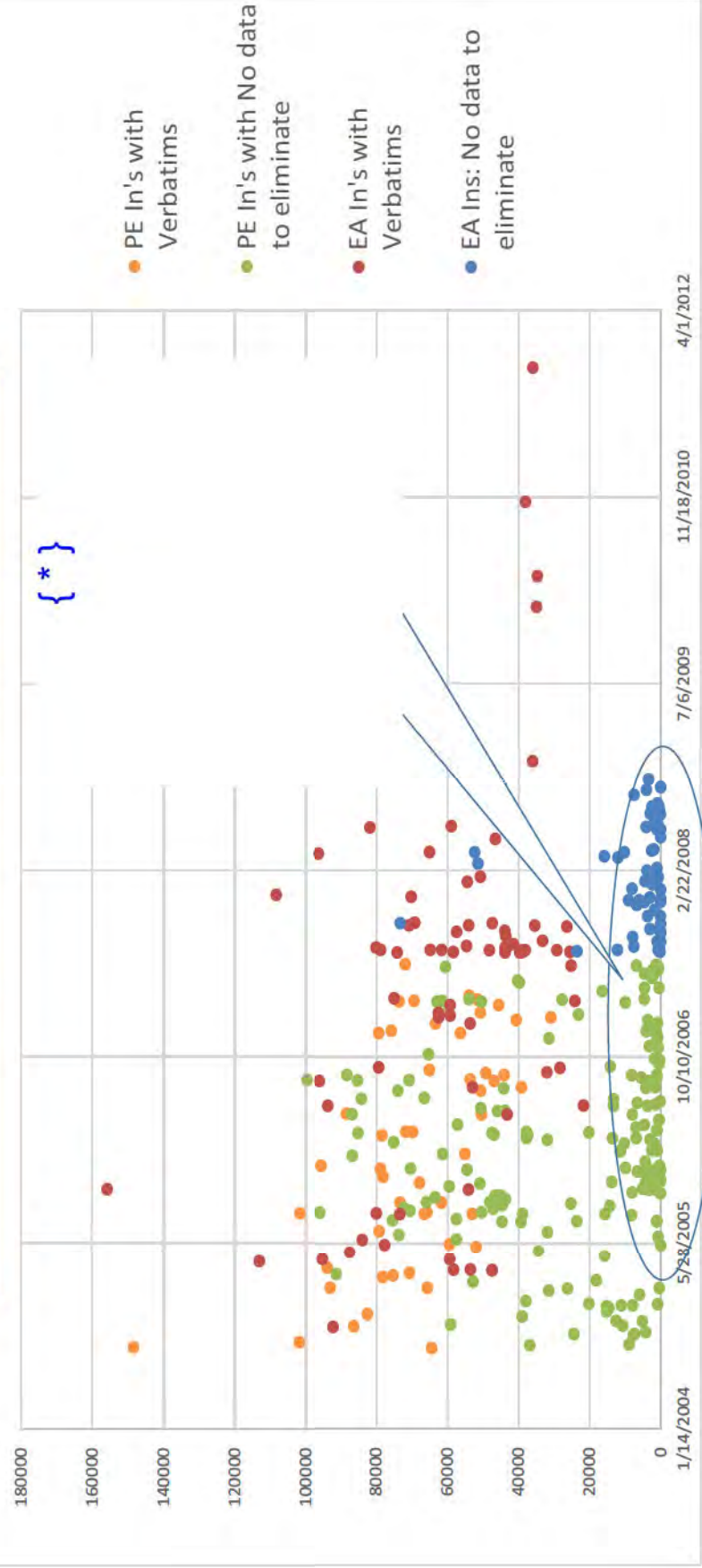
UBEC Replacement Warranty which could be related to Low Beam Headlamp Issue

Vehicle Build Date (X) v. Repair Date (Y) for Warranty Claims



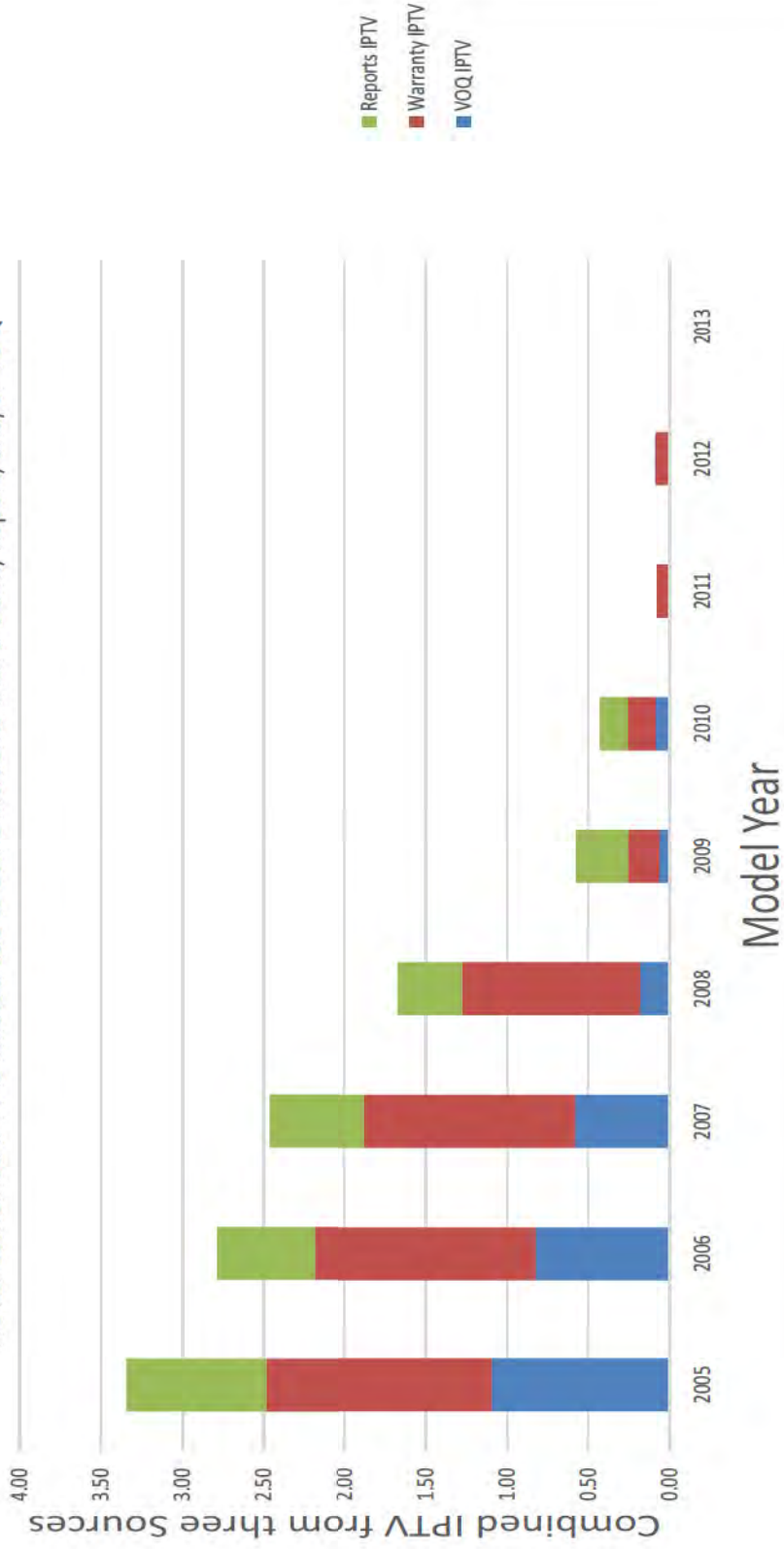
{ * } Indicates GM Confidential Business Information Redacted

UBEC Replacement Warranty which could be related to Low Beam Headlamp Issue

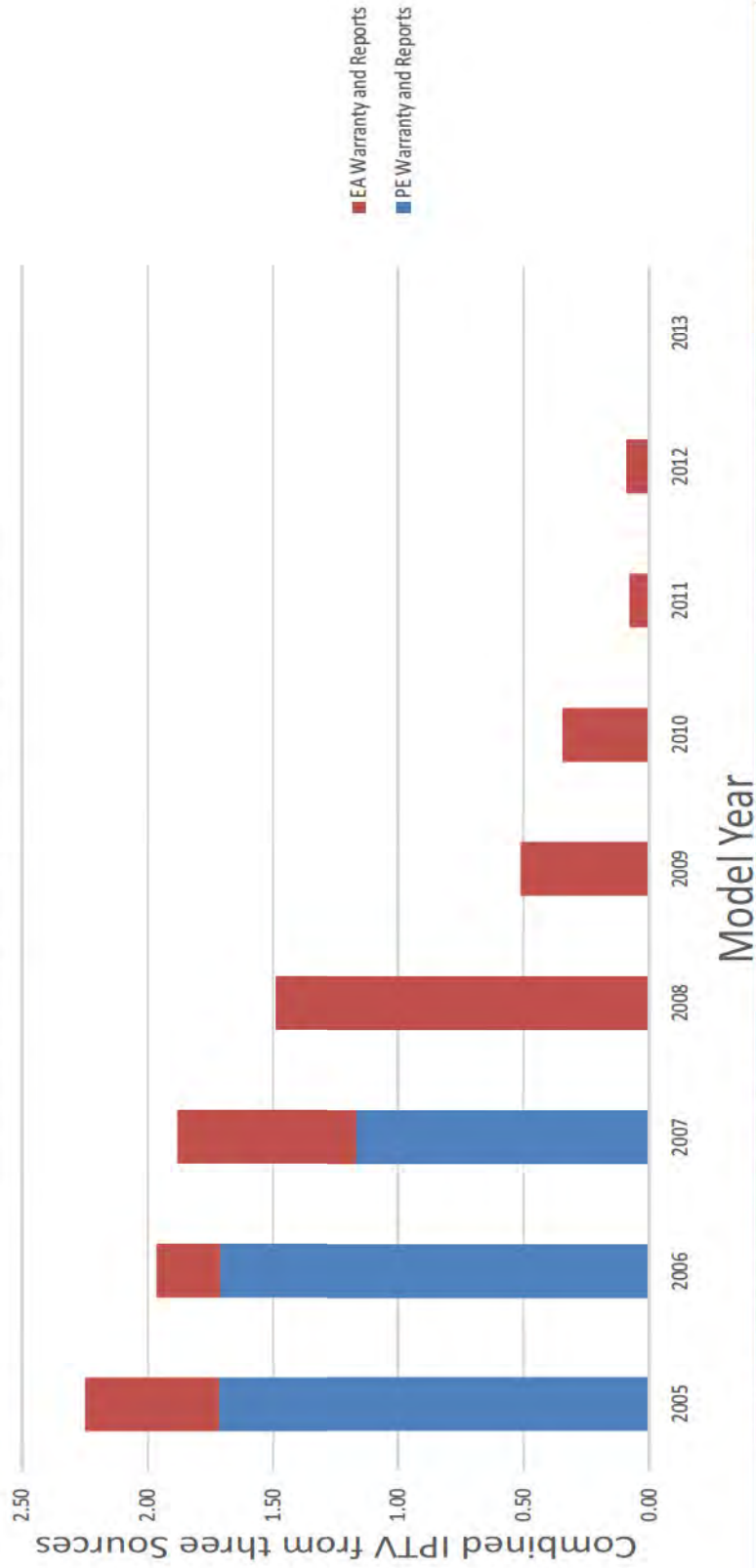


MY	Production	Updated VOO's received 1/7/2014	IPTV of VOOs through 1/7/2014	PE Warranty	EA Warranty	Total Warranty	IPTV Warranty	PE Reports	EA Reports	Total Reports	IPTV Reports	Total IPTV for all Sources
2005	33798	43.00	1.27	34	13	47	1.39	24	5	29	0.86	3.34
2006	31556	34.00	1.08	38	5	43	1.36	16	3	19	0.60	2.79
2007	37742	25.00	0.66	36	13	49	1.30	8	14	22	0.58	2.46
2008	32885	8.00	0.24	0	36	36	1.09	0	13	13	0.40	1.67
2009	15646	2.00	0.13	0	3	3	0.19	0	5	5	0.32	0.58
2010	11615	1.00	0.09	0	2	2	0.17	0	2	2	0.17	0.43
2011	12813	0.00	0.00	0	1	1	0.08	0	0	0	0.00	0.08
2012	11144	0.00	0.00	0	1	1	0.09	0	0	0	0.00	0.09
2013	12912	0.00	0.00	0	0	0	0.00	0	0	0	0.00	0.00
				108	74	182		48	42	90		
Total submitted in Access				245	138	383						

2005 - 2013 Corvette: Incidence of Low Beam Head Lamp Failure
 (Warranty Includes Claims with Verbatims indicating Head Lamp Failure)
 NOTE: Combined IPTV is inflated due to some incidents with a Claim, Report, and/or VOQ



2005 - 2013 Corvette: Incidence of Low Beam Head Lamp Failure
 (Warranty Includes Claims indicating Head Lamp Failure)

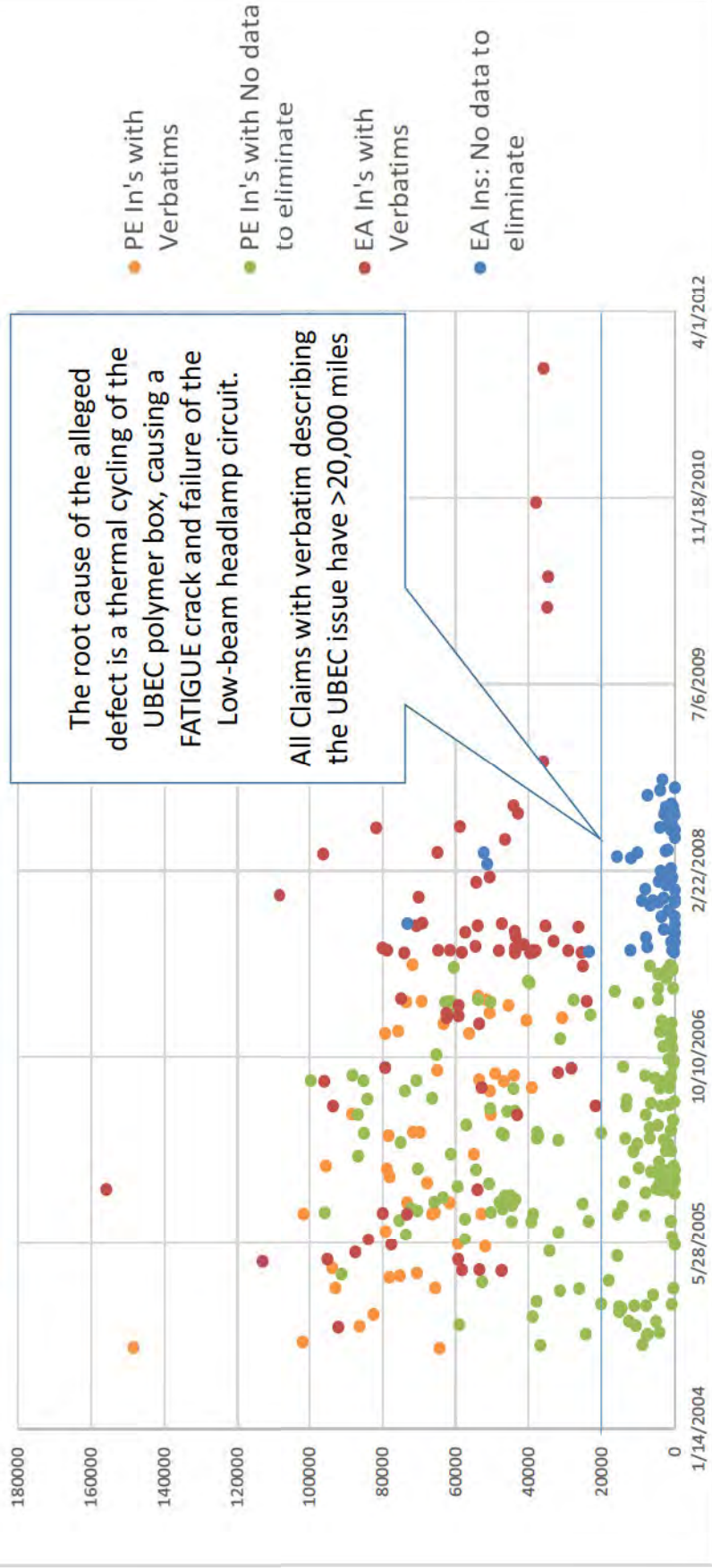


PE Warranty: thru 5/29/2013

EA Warranty: thru 12/04/2013

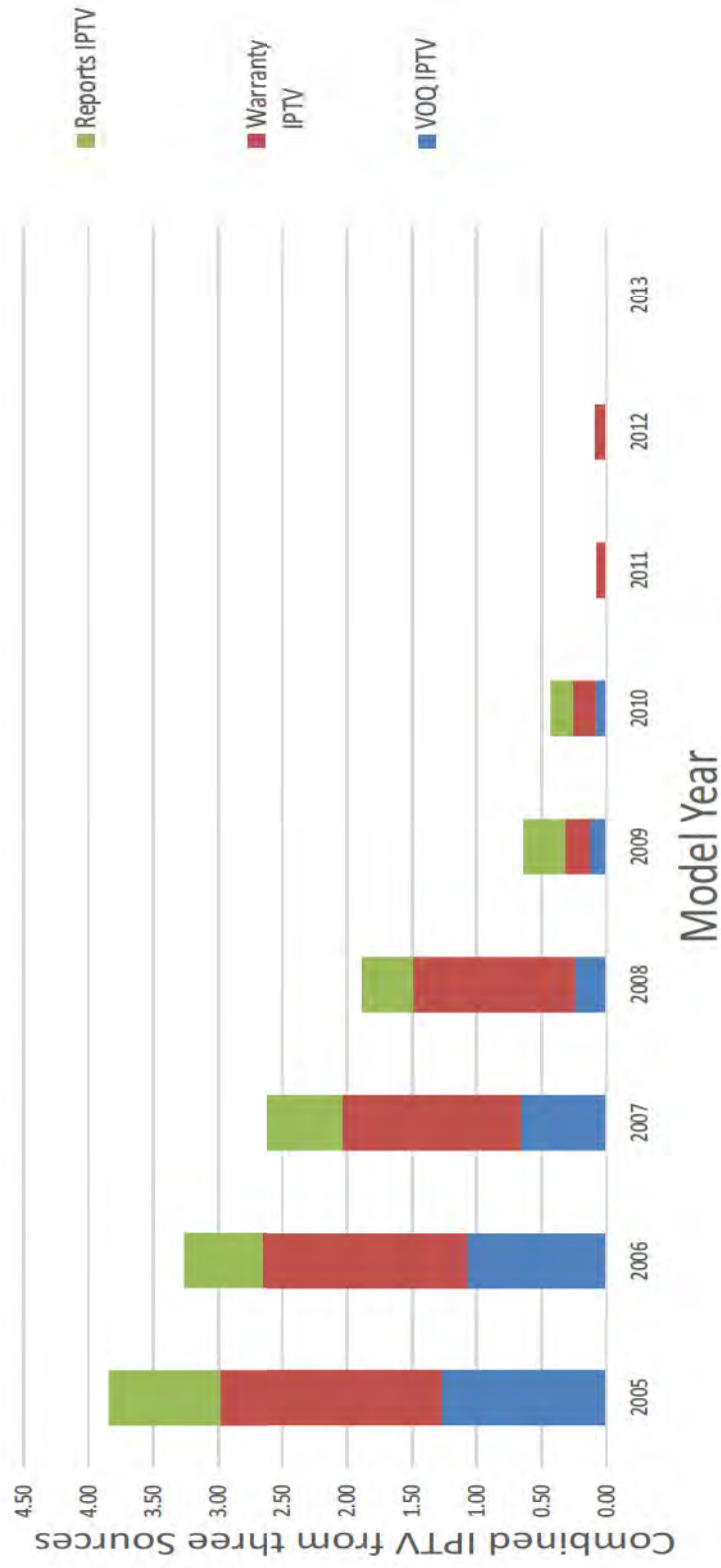
Backup

UBEC Replacement Warranty which could be related to Low Beam Headlamp Issue

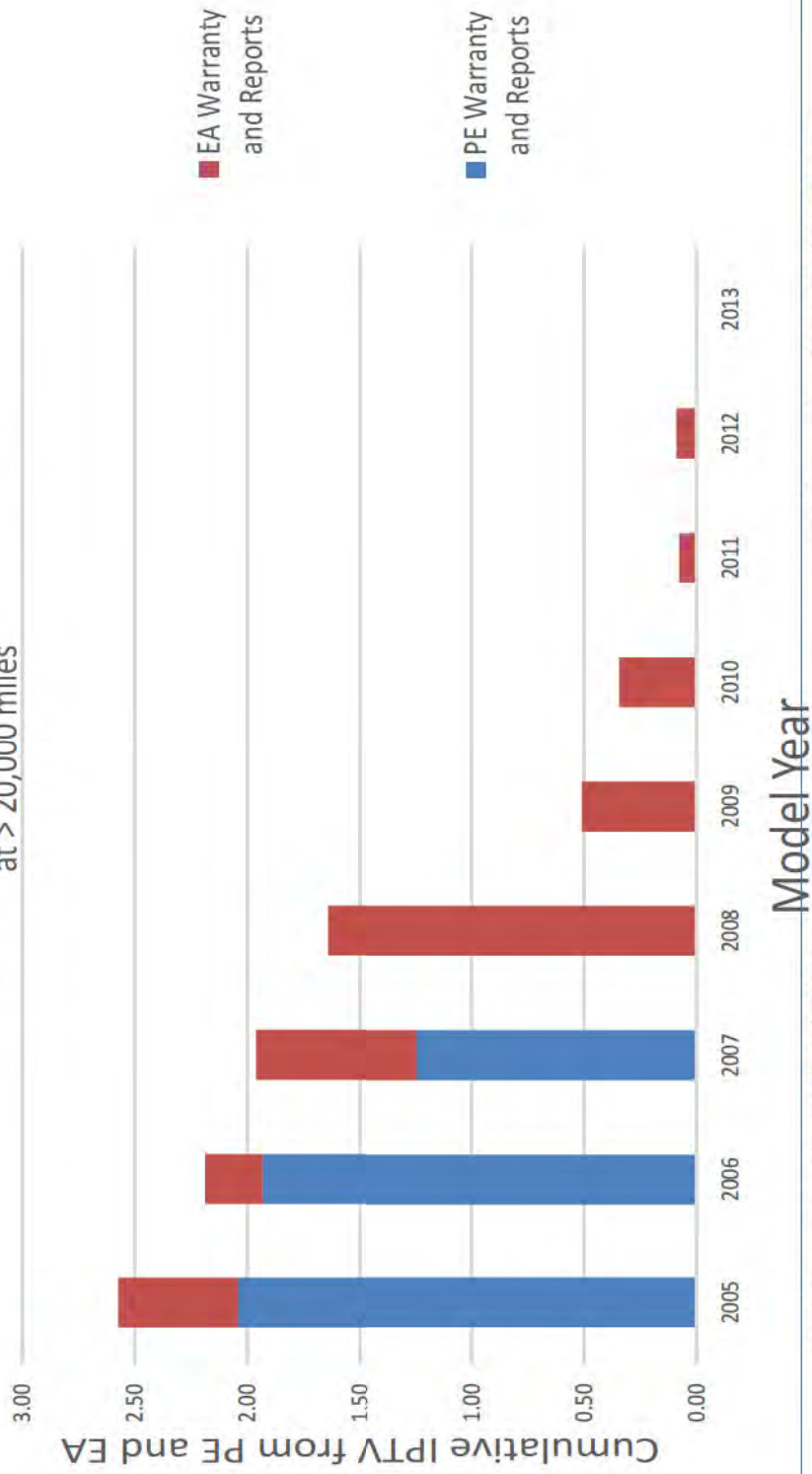


2005 - 2013 Corvette: Incidence of UBEC replacement
for Head Lamp Failure or Unknown Reason
at >20,000 miles.

Note: Combined IPTV is inflated due to some incidents with a Claim, Report and/or VOQ



2005 - 2013 Corvette: Warranty for UBEC Replacement
for Head Lamp Failure or Unknown Reason
at > 20,000 miles

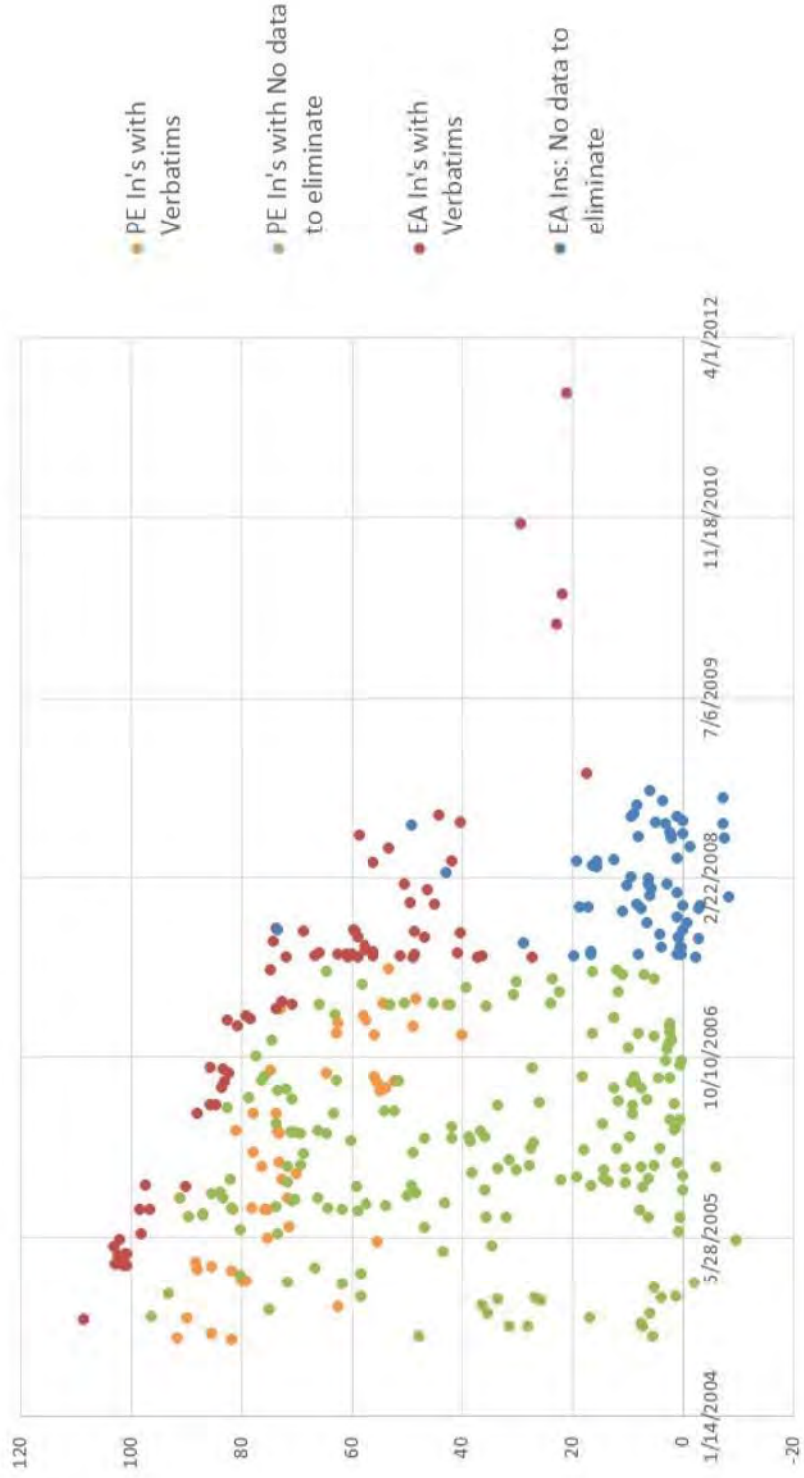


PE Warranty: thru 5/29/2013

EA Warranty: thru 12/04/2013



Vehicle Build Date (X) v. Months In Service (Y) for Warranty Claims



MIS (X) v. Mileage(Y) for Warranty Claims

