GM632
RQ02-012

ATTACHMENT "7"

T TRUCK UPPER BALL JOINT NHTSA INVESTIGATION

Question #7

CHANGE DATE	CHANGE DESCRIPTION	REASON FOR CHANGE	P/N of MODIFIED PART	WITHDRAWN FROM SALE	INTERCHANGE-ABILITY
23MR83	Production Released	Release New Part	17980735		
26MR83	(A)Green Paint ID Added to Seal	Seal Identification	19769878	NO	YES
12DE83	(B)Revised Cap and Socket Mounting Holes and Added a "T" ID to Cap	Error Proof Ball Joint Assembly To The Control Arm From Previous Year (1983) Control Arm Assembly	17980736 17980737	NO	YES
12DE83	(C) Updated Quality Specification Call Out	Updated Quality Specification	Q223	NO	YES
06MR84	(D) Grease Change	Torque reduction	17980735	NO	YES
01NO84	(E) Revised Shipping Protector	Adjusted Length	17980687	NO	YES
28FE85	(F) Revised Lubrication Fitting Torque	Process Adjustment	17980735	NO	YES
20MR85	(G) Optional Lubrication Fitting Added	Manufacturing Flexibility	17980465	N/A	N/A
06NO85	(H) Removed Green Paint ID From Seal	Identification No Longer Needed	9769878	NO	YES
12FE87	(J) Added Plating To Cap and Seal Retainer	Added Corrosion Protection To The Cap And Seal Retainer	17988539 17988540	NO	YES
20FE87	(K) Update Shipping Protector Chart (Changed PN from 17980687)	Made A Chart Drawing For The Shipping Protector	17988643	YES	YES
12MR91	(L) Shipping Protector Part Number Change	Changed Shipping Protector Color	17988542	YES	YES
10SE91	(M) Changed Grease Material Key Number	3631019 Was 3631025 - Deprofiteration / Commonization	17980735	NO	YES
04OC91	(N) KPC Block Updated	Drawing Update	17980735	N/A	N/A
27NO91	(P) KPC Symbol Removed From Seal Pull Off	Continuos Improvement Not Necessary	17980735	NO	YES
10JA92	(R) Friction Coating On Seat Removed	Friction Coating Did Not Reduce Ball Joint Torque's	9763867	YES	YES
26FE92	(S) GMTG Approval Note Added	GMTG Request	17980735	N/A	N/A
17JN92	(T) Grease Note Revised	13-16g was 11-14g Enhances Visual Inspection	17980735	NO	YES

CL02-023-248

T TRUCK UPPER BALL JOINT NHTSA INVESTIGATION

CHANGE DATE	CHANGE DESCRIPTION	REASON FOR CHANGE	P/N of MODIFIED PART	WITHDRAWN FROM SALE	INTERCHANGE-ABILITY
18JA94	(U1) Ball Joint Assembly Drawing Redrawn (U2) Drawing Size Changed	Revised Drawing To An Outline Drawing	17960735	N/A/	N/A
22JA99	(R 001 A-C) Drawing Format Updated Removed Copper Flashing Identification From Bearing Corrected Mislabeled Taper On Drawing	Copper Flashing Identification removed With Update Of Error Proofing In Manufacturing Process	9769677	NO	YES

CL02-023-249

GM632
RQ02-012

ATTACHMENT "10A"

400023

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

CASE NUMBER: 06720942 VIN: 1GKDT13W3T2516638

DATE OPENED: 04/16/02 MODEL YEAR: 1996

DATE CLOSED: 04/23/02 SERIES: JIMMY 4 DOOR 4WD

SOURCE: YES MILEAGE:

CUSTOMER: -NONE-

ADDRESS:

HOME PHONE: STATE: WA

BUS. PHONE:

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

CUSTOMER:
ADDRESS: TACOMA , WA
HOME PHONE:

CASE NUMBER:	06720942	VIN:	1GKDT13W3T2516638
		MODEL YEAR:	1996
DATE OPENED:	2002-04-16	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-04-23	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
CASE TYPE:	Yes	DEALER NAME:	JOE HOLLAND CHEV INC
CASE PARENT:		DEALER ADDRESS:	232 NEW CIRCLE RD NW,,LEXINGTON,KY,40505,USA

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

0 REPAIR ATTEMPT(S)

0 REPAIR ATTEMPT(S)

CRM INSTRUCTIONS:

*Access Webknowledge for all Special Policies and Bulletins.
[[SPECIAL POLICES RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge]] Click on the Bulletins tab to access bulletins and special policies.
Special Policy information
**********WORK HISTORY**********

cust states veh was purchased used about two years ago, cust states veh should be involved in special policy regarding upper ball joints as this is a safety issue. cust states took veh to joe holland chev. they adv cust that veh does not fall withingbreak points. crm adv cust of open campaign on veh 1999041. cust states he will need to take veh to gmc dealer for that repair. cust seeks cost assistance for repair re upper ball joints. crm adv will need to speak to svc mgr at joe holland chev to get diag.
[illegible]reehedding/pdx/cac; 0; 387846350
[illegible]2-04-18

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

CUSTOMER STATES HE CALLING FOR UPDATE ON REQUEST. CUSTOMER STATES PREVIOUS WAS SUPPOSE TO BUT HAS NOT. CUSTOMER SEEKS UPDATE.

CUSTOMER STATES HE OWNS A 1999 JIMMY. CUSTOMER STATES HE IS THE ORIGINAL OWNER AND PURCHASED THE VEHICLE FROM JOE HOLLAND CHEVROLET LOCATED IN LEXINGTON, KY. CUSTOMER STATES VEHICLE WHEEL CAME OFF WHILE DRIVING. CUSTOMERS STATES VEHICLE REPAIRS HAVE BEEN COMPLETED AT JOE HOLLAND CHEVROLET WHICH COST APPROX. $1,400.00 OUT OF POCKET EXPENSE. CUSTOMER STATES DEALER ADVISED HIM THAT THERE IS A SPECIAL POLICY OUT ON HIS SAME CONCERN BUT VEHICLE DOES NOT FALL UNDER VIN. CUSTOMER SEEKS REIMBURSMENT.

CRM ADVISED CUSTOMER THAT CRM NEEDS TO DO MORE RESEARCH. CRM ADVISED CUSTOMER TO FAX COPY OF REPAIR ORDERS TO FAX# 635-4156. CUSTOMER AGREES. CRM SET-UP C/B FOR 04/19/02 BETWEEN 2PM - 4PM. LEAH GREEN/CARS/TAMPA.; 0; 388001358
2002-04-18

CRM CONTACTED DEALER AND L/M FOR SERVICE MANAGER, NICK. LEAH GREEN/CARS/TAMPA.; 0; 388001404
2002-04-18

**********NEXT CRM IF CUSTOMER CALLS IN, IT IS O.K TO TRANSFER HIM TO MY EXTENSION #57110**********
**********CUSTOMER HAD PREVIOUS CONCERNS WITH NOT RECEIVING C/B FOR PREVIOUS CRM**********
**********LEAH GREEN/CARS/TAMPA**********; 0; 388001517
2002-04-19

CONTACTED DEALER AND L/M FOR SERVICE MANAGER. CRM ADVISED SERVICE MANAGER OF CUSTOMER CONCERN. CRM ADVISED SERVICE MANAGER CRM PHONE NUMBER AND EXTENSION. LEAH GREEN/CARS/TAMPA.; 0; 388095899
2002-04-19

CRM CONTACTED CUSTOMER AND L/M. CRM SET- UP C/B FOR 04/22/02 BETWEEN 2PM - 4PM.; 0; 388098088
2002-04-22

CRM CONTACTED CUSTOMER. CRM ADVISED CUSTOMER STILL RESEARCHING AND SET-UP C/B FOR 04/23/02 BETWEEN 4PM - 2PM. LEAH GREEN/CARS/TAMPA.; 0; 388339319
2002-04-22

CRM CONTACTED DEALER @ PH#859 299-2772 AND SPOKE WITH SERVICE MANAGER, NICK.

SERVICE MANAGER STATED WHEEL CAME OFF DUE TO UPPER BALL JOINT FAILURE. SERVICE MANAGER STATED FAILURE CAUSE OTHER SUCH AS: BOTH UPPER AND LOWER BALL JOINTS, BOTH FRONT SHOCKABSORBERS, RIGHT FRONT HUB & BEARING ASSEMBLY & SHIELD, RIGHT OUTER CV JOINT SEAL AND FRONT END ALIGNMENT. SERVICE STATED VEHICLE FALLS UNDER CAMPAIGN #01049. SERVICE MANGER STATED THAT HE COULD NOT COVER UNDER WARRANTY BECAUSE VEHICLE IS OUT OF CAMPAIGN PARAMETERS 8/100. SERVICE MANAGER STATED CUSTOMER HAS GOOD MAINTENCE HISTORY WITH DEALER. SERVICE MANAGER STATED MR.ZUTT IS A GREAT CUSTOMER. SERVICE MANAGER STATED CUSTOMER HAS HAD PREVIOUS OUT OF POCKET EXPENSE WITH DEALER. SERVICE STATED HE WOULD RECOMMEND ASSIST FOR CUSTOMER. CRM SUSPENDING PENDING REIMBURSEMENT APPROVAL FROM TM. LEAH GREEN/CARS/TAMPA.; 0; 388348705
2002-04-22

MBURSEMENT DENIED.

BUSINESS REASONS:

GM RESTRICTED

1) VEHICLE VIN IS NOT INVOLVED SPECIAL POLICY #01049, WHICH COVERS REPAIR FOR 8/100.
2) VEHICLE VIN IS NOT INVOLVED CAMPAIGN #01048
3) AGE AND MILEAGE (VEHICLE IS 8 YEARS OLD AND HAS 113,638 MILES)

CRM WILL CONTACT CUSTOMER ON 04/23/02 TO GIVE DENIAL.
LEAH GREEN/CARS/TAMPA; 0; 388349853
2002-04-23

CRM CONTACTED CUSTOMER AND L/M. CRM SET-UP C/B FOR 04/24/02 BETWEEN 2PM - 4PM.
**********NEXT CRM PLEASE ADVISE CUSTOMER OF DENIAL**********
REIMBURSEMENT DENIED.

BUSINESS REASONS:
1) VEHICLE VIN IS NOT INVOLVED SPECIALPOLICY #01049, WHICH COVERS REPAIR FOR 8/100.
2) VEHICLE VIN IS NOT INVOLVED CAMPAIGN #01048
2) AGE AND MILEAGE (VEHICLE IS 8 YEARS OLD AND HAS 113,638 MILES)

IF NOT CRM WILL CONTACT CUSTOMER ON 04/24/02 TO GIVE DENIAL.
LEAH GREEN/CARS/TAMPA; 0; 388436297
2002-04-23

CUST STATES THAT HE WAS RETURNING PREVIOUS CRM CALL.....CUST IS SEEKING AN UPDATE ON THE STATUS OF HIS REQUEST FOR REIM....CRM ADVISED CUST THAT AT THIS TIME REIM WAS DENIED AND GAVE CUST THE REASONS WHICH WERE STATED IN THE WORK HISTORY.....CUST STATES THAT HE IS VERY UPSET WITH GM AND IF NOTHING IS DONE THEN HE WILL NEVER BUY A GM PRODUCT AGAIN.....CRM IS CLOSING FILE DISSATISFIED WITH NO BBB LETTER.....
LATREF SPENCER/ATX/CARS; 0; 388440468

**********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:

[illegible]E INFORMATION:
MAINTENANCE LOCATION:

GM RESTRICTED

CURRENT LOCATION OF VEHICLE:
[illegible]IFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
[illegible]Y/STATE: ,
[illegible]ONE NUMBER:
SEATING POSITION: RESTRAINT:

GM RESTRICTED

TYPE OF INJURY:
ATED: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: HIGHT POINT , NC
HOME PHONE:

CASE NUMBER:	00162576	VIN:	1GKDT13W1T2570990
		MODEL YEAR:	1996
DATE OPENED:	2000-04-24	SERIES:	JIMMY 4X4 4DR
DATE CLOSED:	2000-04-24	MILEAGE:	72000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	SCOTT GARTEN BUICK-GMC TRUCK, INC.
BRC PARENT:		DEALER ADDRESS:	321 EASTCHESTER DR,,HIGH POINT,NC,27262,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — CUST BALLAD JOINTS ARE BROKEN

CUSTOMER SEEKING ASSISTANCE
**********WORK HISTORY**********

CUST CALLED IN STATING THAT WHILE DRIVING HIS VEHICLE HIS FRONT END DROP. STS THAT HE THOUGHT THE HE HAD RAN OVER SOMETHING BUT WHEN HE CHECKED HIS TIRES HE SEEN HIS ENTIRE TIRE BUCKLED IN STS THAT HE HAD THE VEHICLE TOWED TO THE DLR AND THEY INFORMEDHIM THAT HIS BALLAD JOINT HAD BROKE STS THAT THEY INFORMED HIM THAT THEY HAD NEVER SEEN THIS HAPPEN ON VEHICLE W/ SUCH LITTLE MILEAGE OR AGE..CUST IS SEEKING FOR GM TO HELP HIM OUT W/ SOME COST ASSISTANCE CRM ADVSIED CUST THAT I WOULD SEE WHAT WE COULD DO..CUST AGREED TO HOLD..CRM CONACTED THE DLR AND ATTEMPTED TO SPEAK W/ THE SM CRM DID NOT RECIEVE AN ANSWER CRM WILL CALL BACK LATER..CRM INFORMED CUST OF THIS*****APRIL OWENS/CARS/TPA; 0; 99999
2000-04-24

CRM ATTEMPTED TO REACH THE DLR THE LINE WAS BUSY.CRM WILL TRY LATER******APRIL OWENS/CARS/TPA; 0; 325460094
2000-04-24

CRM CONTACTED THE DLR AND SPOKEN W/ THE SM WHO INFORMED THE CUST THAT THE VEHICLE HAS 70K MILES ON IT AND HE WOULD NOT BE WILLING TO HELP DUE TO THE MILEAGE OF THE VEHICLE...STS THAT THE CUST IS GOING TO HAVE TO TAKE RESPONSIBLITY OF THE VEHICLE AT SOME TIME.CRM WILL CONTACT THE CUST AND INFORM HIM OF THIS*****APRIL OWENS/CARS/TPA; 0; 325460342
2000-04-24

TM TOOK ESCALATED CALL DO TT CUST WHO STATED THAT BALL JOINTS ON VEH BROKE ....STATED THAT SINCE IT COULD HAVE BEEN A LIFE THREATNING SITUATION THAT GM SHOULD COVER THE REPAIR PER PRV NOT DLR STATED THAT VEH HAS 72000 MILES AND CUST SHOULD TAKE RESPONSIBLITY OF VEH TM ADVISED WLL NOT OFFER ASSIST.....DEMI ROSEMAN/PORTLAND/TM; 0; 325464809
2001-03-30

CUST STATES THAT BALL JOINT BROKE ON DRIVE SIDE. THERE IS 75000 MILES ON VEHICLE PRESENTLY. CUST SEEKS: DOCUMENTATION THAT THIS IS A SAFETY CONCERN WITH VEH AND WANTS GM TO BE AWARE OF THE CONCERN.
CRM ADVISED THAT CRM WILL DOCUMENT HIS CONCERN.KRISTIWILLIAMS/CARS/TAMPA; 0; 354819953

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DR[illegible] NAME: DRIVER AGE:
DR[illegible]R 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:

WA[illegible]HICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MI[illegible]GE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DE[illegible]CIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: DULUTH , MN
HOME PHONE: --

CASE NUMBER:	00296043	VIN:	1GNDT13W3T2192111
		MODEL YEAR:	1996
DATE OPENED:	2000-05-08	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2000-05-08	MILEAGE:	50000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	EGGEBRECHT CHEVROLET, INC.
BRC PARENT:		DEALER ADDRESS:	4183 HAINES RD,,DULUTH,MN,55811,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — broken ball joint

ball joint

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

cust states cust bought this used veh thinking it will be a dependable gm veh. cust states cust husband heard noise in front end. cust states husband just happened to be driving in a 35 mph zone when the tire turned completely in and and ball joints broke. cust seeks assistance with repair. crm tried contacting svc mgr but gone for the day. crm advised cust crm will need 3-4 business days to research and get back with cust.; 0; 326680526

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TI[redacted] NAMES:
BU[redacted]ESS: % 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ROSCOE , IL
HOME PHONE:

CASE NUMBER:	00523019	VIN:	1GNDT13W0T2170423
		MODEL YEAR:	1996
DATE OPENED:	2000-06-05	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2000-06-05	MILEAGE:	77000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	No	DEALER NAME:	
ERC PARENT:		DEALER ADDRESS:	

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

E30 Wheels	Other
0 REPAIR ATTEMPT(S)	fell off
F16 Front Ball Joints/Kingpin	Cracked
0 REPAIR ATTEMPT(S)	passenger side

ball joint cracked, and tire fell off

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

cus[illegible]states a year ago the other ball joint cracked and the tire was sheered and rim cracked and was told that wherever she had taken veh hadn't did the lube job properly, so cust has taken veh into this dlr and now the passenger side front wheel fell off, pasenger had veh towed into dlr and they haven't had a chance to look at it but cust feels it's the ball joint and also feels it must be some defect. crm advised cust that when she finds out what the dlr says then we can proceed from there, since cust is requesting some assist. crm also advised cust that unless the dlr states there is something defective we cannot assist. cust fells as though the dlr isn't above board and would not state if there was something defective. crm assured cust that dlr would have nothing to gain by doing that, crm informed cust that nothing comes out of the dlrs pocket, if there is something defective gm raim the dlr.; 0; 329075685
2000-06-05

SVC MGR STEVE CALLED CAC. CRM ADVISED SVC MGR THAT AVM NEEDS TO GET INVOLVED. SVC MGR STEVE STATED THAT HE DID LEAVE WORD W/AVM. THIS WILL POSSIBLE BE A GMMA CASE IF AVM AGREES. LORI WAGNER/PDX; 0; 329091655
2000-06-06

CRM CONTACTED SVC MGR STEVE. STEVE STATED THAT THE AVM IS WILLING TO GO 50/50 ON THIS REPAIR. VEH IS STILL W/I DLR EMPOWERMENT. LORI WAGNER/PDX; 0; 329183641

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DR[illegible] NAME: DRIVER AGE:
DR[illegible] DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

TITLE BRAND:
REPLACEMENT VIN:
**********BODILY INJURY**********

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: , TULSA , OK
HOME PHONE:

CASE NUMBER:	00729813	VIN:	1GNDT13W0T2222987
		MODEL YEAR:	1996
DATE OPENED:	2000-06-24	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2000-06-24	MILEAGE:	60000
SOURCE:	E-Mail	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

F18 Front Ball Joints/Kingpin — Broken
0 REPAIR ATTEMPT(S) — seeks assistance

vehicle dissatisfaction

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

CRM RECEIVED E-MAIL FROM CUST.
My front suspension broke on my 1996 Balzer S-10 4WDR. We were traveling at 65 mph on the ex[illegible]sway. The shop said the ball joint broke and cut the rim ,the tire and damaged my brake li[illegible],backing plate,etc. It also caused other damage to my Blazer. My extended warranty will only pay for the broken ball joint. I feel that the warranty should have covered the entire bill. That's why I bought the extended warranty. The truck only has 60,000 miles on it. The ball joint must have been defective which caused this whole nightmare. I also own a 1991 Blazer S-10 4WDR and I never had any front suspension damage of this sort.
CUST SEEKS COST ASSISTANCE. CRM ADVISED CUST TO CONTACT CAC FOR ASSISTANCE. SCOTT OAKES/CARS TAMPA KANA; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WA[illegible]OTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MO[illegible] INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
CO[illegible]TS:

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: HERNDON , VA
HOME PHONE:

CASE NUMBER:	01246707	VIN:	1GNDT13W9T2297915
		MODEL YEAR:	1996
DATE OPENED:	2000-08-15	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2000-08-24	MILEAGE:	62000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:		DEALER NAME:	POHANKA CHEVROLET, INC.
ERC PARENT:		DEALER ADDRESS:	13915 LEE-JACKSON HWY,,CHANTILLY,VA,20151,USA

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

F17 Front Control Arms/Stabilizer/Torsion Bar (including Bushings) — Broken
1 REPAIR ATTEMPT(S) — FRONT END COLLAPSED

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — front end collapsed

BALL JOYNT ISSUE

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

CUST STATES HIS WIFE WAS DRIVING HOME THE OTHER DAY AND THE FRONT END ON THE VEHICLE COLLAPSED DUE TO THE BALL JOYNTS AND CONTROL ARMS. CUST HAS CALLED NHTSA AND FILED A CLAIM WITH THEM EA 99022. CUST STATES THAT THE DEALER TOLD HIM THIS WAS NOT COVERED BY GMPP. HOWEVER CRM LOCATED AND ENTRY IN THE WRK HISTORY THAT STATES THE CUST HAD BALL JOYNT WORK DONE IN FEB OF 2000 WHICH WAS CHARGED AS A WARRANTY REPAIR. CRM CALLED THE DEALER AND ASKED ABOUT THIS. THE SVC MANGER STATES HE WILL LOOK INTO THIS AND GET BACK TO THE CUST WITH EITHER THE ANSWER ON GMPP COVERAGE OR A BETTER EXPLAINATION AS TO WHY ITS NOT COVERED. CRM ADVISED CUST TO CALL BACK IF HE HAS ANY FURTHER PROBLEM TO CALL IN LISA MAIER AUSTIN CARS; 0; 335213274
2000-08-15

IF CUST HAS ANY PROBLEMS AND CALLS BACK IN SEE IF THE DEALER WILL HONOR THE PARTS WARRANTY ON THE BALL JOYNTS FOR THE VEHILCE LISA MAIER AUSITN CARS; 0; 335213314
2000-08-23

CRM CALLED CUST TO FOLLOW UP AND SEE IF HE HAD ANY OTHER PROBLEMS WITH THE VEHICLE AND GETTING IT REPAIRED. LEFT MESSAGE FOR CUST TO CALL IN IF HE LIKES TO LET US KNOW. PLEASE DOCUMENT THE CONCERN IF CUST CALLS BACK IN .... THANKS LISA MAIER AUSTIN CARS; 0; 335910924
2000-08-24

CUST STATES HE'S CALLING TO INFORM CAC THAT HE HAS FILED A 2ND COMPLAINT W/THE NHTSA IN REGARDS TO THE RADIATOR AND HEATER CORE. CUST STATES HE HAD TO PAY $1650.00 FOR THIS REPAIR. CUST STATES DLR DID NOT WARR THE REPAIR B/C DLR TOLD HIM THIS WAS DUE TOLACK OF MAINT AND THE RADIATOR WAS CLOGGED UP. CUST STATES HE TAKE GOOD CARE OF HIS VEH. CUST STATES THE NHTSA HAD A COMPLAINT ABOUT THIS SAME PROBLEM W/THE RADIATOR, HEATER CORE AND THE COOLANT. CUST STATES HE HAD THIS REPAIR DONE ON 8/3/00 AND THE VEH HAD 60,160MI CRM ADV CUST WILL DOC CONCERN. CUST ALSO STATES FROM THE PREV COMMENTS, THE DLR REPAIRED THE VEH UNDER THE WARRANTY AND THE DLR TOLD CUST THERE WAS A CODING ERROR. CUST STATES THE NHTSA IS STILL ONGOING BUT DLR DID REPAIR THE BALL JOINTS UNDER WARR. ANESIA KELLY/TAMPA; 0; 335977828
2000-08-24

CRM ADV CUST OF THE OPEN CAMPAIGN 99041 AXLE STATUS SIG. CRM ADV CUST TO REFER TO THE DLR FOR REPAIR AT NO COST TO HIM. ANESIA KELLY/TAMPA; 0; 335978102

**********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:
MO[illegible] INFORMATION:
MA[illegible]ENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LE[illegible]TERM:
DA[illegible]:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

[illegible]********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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: CAMANIO ISLAND
WA

HOME PHONE:

CASE NUMBER:	01313646	VIN:	1GKDT13W9T2510939
		MODEL YEAR:	1996
DATE OPENED:	2000-08-21	SERIES:	Jimmy
DATE CLOSED:	2000-08-31	MILEAGE:	75000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	WARREN WESTLUND BUICK-GMC TRUCK INC
BRC PARENT:		DEALER ADDRESS:	12800 AURORA AVE N,,SEATTLE,WA,98133,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — PART HOLDING WHEEL JUST COLLAPSED

Replace parts request

INFORM THE CALLER:
"Unfortunately, we are unable to access the parts ordering database, however, the dealership's parts manager is in the best position to advise you on what parts are needed and available for your vehicle."

** Use the Dealer Locator process if the caller would like their nearest dealer.
PART WHEEL ATTACHED TO JUST COLLAPSED
**********WORK HISTORY**********

WAITING TO HEAR FROM DOUG CARMICHEL BUT DON'T BELIEVE WE WILL BE ABLE TO HELP CANN'T SEE THAT THE VEHICLE HAS EVER BEEN LUBED AND IF THE BALL JOINT BROKE FROM JUST BEING DRIED OUT. SAMMIE EIKEL/TAMPA; 0; 335733923
2000-08-21

CUST STATES THEY WERE JUST LEAVING THE INTERSTATE GETTING READY TO GO TO THE AIRPORT TO GO OUT OF TOWN WHEN THE WHEEL JUST COLLAPSED THE PART THAT HOLDS THE WHEEL. THE CUST HAD THE VEHICEL TOWED TO THE CLOSES PLACE WHICH IS WESTLUAND CHEVROLET 206-361-2100. CUST SEEKING COST ASST. HE LEFT HIS CELLUAR NUMBER FOR PRIMARY HE WILL BE GONE FOR 9 DAYS CALLED ON A PLANE BEFORE TAKING OFF. CRM WILL CALL THE DEALER..; 0; 99999
2000-08-21

CRM CALLED DOUG CARMICHEL SRV MGR HE WAS ON A TEST RUN WILL HAVE TO CALL BACK BEFORE CALLING CUST. DOUG NUMBER 206-361-2150. SAMMIE EIKEL/TAMPA; 0; 335730003
2000-08-21

CRM SPOKE WITH DOUG CARMICHEL SRV MGR HE DOES KNOW IT WAS FROM THE BALL JOINT FALLING APART BUT HASN'T HAD TIME TO LOOK INTO IT MORE THAN THAT YET. DOUG STATED THE CUST HAS CALLED HIM A FEW TIMES AND HE DOES EXPECT GM TO TAKE CARE OF THE CONCERN. MR CARMICHEL CALLING VM WHEN HE HAS MORE INFO. SAMMIE EIKEL/TAMPA; 0; 335732752
2000-08-21

CRM SPOKE WITH RODNEY AT VALLEY OLDSMOBILE IN ONE TIME FOR BRAKE AND WIPER RECALL NO MAINTENANCE. THEN SPOKE WITH TOM AT BELLEVUE OLDSMOBILE IN 1/29/98 ABS LIGHT ON NO MAINTENANCE. THEN CALLED AN SPOKE WITH JEFF AT JIM CAUSLEY AND HE STATED HE WAS IN FORA FREE OIL CHANGE AND A RECALL THAT WAS 4/96 NO MAINTENANCE AND ONLY SEEN HIM ONCE ALL DEALERS. SAMMIE EIKEL/TAMPA.; 0; 335733815
2000-08-23

AVM, GARY MAIN, CALLED TO UPDATE THE FILE. AVM STATED THERE WAS NO MAINTENANCE OF THE BALL JOINT ON THE VEH. STATED THERE IS SOME GREASE IN THE BALL JOINT, HOWEVER NOT ENOUGH TO MAINTAIN THE VEH. AVM STATED THE DEALER WILL ADVISE THE CUST TO CONTACT HIS INSURANCE COMPANY FOR POSSIBLE COVERAGE. AVM SUGGESTS IF THE CUST PERSISTS W/THIS REQ TO INITIATE A PAR CASE.
TIFFANY BAKER/AVM GROUP/TPA; 0; 335922337
2000-08-25

CUST STATED THAT HE HAS PROOF THAT THE VEHICLE WAS MAINTAINED AT QUIKY LUBE. CUST STATES THAT HE HAS THE PAPERWORK IN THE VEHICLE. CUST STATES THAT THE PHONE NUMBER FOR QUIKY LUBE IS 360-652-5005. CUST STATES THAT HE IS STILL OUT OF TOWN BUT CAN BE REACHED ON HIS CELL PHONE 605- T STATES THAT HE HAD THE BALL JOINT LUBED IN JUNE AT 70000+ MILES. CUST STATES THAT HE HAS HAD THE VEHICLE LUBED THERE EVERY THREE THOUSAND MILES. CRM IS FOLLOWING THE AVM REQUEST THAT WE SHOULD CREAT A PAR CASE BECAUSE THE CUST CALLED BACK IN. AMANDA WARNER, TAMPA CAC.; 0; 336086729
2000-08-29

cust called stating only wants to speak to amanda warner/stated he is about to get on a plane please call him at pay phone number#808-669-9822; 0; 336436014
2000-08-30

CUST SEEKING STATUS. CRM CALLED BRC AND IT HAS BEEN REJECTED B/C THERE IS NO BODILY DAMAGE OR PROPERTY DAMAGE. CRM ADVISED THAT IT WAS REJECTED FROM PAR B/C NO BODILY INJURY OR PROP DAMAGE. CUST SAYS THEN THE ONLY WAY ANYTHING WOULD HAVE BEEN DONE ISIF HE WERE KILLED. CRM APOLOGIZED. CRM ADVISED HIM THAT APPARANTLY WITH THE NOTE I HAVE THAT IT COULD HVE BEEN CAUSED DUE TO LACK OF LUBRICATION. CUST SAYS HE WOULD LIKE THAT IN WRITING. CRM CONTACTED SM (DOUG) TO SEE IF HE CAN GIVE ANYTHING IN WRITING TO THE CUST SO HE CAN TAKE IT UP TO JIFFY LUBE AND HE STATED THERE WAS SIGN OF LACK OF GREASE BUT THE BALL JOINT WAS BROKE AND LOOKS CLEAN SO ITS HARD TO DETERMINE IF IT WAS ACTUALLY LACK OF GREASE. SM SUGGESTED THAT I ASK HIM IF HE WAS THE 2ND OWNER B/C THAT MAY OPEN SOMETHING ELSE UP.
CRM ASKED CUST IF HE WAS THE 2ND OWNER OF THE VEHICLE AND HE SAID YES ANDBOUGHT IT ABOUT 2 YEARS AGO W/ 32,000 MILES. CRM ADVISED HIM ALSO THAT DUE TO THE FACT THAT WE HAVE NO REPAIR HISTORY ON THE CAR WHO .....; 0; 336508787
2000-08-30

.....WHO KNOWS WHAT THE PREVIOUS OWNER DID TO IT. CUST SAID THAT HE HAS BEEN GIVEN THE RUN AROUND AND HAS HEARD DIFFERENT ANSWERS. CRM ADVISED HIM AT THIS TIME WITH ALL THE INFO I HAVE NO COST ASSISTANCE CAN BE GIVEN DUE TO AGE AND MILEAGE, LACK OF HISTORY OF MAINTENANCE AND PREVIOUS OWNER HISTORY, AND THAT THERE IS NO PROPERTY DAMAGE OR BODILY INJURY. CUST SUGGESTED HIM TO CONTACT INSURENCE COMP LIKE THE AVM SAID SO THEY CAN DETERMINE ITS A DEFECT THEN IT WOULD BE BETWEEN THE COMP AND GM OR TO SEND IN PAPAERWORK OF HIS MAINTENACE HISTORY. CUST STATES HE WILL CONTACT PRODUCT SAFETY.**********CRM CLOSING FILE DISSATISFIED AND FORWARDING TO TM (ROWELLE) FOR REVIEW.
ANGELETTE CINTRON/CARS/TAMPA; 0; 336509031
2000-08-31

TM REVIEWING FILE AND AGREES WITH THE HANDLING....CUSTOMER IS THE 2ND OWNER OF THE VEHICLE///DUE TO LACK OF MAINTENANCE/PAR REJECTION/AVM'S DECLINE....TM CLOSING FILE DISSATISFIED...NO ARB LETTER BEING SENT DUE TO THE AGE/MILEAGE OF THE VEHICLE.....EVETTE HOWELL/TAMPA/TM; 0; 336589213

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: POINT PLEASANT BEACH ,
NJ

HOME PHONE:

CASE NUMBER:	01387787	VIN:	1GKDT13W6T2571505
		MODEL YEAR:	1996
DATE OPENED:	2000-08-28	SERIES:	JIMMY 4X4 4DR
DATE CLOSED:	2000-09-13	MILEAGE:	27700
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	COAST BUICK PONTIAC GMC TRUCK INC
BRC PARENT:		DEALER ADDRESS:	2205 RTE 35,,SEA GIRT,NJ,08750,USA

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

F18 Front Ball Joints/Kingpin	Broken
0 REPAIR ATTEMPT(S)	BALL JOINT BROKEN
A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	RECALL # 99041

CUST SEEKING COST ASST W/BALL JOINT
**********WORK HISTORY**********

CUST STATES:CUST WAS DRIVING TOWARDS BRIDGE AND HEARD LOUD BANG. CUST DID NOT PAY ANY ATTENTION AND KEPT DRIVING. WHEN STOPPED RIGHT BEFORE THE BRIDGE, A GENTLEMAN IN ANOTHER VEH STATED THAT THE CUST VEH HAD THE FRONT TIRE BENT ON THE VEH.
CUST SEEKS:COST ASST.
CRM ADVISED:CRM CALLED COAST GMC @ 732-223-0133, SPOKE TO SVC ADVISOR BILL GOOSSENS--HE STATES HE HAD ALREADY TOLD CUST THIS MORNING TO HAVE VEH TOWED TO THE DLR FOR DIAGNOSIS. CRM RELAYED THIS INFO TO CUST. CUST STATES THE DLR PRICES ARE TOO HIGH, AND HE WOULD HATE TO TOW VEH TO DLR TO FIND HE HAS NO COST ASST ANYWAY. CRM TOLD CUST THAT GM'S POLICY WAS TO HAVE A GM CERTIFIED TECH INSPECT VEH IF THERE WOULD BE ANY COST CONSIDERATION. CRM GAVE CUST CURRENT RECALL NUMBER AND THE REQUEST NUMBER. CUST UNDERSTOOD.
LISA WEST/CARS/TAMPA; 0; 99999
2000-08-28

Cust called Cac. Cust just spoke with Crm (WestL). . Cust states dealership will be getting vehicle via tow. Cust states that dealership will diagnose and determine if cost assistance is available. Cust called to inform CAC.
Manuel Torres/Cars/Tampa; 0; 336321039
2000-08-29

Crm received call form cust son. Cust states that his father is upset with GM aboutthis concern and he wanted to know why GM is not assisting his father and he is a GM employee and he talked his father into purchasing the vehicle. Crm called the ser mgr, Michael, and heinformed Crm that GM is paying for the right side ball joint upper and lower and the brake hose. The cust is paying for an rim, tire, brakes, and upon request alignment and left side ball joint upper and lower. Crm informed cust that GM is paying for the right side ball joint upper and lower and the brake hose. The cust is paying for an rim, tire, brakes, and upon request alignment and left side ball joint upper and lower. Cust thanked Crm for her time. Crm informed cust that if he has any concerns or questions to call cac. Chanda Williams/Tampa.; 0; 336428430
2000-08-30

cust called wanting to know if chanda williams (crm) has found out anyhting new on her accnt/informed cust form what i can see the decision stands. cust wanted to speak back with wi[illegible]ms informed cust will forward file back to her. Terrill Wade Tampa; 0; 336500597
200[illegible]8-30

CUST CALLED ASKING FOR YOU TO CONTACT HER. CUST STATES YOU WERE SUPPOSE TO GET BACK TO HER..CUST IS WAITING FOR YOU TO CONTACT HER BY 4:00. D.ROWLAND-TPA; 0; 336517989
2000-08-30

CONTACT MRS. CINDY CONWAY AT DROWLAND-TPA; 0; 336518047
2000-08-30

CUST IS REQUESTING CALL BACK FROM CRM ROWLANDO. CONTACT AT WORK FROM 8:15-4:00PM CUST CAN BE REACHED AT HOME AFTER 7:00 PM FAY WOOTEN/CARS/TAMPA; 0; 336535300
2000-08-31

crm reviewed alarm. d.rowland-tpa; 0; 336581094
2000-08-31

crm advises she contacted cust ,but cust actually wants to speak with crm roseborb who called her with information. crm rowland would have helped but there is not documentation in the file from crm roseborb. please give cust a call back at her work number extensio[illegible] she will be there until 3:30. ...thanks d.rowland-tpa; 0; 336582936
2000-08-31

Cust called and stated that she is still waiting for call back from Bridget Rosebor. CRM asked if she could assist the customer. Cust states that she had been led to believe that all of the repairs for her father-in-law's vehicle would be paid by GM.CRM read to her from the file where it [illegible]stated that only the right side ball joints and brake hose were to be covered. Cust st[illegible] that she had been told by Bridget Rosebor that something else could be worked out. CRM advised the cust that she was not aware of any other reimbursements being approved, however, since any reimbursements would have to be made throught the dealer, she would have to contact the dealer to verify what has been approved. CRM tried to contact the dealer, however, there was no answer, CRM concluded that the dealership was probably closed for the day. CRM informed the cust that she would contact the dealer and find out what reimbursements had been authorized (Cont ...); 0; 336616999
2000-08-31

(Cont'd ...) and then contact the cust and let her know what the current status is. CRM told the customer that she was not telling her that any other reimbursements had been authorized, just that she would have to check with the dealer to find out if any had. Cust seemed to understand and agreed to have the CRM call her back on Friday. Cust thanked CRM for her assistance. Cookie McCormick/CARS/TAMPA; 0; 336617093
2000-08-31

CRM CONTACTED MRS.CONWAY THURSDAY @7:27 PM.CRM ADVISED CUST OF THE FOLLOWING INFO.CRM SPOKE WITH THE SRV MGR, WHO STATED GM WILL COVER THE RGT SIDE BALL JOINT UPPER AND LOWER,AND THE BRAKE HOSE.CUST WOULD BE RESPONSIBLE FOR RIM, TIRE, AND BRAKES.CUST AGREED TO THOSE TERMS.CRM ADVISED CUST THAT WAS GM'S FINAL DECISION.BRIDGETT ROSEBORO/TAMPA; 0; 336619481
2000-09-01

CUST CALLED STATING HE TO PAY FOR RIM, TIRE, AND BRAKE AND CRM HAD TO CALL MICHAEL , SHOP FOREMAN , BEFORE VEH COULD BE RELEASED. CRM CALLED COAST (732-223-0133) SPOKE TO MICHAEL, SERVICE MGR. WHO STATED THAT CUST CALLED HIM TWO DAYS AGO AND SAID HE WASN'T PAYING FOR ANYTHING THAT GM WOULD PAY ALL THE BILL. CRM TOLD SERV. MGR. THAT WHEN CUST CALLED HE STATED HE [illegible] PAYING FOR RIM, TIRE, AND BRAKES. CRM TOLD SERV. MGR. IF CUST PAYS FOR THE RIM, TIRE, AN[illegible]AKES IT WILL BE OKAYTO RELEASE VEH. CRM TOLD CUST HE COULD PICK UP VEH. EARLENE HADDOCK/CARS/TAMPA; 0; 336678648
2000-09-01

CUST STATES MCCORMICK WAS SUPPOSE TO RETURN HER PHONE CALL...CRM ADVISED CUST THAT I WOULD CALL DEALERSHIP RIGHT NOW TO SEE IF THEY HAD ANY RESOLUTION....CRM TRIED TO CALL MICHAEL SERVICE

MANAGER BUT HE WOULD NOT BE AVAILABLE FOR 15-20 MINUTES.....CRM TO CALL AND VERIFY THAT FINAL DECISION IS THAT CUST WILL HAVE TO PAY RIMS, TIRES, BRAKES..
MA[redacted]A LOVELL/TAMPA; 0; 336689894
20[redacted]09-13

CUST SENT IN A LETTER SEEKING COST ASSISTS FOR HIS PART OF THE REPAIR 738.75 THESE ITEM ARE HIS PART OF THE REPAIR AS PER PREVIOUS COMMENTS CRM ATTEMPTED TO CONTACT THE CUST TO INFORM HIM THAT NO FURTHER ASSIST WILL BE OFFERED OR APPROVED ON HIS REQUEST; 0; 337736307

**********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:
NU[redacted] OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
RE[redacted]CHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NA[redacted]
LOCATION:
AD[redacted]SS: ,
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
CONTACT NUMBER: 1
COMPANY:
CONTACT TYPE:
CONTACT PHONE:
AD[redacted]SS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: BURLINGTON , WI

HOME PHONE:

CASE NUMBER:	01486451	VIN:	1GNDT13W9T2284551
		MODEL YEAR:	1996
DATE OPENED:	2000-09-06	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2001-12-28	MILEAGE:	62000
SOURCE:	Phone	DELIVERY DATE:	
SRC TYPE:	Yes	DEALER NAME:	TASCH CHEV-BUIC INC
SRC PARENT:		DEALER ADDRESS:	1350 HWY 67 S,,ELKHORN,WI,53121,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — LEFT FRONT BALL JOINT BROKE OFF WHILE DRIVING ON HIGHWAY

A01 Open Campaign — Customer Satisfaction
1 REPAIR ATTEMPT(S) — 01048/PERFORMED

S13 Reimbursement Requested — Customer Satisfaction
0 REPAIR ATTEMPT(S) — $1054.44

S[illegible]AC Resolved With Goodwill — CAC Resolved With Goodwil
0 REPAIR ATTEMPT(S) — ((((GOODWILLING $648.25))

E47 Tires Michelin — Inoperative
1 REPAIR ATTEMPT(S) — NEEDED TO BE RPLCED DUE TO BALL JOINTS

OWNER OF DLR

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

CUST STATES ON HIS WAY BACK FROM VACATION WHILE THEY WERE TRAVELING ON HIGHWAY ABOUT 60MPH, THE FRONT LEFT BALL JOINT BROOKE OFF AND CAUSED THE WHEEL TO BUCKLE UNDER THE VEHIC. CUST STATES THAT HE HAD VEHIC TOWED TO NEAREST CHEV WHICH IN TURN ADV THE CUST THAT THE BALL JOINT BROKE BECAUSE IT WAS POORLY LUBRICATED. CUST STATES THAT HE HAS HIS VEHIC MAINTAINCED REGULARLY AND STATED THAT HE HAD TAKEN HIS VEHIC IN FOR A LUBE LAST WINTER AND NOTICED THEY DIDN'T LUBE EVERYTHING SO HAD TO TAKE IT BACK TO HAVE THEM FIX THE LUBE. CUST STATES HE CALLED THE DLR FROM THE DLR THEY WERE AT AND THE OWNER SAID HE WASN'T GOING TO DO ANYTHING ABOUT IT. CRM SPOKE WITH DAN, SVC MGR WHO STATED THAT HE HAD MAINTAINENCE ABOUT EVERY 5000 UNTILL 11/99 THEN HASN'T HAD ANYTHING DONE TO THE VEHIC EXCEPT FOR A RECALL LAST MONTH. SVC MGR ALSO ADV THAT HE HAD CAME INTO THE DLR IN 7/99 FOR BREAK REPAIR AND WAS QUOTED HOW MUCH IT WOULD COST AND WHEN HE PICKED UP THE VEHIC HE TOLD THE SVC WRITTER THAT THE SVC MGR SAID IT WAS COVERED SO HE....; 0;
337133675
2000-09-06

CONT... PAID FOR THE REPAIRS. SVC MGR STATED THAT HE CONSIDERS THAT HIS GOODWILL. CUST STATES T[illegible]HE WAS TREATED UNFAIRLY BY THE DLR AND BELEIVES THE DLR SVC DEPT DOES'NT KNOW WHAT THEY A[illegible]OING. CRM ADV CUST THAT THERE WILL BE NO COST ASSIST FOR THE FOLLOWING REASONS. 1) NO MAINTAINENCE FOR THE LAST 13000M. 2) OUTSIDE OF WARRANTY 3) GOODWILL ALREADY GIVEN 7/99. CUST STATES THAT HE HAD MAINTAINENCE DONE ELSEWHERE BECAU HE BELIEVES THE VEHIC WASN'T BEING PROPERLY MAINTAINED. CUST STATED THAT THEY LET HIM WATCH THE LUBRICATION PROCESS. CRM STATED THAT IF THAT WAS THE CASE THEN THE PLACE WHERE THE MAINTAINENCE WAS PERFORMED WOULD'VE NOTICED A PROBLEM AT THAT TIME. CRM ADV THAT THERE IS NO PROOF THAT THE DLR IS AT FAULT AND THIS WOULD

BE GM'S FINAL DECISION. CRM ADV THAT SHE WOULD FILE A DLR COMPLAINT FOR THE CUST. CUST NOT HAPPY AND WANTED TO KNOW WHO TO CONTACT. CRM ADV CUST TO BACK OF OWNERS MANUAL. PATTY JO[illegible]ON/PDX; 0; 337133995
20[illegible]11-09

CUST CONTACTED REGARDING RECALL NOTICE THAT HE REC'D ON VEH... CUST HAS PAPERWORK FROM THE REPAIR..... CUST PAID 190.50 FOR BALL JOINTS.. 78.00 FOR SENSOR SHIELD 322.15 FOR LABOR. AND 97.50 FOR TOWING.. DLRSHP COST FOR REPLACING WHEEL WAS APPRX 500 DOLLARS SO CUST WENT TO AN INDEPENDENT TO HAVE THE DAMAGED WHEEL REPLACED. WHEEL COSTS WAS 150 PLUS FEES FOR PUTTING WHEEL ON 136.03 AND BALANCING WHEEL... CUST TOOK INFORMATION TO DLRSHP AND THRY ONLY WILL AUTHORIZE A TOTAL REIM OF 281 DOLLARS. SUGGESTED CUST CONTACT CAC FOR FURTHER CONSIDERATION
CRM ADVISED CUST TO SEND IN PAPERWORK WITH ALL OF REPAIR INFORMATION.... CRM WILL CONSIDER FOR FULL REIM BASED ON NATURE OF THE REPAIR AND PREVIOUS NOTES. WAITING FOR DOCUMENTS FROM CUST

ZAKIYYAHMUHAMMAD/ATX; 0; 374192416
2001-11-13

CORRESPONDENCE RECEIVED AND ATTACHED. CRM FORWARDING TO MUHAMMAZ WHO IS CURRENTLY WORKING WITH REQUEST.
STEPHANIE CASTILLO/CAC/CORR/TPA.; 0; 374549179
2001-11-30

CRM SUBMITTING FOR FULL REIM FOR THE FOLLOWING BUSINESS REASONS...
1. CUST INVOLVED IN CAMPAIGN 01048
2. CUST HAD REPAIR PERFORMED AT DLRSHP, ASSISTANCE PREVIOUSLY DENIED
3. CUST CHARGED FOR REPAIRS RELATED TO CAMPAIGN
4. "Effective 9/27/2001, the reimbursement procedure listed in the bulletin has been revised. GM will reimburse customers for previous repair expense related to this campaign, regardless if they had GM parts installed or aftermarket parts. "
C[illegible]INUED.....; 0; 375990353
20[illegible]11-30

CUST HAS PROVIDED ALL DOCUMENTATION BREAKDOWN AS FOLLOW
1. 2 UPPER BALL JOINTS ----------$190.50
2. SENSOR SHIELD ----------$78.00
3. LABOR ----------$322.15
4. TOWING----------$97.50
5. WHEEL REPLACMENT----------$150.00
6. BALANCE AND MOUNTING---------$32.50
7. TIRE REPLACEMENT ----------$130.00
8. TAX ON LINE 1 AND 2 ---------- $37.85
9. TAX ON LINE 5 AND 6----------$9.31
10 TAX ON LINE 7---------- $6.63
100% REIM ---------- $1054.44

CRM NOTES THAT ALL PAPERWORK IS IN NOREEN PIAS, THEREFORE REIM WOULD BE ISSUED TO NOREEN PIAS... ROGER FRY CONTACTED CAC ON BEHALF OF CUST... ROGER FRY IS CUST'S ROOMMATE.
SUBMITTING FOR TM APPROVAL
ZAKIYYAHMUHAMMAD/ATX; 0; 375990811
2001-11-30

CRM CONTACTED DLRSHP, SPOKE WITH TRAVIS KREITZMAN, IN SVC.. HE STATES THAT THE SPEED SENSOR IS THE HUB AND BEARING ASSEMBLY... AND WAS DAMAGED DUE TO THE BALL JOINT....
CRM THANKED

ZAKIYYAHMUHAMMAD/ATX; 0; 375991266
20[illegible]11-30

TM REVIEWING FILE.....TM APPROVES REIMB $1054.44 BASED ON BUSINESS REASONS LISTED BY CRM MUHAMMAZ. WILL FWD BACK TO CRM TO FINISH PROCESSING.
STEPHEN SCHNAUSCH TM ATX CARS; 0; 376002383
2001-11-30

CUST STATES THAT HAD A CALL FROM WORKING CRM BUT THAT THE PHONE HAS PRIVACY MODE & THAT PARTNER DOES NOT UNDERSTAND HOW TO OPERATE THIS MODE & THAT THE CALL WAS MISSED, CRM ADVSD CUST CANNOT TR[illegible]ER BUT WOULD ASST, CRM DETERMINED THAT THE REQ IS A REIM,CMR VERIFIED CUST NOREEN J PIAS AS [illegible]ER OF VEH & SPELLING OF INDIVIDUALS FIRST/LAST NAME, CRM VERIFIED ADDRESS OF CUST, CUST PARTNER ACCEPTED OFFER OF $1054.44 REIM, CRM REC'VD TM JAMIE WYLIE TO SEND ALARM TO THE WORKING CRM, NO FURTHER ACTION NECESSARY FROM THIS CRM. JUDI KIZER/PDX/CAC; 0; 376010288
2001-12-06

crm contacted the cust and advised the cust that we are needing to have proof of payment before we can process the reim and that we also need the cust to take veh to dlr for inspection to be sure that repair on campaign has been completed before we canprocess reim. cust thanked crm for info and advised thathe woudl take veh to dlr for further inspection and send in documentation. anthony ruiz/atx/cadillac; 0; 376513624
2001-12-06

CRM SPOKE WITH CRM RUIZA, HE STATES PREVIOUS NOTE WAS A MISTAKE, CUST WAS ADVISED TO MAIL PROOF OF OWNERSHIP AT THE TIME OF THE REPAIR

ZAKIYYAHMUHAMMAD/ATX/47717; 0; 376520178
2001-12-13

attaching docs. forwarding to crm MUHAMMAZ.
patrick burtch corr/tpa/cac; 0; 377115414
2001-12-13

CRM LEFT MSG FOR CUST TO CONTACT CAC TO CONFIRM THAT VEH HAS BEEN INTO GM DLRSHP FOR REMOVAL OF THE CAMPAIGN

IF CUST CONTACTS BACK, PLEASE FIND OUT, IF NOT, TELL CUST THEY WOULD HAVE TO GO INTO GM DLRSHP AN[illegible]AVE CAMPAIGN SATISFIED BEFORE REIM IS SENTOUT
ZA[illegible]YAHMUHAMMAD/ATX; 0; 377121522
2001-12-13

Prev crm still reviewing file. Crm will forward to working crm for further action. Jeff knickerbocker/corr/atx/cars/12-13-01; 0; 377151556
2001-12-14

CUST STS; THAT HE HAD REPAIR DONE ON 12TH OF DECEMBER. CUST STS;THAT THE DLRSHP COULD NOT DECIDE IF THE BALL JOINTS WERE OF THE NEW DESIGN, THEREFORE THEY REPLACED. CUST STS: THAT HE SENT IN ORIGINAL RO FOR THAT REPAIR..
CUST SKS; IF MUHAMMAZ IS GOINGTO RETURN HIS CALL FOR F/U W/ REIMBURSEMENT. CRM ADVISED THAT FILE WILL BE DOCUMENTED AND AS SOON AS DOC IS RECIEVED, THEN REQUEST WILL BE REVIEWED FURTHER FOR CUST REIMBURSEMENT. CRM TO FORWARD FILE TO PREVIOUS CRM TO REVC DOCS AND PROCESS REIMBURSEMENT.
CUST SATISFIED DONELLE ERHARDT/PDX/CAC; 0; 377211076
2001-12-14

FOR CLARIFICATION THE CUST NOREEN PIAS GAVE ROGER FRY COMPLETE AUTHORITY TO HANDLE THIS MATTER WITH GM...SO HE HAS THE AUTHORITY TO ACCEPT THE OFFER GIVEN BY GM.
THE CUST DID HAVE THE CAMPAIGN CLEARED THROUGH LYNCH IN BURLINGTON, WI.
SRV MGR LEE GALE STATED THAT THE CUST DID IN FACT HAVE CAMPAIGN 1048 CLEARED....RO# 16322 @ MILEAGE 61,618. THIS WAS PERFORMED ON 12/12/01....CUST IS ALSO MAILING IN THE RO FOR DOCUMENTION PURPOSES. THE CAMPAIGN WILL CLEAR THE VIN IN A FEW DAYS AS WELL. FORWARDING TO GOODWILL LIAISON FOR FINAL APPROVAL.
ZAKIYYAHMUHAMMAD/ATX; 0; 377215943
2001-12-20

Ca[illegible]has not been approved because there is an error when trying to submit for approval. - audit trail is incorrect Rose C. -GM BPL; 0; 377746494
2001-12-27

RESUBMITTING TO QUEUE FOR FINAL APPROVAL DUE TO ERROR.
RENE' NEELY ATX/LIAISON; 0; 378321140

2001-12-27

TRI[illegible]3 TIMES TO EDIT THE LETTER...JUST DELETED ALL LETTERS AND STARTED FROM SCRATCH...WILL SUB[illegible] TO SEE IF THE CHANGES AMMENDED TO THE FILE.
RENE' NEELY ATX/LIAISON; 0; 378333511
2001-12-27

RESUBMITTING AGAIN DUE TO COMPUTER PROBS.
RENE' NEELY ATX/LIAISON; 0; 378335453
2001-12-28

GOODWILL REJECTED AGAIN DUE TO LETTER ERROR.
WILL TRY AGAIN.
RENE' NEELY ATX/LIAISON; 0; 378407512
2001-12-28

GM FINAL APPROVAL, JIM GROSE, MGR. TRAINING AND QUALITY, AUSTIN, TEXAS 12/28/01; 0; 378410252
2002-01-04

CHECK #900490966 IN THE AMOUNT OF $1054.44 WAS MAILED OUT ON 1-2-02.; 0; 379007167

**********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:
WH[illegible] WAS INSPECTION DONE:

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

PAR STATUS:

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

SOU[illegible]: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DE[illegible]PTION OF DAMAGE:
PU[illegible]SE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ,
HOME PHONE:

CASE NUMBER:	01996956	VIN:	1GNDT13W8T2287599
		MODEL YEAR:	1996
DATE OPENED:	2000-10-23	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2000-10-26	MILEAGE:	50000
SOURCE:	E-Mail	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	GOOD DAY CHEVROLET, OLDSMOBILE, ISUZ
BRC PARENT:		DEALER ADDRESS:	

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

F10 Front Suspension	Other
1 REPAIR ATTEMPT(S)	WHEEL FELL OFF BROKE BALL JOINTS
H70 Antilock Brake System (ABS)	Other
1 REPAIR ATTEMPT(S)	REPAIRED
S13 Reimbursement Requested	Other
0 REPAIR ATTEMPT(S)	FOR INCONVENIENCE

OWNER'S LOYALTY CERTIFICATE

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

CRM RECEIVED THIS E-MAIL FROM CUST DATED 10/22.
Dear sirs, Once again i write to you about this lemon of a suv over a 3 year period and 2000$ of repairs we need a response. At least some sort of discount towards a different car. AS my lease comes to a close we need a depenable 4 wheel drive not this piece of crap.This is at least the 5th letter no response. The dealer is not cooraptive and the salesman quit for a second time. He told me to get a lawyer because he would not help me.I bought a vw jetta so we dont have to drive this unsafe car.at least send some sort of compensation for the trouble you put us through. thank you in advance mike mireski

CRM WILL APOLOGIZE TO CUST FOR HIS CONCERNS AND PROVIDE HIM W/ HIS REQUEST AND 800 # TO CAC. IF CUST CALLS, PLEASE GET HIS MILEAGE, NAME OF THE DLR HE'S BEEN WORKING WITH, AND CONTACT THE SVC MGR TO SEE IF HE/SHE FEEL HIS AVM MAY OKAY A OWNER'S LOYALTY CERT FOR THE CUST AND ASST ACCORDINGLY. THIS CRM WILL NOT BE ABLE TO DO ANY FOLLOW-UP, DUE TO BEING ON THE E-MAIL TEAM. CRM IS CLOSING REQUEST UNTIL FURTHER CONTACT TO CAC FROM CUST.
KATRINA POWELL/TAMPA/KANA; 0; 99999
2000-10-24

CUST CALLED TO ST THAT HIS VEH HAS HAD MANY REPAIR CONCERNS. CUST ST THAT HE JUST WANTS TO GET OUT THE VEH. CUST ST THAT THE VEH JUST SITS AS HIS WIFE IS SCARED TO DRIVE AFTER A WHEEL FELL OFF AND THE BALL JOINTS BROKE. CUST ST THAT ABS SYSTEM FAILED ANDDLRSHP REFUSED TO WORK ON VEH UNTIL IT WAS A ACKNOWLEDGED TO BE A "RECALL". CUST ST THAT HE LEASED THE VEH IN 8/96 AND THAT THE LEASE IS UP IN 8/2000.CUST ST THAT HE DOES NOT KNOW WHO THE SVC MGR IS AS THEY CHANGE OFTEN AT THE DLRSHP. CUST ST THAT DLRSHP CHANGED SINCE HE HAS BOUGHT THE VEH. CUST ST THAT HE IS A GM EMPLOYEE IN LINDEN, NJ. CUST WANTS TO TRADE THE VEH IN AND GET SOME KIND OF BREAK ON A VEH THAT HE CAN USE. CRM WILL CONTACT DLRSHP TO COLLECT INFO FOR POSSIBLE GOODWILL (OLC). GERRY OLIVER/PDX; 0; 341276918
2000-10-24

CRM CALLED SVC MGR, DLRSHP WAS CLOSED. CRM CALLED CUST BACK TO TELL HIM THAT I'LL BE CHECKING WITH SVC MGR TOMORROW. DLRSHP PH# (908)454-3100. GERRY OLIVER/PDX; 0; 341277338

2000-10-25

CRM CALLED SVC MGR VICTOR HYER AT GOOD DAY (908) 454-3100. CRM ASKED SVC MGR FOR MAINT HISTORY. SVC MGR ST THAT CUST WAS IN DLRSHP IN 8/25/2000 AND 1 TIME EARLIER IN 2000 FOR RECALL REPAIRS, PRIOR TO THAT THE CUST WAS IN DLRSHP IN 1997. CRM NOTES THAT THERE IS NO BASIS FOR GOODWILL. CRM CALLED CUST TO INFORM.
CUST'S WIFE ANSWERED, CRM WILL CALL CUST BACK AFTER HE RETURNS FROM WORK AT 5:30PM EDT. GERRY OLIVER/PDX; 0; 341350999
2000-10-25

CRM CALLED CUST TOLD HIM THAT THERE WOULD BE NO COMPENSATION FOR HIS CONCERN. CRM ST THAT CAN NOT SUBSTANTIATE VEH MAINT. CUST ST THAT HE CAN NOT AFFORD TO TAKE VEH TO DLRSHP HAD FREIND OF FAMILY DO HIS MAINT. CRM TOLD CUST THAT IF DIDN'T DO MAINT AT DLRSHP, WE NOT ABLE TO HELP. CUST ASKED FOR SOMETHING SNET IN MAIL. CRM WILL SEND DECLINE LETTER. GERRY OLIVER/PDX; 0; 341364316
2000-10-25

tm approved letter. maira espinoza pdx; 0; 341374364
2000-10-27

APPROVER SUBMITTED LETTER TO MSX FOR PRINTING APP CRM/JANET CONGER/PORTLAND; 0; 341522844

**********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:
WHEN WAS INSPECTION DONE:

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

PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: GENEVA , IN
HOME PHONE:

CASE NUMBER:	02688305	VIN:	1GNCT18WXTK134372
		MODEL YEAR:	1996
DATE OPENED:	2000-12-28	SERIES:	UNKNOWN
DATE CLOSED:	2000-12-28	MILEAGE:	52000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:		DEALER NAME:	COURTESY MOTORS INC
BRC PARENT:		DEALER ADDRESS:	1313 S 13TH ST,,DECATUR,IN,46733,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — REPAIRED ONCE

S13 Reimbursement Requested — Other
0 REPAIR ATTEMPT(S) — FOR REPAIR

A07 Referred to Dealer — Customer Satisfaction
0 REPAIR ATTEMPT(S) — FOR POSSIBLE REIMB

Request for Reimbursement

CRM INSTRUCTIONS:
* Please check to see if vehicle is covered under a; warranty, recall campaign, or special policy.
* Encourage caller to see their dealer for reimbursement.

* If caller is not satisfied document the problem.
* If it is decided that a reimbursement is necessary:
* Select the Additional Information tab
* Document Complaint information
* Select REIMBURSEMENT and follow the reimbursement process.
REIMBURSEMENT
**********WORK HISTORY**********

CUST STATES WAS DRIVING WENT TO TURN AROUND IN A DLR PARKING LOT WHEN HEARD A VERY LOUD NOISE SOMEONE AT DLR TOLD HER TO STOP AND NOT GO ANY WHERE PERSON HAD NOTICED THAT THE TIRE WAS CROOKED AND THEN FURTHER INSPECTION REVEALED THAT THE BALL JOINT HAD BROKE CUST STATED THAT WHEN OTHERS WERE INSPECTED NONE WERE GOOD CUST HAD THEM REPAIRED AND COST CUST $565.40 CUST SEEKING REIMBURSEMENT CRM ASKED CUST IF SHE HAD SPOKEN TO DLR ABOUT POSSIBLE REIMBURSMENT YET CUST STATES NO CRM ADVISED CUST TO SEE THE DLR FOR POSSIBLE REIMBURSEMENT CRM ADVISED CUST TO TAKE RO, PROOF OF OWNERSHIP AT TIME OF REPAIR AND PROOF OF PAYMENT TO DLR AND THE DLR WOULD LOOK AT THE REIMB FOR CUST CUST SAID THANK YOU AND CRM AND CUST DISCONNECTED VERONICA DYKES/PDX/CAC; 0; 346887680

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

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

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

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

INSPECTORS NAME: INSPECTION DATE:

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:

ENGINE 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:
DE[illegible] ADMINISTRATION:
VEHICLE DESTINATION:
RE[illegible]E:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER:
DATE:
TITLE NAMES:
BUSINESS:
% BUSINESS: 0
ACCIDENT:
DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0
PURCHASE/LEASE AS:
DO[illegible]WNER HAVE POSESSION OF VEHICLE:
RE[illegible]TION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: WEST LONG BRANCH NJ

HOME PHONE:

CASE NUMBER:	03346554	VIN:	1GNDT13W1T2171936
		MODEL YEAR:	1996
DATE OPENED:	2001-03-01	SERIES:	UNKNOWN
DATE CLOSED:	2001-03-01	MILEAGE:	62011
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	JOHN LUCAS CHEVROLET-OLDSMOBILE-GEO
BRC PARENT:		DEALER ADDRESS:	3410 SUNSET AVE,,WANAMASSA,NJ,07712,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — FRONT BALL JOINT CRACKED IN HALF

PASSENGER FRONT WHEEL CAVED IN ON VEHICLE WHILE DRIVING

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

CUSTOMER STATED HIS WIFE WAS DRIVING THE BLAZER HOME AND THE PASSENGER FRONT WHEEL CAVED IN . TH[illegible]UCK WAS TOWED TO THE DEALER. THE SVC DEPT. INSPECTED THE WHEEL AND STATED THE BALL JOINT WA[illegible]RACKED IN HALF AND THE BALL JOINTS WERE EXTREMLY DRY. THE DIAGNOSIS ODF THE DEALER WAS THAT THE BAL JOINTS HAD NOT BEEN PROPERLY LUBED FOR SOME TIME AND THIS HAD CAUSED THE FAILURE OF THE BALL JOINT. THE CUSTOMER WAS SEEKING ASSISTANCE ON THE COST OF THE REPAIR (APPROX. $480.00). THE CRM CALLED THE SVC MGR (RAY PETITO) AND WAS INFORMED OF THE BALL JOINTS WERE NOT WELL LUBED AND THE BALL JOINT THAT FAILED WAS CRACKED IN HALF BECAUSE OF INFREQUENT MAINTENANCE (LUBE) OF THE AREA. THE SVC MGR ADVISED THAT WITH THE MILEAGE AND THE LACK OF MAINTENENCE ON THE TRUCK BAL JOINTS, NO ASSISTANCE SHOULD BE OFFERED. THE CRM RELAYED THIS TO THE CUSTOMER . THE CUSTOMER DISAGREED WITH THE DECISION BUT THANKED ME FOR MY HELP. CRM IS CLOSING THE REQUEST AT THIS TIME. MARION LINDSEY/CADILLAC/AUSTIN; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NU[illegible]R OF PEOPLE: 0 BODY INJURY:
IN[illegible]IES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,

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

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

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

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

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

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

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER:	03466100	VIN:	1GNDT13W4T2183532
		MODEL YEAR:	1996
DATE OPENED:	2001-03-13	SERIES:	UNKNOWN
DATE CLOSED:	2001-08-09	MILEAGE:	79377
SOURCE:	Mail	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	QUIRK CHEVROLET
BRC PARENT:		DEALER ADDRESS:	37 COMMERCIAL ST,,BRAINTREE,MA,02184,USA

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

S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction 98.75
H01 Brakes 1 REPAIR ATTEMPT(S)	Other FRONT END BRAKE JOB
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Loose wheel collapsed

No [illegible]formation
BR[illegible]S

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

CRM RECEIVED MAIL ON 3/14/01. THE CUSTOMER STATES THAT HE IS VERY DISPLEASED WITH THE SERVICE DEPARTMENT AT QUIRK CHEVROLET. CUSTOMER STATES THAT AS A RESULT OF THE SERVICE DEPARTMENT NOT INFORMING HIM OF A PENDING DANGER TO THE BALL JOINTS ON HIS VEHICLE WHILE PERFORMING A FRONT-END BRAKE JOB, CAUSED EXCESSIVE DAMAGE TO HIS VEHICLE. CUSTOMER STATES THAT THE WHEEL COLLAPSED AS HE TOOK A TURN GOING INTO HIS DRIVEWAY. CUSTOMER STATES HE HAD THE VEHICLE TOWED TO A LOCAL GARAGE. CUSTOMER IS ASKING REIMBURSEMENT FROM QUIRK SERVICE DEPARTMENT FOR THE RIM AND THE TIRE MOUNTING ON HIS VEHICLE FOR A TOTAL COST OF $98.75. CRM WILL CALL THE DEALERSHIP TOMORROW BETWEEN 3 AND 5PM. ANNE TRONI/ATX/CORR/CARS.; 0; 353463798
2001-03-15

CRM CALLED THE DEALERSHIP ON 3/15/01. THE SERVICE MANAGER WAS OUT FOR THE DAY SO CRM SPOKE WITH A SERVICE ADVISOR. SERVICE ADVISOR PULLED THE INFORMATION ON THE CUSTOMER'S VEHICLE AND STATED EVERYTHING DONE REGARDING THE BRAKE JOB. CRM ASKED IF WHENREPAIRING THE BRAKES IF NORMALLY YOU CHECK THE BALL JOINTS. ADVISOR STATED NOT NORMALLY, HOWEVER WHILE THE VEHICLE IS BEING REPAIRED, IF ANY CERTAIN PART IS BAD , THEY WILL ADVISE THE CUSTOMER. HE STATED THAT THEY'ROAD TEST THE VEHICLE AFTER BRAKE REPAIRS TO CHECK FOR ANY SQUEEKS, ETC. CRM CALLED THE CUSTOMER AFTER THE SPEAKING WITH THE SERVICE DEPARTMENT AND LEFT HIM A MESSAGE ON THE ANSWERING MACHINE ADVISING HIM TO CALL THE 1800 NUMBER IF HE HAD ANY QUESTIONS OR CONCERNS REGARDING HIS LETTER. CRM LEFT THE CUSTOMER HIS REQUEST NUMBER TO REFER TO. ANNE TRONI/ATX/CORR/CARS.; 0; 353545457
2001-03-19

CRM CALLED THE CUSTOMER ON 3/19/01. CRM SPOKE WITH THE CUSTOMER WHO STATED THAT HE WAS VERY UP[illegible] WITH THE WHOLE SITUATION. THE CUSTOMER STATED THAT THE DEALERSHIP HAD A NEW HIRE TE[illegible]ICIAN REPAIRING THE BRAKES, TAKING OVER 4 HOURS TO DO THE JOB. CUSTOMER STATED THAT WHEN THE JOB WAS FINALLY FINISHED, HE WAS UNABLE TO DRIVE THE CAR OFF THE LOT BECAUSE THE " INCOMPETANT" THEY HAD REPAIRING THE BRAKES MISADJUSTED THE REAR BRAKE WHICH TOOK 2 MECHANICS TO PULL THE WHEEL OFF AND RE- ADJUST IT. CUSTOMER STATED THAT THE "KID" REPAIRING THE BRAKES DID NOT CHECK THE BALL JOINTS ON THE FRONT OF THE VEHICLE. CUSTOMER STATED THE RIGHT FRONT WHEEL FELL OFF WHILE DRIVING, (CAUSED BY THE OVERSIGHT OF THE BALL JOINTS) STATING HE COULD HAVE

BEEN KILLED IN THE ACCIDENT. CUSTOMER IS SEEKING REIMBURSEMENT OF $98.75, THE COST OF THE THE RIM AND TIRE MOUNTING.; 0; 353895729
20[redacted]3-20

3/20/01. CRM CALLED THE DEALERSHIP AND SPOKE WITH THE SERVICE MANAGER " GEORGE HOUGHTON." MR. HOUGHTON STATED THAT NORMALLY WHEN PERFORMING A FRONT END BRAKE JOB, THE BALL JOINTS WOULD NOT BE CHECKED. SERVICE MANAGER STATED THAT THE CUSTOMER HAS BEEN LOYAL, HOWEVER WOULD NOT CONSIDER REIMBURSING THE CUSTOMER DUE THE FACT THAT THE SITUATION DOES NOT MERIT REIMBURSEMENT. CRM BELIEVES THAT THE CUSTOMER MERITS A MAINTENANCE CERTIFICATE IN THE AMOUNT OF $98.75 DUE TO THE INCONVENIENCE AND HIS DISSATISFACTION WITH THE DEALERSHIP AND THE WHOLE SITUATION. CRM WILL FORWARD THE REQUEST TO TEAM MANAGER FOR APPROVAL. ANNE TRONI/ATX/CORR/CARS.; 0; 353976930
2001-04-02

LIAISON REVIEWED REQUEST FOR A MAINT CERT AND WILL SEND FEEDBACK FORM.
ALAN STPEHENSON/GOODWILL LIAISON/AUSTIN; 0; 355083903
2001-04-02

4/2/01. CRM RECEIVED GOODWILL/FEEDBACK FORM. CRM CALLED THE CUSTOMER ASKING HIM TO SEND IN THE FOLLOWING DOCUMENTS. 1) THE ORIGINAL REPAIR ORDERS FOR ANYTHING HE FEELS HE SHOULD BE REIMBURSED FOR, WITH A COVER LETTER STATING THE REASON. 2) PROOF OF OWNERSHIP. 3) PROOF OF PAYMENT. CRM ADVISED THE CUSTOMER OF THE ADDRESS TO MAIL THE INFORMATION TO AND ADVISED HIM TO CALL CUSTOMER ASSISTANCE AND REFER TO HIS REQUEST NUMBER SHOULD HE HAVE ANY QUESTIONS. ANNE TRONI/ATX/CORR.
**********PLEASE FORWARD DOCUMENTS TO ORIGINAL
CRM**********; 0; 355108567
2001-04-18

CORR. RECV'D.....Cust following docs received in Visual Info: Attached letter explaining cust concern with the vehicle/receipts showing proof of payments from several different as[redacted]ishments & receipts & R.O.'s.....CRM also reviewed previous comments &cust has been is[redacted] a maintenance certificate letter for the amount of $98.75 for cust satisfaction.....CRM attaching docs to this request ++++++++++ CRM JOANIE MARTIN/CARS TAMPA; 0; 356452527
2001-04-18

4/18/01.....CRM RECEIVED THE NECESSARY DOCUMENTS FOR REIMBURSEMENT.....AFTER THOROUGHLY REVIEWING THE DOCUMENTS, CRM BELIEVES THAT THE CUST. SHOULD BE REIMBURSED $98.75 - THE TOTAL COST FOR THE RIM AND TIRE MOUNTING ON THE VEHICLE.....REPAIR ORDER# 5464398.....1Y - WHEEL, PRICE BEFORE TAX $75.00.....TAX - $ 3.75.....TOTAL COST OF THE TIRE RIM - $ 78.75..... TIRE MOUNTING - TOTAL COST, $20.00.....TOTAL COST OF REPAIR - $ 98.75.....CRM HAS NOTIFIED THE CUST. (ON HIS ANSWERING MACHINE) OF THE CAMPAIGN OUT ON HIS VEHICLE.....CRM WILL FORWARD THIS REQUEST TO GOODWILL LIASON FOR APPROVAL.....ANNE TRONI/ATX/CORR.; 0; 356484424
2001-04-20

liaison has reviewed request for reimbursement and will forward back to crm to create duplicate file; as we cannot process
reimbursement in this file due to having saved a certificate letter at one point.
(cut and paste work history/ cross reference request nbrs..thx)
Alan Stephenson/goodwill liaison/austin; 0; 356637019

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DR[redacted] NAME: DRIVER AGE:
DR[redacted] DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POL[illegible] REPORT: ROAD CONDITION: ROAD SURFACE:
NUM[illegible] 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:
PA[illegible]TATUS:
[illegible]********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
IN[illegible]ST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:

TITLE BRAND:
REPLACEMENT VIN:
**********BODILY INJURY**********

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

**********ARC CONTACT INFORMATION**********

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

LIVONIA MI

03-00-01P0310B RCVD

CHEVROLET CUSTOMER ASSISTANCE CENTER
POB 33170
DET MI 48232-5170

Attachment 03466100

Chevrolet
Box 3056
Royal Oak, MI 48068

11 January,2001

Dear Sir:

Attached is a letter sent to our local Chevrolet authorized service Dept. Manager back in Nov. 2000, explaining our extreme displeasure with there service department.

At the time I had my breaks replaced, it took over four hours to do the job, and when they finished, I was unable to drive the car off the lot, because the kid they had doing the job over adjusted the rear break and it took two mechanics to pull the wheel off to re adjust it.

The person doing the break job never as my letter to Quirk implied, checked the ball joints on the front of the vehicle and how he missed this vital part is beyond me and the service dept. I had the vehicle towed to on Cape Cod to repair the S-10.

This letter should be used to instill the importance of overseeing work done at these Chevy dealerships, and not let untrained and un skilled new hires do work on vehicles without professional supervision, as was done on my vehicle. Especially to "ROAD TEST" the vehicle after work performed, as was not done on our S-10.

I got no satisfaction from the Quirk Service Manager, and as a result of what I experienced, I will never return to that dealership, and have told others in my family to do likewise. If this is the kind of shoddy work performed at your Dealerships, then like the Firestone Tires fiasco it's time to wake up the troops, and kick ass.

Hopeing that this letter doesn't end up in the trash barrell like my prior one did at Quirk.

Sincerely

Quirk Chevrolet
37 Commercial St
East Braintree, MA 02184

13 November, 2000

Attn.: Service Manager

Attached herewith are photo copy's of damage to my 96 Chev. S-10 Blazer that I feel were the result of your service department not informing me of a pending danger to the ball joints on the vehicle when you performed a front end break job. I feel strongly that your mechanic failed to see when he pulled the front and rear wheels off the vehicle that the ball joint to the right front wheel had deteriorated to such an extent that the wheel collapsed at a 90% angle as I took a corner going into my driveway and after just driving off of Rt. 6 to the Cape.

The passengers in the vehicle I might add, were amazed that we weren't killed as a result of the unfortunate event.

I thought that I had a flat but when we got out of the car, were amazed to see the wheel resting at a 90% angle, I had to get a tow truck to take the vehicle to a local garage on the Cape, see the attached bill for $412.71. and the statement below the parts needed section, mentioning that the Quirk mechanic should have seen the pending danger when he pulled the wheel to do the break job..

The tire rim on the right front was so badly worn that it had to be replaced, (see the photo copy's and the metal filings caused by ball joint failure) I elected , rather than paying over $400. for a new rim, went to Robinsons Auto Salvage in Wareham, and purchased a used rim for $78.75, then went to Firestone in Dennis MA. and had them mount and balance the tire.

I feel very strongly that Quirk Service department should reimburse me for the Rim, and Tire mounting on this Vehicle, for a total cost of $98.75. I would like in writing someone from Quirk to reply to our request, so that we can expedite this complaint expeditiously.

Sincerely

Quincy, MA

3658

HARWICHPORT TEXACO
570 MAIN ST. RTE. 28
HARWICHPORT, MA 02646
(508) 432-6940

NAME
ADDRESS
CITY

DATE	CUST. ORDER NO.	WHEN PROMISED	PHONE

YEAR & NAME OF CAR, TYPE OR MODEL: 1996 S-10 Blazer
SERIAL NO.
MOTOR NO.
LICENSE NO.
MILEAGE
WRITTEN BY

AMT.	PART NO.	NAME OF PART	SALE AMT.
	upper BJ		76 10
	lower BJ		37 36
	Rear Shoes		34 86
	Rear Hardware		19 30
	The upper Ball joint separated. It should have been repaired at the time of the front brake repair.		

DESCRIPTION OF WORK	AMOUNT
Replace Right Side Ball Joints	90 —
Replace Rear Shoes + Hardware	50 —
Refinish Rear Brake Drums	70 —
Grease front End	W/C
Put Spacer on front	W/C

GAS, OIL & GREASE					
GALS. GAS			CHASSIS LUBRICATE		
			CHANGE ENGINE OIL		
QTS. OIL			TRANSMISSION		
LBS. GREASE			DIFFERENTIAL		
			WASH		
			POLISH		
TOTAL GAS, OIL & GREASE ▶			TOTAL SERVICE ▶		

LABOR ONLY	160 00
PARTS	240 68
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIR	
TAX	12 03
TOTAL ▶	412 71

SEE BACK FOR ADDITIONAL PARTS

TOTAL PARTS ▶ 240 68

ACCESSORIES—TIRES AND TUBES

TOTAL ACCESSORIES ▶

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS UNDERSTOOD THAT THIS COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY FIRE OR PERSONS TO VEHICLES PLACED THEREIN FOR STORAGE, SALE, REPAIR, OR WHILE ROAD TESTING.

PAY THIS AMOUNT ⬆

FORM 4006, PAPERFORMS INC.: TO REORDER CALL 800-327-6364 / FAX 800-462-5418

ROBERTSON'S AUTO SALVAGE, INC.

2800 CRANBERRY HIGHWAY, WAREHAM, MASSACHUSETTS 02571 (508) 295-8444

TOLL-FREE 1-800-551-7000

PARTNER

01090085 11/11/00 11:27a

BUYER: Please see reverse side for warranty and return policies.

SOLD TO

****
****** CASH SALE ********
****

SHIP TO

SALESMAN	TYPE OF SALE	TAX CODE	SHIP VIA	Page 1
DDD-1	CSH CHK DELIVERY TICKET			

QUANTITY	PART NUMBER AND DESCRIPTION		UNIT PRICE	EXTENSION
1	560-05038 1Y-WHEEL 4X4,LG R00059607 Requested 96 BLAZER610 4x4, 15x7, aluminum, 5 slot (opt N90)	Stk#Y00115 CC8 V#1GNDT13W4T2183532	75.00	75.00

PAID ROBERTSON'S AUTO SALVAGE NOV 11 2000 CHECK# M. Card

If paid by check, refund is given after 10 business days.

Subtotal	75.00		
Taxable	75.00	TAX MA MA	3.75
Parts	75.00	TOTAL	78.75

RECEIVED BY

All Claims MUST include This Invoice

5464398

12/99 01/31 03 K

8/4

		Five Service		7000
11/11/00	796442		SUB TOTAL	
			TAX	
SALES SLIP				7000

CUSTOMER COPY

IMPORTANT: RETAIN THIS COPY FOR YOUR RECORDS

[redacted]

Chevrolet Division
PO Box 33170
Detroit, MI 48232
Flash 5170

3 April, 2001

Dear Sir,

Enclosed herewith are the bills discussed per our phone conversation yesterday.

The first original bill from Quirk service center of E.Braintree, MA. is for work performed on the brakes and rotors along with adjusting the rear brakes. The work performed was of very poor quality I might add as I was unable to drive out of the lot after paying this $410.58 bill as a result of over adjusting the rear break pads causing a high squeal when the vehicle was driven a few feet, it took two mechanics to remove the wheel to be re adjusted.

The second original bill is from Harwichport Getty service center for $412.71, as a result of the ball joint deterioration while driving the vehicle to Cape Cod the next day being Friday night as we own and operate a business in Quincy MA. and drive to the Cape on weekends. The wheel finally separated from the breaking system as I turned a corner to my street after getting off of the Highway, and went up my driveway. Also noted on this bill is a comment from the mechanic stating that Quirk should have been aware of the ball joint problem when they did the break job.

As the pictures clearly show, the rim was destroyed and had to be replaced, a new rim would have cost over $400. so I elected to purchase at Robertson's auto salvage in Wareham MA a salvaged rim for 78.75. In addition, I had Firestone Tire mount the salvaged rim and balance and mount the wheel for an additional cost of $20.00.

The total bill is $412.71 balljoint, $78.75 for the salvaged rim, $20.00 for mounting tire and balance which comes to $511.46. Both myself and my wife along with the guests traveling in the car feel that we were extremely lucky to have survived this traumatic experienced, after putting our trust in an Authorized Dealer to have our auto maintenance done by professionals.

We keep a second car on the Cape and told Harwichport Getty that the Chevy S-10 wasn't needed and that we would pick the car up after they could throughly go over the vehicle checking on the work that Quirk did, and especially look for other problems that could have been missed, so the car was left and picked up the following Saturday.

In closing, thank you for your attention to this matter & hopeing for a speedy and mutual agreement to the conclusion to our past experience.

Sincerely

Quincy, MA

5410 6543 3174 9116 5464398

[illegible] 03 K

[illegible]

DUAL	CLASS	DESCRIPTION	PRICE	AMOUNT
		Fire Service		20.00
			SUB TOTAL	
			TAX	
			TIP	
		SALES SLIP		20.00

CUSTOMER COPY

IMPORTANT: RETAIN THIS COPY FOR YOUR RECORDS

[illegible]

HARWICHPORT GETTY
570 MAIN ST
HARWICHPORT MA 02646

NOVEMBER 11, 2000 10:30A

Merchant No. : 3000 655306845001 001

	PRICE	QTY	AMOUNT
10 REGULAR SELF	1.579261	.374	412.71

Account # :
Expiration # : 01/03 MASTERCARD
Batch # : 316001
Reference # : 004 Approval : 117281
PS=MCCMJL2F31111 5541

Total SALE $ 412.71

X _____
SIGNATURE

GETTY - THE VALUE LEADER!

90015

234200427930

ROBERTSON'S AUTO SALVAGE
2680 CRANBERRY HWY
WAREHAM, MA 02571

TIME 12:28 PM DATE 11/11/00

EXP DATE 0301
CARD TYPE MC
TERMINAL # 893131
TRAN-TYPE SALE
AUTH CODE 789142
RECORD # 001

AMOUNT $ 78.75

SIGNATURE

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

THANK YOU
PLEASE COME AGAIN

ORIGINAL

ROBERTSON'S AUTO SALVAGE, INC.

2520 CRANBERRY HIGHWAY, WAREHAM, MASSACHUSETTS 02571 (508) 295-5444

TOLL-FREE 1-800-551-7000

PARTNER

01090085 11/11/00 11:27am

1

BUYER: Please see reverse side for warranty and return policies.

SOLD TO

****
****** CASH SALE ********
****

SHIP TO

SALESMAN	TYPE OF SALE	TAX CODE	SHIP VIA	Page 1
DDD-1	CSH CHK DELIVERY TICKET			

1	560-05038 1Y-WHEEL 4X4,LS R00059607 Requested 96 BLAZER810 4x4, 15x7, aluminum, 5 slot (opt N90)	Stk#Y00115 CCB V#1GNDT13W4T2183532	75.00	75.00

PAID ROBERTSON'S AUTO SALVAGE

NOV 11 2000

CHECK#

If paid by check, refund is given after 10 business days.

Subtotal	75.00	TAX NA MA	3.75
Taxable	75.00		
Parts	75.00	TOTAL	78.75

All Claims MUST include Title Mission

RECEIVED

QUIRK SERVICE CENTER
200 QUINCY AVENUE
BRAINTREE, MA 02184
781-849-1300

MERCHANT ID: 2956000000401
DATE: 10/26/00 2:57:07 PM

RECORD NUMBER: 006
ACCOUNT:
CARD TYPE: MC
TRAN TYPE: SALE
AUTH CODE: 118502

AMOUNT: 410.58

[illegible]

BOTTOM COPY-[illegible] MERCHANT

ORIGINAL

HARWICHPORT TEXACO
570 MAIN ST. RTE. 28
HARWICHPORT, MA 02646
(508) 432-8940

3658

NAME
ADDRESS
CITY

DATE	CUST. ORDER NO.	WHEN PROMISED	PHONE

YEAR & MAKE OF CAR/TYPE OR MODEL: 1996 S-10 Blazer
SERIAL NO.
MOTOR NO.
LICENSE NO. | MILEAGE | WRITTEN BY

QUAN.	PART NO.	NAME OF PART	SALE AMT.
	upper BJ		96
	lower BJ		87 36
	Rear Shoes		57 86
	Rear Hardware		19 36

DESCRIPTION OF WORK	AMOUNT
Replace Right Side Ball Joints	90 —
Replace Rear Shoes + Hardware	50 —
Readjust Rear Brake Drums	70 —
Grease front End	W/C
Put Spare on front	W/C

The upper Ball joint separated. It should have been present at the time of the front Brake repair.
Mr. [illegible]

GAS, OIL & GREASE			CHECK OR CHANGE LUBRICATE				
GALS. GAS			CHANGE ENGINE OIL			LABOR ONLY	180 00
QTS. OIL			TRANSMISSION			PARTS	240 68
LBS. GREASE			DIFFERENTIAL			ACCESSORIES	
			WASH			GAS, OIL & GREASE	
			POLISH			MISC. MECHANICAL SHOP REPAIRS	
TOTAL GAS, OIL & GREASE ▶			TOTAL CHARGE ▶			TAX	12 03
ALL						TOTAL ▶	412 71

SEE BACK FOR REMOVAL PARTS
TOTAL PARTS ▶ 240 68

ACCESSORIES—TIRES AND TUBES

TOTAL ACCESSORIES ▶

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK AND REMOVAL OF ANY MATERIAL TOWING YOUR EMPLOYEE/COMPANY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, DIAGNOSIS OR DEMONSTRATION AT MY RISK. AN STORAGE MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. IT IS UNDERSTOOD THAT THE COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY THEFT OR FIRE TO VEHICLES PLACED WITH THEM FOR STORAGE, SALE, REPAIR OR WHILE ROAD TESTING.

PAY THIS AMOUNT ⬆

FORM 4894L PAPERFORMS, INC.: TOLL-FREE CALL 800-[illegible] FAX 800-[illegible]

ORIGINAL

4722747

366041

INVOICE

PAGE 2

QUIRK

SERVICE CENTER
280 QUINCY AVENUE
E. BRAINTREE, MA 02184
(781) 849-1300

RA
11
QUINCY, MA
HOME:

SERVICE ADVISOR: 3806 MIKE MCKAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	96	CHEVROLET BLAZER	1GNDT13W1T2115415		79377/79377	T902

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
16OCT1995		16OCT1998	WAIT 26OCT00			CASH	26OCT2000

R.O. ORDERED	READY	OPTIONS: DLR:32203
26OCT00	26OCT00	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THE LABOR CHARGES ARE BASED ON VARIABLE RATE
DETERMINED BY THE DEGREE OF
TECHNICAL DIFFICULTY OF EACH REPAIR.
LABOR RATES WILL VARY UP TO $75.00
PER FLAT RATE HOUR TELEPHONE (781)849-1300
CRACKED WINDSHIELD? BROKEN GLASS? WE NOW DO
DIRECT BILLING TO INS. CO. CALL (781)356-6468

CASH	CHECK
VISA	MSTR
AMEX	DISC
OWERS	
AMT	410.50
RECD BY	ED
DATE	11/26

ORIGINAL

QUIRK AUTO BODY
(617) 773-2040

QUIRK RENT-A-CAR
(6 /) 847-1883

SERVICE CENTER GLASS
(781) 849-1300

COMMITTED TO CUSTOMER SATISFACTION

DISCLAIMER OF WARRANTIES

Any warranties on the parts and accessories sold herein are made by the manufacturer. The operator undertakes and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, and agrees to the sale and/or use of the purchased and that in no event shall dealer be liable for incidental or consequential damages of commercial loss to the user of such purchase. The purchaser further agrees that the warranties contained by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality at the time of such sale and are suitable for any of the purposes to perform with reasonable skill, diligence, or care.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repair work completed. If our repair or replacement fails to repair service within that period, we'll do it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste, storage and/or transfer to state law is solely at our expense for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	168.00
PARTS AMOUNT	221.55
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.95
TOTAL CHARGES	399.50
	0.00
SALES TAX	11.00
PLEASE PAY THIS AMOUNT	410.50

CUSTOMER COPY

4722747

366041

INVOICE

PAGE 1

QUIRK

SERVICE CENTER
280 QUINCY AVENUE
E. BRAINTREE, MA 02184
(781) 849-1300

RAY
110
QUINCY, MA
HOME:

SERVICE ADVISOR: 3806 MIKE MCKAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	96	CHEVROLET BLAZER	[illegible]NDT13W1T2115415		79377/79377	T902

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PREPARED BY	RATE	PAYMENT	INV. DATE
16OCT1995		16OCT1998	WAIT 26OCT00			CASH	26OCT2000

R.O. OPENED	READY	OPTIONS: DLR:32203
26OCT00	26OCT00	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL 0041			
CAUSE: RECALL 00041			
63 RECALL 00041 PERFORMED			(N/C)
3561 WPC			(N/C)
1 88880029 SWITCH KI			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B CK ALL BRAKES/ PEDAL SEEMS TO GO LOW			
63 REMOVED AND REPLACED FRONT PADS AND ROTORS		133.00	133.00
3561 CP	39.95	39.95	39.95
1 7070AE PADS	85.02	85.02	170.04
2 85668 ROTOR			
63 CLEAN ADJUSTED REAR BRAKES		35.00	35.00
3561 CP			

PARTS: 209.99 LABOR: 168.00 OTHER: 0.00 TOTAL LINE B: 377.99

****

C CHANGE BATTERY IN REMOTE			
63 REMOVED AND REPALCED REMOTE BATTERYS		0.00	0.00
3561 CP	5.78	5.78	11.56
2 12537045 BATTERY,R			

PARTS: 11.56 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 11.56

****

SERVICE CHARGES 9.95

QUIRK AUTO BODY
(617) 773-2040

QUIRK RENT-A-CAR
(617) 847-1993

SERVICE CENTER GLASS
(781) 849-1300

COMMITTED TO CUSTOMER SATISFACTION

INCLUSION OF WARRANTIES

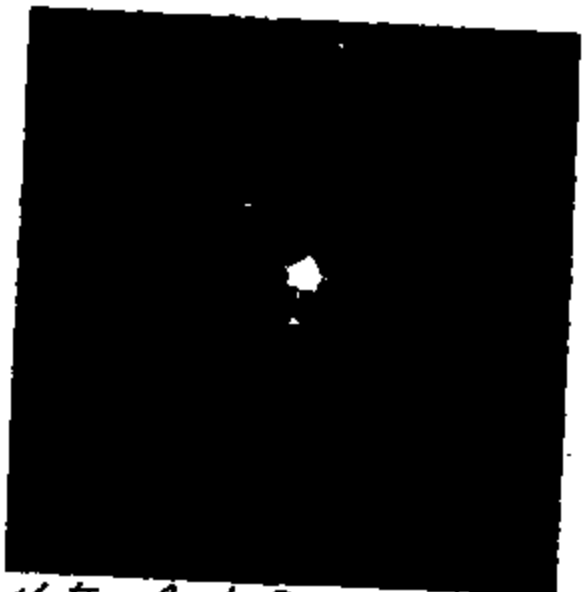
"LIMITED LABOR WARRANTY"

DISPOSAL OF HAZARDOUS WASTE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

This damage was caused by Service Dept at Quick Chev. not checking for other work while replacing Brake Rotors & Pads. Chev. S-10



Notice Bent Plate at Top of Rotor Caused extensive damage To inside wheel Rim (metal filings) S-10

ORIGINAL

THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
PO Box 199100, Boston, MA 02119
www.state.ma.us/rmv

70001136

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE	REGISTRATION NUMBER	[redacted]	MONTH	YEAR
PAN			09	02

FEES:

REGISTRATION	30.00
TITLE	
SPECIAL PLATES	
SALES TAX	
TOTAL	30.00

NAME(S) OF OWNER(S) AND MAILING ADDRESS

QUINCY, MA

EFFECTIVE DATE 10/01/00

TRANSACTION NUMBER 9202560052505E

RESIDENTIAL ADDRESS (IF DIFFERENT)

MFG MODEL YEAR	MAKE	MODEL NAME	BODY STYLE / TYPE	COLOR
1996	CHEV	SIOBLA	UTIL	WHITE

VEHICLE IDENTIFICATION NUMBER	LIENHOLDER COMPANY	TITLE NUMBER
1GNDT13W1T2118415	PLYMOUTH ROCK ASSU	AR355489

IF VEHICLE OWNERS PRESENTING FOR HIRE MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.

IF VEHICLE USED FOR TRANSPORTING GOODS, MERCH, OR MERCHANDISE TOTAL UNLOADED WEIGHT.

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

Vehicle Inspection Report

Commonwealth of Massachusetts

MOTOR VEHICLE INSPECTION AND MAINTENANCE PROGRAM

[redacted]	Emissions	Visual Inspection	OBD II and Evap	Safety	Sticker #
Pass	N/A	N/A	N/A	Pass	055077460

MA[redacted] Number	Inspector Name	Inspector License Number	Station Number
0P080140	MOBINN, GEORGE	02[redacted]004	P[redacted]4799

Station Name	Station Address	
MCGINNIS CITGO	627 NEWPORT AVE	
	QUINCY, MA	02170

VIN	License Plate Number	Plate Type	State	Year	Test Date
1GNDT13W1T2115415		PAN	MA	1996	08/09/2000
Make	**Model**		**Transmission Type**	**Cylinders**	**Odometer**
CHEVROLET	S10 BLAZER		A	4	076351

[redacted]	Test Type	Authorization Number	Test Time	Test ID Number	Amount Paid
	Initial	002[redacted]561	102627	4[redacted]4715	25.00

CONSUMER INFORMATION

Your vehicle passed the safety test. Thank you for helping to make Massachusetts roads and highways safe. If you have questions, call 877-367-6234 or visit HTTP://VEHICLETEST.STATE.MA.US.

Brake - Functional	Pass	Horn - Functional	Pass	Stop Lights and Tail Lights - Functional	Pass
Headlamps - Functional	Pass	Directional Signals - Functional	Pass	Steering and Suspension Drive Wheels - Funct.	Pass
Windshield Wipers and Washers - Functional	Pass	Front Safety Belts - Functional	Pass	Exhaust System - Functional	Pass
Rear Windows - Visual	Pass	Windshield Tinting - Visual	Pass	Lighting Devices and Reflectors - Visual	Pass
Bumpers/Fenders/External Sheet Metal - Visual	Pass	Fuel Tank Cap - Visual	Pass	Fuel Tank and Components - Visual	Pass
Altered Vehicle Heights - Visual	Pass	Exhaust System - Visual	Pass	Rear Safety Belts - Visual	Pass
Tires Drive Wheels - Visual	Pass	Steering and Suspension Drive Wheels - Visual	Pass	Steering and Suspension Non-Drive Wheels - Funct.	Pass
Tires Non-Drive Wheels - Visual	Pass	Steering and Suspension Non-Drive Wheels - Visual	Pass	Other	Pass

July 3, 2001

West Pittston, PA

Request: C04707239

Dear

Thank you for your recent comments regarding your 1996 Chevrolet Blazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Dorinda Jones
Customer Relationship Manager

SU0003-T/th

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: FORT WAYNE
IN
HOME PHONE:

CASE NUMBER:	03875353	VIN:	1GKDT13W1T2577356
		MODEL YEAR:	1996
DATE OPENED:	2001-04-18	SERIES:	UNKNOWN
DATE CLOSED:	2001-04-19	MILEAGE:	56000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	TOM KELLEY PONTIAC/GMC
BRC PARENT:		DEALER ADDRESS:	

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

F18 Front Ball Joints/Kingpin Broken
1 REPAIR ATTEMPT(S) LEFT FRONT UPPER BALL JOINT BROKE WHILE DRIVING AND WHEEL FELL OFF

Vehicle operation or design

INSTRUCTIONS TO CRM:
*Pinpoint / understand concern
* [illegible]rmine Customers expectation
* [illegible]idate feature is on vehicle
* Review owners manual with owner - [[Owners Manuals RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CNC/SolutionsByComponentCode_Corepoint.html]]
* Validate with dealership if necessary
* Coordinate with dealership to compare with another vehicle if necessary
* Schedule a follow up if issue is not resolved during call
LEFT FRONT UPPER BALL JOINT BROKE WHILE DRIVING ADVISED TO REPLACE ALL BALL JOINTS
**********WORK HISTORY**********

CUST WAS DRIVING VEH - JUST AFTER STOPPING FOR TRAFFIC LIGHT AND THEN PROCEEDING TOWARD ENTERING INTERSTATE A SHORT DISTANCE AHEAD, LEFT UPPER BALL JOINT ON VEH BROKE AND WHEEL FELL OFF. CUST UNABLE TO STEER AND JUST MANAGER TO COAST VEH INTO A PRIVATEDRIVEWAY. CUST WAS ADVISED TO REPLACE ALL 4 BALL JOINTS, WHICH HE DID. THIS EXPERIENCE OCCURED AT 54,085 MILES. CUST STATED HE DID THINK THIS SHOULD HAPPEN AT THAT MILEAGE. CRM TO DISCUSS REPAIR WITH DLR SVC MGR. DOROTHY QUILHOT/CARS/TAMPA; 0; 356466400
2001-04-19

CRM SPOKE WITH DLR SVC MGR, JOHN MCCORMICK, WHO STATED ALL BALL JOINTS WERE REPLACED BECAUSE WHEN ONE BREAKS, THE REPL ALL FOR PREVENTATIVE REASONS. CUST IS OUT OF WARRANTY; THERE ARE NO CAMPAIGNS OR SPEC POLICIES ON THIS AND THERE WOULD NOT BE ASSIST AVAIL. CRM WILL CALL CUST.; 0; 356571368
2001-04-19

CR[illegible]ALLED CUST TO ADVISE WHAT SVC MGR JOHN MCCORMICK STATED; AND THAT IS PREVENTATIVE MAINTENANCE TO REPLACE ALL BALL JOINTS WHEN ONE HAS BROKEN. CUST WAS NOT FULLY SATISFIED BUT IS ACCEPTING. DOROTHY QUILHOT/CARS/TAMPA; 0; 356580606

**********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:
BODY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

DAMAGE:
OTHER:
BR[illegible]: NAME:
ACC[illegible]T NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EX[illegible]AL CASE NUMBER: DATE:
TI[illegible] 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ALTON , NH
HOME PHONE:

CASE NUMBER:	03935941	VIN:	1GNDT13W0T2197119
		MODEL YEAR:	1996
DATE OPENED:	2001-04-23	SERIES:	BLAZER
DATE CLOSED:	2001-05-04	MILEAGE:	54000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	MILLER CHEVROLET-BUICK GEO
BRC PARENT:		DEALER ADDRESS:	RTE 28,,WOLFEBORO,NH,03894,USA

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

F18 Front Ball Joints/Kingpin — Broken
0 REPAIR ATTEMPT(S) — REQUIRE REPLACEMENT

S01 Service General — Customer Satisfaction
0 REPAIR ATTEMPT(S) — MAINT NOT DONE PROPERLY

VEH BALL JOINT FAILED

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

CUST STATES THAT HER 96 CHEV BLAZER BALL JOINTS HAVE FAILED HER AND THE WHEEL HAS BECOME DETACHED. CUST SEEKS TO KNOW IF THIS IS THE NORM, IS THERE A POSSIBLE PROBLEM HERE THAT THIS WOULD HAPPEN WITH ONLY 54,000 MI. CRM ADVISED CUST THAT THIS IS NORMALTHAT THIS COULD HAPPEN BUT THE LIKLIHOOD OF THIS HAPPENING AT54,000 IS UNUSUAL. CHARLES GILLESPIE ATXCAC.; 0; 356994024
2001-04-26

***CUST'S LAST NAME IS * CUST STATES SHE HAS NEW INFO REGARDING HER CASE. CRM REVIEWED NOTES W/ CUST AND VERIFIED STATEMENTS IN PREV NOTES - BALLJOINTS HAVE FAILED, AND THE WHEEL IS NO LONGER ATTACHED DUE TO THIS. CUST STATES THAT SHE HAD ANINDEP MECH COME INSPECT THE VEH TO COVER ALL BASES, AND HE ADVSD THAT IT APPEARS THE BALLJOINTS HAVE NEVER BEEN GREASED. CUST IS CONCERNED THAT DLR DID NOT MAINTAIN VEH PROPERLY, AS SHE BRINGS VEH ONLY TO THE DLR FOR ALL MAINT WORK. CUST SEEKS FOR DLRSHIP TO ABSORB THE COST OF REPAIRS IF THEY DID NOT PERFORM THEIR WORK CORRECTLY. CRM ADVSD CUST SHE WOULD RESEARCH AND CONTACTED DLR. SVC MGR/SHOP FOREMAN BOTH UNAVAIL. CRM GOT BACK TO CUST AND ADVSD THAT SHE WOULD NEED TO CALL HER BACK. CRM SCHEDULED A CALLBACK FOR 1-3 EST (10-12 PST) @ HOME. CUST ADVSD AFTER THIS EXPERIENCE SHE MAY NOT COME BACK TO CHEV. CRM ADVSD THAT WE WOULD LIKE TO KEEP HER AS A CUST AND CRM WOULD TRY TO RESOLVE THESE CONCERNS. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357161844
2001-04-26

CRM CONTACTED SVC MGR. SVC MGR STATES THAT HE DOES NOT BELIEVE THE VEHS BALL JOINTS WERE NOT GREASED, AND THIS IS AN INDEP WHO DID 2ND OPINION. SVC MGR SEEKS TO CALL CUST HIMSELF. CRM CONTACTED THE CUST AND ADVSD. CRM WILL CALL CUST TO FOLLOW-UP 12:30-1:30 PST. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357166186
2001-04-26

CRM REC'D A MESSAGE FROM ANOTHER CRM, REQUESTING THIS CRM TO CONTACT SVC MGR. CRM DID SO. SVC MGR STATES HE CALLED CUST AND LOOKED @ HER VEH. SVC MGR STATES REPAIR WILL BE AROUND $1400 BECAUSE VEH NEEDS A NEW WHEEL, ABS HARNESS, ETC. SVC MGR STATES THAT THERE IS ALSO A BULLETIN TO DLRS WHICH ASKS THEM TO CONTACT A CERTAIN PERSON ABOUT BALLJOINT FAILURE IN 96 BLAZERS. SVC MGR STATES HE WILL BE CONTACTING AVM. CRM IS TO CALL SVC MGR BACK TOMORROW. CRM CONTACTED CUST AND DISCUSSED. CUST STILL BELIEVES DLR CAUSED THIS ISSUE.. CRM SCHEDULED A CALLBACK FOR TOMORROW, 1-3 EST (10-12 PST). CUST AGREED. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357169393

2001-04-27

CRM TRIED TO REACH SVC MGR. SVC MGR HAD LEFT EARLY TODAY. CRM CONTACTED CUST. CUST STATES SVC MGR DID CALL HER AND GAVE MORE INFO ON POSSIBLE PRICE CUTS, AND THAT HE IS STILL WAITING ON INFO FROM AVM. CRM ADVSD CUST THAT SHE WOULD CONTACT HER ON MONDAY. CUST AGREED. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357256083
2001-04-30

CRM CONTACTED SVC MGR. SVC MGR STATES HIS AVM IS COMING OUT ON FRIDAY AND HE WOULD LIKE TO LOOK @ VEH. CRM WILL CONTACT CUST TO DISCUSS. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357508813
2001-04-30

CRM CONTACTED THE CUST AND ADVSD. CUST WAS DISSAT TO NOT HAVE HER VEH FOR THIS LONG, BUT PLEASED TO HAVE AVM INSPECT VEH. CRM RE-SCHEDULED CALLBACK FOR FRIDAY. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357511895
2001-05-04

CRM CONTACTED THE CUST. CUST STATES THAT AVM LOOKED @ HER VEH. CUST STATES THAT DLR OFFERED A CO-PAY TO THE CUST, SHE WILL PAY $400 AND THEY WILL COVER EVERYTHING ELSE. CUST ALSO WILL HAVE A LOANER VEH, IF NEEDED BY MONDAY. CUST SATISFIED. CUST SEEKSTO THANK AVM FOR INSPECTING VEH. CRM IS CLOSING FILE. KRISTIN BRYANT/CAC/PDX PILOT TEAM; 0; 357859660

**********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:
WHEN WAS INSPECTION DONE:

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

INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: WEST PITTSTON
PA

HOME PHONE:

CASE NUMBER:	04707239	VIN:	1GNDT13W4T2150952
		MODEL YEAR:	1996
DATE OPENED:	2001-06-27	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2002-01-30	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BONNER CHEVROLET CO INC
BRC PARENT:		DEALER ADDRESS:	694 WYOMING AVE,,KINGSTON,PA,18704,USA

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

F18 Front Ball Joints/Kingpin	Broken
1 REPAIR ATTEMPT(S)	BROKEN
E30 Wheels	Other
1 REPAIR ATTEMPT(S)	CUT WHEEL

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
* Identify sp Determine Customer's expectation
* Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/Quickref/content/goodwill.htm]]
* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]
Vehicle reimbursement or Goodwill decision - Repair already done

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

CORR RECEIVED FROM MARCUM MOTORS. DOC RECEIVED (INVOICE) IS NOT LEGIBLE AND THEREFORE CRM HAD TO WAIT UNTIL 8AM TO CONTACT MARCUM MOTORS FOR CUST INFORMATION. CRM CONTACTED MARCUM MOTORS 57[illegible]3-3076 SPOKE W/ STEVE MARCUM AND ASKED FOR ENLIGHTENMENT ONWHY THE INVOICE WAS SENT IN AL[illegible] W/ A STATEMENT FROM HIMSELF SAYING CUST PAID $600.00 FOR THE REPAIR. STEVE STATES HE HAD THOUGHT CUST HAD SENT IN INFORMATION REGARDING HIS VEH, HOWEVER, STEVE WAS ABLE TO GIVE CRM CUST VIN/ADDRESS/TELEPHONE NUMBER TO CONTACT CUST. STEVE STATES WHAT HAPPENED W/ VEH WAS THE UPPER LEFT SIDE BALL JOINT BROKE, CUT THE WHEEL IN 1/2 AND CAUSED CUST TO RUN INTO THE CURBING. CRM WILL ATTEMPT TO CONTACT CUST LATER THIS AM. DORINDA JONES/TAMPA/IRC; 0; 99999
2001-06-27

CRM ATTEMPTED TO CONTACT NO ANSWER. DORINDA JONES/TAMPA/IRC; 0; 362505125
2001-07-03

CRM ATTEMPTED TO CONTACT CUST/ NO ANSWER. CRM SENDING LETTER. DORINDA JONES/TAMPA/CORR; 0; 363023481
2001-07-03

AUDITOR APPROVING LETTER. TELICIA HENDERSON/CARS/TAMPA; 0; 363057287
2001-07-13

CUST STS HE REC'D LETTER FROM US...CUST SEEKS TO KNOW STATUS OF SITUATION....CRM REVIEWED HISTORY...HISTORY INDICATES THAT THE LEFT SIDE BALL JOINT BROKE AND CUT WHEEL IN HALF CAUSING CUST TO RUN OVER CURB...CRM ATTEMPTED TO VIEW INFO SENT IN BY CUST AND LTR TAMPA SENT BUT UNABLE TO VIEW DUE TO INVALID SIGN ON...CRM ADVSD CUST I WOULD CALL HIM BACK ON 7/19 AFTER RESEARCHING ALL INFO...CRM/CONNIE GONZALES/ATX; 0; 363909379
2001-07-24

CRM TRANSFERRED DOCS TO FILE 04361153 DUE TO ALL INFO PERTAINING TO CUST REIM BEING IN THAT FILE.....NEXT CRM IF CUST CALLS BACK PLEASE REFER TO CASE# 04361153.....JUDY PAINTER/ATX/CARS; 0; 364855709
2001-09-19

CRM RESUME CASE, PER INSTRUCTIONS CRM WILL REFER TO CASE #04361153.; 0; 369763403
2001-12-21

CUST STATES HE WOULD LIKE FOR PRIOR CRM JUDY PAINTER TO CALL HIM. CUST STATES SHE TOLD HIM IF HE HAD ANY CONCERNS TO ASK FOR HER. AND HE WOULD LIKE TO SPEAK WITH HER
CRM ADV WILL FORWARD FILE TO PRIOR CRM. RAE CRUZ/CARS/TPA; 0; 377800531
2002-02-28

LIAISON NOTES THAT IN REQUEST #4361153 CUST REQUEST FOR REIMBURSEMENT HAS ALREADY BEEN DENIED AND THE CUST HAS REQUESTED HIS ORIGINAL DOCUMENTS BACK. CUST REQUEST WAS CLOSED SATISFIED AS PER TM JONATHAN SLAUGHTER. LIAISON CLOSING REQUEST AS CUST CONCERNSHAVE ALREADY BEEN ADDRESSED. SHAUNTE WILLIS/LIAISON/ATX; 0; 378414488
2002-01-30

CUST CALLED IN W/CAMPAIGN 99041 FOR ABS MODULE AND 01049 FOR UPPER BALL JOINT REPLACEMENT. CRM ADVISED CUST THAT VEH WOULD NEED TO BE BROUGHT TO A CHEVROLET DEALERSHIP TO HAVE BOTH CAMPAIGNS LOOKED AT. CRM ADVISED CUST THAT IF A REIMBURSEMENT WAS NON APPLICABLE FOR THE UPPER BALL JOINT REPLACEMENT THAT THE DEALERSHIP WOULD BE ABLE TO ADVISE AFTER LOOKING AT THE WORK PERFORMED. CUST SATISFIED AT THIS TIME. CRM CLOSING REQUEST SATISFIED PENDING FURTHER CUST CONTACT. FREDERICK DUNN/CORR/TAMPA; 0; 381252170

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: DEPERE , WI
HOME PHONE:

CASE NUMBER:	05504181	VIN:	1GNDT13W9T2165558
		MODEL YEAR:	1996
DATE OPENED:	2001-09-12	SERIES:	UNKNOWN
DATE CLOSED:	2001-11-13	MILEAGE:	100083
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BROADWAY CHEVROLET-OLDSMOBILE INC
BRC PARENT:		DEALER ADDRESS:	2700 S ASHLAND AVE,,GREEN BAY,WI,54304,USA

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

A01 Open Campaign 2 REPAIR ATTEMPT(S)	Customer Satisfaction UPPER BALL JOINTS
H71 ABS Sensors 0 REPAIR ATTEMPT(S)	Broken WHEN UPPER BALL JOINTS BROKE.
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction PREV REPAIRS
T04 General Information 0 REPAIR ATTEMPT(S)	Other DOCS RECIEVED
F18 Front Ball Joints/Kingpin 2 REPAIR ATTEMPT(S)	Other replaced

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 RU[illegible]:\Progra~1\Plus!\Micros~1\Iexplore.exe ht[illegible]//carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]
Vehicle repair request - Repair not done
**********WORK HISTORY**********

CUST STATES HE RECIEVED A RECALL LETTER FOR THE UPPER BALL JOINTS TO BE REPAIRED, AND CUST STATES HE HAD THE UPPER BALL JOINTS REPAIRED ALREADY ONCE IN AUGUST 19, 1998, AND AGAIN ON

FEBRUARY 3, 1999.
CRM ADVISED CUST TO SEND THE ORIGINAL REPAIR ORDERS,COPY OF BACK AND FRONT OF CHECK, AND A COPY OF [illegible] TITLE OR REGISTRATION TO CHEVROLET AND THESE DOCUMENTS WILL BE REVIEWED FOR RE[illegible]URSEMENT.
CRM WAITING FOR CUST TO SEND DOCUMENTS.
JENNIFER KRIVULKA/CAC/PDX; 0; 369173748
2001-09-12

CUST STATES WHEN THE UPPER BALL JOINTS BROKE, ON AUGUST 19TH, 1998 IT HAD CAUSED DAMAGE TO THE ABS SYSTEM AND THAT HAS NOT YET BEEN REPAIRED.
CUST STATES HE WILL EVENTUALLY MAKE AN APPOINTMENT WITH THE DLR TO HAVE THIS REPAIRED.
JENNIFER KRIVULKA/CAC/PDX; 0; 369173862
2001-09-29

CRM REVIEWED FILE AND NEEDS TO CALL DLR AND VERIFY IF REPAIRS TO THE ABS HAVE BEEN DONE AND VERIFY IF THIS REPAIR ON ABS IS DUE TO THE FAILURE OF CAMPAIGN # 01048 WICH FAILED AND CAUSED ADDITIONAL REPAIRS AND DAMMAGE. NEED TO VERIFY THAT CAMPAIGN HAS BEEN PREFORMED. NEED TO VERIFY THAT FAILURE WASNOT CAUSED BY MISUSE AND ABUSE... JENN BREWER/CAC/PDX; 0; 370645109
2001-10-02

CUST RETURNING CALL TO PREVIOUS CRM JENN BREWER
CUST STATED THAT JENN WAS SEEKING SOME INFO REGARDING CAMPAIGN #01048 ABS SYSTEM
CUST STATED THAT REPAIRS HAVE NOT BEEN DONE YET
CRM INQUIRED WHAT DLRSHIP CUST WOULD USE AND CUST ADVISED CRM BROADWAY CHEV 920-498-6666 IN GREEN BAY, WI.
CRM ADVISED CUST THAT I WOULD NOTE THIS INFO IN REQUEST AND FORWARD BACK TO PREVIOUS CRM JENN BREWER FOR FURTHER REVIEW.
CRM ASKED IF THERE WAS A GOOD TIME FOR CRM TO CALL CUST BACK
CUST ADVISED CRM THAT ANYTIME IS FINE, IF HE IS NOT THERE JUST LEAVE A MESSAGE ON MACHINE.
CR[illegible]VISED CUST THAT I WILL FOWARD REQUEST BACK TO CRM JENN BREWER FOR FURTHER FOLLOWUP
DA[illegible]OLBY/PDX CARS; 0; 370904481
2001-10-05

CRM CALLED CUST AND CUST WILL TAKE VEH IN AND MAKE SURE CAMPAIGN CORRECTION IS COMPLETED AND HAS SENT IN DOCS... CRM WILL CHECK UP ON FILE AND WITH CUST ON 10/12/01 @ 12 PM PST... JENN BREWER/CAC/PDX; 0; 371166638
2001-10-12

CRM RECVD DOCS. CALLED CUST AND CUST STATES VEH IS AT DLRSHIP NOW HAVING INSPECTION DONE TO SEE IF CAMPAIGN CORRCTION HAS BEEN PREFORMED. CRM WILL CALL DLR ON MONDAY TO FIND OUT THE OUTCOME OF DIAGNOSIS AND SEE IF THIS IS SOMETHING THAT CAN BE REIMB FOR... CB TO CUST ON 10/15/01 @ 1 PM PST... JENN BREWER/CAC/PDX; 0; 371774115
2001-10-15

CRM CALLED DLRSHIP AND SPOKE TO SVC MGR SUE WHO STATES THAT THEY DID PREFORM THE CAMPAIGN. SUE STATES THAT THE LABOR RATE IS $69.29 PER HOUR TAX IS 5.05 % PARTS WERE $138.74 FOR BOTH UPPER BALL JOINTS AND LABOR HOURS ARE .7 HOURS... JENN BREWER/CAC/PDX; 0; 372035457
2001-10-15

CRM CALLED CUST AND STATES THAT IT IS DIAGNOSED ON HIS RO FROM CHEV DLR THAT BALL JOINT BREAKAGE CAUSED THE ABS WIRING TO BE SEVERED BUT DIDN'T REPAIR IT. CRM REQUESTED FOR CUST TO SEND IN A COPY OF THIS RO. CRM WAITING FOR RO. CRM WILL CALL CUST ON10/22/01 @ 1 PM PST... JENN BREWER/CAC/PDX; 0; 372035956
2001-10-22

CRM WAITING FOR ADDITIONAL DOCS... NO DOCS AT THIS TIME... JENN BREWER/CAC/PDX; 0; 372635820
20[illegible]10-25

WHITE MAIL CORRESPONDENCE RECEIVED

CRM ATTACHING DOCS TO THIS REQ. #05504181 & FORWARDING BACK TO PREVIOUS CRM BREWERJ WHO ASSISTED CUST & ADVISE CUST TO SEND IN & SUMBIT THESE DOCS FOR FURTHER HANDLING, REVIEW & PROCESSING ++++++++++ CRM JOANIE MARTIN/CARS TAMPA/CORR TEAM; 0; 372860797

2001-10-29

CRM REVIEWED DOCS AND CALLED DLR AND SPOKE TO SVC MGR RYAN WHO STATES THAT THE CUST STATED THE ABS WAS BROKEN FROM THE BALL JOINTS THEIR DIAGNOSIS COULDN'T DETERMINE IF THIS HAPPENED BUT DIDN'T LOOK AS THOUGH IT HAD. IT LOOKS LIKE SOMETHING THAT HAPPENEDOVER TIME... CRM REVIEWED THE RO FROM HILLTOP SHELL AND THERE WAS A REPAIT ON 8/19/98 THERE WERE REPAIRS ON THE ABS WIREING BUT NO COMPLAINT OR DIAGNOSIS TO BALL JOINTS BEING THE CAUSE. REPAIRS ON 2/3/99 SHOW NO COMPLAINT OR REPAIR ON THE ABS... DO TO LACK OF INFO CRM WILL NOT REIMB FOR THE ABS. JENN BREWER/CAC/PDX; 0; 373244051
2001-10-29

VEH FITS UNDER BREAKPAINTS, AND GUIDELINES OF CAMPAIGN # 01048.. AND CRM WILL OFFER A REIMB PER TM BARB SCHARF APROVAL FOR THE FOLLOWING REASONS: 1) REPAIRS DONE PRIOR TO CAMPAIGN COMING OUT 2) CUST SATISFACTION 3) SYGNIFICANT OUT OF POCKET EXPENSES ONREPAIRS TO THE BALL JOINTS 4) TO REGAIN CUST FAITH IN GM... JENN BREWER/CAC/PDX; 0; 373244507
2001-10-29

REIMB BREAKDOWN ACCORDING TO RYAN THE SVC MGR AT BROADWAY AUTOMOTIVE ON WARRANTY RATES ARE AS FOLLOWS. PARTS- UPPER BALL JOINTS 69.37 EACH, LABOR 8/10 HOUR @ $ 69.29 PER HOUR IS $55.43 NO TAX... CRM WILL REIMB ON RO # 2291 $45.00 FOR TOW, $55.43 FOR LABOR AND $63.45 FOR BALL JOINT. DUE TO # DISCONNECTED COULDN'T VERIFY ANY OTHER REPAIRS. ON RO # 20262 CRM WELL REIMB $62.10 FOR BALL JOINT AND $42.00 FOR LABOR.. TOTAL OF $267.98.... JENN BREWER/CAC/PDX; 0; 373244861
2001-10-29

TM APROVAL GIVEN BY BARB SCHARF FOR REIMB OF $267.98.... JENN BREWER/CAC/PDX; 0; 373244901
2001-10-30

CRM CALLED CUST AND ADVISED OF INFO.. CUST ADVISED OF # TO HILLTOP SHELL. CRM CALLED HILLTOP AND SPOKE TO PETE THE OWNER WHO STATES THAT HE TOWED VEH HIMSELF. PETE STATES THAT THE BALL JOINT BROKE WHEN VEH WAS BEING DRIVEN AT HIGHWAY SPEEDS AND TIRE WASUP INSIDE OF WHEEL WELL AND THE BALL JOINTS HAD BROKEN CAUSING THE CV BOOT TO RIM AND SEVERED THE ABS WIREING. CRM CALLED BROADWAY CHEV AND SPOKE TO PHIL WHO STATES THAT IF VEH WAS IN MOTION WHEN UPPER BALL JOINT BROKE IT WOULD BE CATASTROPHIC TO VEH AND WOULD BREAK THE LOWER BALL JOINTS ALSO AND CAUSE ALL KINDS OF DAMMEGE.. CRM WILL REASSESS THE REIMB AMOUNT... JENN BREWER/CAC/PDX; 0; 373319200
2001-10-30

CRM WILL REIMB ON RO # 2291 UPPER BALL JOINT @ 63.45, LOWER BALL JOINT @ 65.65 CV BOOT @ 12.98, WIRE CONNECTORS @ 2.50, SINCE THIS WOULD NOT HAVE BEEN A WARRANTY REPAIR TAX @ 13.10 AND LABOR @ 105.00... ON RO # 20262 CRM WILL REIMB LABOR @ 42.00, UPPER BALL JOINT @ 62.10 AND SINCE THIS WOULD NOT HAVE BEEN A WARRANTY REPAIR TAX @ 5.36.. TOTAL OF 372.09.. CRM RECIEVED TM APROVAL FOR REIMB BY BARB SCHARF... JENN BREWER/CAC/PDX; 0; 373319519
2001-10-30

CRM CALLED CUST AND OFFERED REIMB FOR 372.09 CUST SATISFIED AND ACCEPTS OFFER... CUST VERIFIED NAME AND ADDRESS AS CORRECT... CRM WILL PROCESS REIMB... JENN BREWER/CAC/PDX; 0; 373319867
2001-11-01

GL reviewed file, docs & letter & submitted for first approval.....mike jackson/GL/pdx; 0; 373507627
2001-11-01

FINAL APPROVED; 0; 373511178
2001-11-13

CHECK #900487939 IN THE AMOUNT OF $372.09 WAS MAILED ON 11/05/01 TO 1305 O'KEEFE ROAD; DE PERE, WI. 54115.
JAMES MEAD/GL/TL/CAC/PDX.; 0; 374540194

**********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:
WHEN WAS INSPECTION DONE:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

October 30, 2001

DePere, WI :

Request: C05504181

Dear '

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $372.09. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Jennifer Brewer
Customer Relationship Manager

RS0005-P

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900487939

DATE
11/05/01

***************372 DOLLARS ****09 CENTS

AMOUNT
***************372.09

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

DEPERE WI

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900487939⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR NUMBER RD 050051042

1

CHECK NO. 900487939

VENDOR NAME

PAYMENT DATE 11/05/01

REGISTER NO. DESCRIPTION		DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	11/01/01	VM 000000000028994	00.0000	372.09	.00	372.0
10MDT1BW0T2168888	05564181	000000000028994				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8702

W3

TOTAL	372.09	.00	372

DePere, W

General Motors Corp.
Attn. C06504181
P.O. Box 33170
Detroit, Mi. 48232-5170

10-22-01-03:45 RCVD

035008 99:F33059 CC

48232+5170

2700 S. Ashland Avenue
Green Bay, WI 54304
PO Box 28437
Green Bay, WI 54324-8437

Broadway AUTOMOTIVE

www.broadwayautomotive.com

Bus. (920) 498-6666
Service (920) 498-6877
Parts (920) 498-6655
Collision (920) 498-6850

CUSTOMER NO. 27658	ADDRESS TOM DEUSTER 522	TAG NO. 760	DATE CHECKED/DATE 10/12/01	INVOICE NO. CVCS97966
DEPERE, WI	LABOR RATE / LICENSE NO. / MILEAGE 100,802		COLOR GREEN/	STOCK NO.
	YEAR/MAKE/MODEL 96/CHEVROLET TRUCK/BLAZER/4 DOOR UTI		DELIVERY DATE 11/28/95	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 W 9 T 2 1 6 5 5 5 8		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		P.O. DATE 10/12/01	
	☐ WARRANTY REPAIR ORDER ☐ TRANSPORTATION CLAIM	☐ WRD ☐ SCC ☐ FREIGHT ☐ RECALL		RELEASE OUT

JOB# 1 CHARGES----------

LABOR----------

J# 1 25CVZ BRAKES/TIRES/SUSPEN TECH(S):225 WARRANTY

RECALL C01048-UPPER BALL JOINTS--CHECK FOR LOOSENESS
ADVISE IF GM JOINTS ARE IN THERE NOW.LF MAY BE LOOSE.
REPLACED UPPER BALL JOINTS PER BULLITEN .7 HRS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	17980952	B/JNT 6.164		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 26CVZ03 ABS BRAKE CONCERN TECH(S):225 0.00

ABS LIGHT IS ON.CHECK IF PROBLEM IS IN WIRE HARNESS THAT
WAS BROKEN WHEN BALL JOINT BROKE THE LAST TIME.ADVISE.
RAN SYSTEM CK FOUND CODES C0021,23,25,26,27 CK WIRE
HARNESS-BOTH SIDES WIRES ARE BROKEN
ESTIMATE.$280.00 EACH SIDE $580.00 TOTAL.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS----------
CUST ASSIST CASE #C06604181
LB

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

A "*" preceding the description of a part number designates a lifetime warranty under the GM goodwrench service plus program excluding commercial applications.

THANK YOU FOR YOUR BUSINESS!!!!!!

COPY

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY-FRIDAY
6:30 A.M. - 6:00 P.M.

SAT. (QUICKLUBE)
7:00 A.M. - NOON

WE APPRECIATE YOUR BUSINESS!!

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER COPY END OF INVOICE 3 16:00:47

DePere, WI

PM
2001

General Motors Corp.
Att. File # C055041R1
P.O. Box 33170
Detroit, MI 48232-5170

48232-5170

We Appreciate Your Business!

HILLTOP SHELL
N7284 COUNTY ROAD U
ONEIDA, WI 54155

Vehicle: 96 CHEVROLET BLAZER - GREEN 4WD
License:
Engine: V6-4.3
Trans: AUTO
VIN:

Date In: 02-03-99 Miles In: 55360
Date Out: 02-03-99 Miles Out: 55360
Estimate:
Invoice:
Rec Date:

Invoice Number
20282

Post Number
1819

LABOR TO REPLACE RIGHT UPPER BALL JOINT	2A	42.0

Phone(s):

1.0 RIGHT UPPER B JOINT	42.1

ORIGINAL

Paid - full
check No. 804

THANK YOU FOR YOUR PATRONAGE - HAVE A GREAT FOURTH OF JULY - DRIVE SAFELY!!!!!

Labor	42.0
Parts	42.1
Sublet	.00
Supplies & Mat	3.12
Hazardous Waste	.00
Tax	3.3
TOTAL	112.50

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made. SIGNED: _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SERVICE BILL WILL INCLUDE YOUR REPAIR INSPECTION.

1. I request an estimate in writing before you begin repairs. _____

2. Please proceed with repairs, but call me before exceeding if the price will exceed $ _____

Do not wear an estimate. _____

THE PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriction, Trade and Consumer Protection, PO Box 8911, Madison, 53708-8911.

Any warranties on the product and/or replacement parts by the manufacturer the vehicle manufacturer (including all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and other warranties not indicated) any other person or business for a any liability in connection with the use of such products.

Do you want the replaced parts you authorized? ☐ Yes ☐ No

Did you leave the vehicle in ranch? ☐ Yes ☐ No

☐ The vehicle received related low-level maintenance.

Customer Signature

You Can Depend On Us
For All Your Automotive Service Needs!

10NW 1/95

HILLTOP SHELL
N7284 COUNTY ROAD U
ONEIDA, WI 54155

(414) 869-2255

Vehicle: 96 CHEVROLET BLAZER - GREEN 4DR
Engine: 6 4.3
Trans: A
VIN:

Date In: 08-19-98 Miles In: 49222
Date Out: 08-19-98 Miles Out: 49222
Estimate:
Revised:
Rev Date:
Rev Time:
Contact:

Invoice Number
2291

Acct Number
2630

DEPERE, WI

INSTALL UPPER AND LOWER BALLJOINTS AND install new cv boot inner. repair anti-lock brake wiring.	24	105.00
TOW FROM DEPERE	AA	[illegible]

1.0	UPPER BALL JOINT	53.45
1.0	LOWER BALL JOINT	65.65
1.0	CV BOOT	12.95
2.0	WIRE CONNECTORS	2.50

Paid Ck# 729

ORIGINAL

THANK YOU FOR YOUR PATRONAGE - HAVE A GREAT FOURTH OF JULY - DRIVE SAFELY!!!!!

Labor	105.00
Parts	144.50
Sublet	45.00
Supplies & Mtl	7.45
Hazardous Waste	.00
Tax	15.10
TOTAL	317.17

You Can Depend On Us

We Appreciate Your Business!

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made. SIGNED:

YOU ARE ENTITLED TO A FREE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____

3. I do not want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, 53708-8911.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the only at bill products.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Call when the vehicle is ready? ☐ Yes ☐ No

☐ This vehicle repaired without loss to manufacturer's warranty.

SHOP REPRESENTATIVE SIGNATURE

10/WI 1/98

WISCONSIN CERTIFICATE OF TITLE FOR A VEHICLE

DEPARTMENT OF TRANSPORTATION

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	BODY STYLE	VEHICLE TYPE / FLEET NUMBER
1GNDT13W9T2165558	1996	CHEV		TRUK

TITLE NUMBER	DATE TITLE ISSUED	ODOMETER	ODOMETER DATE
	01/20/98	37738 DISCLOSED AS ACTUAL	01/20/98

REGISTERED OWNERS

DE PERE, WI

The person, firm or corporation named on this title was duly registered as the lawful owner of the vehicle described, subject to any Security Interest (lien) shown. The order in which the Security Interests appear on this Title does not necessarily represent their priority.

SECURED PARTY

003544

CONTROL NUMBER
(This is not a Title Number)

7-0064170

DIVISION OF MOTOR VEHICLES

Important - Buyer and Seller must complete the section below at time of sale

TITLE ASSIGNMENT AND MILEAGE, SELLING PRICE AND BRAND DISCLOSURE

804

2-3-99

Hilltop Shell $113.60

One hundred twelve and 60/100

Associated Bank

28 212 8054 0804

1916

FOR DEPOSIT

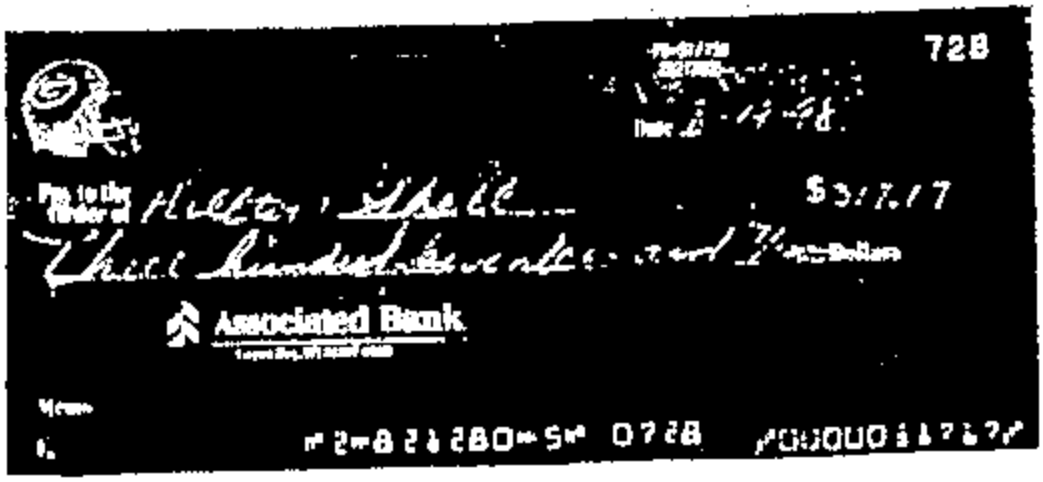
KEITH APPLE

DBA HILLTOP

21015A58
Appendix
075900575
02/08/99

FEB 08

FEDERAL RESERVE BOARD OF GOVERNORS REG CO


728
Associated Bank
0728

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: HARVEY , IL
HOME PHONE:

CASE NUMBER:	05507249	VIN:	1GNDT13WXT2145464
		MODEL YEAR:	1996
DATE OPENED:	2001-09-12	SERIES:	BLAZER 4X4 4-DR
DATE CLOSED:	2001-09-20	MILEAGE:	73000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	SHAVER CHEV INC
BRC PARENT:		DEALER ADDRESS:	18033 S HALSTED ST,,HOMEWOOD,IL,60430,USA

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

F16 Front Ball Joints/Kingpin	Other
1 REPAIR ATTEMPT(S)	CAMPN 01048
T19 Campaign Correction Required	Customer Satisfaction
1 REPAIR ATTEMPT(S)	UPPER BALL JOINTS
S13 Reimbursement Requested	Customer Satisfaction
1 REPAIR ATTEMPT(S)	COST ASSIT

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]
Notification of open campaigns or special policies.
**********WORK HISTORY**********

CUST STATES----------HE JUST HAD HIS WHEEL COME OFF, DUE TO AN UPPER BALL JOINT. CUST WAS ADVISED BY THE DLRSHIP THAT HE MAY BE PART OF A CAMPN. CUST SEEKS----------TO KNOW WHY HE DID NOT REC LETTER ABOUT RECALL. CRM ADVISED----------CUST THAT VEH IS NOT PART OF CAMPN BASED ON VIN# . CUST WOULD LIKE TO HAVE COST ASSIST CONSIDERATION. CRM SPOKE WITH RAY, SRV ADV, INDICATED THAT IF CRM WOULD CALL BACK AFTER 11AM EST, WOULD BEABLE TO GIVE CRM DIAGN. RAY INDICATED HE WOULD UPDATE CUST. BONNIE WEBBER/PDX/CAC; 0; 369195751
2001-09-13

CRM SPOKE WITH RAY, SRV MGR, INDICATED THAT CUST HAS SPLIT BALL JOINTS BUT AT NO FAULTY FROM CUST MISUSE OR LACK OF MAINT. SRV MGR REQUESTED CRM TO REQUEST COST ASSIST FOR CUST THRU GM/AVM. RAY STATES THIS IS EXCELLANT CUST, DOES WHAT EVER MAINT IS REQUESTED, BUYS FROM DLR. CRM THANKED RAY FOR HELP. BONNIE WEBBER/PDX/CAC; 0; 369262769
2001-09-13

CRM LEFT WORD WITH PRESTON, CUST'S SON, THAT CRM WILL BE PURSUEING COST ASSIST FOR CUST ON BALL JOINT REPAIR. PRESTON INDICATED THAT HE WOULD UPDATE HIS FATHER. CRM TO C/B AND UPDATE CUST 9-18 2-4PM PST. BONNIE WEBBERPDX/CAC; 0; 369265875
2001-09-13

CRM REC'D OVERSHOULDER APPROVAL FOR AVM CALL, KATHY MOORE, TM, (BF). CRM MADE AVM CALL 9-13-01, 1PM PST. BONNIE WEBBER/PDX/CAC; 0; 369266398
2001-09-13

AVM Michael O'Brian has responded, he states that based on the info from the call from CAC he would not assist the cust, but from the message it does not sound like the svc mgr was contacted, so have the cust contact the svc mgr, Mike Hebda, and let himmake a determination on the case or let him call the AVM. Angela Kimball/pdx/cac; 0; 369275278
2001-09-13

CUST CALLED IN REGARDING STATUS OF REQUEST. CRM ADV THAT PER AVM NOTES, SVC MGR WILL NEED TO DISCUSS CONCERN WITH HIM. CRM CALLED DLR AND SPOKE WITH RAY, WHO ADV HE WILL CALL AVM TOMORROW REGARDING CUST. CRM ADV CUST SHE WILL FORWARD BACK TO PREVIOUS CRMFOR FOLLOW UP. PATTY JOHNSTON/PDX CAC; 0; 369279522
2001-09-18

CRM SPOKE WITH MIKE HEBIA, INDICATED THAT HE IS THE SRV MGR, BUT HE HAD BEEN STUCK IN SEATTLE LAST WEEK AND HIS SERV ADV DO FILL IN FOR HIM. HOWEVER, HE WAS NOT AWARE OF THIS CUST'S CONCERN BUT WOULD LOOK INTO THE MATTER FOR GM. CRM THANKED AND APOLOGIZED FOR ANY CONFUSION BY CAC. MIKE TO RETURN CALL TO CAC AND LEAVE INFO IN FILE. BONNIE WEBBER/PDX/CAC; 0; 369687269
2001-09-18

NEXT CRM**********WHEN INFO FROM SRV MGR, MIKE COMES IN, PLEASE FORWARD BACK TO ME. THANKS, BONNIE WEBBER/PDX/CAC; 0; 369687293
2001-09-18

CRM SPOKE WITH CUST, INDICATED THAT HE DID PICK UP VEH AND PAID FOR THE REPAIRS. EXPLAINED THAT CRM WAS STILL LOOKING FOR COST ASSIST. WILL GET BACK TO CUST 9-20-01, 4-6PM PST. BONNIE WEBBER/PDX.CAC; 0; 369710700
2001-09-20

Mike, svc mgr, from Shaver Chev called to give update. Mike stated that cust veh is way out of the campaign. Mike stated that cust should not be assisted at this time, his veh was not in the campaign. Mike stated htat the campaign went from vin# T2157555-T2180338 and the cust vin was not included or even near. crm advised MIke that the file will be updated w/info and forwarded back to crm WEBBERB. crm will take no futher actions at this time. LaKesha Thomas/corr/atx/cars; 0; 369880853
2001-09-20

CRM REVIEWED MESS FROM SRV MGR, MIKE, NO COST ASSIST FOR CUST. CRM LEFT VM FOR CUST, PER CUST AGREEMENT, NO COST ASSIST AS VEH IS TOO FAR OUT OF CAMPN LIMITS. BONNIE WEBBER/PDX/CAC; 0; 369881640

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:
INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,

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

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

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

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

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

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

CUSTOMER:
ADDRESS: CASCADE , WI
HOME PHONE:

CASE NUMBER:	05522577	VIN:	1GNDT13W4T2165323
		MODEL YEAR:	1996
DATE OPENED:	2001-09-17	SERIES:	UNKNOWN
DATE CLOSED:	2002-01-02	MILEAGE:	72355
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	No	DEALER NAME:	GUSTMAN CHEVROLET-PONTIAC-OLDSMOBILE
ERC PARENT:		DEALER ADDRESS:	1450 DELANGLADE ST.,KAUKAUNA,WI,54130,USA

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

F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Other REIM FOR #1048
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction BALL JOINT REPAIR, RIM
A01 Open Campaign 1 REPAIR ATTEMPT(S)	Product Campaign Claim #1048
E30 Wheels 1 REPAIR ATTEMPT(S)	Broken NEEDS REPLACED
E40 Tires 1 REPAIR ATTEMPT(S)	Broken REPLACED
T04 General Information 0 REPAIR ATTEMPT(S)	Customer Satisfaction CORR RECV'D

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
* Identify sp Determine Customer's expectation
* Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/Quickref/content/goodwill.htm]]
* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]
CORRRCVD, BALL JOINT, RIM/TIRE ASSISTANCE

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

CUS[illegible]TATES WAS DRIVING ON COUNTRY ROAD AT 55-60 MPH WHEN BALL JOINT BROKE. CUST STATES RIM TUR[illegible] INWARDS AND WAS DRAGGED FOR 150 FEET. CUST SEEKS REIMBURSEMENT FOR REPAIRS. CRM ADVISES WILL CALL CUST. MICHAEL DOW, CARS/TAMPA.; 0; 99999
2001-09-20

CRM CALLED CUST AND LEFT MSG W/FILE/PH #s. MICHAEL DOW, CARS/TAMPA.; 0; 369875381
2001-09-20

CUST STATES RECV'D MESSAGE. CUST STATES RECV'D CAMPAIGN NOTICE AND BEFORE VEH COULD BE REPAIRED HAD CONCERN OCCUR TO CUST AND SEEKS REIM. CUST STATES HAD VEH TOWED TO DLRSHIP AND IS RIDING ON SPARE TIRE. CUST STATES WILL HAVE TO PURCHASE NEW TIRE ANDRIM. CUST STATES RECV'D ESTIMATE FROM TIRE STORE THAT USES GM GENUINE PARTS. CRM ADVSD WOULD REVIEW DOC'S. CRM ADVSD CUS TTO SEND IN PROOF OF PAYMENT AS WELL AS PROOF OF OWNERSHIP. CUST STATES WILL DO SO. AUDREY BAIR/CAC/PDX; 0; 369881771
2001-09-20

CRM REVIEWED DOC'S. CUST DOES NOT SEEM TO BE W/IN BREAKPOINTS ON CAPMAIGN #1048. CRM RESEARCHING. CRM WILL CONTACT DLRSHIP FOR INPUT. CRM SET C/B FOR 9/21/01 BETWEEN 4:30-5:30 PST, 6:30-7:30 CENTRAL FOR F/U AND UPDATES ON RESEARCH. AUDREY BAIR/CAC/PDX; 0; 369882738
2001-09-21

CRM CONTACTED DLRSHIP # 920-833-2351 AND SPOKE TO SVC MGR ED. ED ADVSD UPPER BALL JOINT BROKE AND WHICH CAUSED TIRE AND WHEEL TO BE BADLY DAMAGED. ED STATES THEY REPALCED ALL BALL JOINTS DUE TO ALL BEING LOSE; HOWEVER, ONLY FRONT BALL JOINTS WILL BE REIM FOR CAMPAIGN #1048. PART # 17980952 BALL JOINT, FRONT @ $2.59 EACH. CAMPIAGN REQUIRES 2. LABOR IS $61/HR, 1.1 HRS FOR REPAIR, 1.2 HRS FOR ALIGNMENT. SVC MGR ED ADVSD CUST SHOULD BE REIM ON TOWING WHICH WAS $40 AND POSSIBLY TOOLS AND MISC WHICH CAME TO $14.20. ED ADVSD THIS OCCURED BEFORE CUST WAS IN[illegible]ED OF OPEN CAMPAIGN SO WHEEL AND TIRE SHOULD BE COVERED AS WHEEL. ED ADVSD TAX IS 5% ON PA[illegible] AND LABOR. ED VERIFIED CUST PD BY CHECK #2627. CRM RESEARCHING. AUDREY BAIR/CAC/PDX; 0; 369960433
2001-09-21

CRM DISCUSSED W/ TM SHANNAH MANSOUR. TIRE AND WHEEL DAMAGE WAS CAUSED BY UPPER BALL JOINT BREAKING, AS VERIFIED BY SVC MGR ED. SVC MGR VERIFIED CUST WAS UNAWARE OF CAMPAIGN AT TIME OF INCIDENT. AUDREY BAIR/CAC/PDX; 0; 369960788
2001-09-21

BUSINESS REASONS FOR REIMBURSMENT:
1) CAMPAIGN #1048,
2) VEH FITS W/IN BREAKPOINTS,
3) VEH DAMAGE CAUSED BY CONDITION IN CAMPAIGN,
4) CUST PD FOR REPAIRS PRIOR TO RELEASE OF CAMPAIGN AT DLR,
5) CUST VEH REGISTERED IN THE STATE OF WI,
6) SVC MGR VERIFICATION ON REPAIRS,
7) CUST COMPLETELY SATISFIED.
AUDREY BAIR/CAC/PDX; 0; 369960973
2001-09-21

CRM RECV'D TM SHANNAH MANSOUR OVER THE SHOULDER APPORVAL FOR REIM. AUDREY BAIR/CAC/PDX; 0; 369961001
2001-09-21

REIMBURSMENT BREAKDOWN:
R.O. #CTCS48297 08/20/01
PA[illegible]
#1[illegible]952 STUD KIT, FRT UPR CONT ARM BALL QTY 2:
$165.18 TOTAL PARTS
LABOR-
$61/HR:
$67.10 @ 1.1 HRS INSTALLATION
$73.20 @ 1.2 HRS FRT WHEEL ALIGNMENT

$140.30 TOTAL LABOR
MISC-
$1[illegible] SHOP SUPPLIES, TOOLS
$1[illegible]0 TOTAL MISC

$319.68 SUBTOTAL
$29.51 5.0% WI STATE TAX- PARTS AND LABOR

$349.19 TOTAL REIMBURSMENT FOR CAMPAIGN #1048
--
COVERAGE FOR DAMAGE TO TIRE AND WHEEL:
(1) 12360531 WHEEL 15X7 5.803 @ $436.60
(1) P23575R1 BRIDGESTONE @ $103.95
5.0% WI STATE TAX @ $27.03
TOTAL TIRE, WHEEL: $567.58 (DAMAGE DUE TO CAMPAIGN)

TOTAL REIMBURSMENT: $916.77.
AUDREY BAIR/CAC/PDX; 0; 369963309
2001-09-21

REIMBURSMENT BREAKDOWN: **CORRECT ONE**
R.O. #CTCS48297 08/20/01
PARTS-
#17980952 STUD KIT, FRT UPR CONT ARM BALL QTY 2:
$165.18 TOTAL PARTS
LABOR-
$61/HR:
$67.10 @ 1.1 HRS INSTALLATION
$73.20 @ 1.2 HRS FRT WHEEL ALIGNMENT
$1[illegible]0 TOTALLABOR
MI[illegible]
$14.20 SHOP SUPPLIES, TOOLS
$14.20 TOTAL MISC

$319.68 SUBTOTAL
$29.51 5.0% WI STATE TAX- PARTS AND LABOR

$349.19 TOTAL REIMBURSMENT FOR CAMPAIGN #1048
--
TOWING:
$40.00 TOTAL TOW
--
COVERAGE FOR DAMAGE TO TIRE AND WHEEL:
(1) 12360531 WHEEL 15X7 5.803 @ $436.60
(1) P23575R1 BRIDGESTONE @ $103.95
5.0% WI STATE TAX @ $27.03
TOTAL TIRE, WHEEL: $567.58 (DAMAGE DUE TO CAMPAIGN)

TOTAL REIMBURSMENT: $956.77
AUDREY BAIR/CAC/PDX; 0; 369963471
2001-09-21

CRM CONTACTED CUST TO UPDATE ON STATUS OF REVIEW FOR REIM. CUST WAS N/A. CRM L/M TO CONTACT CAC FOR INFO THAT THIS CRM HAS TO RELAY TO CUST. ******NEXT CRM****** I'M ONLY HERE UNTIL 5:30 PST. IF CUST CALLS IN AFTERWARDS, PLS GET A C/B TIME AND # FOR9/24/01 MONDAY, AND I WILL CONTACT CUST BACK THEN. THANKS, AUDREY BAIR/CAC/PDX; 0; 369971702
20[illegible]09-24

CUST STATES HE REC'D MSG TO CALL. CRM ADV THTA AUDREY IS WORKING ON THE REIM. CRM ADV WILL NOTIFY HER THAT CUST CALLED IN. CUST SAT. CRM FORWARDING TO BAIRA. MIKE MAES/CAC/PORTLAND; 0; 370223470
2001-09-24

CRM CONTACTED CUST AND ADVSD OF REIM AMOUNT. CRM ADVSD WILL BE REIM FOR CAMPAIGN AND VEH DAMAGE DUE TO CAMPAIGN IN THE AMOUNT OF $956.77. CUST ACCPETED AMOUNT AND UNDERSTANDS WHY WILL NOT REIM FULL AMOUNT. CUST STATES SENT IN PROOF OF OWNERSHIP ANDPAYMENT ON SATURDAY 9/21. CRM ADVSD WILL RECV THIS WEEK AND ONCE RECV'D CAN CONTINUE W/ PROCESS. CUST VERIFIED ADDRESS AND CORRECT ADDRESS IS: 103 MADISON AVE, CASCADE WI, 53011. CUST SATISFIED. AUDREY BAIR/CAC/PDX; 0; 370227096
2001-09-24

>>>>>WHEN DOC'S ARE RECV'D, PLS NOTIFY AND FOWARD TO BAIRA FOR FURTHER ACTION. THANKS. AUDREY BAIR/CAC/PDX<<<<; 0; 370227164
2001-09-27

CRM ATTACHING REQUESTED DOCUMENTS AND FORWARDING TO PREVIOUS CRM. RUBEN ROSARIO/CARS-TAMPA; 0; 370487888
2001-09-27

CRM RECV'D DOCS: PROOF OF OWNERSHIP AND PAYMENT. CUST SENT CARBON COPY OF CHECK WRITTEN TO DLRSHIP FOR REPAIRS. CUST PAID $619.75 FOR REPAIRS; HOWEVER, GM IS ONLY REIM FOR LABOR AND PARTS INCLUDED IN CAMPAIGN WHICH IS A $389.19. GM IS ALSO INCLUDING COST FOR NEW TIRE AND WHEEL. CUST SENT IN REGISTRATION IN THE STATE OF WISCONSIN. VERIFIES OWNERSHIP AND PAYMENT. CRM WILL SUBMIT TO GL DARCIE HORLACHER FOR PROCESSING. AUDREY BAIR/CAC/PDX; 0; 370491444
2001-09-28

GL reviewed file & GL contacted svc mgr ED, who verified that cust did pay entire amt of RO w/ check GL called & spoke to Scott who stated that the invoice we have for Sheboygan is ONLY a price quote, Scott states that this cust has not been in dlr since9-14-00 & there has not been a wheel or tire purchased by cust according to records. GL noting that name on invoice also is not this cust. Scott stated that the cust listed on invoice only had a price quote. GL will return for further attention
darcie horlacher/goodwill liaison/portland; 0; 370547534
2001-10-01

PER GL DARCIE HORLACHER, CRM CONTACTING AVM REQUESTING TO GOODWILL TIRE AND WHEEL THROUGH DLRSHIP FOR QUICKER AND MORE CONVENIENT PROCESS, WHICH IN TURN, WOULD PROMOTE COMPLETE CUST SATISFACTION. DUE TO CUST NOT YET PURCHASING TIRE AND WHEEL, GM CANNOTREIM. EITHER GOODWILL THROUGH DLRSHIP OR CUST MUST PURCHASE OUT OF POCKET AND THEN GO THROUGH REIM PROCESS THROUGH CAC, WHICH WOULD BE LESS CONVENIENT. CUST WILL BE REIM FOR REPAIRS UNDER CAMPAIGN #1048 BUT TIRE AND WHEEL WILL BE DONE SEPERATLY DEPENDING ON WHAT AVM DECIDES TO DO. AUDREY BAIR/CAC/PDX; 0; 370819781
2001-10-01

CRM CONTACTING AVM BRENT PALMER RE GOODWILL FOR REPLACMENT ON TIRE AND WHEEL THROUGH DLRSHIP OR REIM THROUGH CAC ON COSTS TO REPLACE TIRE AND WHEEL. CRM WAITING FOR RESPONCE. AUDREY BAIR/CAC/PDX; 0; 370819886
2001-10-15

AVM Response, Brent Palmer states that dlr would be able to cover rplcement tire, question is does cust want to go through this dlr b.c it is far away. But cust can go to dlr
jarvislaura/cac/pdx; 0; 372026482
2001-10-19

CUST CALLING IN WANTING TO KNOW STATUS.. CRM REVIEWED FILE, AND REIMB IS BEING PROCESSED, HOWEVER THE PORTION FOR THE WHEEL AND TIRE HAVE BEEN REJECTED DUE TO WHEEL AND TIRE HAVE NOT BEEN PURCHASED.. (CRM VERF'D WITH CUST) CRM ADV CUST WILL FORWARD BACK TO CRM WORKING FILE FOR CALL BK ON MONDAY 10-22-01 (CRM ADV CUST THAT CANT GARR CALL BK.. BUT THIS CRM WILL RESUME FILE TO INSURE SATISFACTION.)) CAMERON KINDER-CAC-PDX; 0; 372392836
2001-10-22

WAS UNABLE TO FORWARD FILE TO WORKING CRM DUE TO NO COREPOINT ID... CRM WILL CONTAT CUST TO ADVISE TAKING OVER THIS FILE... CAMERON KINDER-CAC-PX; 0; 372647679
2001-10-22

CRM CONTACTED CUST TO ADVISE OF OWNERSHIP... ADV CUST WILL BE RESEARCHING FILE AND GETTING BACK WITH CUST 10-24-01 CAMERON KINDER-CAC-PDX; 0; 372647916
20[illegible]10-29

CRM WILL MEET WITH GL JACKSOMI REGUARDING THIS ISSUE....10-30-01 130PM CAMEORN KINDER-CAC-PDX; 0; 373248006
2001-10-30

RESCHEDULE TIME WITH GL 10-31-01 CAMERON KINDER-CAC-PDX; 0; 373345232
2001-11-01

BUSINESS REASONS FOR REIMBURSMENT:
1) CAMPAIGN #1048,
2) VEH FITS W/IN BREAKPOINTS,
3) VEH DAMAGE CAUSED BY CONDITION IN CAMPAIGN,
4) CUST PD FOR REPAIRS PRIOR TO RELEASE OF CAMPAIGN AT DLR,
5) CUST VEH REGISTERED IN THE STATE OF WI,
6) SVC MGR VERIFICATION ON REPAIRS,
7) CUST COMPLETELY SATISFIED.; 0; 373502986
2001-11-01

CRM WILL SUBMIT REIMB 11-1-01 CAMEORN KINDER-CAC-PDX; 0; 373507745
2001-11-01

REIMBURSMENT BREAKDOWN
284.00 PARTS (INCLUDES $40 TOW - SUGGESTED REIMB BY DLRHSP)
292.04 LABOR
14.20 MISC
29.51 TAX
-[illegible] TOTAL BILL $619.75; 0; 373526431
20[illegible]11-01

CUST ALSO HAD SEND IN DOCS FOR REIMBURSMENT ON WHEEL AND TIRE THAT WAS DAMAGED DUE TO FAILURE IN PART... DLRHSP HAS AUTHORIZED REPLACMENT, HOWVER CUST HAS NOT PURHCASED WHEEL AND TIRE AS OF YET... DOCS ARE FOR PRICE QUOTE.... CUST WOULD LIKE CAMPAIN AMOUNTS REIMBURSED AND THEN HE WILL PURCHASE WHEEL AND TIRE AND SUBMIT DOCS FOR THAT... CAMERON KINDER-CAC-PDX; 0; 373526694
2001-11-01

CRM WILL FORWARD TO GL JACKSOMI FOR REVIEW.. CAMERON KINDER-CAC-PDX; 0; 373526708
2001-11-06

GL CONTACTED SRV DEPT SPOKE TO ED....STATES THAT CUST DID PAY RO# CTCS48297 IN FULL BY CHECK AT TIME OF DELIVERY OF VEH.....RYANN DEAVILLE/GOODWILL LIAISON/CAC/PDX; 0; 373919838
2001-11-06

GL REVIEWED FILE AND RETURNED TO CRM FOR FURTHER ATTENTION.....
RYANN DEAVILLE/GOODWILL LIAISON/CAC/PDX; 0; 373919965
2001-11-06

CUST STATES WILL ACCEPT THE OFFER TO REIMBURSE $619.75, BUT CUST WILL SEND DOCS FOR REIMBURSEMENT OF TIRES AND RIMS AS WELL. CRM STATED WOULD PROCESS REIMBURSEMENT AS NEEDED.
MEGAN JENKINS.CAC.PDX; 0; 373947390
2001-11-06

CUST HAS ACCEPTED REIMB FOR $619.75. ADDRESS, SPELLING AND OPEN CAMPAINS HAVE BEEN VERF'D.. CRM FORWARDING FILE TO GL FOR PROCESSING.. CAMERON KINDER-CAC-PDX; 0; 373949499
20[illegible]11-07

Team GL reviewed request and submitted for first approval. **Kristian Burch GL/PDX**; 0; 374011742
2001-11-07

gl submitted for final; 0; 374017590

2001-11-07

FI[illegible] APPROVED; 0; 374025377
20[illegible]1-09

CRM RESUMED FILE TO CHK ON REVIEW PROCESS. CRM WILL ADVISE CUST GOODWILL IS IN THE FINAL APPROVAL PROCESS.. CAMERON KINDER-CA-CPDX; 0; 374217867
2001-11-16

crm attaching docs and will send a notification to crm DEAVILLR.
patrick burtch corr/tpa/cac; 0; 374781968
2001-11-16

CRM SPOKE WITH LENNY PLUECHLMAN (OWNER) HE VERIFIES THAT CUST HAS PAID INVOICE IN FULL WITH CASH... CAMERON KINDER-CA-CPDX; 0; 374800598
2001-11-16

CRM ATTEMPTED CONTACT ED VAN (SVC MGR) AT DLRHSP WS TOLD THAT HE WILL BE BACK IN 2 WEEKS FROM VACATION. CRM ATTEMPTING CONTACT TO VERIFY IF 1 WHEEL AND 4 TIRES WERE AUTH FOR REIMB OR JUST 1 WHEEL AND TIRE.. CRM WILL CONTACT CUST TO ADVISE THAT WE ARE WAITING ON VERF. CAMERON KINDER-CAC-PDX; 0; 374800658
2001-11-21

CRM SPOKE WITH ADVISOR AT DLRHSP.. HE STATES THAT ED WILL BE BACK 11-26-01.. CRM WILL CONTACT THEN... SVC ADVISOR STATES THAT IN HIS ABSENTS THERE IS NO ONE THAT CAN AUTH GOODWILL.. CAMERON KINDER-CAC-PDX; 0; 375231049
2001-11-26

CRM SPOKE WITH ED VAN... HE STATES THAT ONLY 1 WHEEL AND 1 TIRE WERE AUTH FOR REIMB.. CRM WILL CO[illegible]T CUST TO ADVISE.. CAMEORN KINDER-CAC-PDX; 0; 375663499
20[illegible]1-26

CRM CONTACTED CUST TO ADVISE OF REIMB $534.45 (1 WHEEL, AND TIRE, AND 1 MOUNT AND BALANCE).. CUST ACCEPTED.. CRM ADV WILL PROCESS REIMB. CAMEORN KINDE-RCAC-PDX; 0; 375673884
2001-12-10

CRM CLOSING FILE SEE FILE NUMBER #06011914 FOR 2ND REIMBURSMENT; 0; 376897790
2001-12-21

CUST CALLED IN SEEKING UPDATE. CRM SPOKE W/ CRM WORKING THE REQUEST. THE CAMPAIGN WAS NOT REMOVED FROM GM VS. CRM KINDER CONTACTED DEALERSHIP AND VERIFIED THE REPAIR. CRM KINDER IS PROCESSING THE REQUEST AND IT WILL BE 6-8 WEEKS. CRM ADVISED CUSTOF THIS. CRM WILL FORWARD FILE TO CRM KINDER. CHERYL ROBERTS/CAC/PDX; 0; 377820516
2001-12-21

CRM CONTACTED CUST TO ADVISE THAT HE MUST GOTO DLRSHP AND GET VEH INSPECTED, AND GET CAMPAIN STICKER IN ORDER TO GET REIMBURSMENT... CUST AGREE'D... CRM CONFRENCED WITH SHEBOYGEN CHEV, TO MAKE APPT FOR 12-28-01 TO GET VEH INSPECTED, AND GET CAMPAIN STICKER.. CRM WILL CONTACT CUST 01-02-01 TO MAKE SURE THAT VEH WAS INSPECTED... CAMERON KINDER-CAC-PDX; 0; 377826567
2001-12-27

CRM REIVEWING PER OPEN FILE REPORT.. CRM WILL MAKE CALL BACK AS SCHEDULED.. CAMEORN KINDER-CA-CPDX; 0; 378360201
2002-01-02

CRM HAS CONTACTED CUST REGUARDING VISIT ON 12-28-01.. CUST STATES VEH WAS TAKEN TO SHEBOYGAN CH[illegible] AND VEH WAS INSPECTED.. AND STICKER WAS PUT ON VEH REGUARDING CAMPAIN... CRM ADV CUST WI[illegible] PROCESS REIMBURSMENT.. CMAEORN KINDER-CAC-PDX; 0; 378867929

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

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODDCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

September 27, 2001

Cascade, WI

Request: C05522577

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $619.75. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Cameron S. Kinder
Customer Relationship Manager

RS0005-P

09-24-01P01:34 RCVD

Chevrolet Motor Division
PO Box 33170,
Detroit, MI. 48232-5170

48232-5170

WISCONSIN

CERTIFICATE OF VEHICLE REGISTRATION

LICENSE NUMBER | VEHICLE IDENTIFICATION NUMBER

1GNDT13W4T2165323

This Registration Certificate is not a Title Not Valid for Transfer of Ownership

EXPIRES END OF Month MAY Year 2002

89

YEAR	MAKE	Gross Wt.	VEHICLE TYPE	Title No.	Plant Number
1996	CHEV		TRUK	0034818023-8	

AMOUNT RECEIVED $45.00

REGISTERED TO: R1145035001661

CASCADE WI

COPY

MV4 1000

Track Your Expenses...

TAX DEDUCTIBLE ITEM

DO NOT USE FOR REORDERING · 2627

8-22-01

BAL. FORD

THIS PAYMENT 619 75/100

BALANCE

DEBIT

BAL. FORD

six hundred nineteen 75/100

Here's How:
- Carry balance forward
- Check type of expense
- Add details on memo line
- Retain duplicate in Deluxe Check line

Memo

⑆075901134⑆ 042⑈036⑈3⑈ 2627

NOT NEGOTIABLE

file number
05522577

ORIGINAL

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900488267

DATE
11/09/01

**************619 DOLLARS ****75 CENTS

AMOUNT
***************619.75

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

CASCADE WI

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

RECEIVED NOV 13 2001

⑈900488267⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR NUMBER RD 000000028 1

CHECK NO. 900488267

VENDOR NAME

PAYMENT DATE 11/09/01

MINISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
10MOTIEWMTE1685	11/07/01 45523877	VN 000000000023777 000000000023777	00.0000	619.75	.00	619.75
			TOTAL	619.75	.00	619

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

Cascade WI

MILWAUKEE WI 532
PM
13 NOV
2001

Chevrolet Motor Division

P.O. Box 33170

Detroit, MI 48232-5170

48232-5170

C. A. R. S.

CARLS AUTO REPAIR & SALES
[illegible] ROLLING MEADOWS DR.
FON[illegible]

NAME

ADDRE[illegible]

Nº 007580

WORK PHONE

1	12360
4	P235/7
	RADIAL
	TREAD
	ORI

This receipt belongs in File #
05522577. I am seeking
reimbursement on one tire and
the rim. If you have any
question call 920-528-8994
after 6:30 Pm.

4. Do you want the replaced parts you are entitled to? ☐ Yes ☒ No

AUTHORIZED BY [signature]

GAS	
TOTAL $	767.17

PAY THIS AMOUNT

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. IT IS UNDERSTOOD THAT THIS COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY THEFT OR FIRE TO VEHICLES PLACED WITH THEM FOR STORAGE, SALE, REPAIR, OR WHILE ROAD TESTING.

Nº 007580

C. A. R. S.

CARL'S AUTO REPAIR & SALES
[illegible] ROLLING MEADOWS DR.
FOND DU LAC, WI 54937
PHONE 922-6511

NAME [illegible]

ADD

CITY CASCADE WI

WORK PHONE

DATE 10-29-01

CUST. ORDER NO.

10.29.01

YEAR 1996

MAKE OF CAR CHEVY

TYPE OR MODEL BLAZER

2165323

LICENSE NO.

MILEAGE 73768

WRITTEN BY Carl

1	12360531	MAL WHEEL	496.00
4	P235/75/15	STEEL	
	RADIAL TIRES, COOPER		
	TREND SE[illegible],	[illegible]	274.64

ORIGINAL

PD in Fold Card

DESCRIPTION OF WORK	AMOUNT
MT + BAL 4 TIRES	20.00

ESTIMATES $ _____ ESTIMATE CHARGE $ _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs, but call me before continuing if the prices will exceed $ _____
3. I do not want an estimate. X [illegible]
4. Do you want the replaced parts you are entitled to? ☐ Yes ☑ No

AUTHORIZ

LABOR	20.00
PARTS	710.64
LUBE	
OIL	
SUB TOTAL	730.64
TAX	36.53
GAS	
TOTAL $	767.17

PAY THIS AMOUNT

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS UNDERSTOOD THAT THE COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY THEFT OR FIRE TO VEHICLES PLACED WITH THEM FOR STORAGE, SALE, REPAIR, OR WHILE ROAD TESTING.

MILWAUKEE WI 532
PM
10 SEP
2001

09-12-01P01:55 RCVD

Chevrolet Motor Division
P.O. Box 33170
Detroit MI 48232-5170

48232+5170

Chevrolet Motor Division

On August 19, 2001 our 96 Chevy Blazer's upper ball joint broke. We were 75 miles from home, on a County road, 2½ mile west of Seymour, WI, at speeds of 50-55 mph when it broke. From the broken ball joint the wheel leaned inward, causing the rim to split in half and tire to deflate and drag some 150 feet. Then we had it towed to the nearest Chevy dealer (Gustman's in Seymour). They made the repairs and Ed Van in service department there said the rim and tire are not reusable. So they put the spare tire on. Because we were unable to pay for a rim and tire also. I have to still get a rim and tire, but inclosed is a price quote on them. Also inclosed ~~are~~ is the paid bill on the repairs at Gustman.

We also rented a family members car for $100; for a period of four day while the blazer was being repaired. We would sure appeciate any reimbusement you could provide. You can reach me at my home phone at

GUSTMAN
CHEVROLET ▼ OLDSMOBILE ▼ BUICK

1145 S. MAINLINE DR.
P.O. BOX 68
SEYMOUR, WI. 54165-0068
920-833-2351

CUSTOMER NO.	ADVISOR	DATE	DATE/TIME PROMISED	RO NO.
14081	ED VAN 181		08/21/01	CTD048297
	VEHICLE / TOWING NO.	MILEAGE 72355	CHECK BY BILVEN	WORK NO.
	YEAR/MAKE/MODEL 89CHEVROLET TRUCK/BLAZER/4 DOOR UTI		WARRANTY DATE	DELIVERY DATE
CASCADE, WI	VEHICLE I.D. NO. 1GNDT13W4T2186323		MILLER DEALER NO.	PRODUCTION DATE
	PRICING	RATING	RO DATE 08/20/01	
REMINDER PHONE	BUSINESS PHONE	COMMENTS		DELIVERY OUT

JOB# 1 CHARGES

LABOR

JB 1 31CWZ	TOWING	TECH(S):112	40.00

TOW FROM COUNTY G WEST OF SEYMOUR
TOW FROM 2 MILES WEST OF SEYMOUR ON COUNTY ROAD G

JOB# 1 TOTALS

LABOR	40.00
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	40.00

JOB# 2 CHARGES

LABOR

JB 2 02CYZCA	CONTROL ARM/BALL JNT	TECH(S):112	244.00

RIGHT FRONT BODY PARKER
ALL BALL JOINTS ARE BADLEY WORN
REPLACE BOTH UPPER AND BOTH LOWER BALL JOINTS. INSTALL
SHIM ON RIGHT FRONT. LUBRICATE. ROAD TEST.

PARTS

QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
2	[illegible]	[illegible]	[illegible]	[illegible]
2	[illegible]	STUD KIT 6.174	[illegible]	[illegible]
			TOTAL - PARTS	292.04

JOB# 2 TOTALS

LABOR	244.00
PARTS	292.04
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL	536.04

MISC

	CODE	DESCRIPTION	CONTROL NO	
JOB # A	A1	SHOP SUPPLIES		14.20
			TOTAL - MISC	14.20

COMMENTS
NOISE IN REAR END/ UNIVERSAL JOINTS ?

ORIGINAL

GUSTMAN
CHEVROLET ▼ OLDSMOBILE ▼ BUICK

SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:30 AM - 5:00 PM

SATURDAY
7:30 AM - 12:00 PM

NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

MATERIAL/ALL PARTS NEW UNLESS SPECIFIED
U-USED R-REBUILT O-REGONDITIONED Y-RECYCLED

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

WARRANTY INFORMATION

[illegible]

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

We sincerely appreciate your business!

 CUSTOMER COPY [CONTINUED ON NEXT PAGE]

GUSTMAN
CHEVROLET ▼ OLDSMOBILE ▼ BUICK

1145 S. MAINLINE DR.
P.O. BOX 68
SEYMOUR, WI. 54165-0068
920-833-2351

CUSTOMER NO. 14861	ADVISOR FD VAN 181	DATE OPENED BACK 08/21/01	R.O. NO. CTC944297	
	MAKE / LICENSE NO.	MILEAGE 72365	COLOR SILVER	STOCK NO.
	YEAR / MAKE / MODEL 00CHEVROLET TRUCK/BLAZER/4 DOOR UTI		IN SERVICE DATE	DELIVERY MILES
CASCADE, WI	VEHICLE I.D. NO. 1GNDT13W4T2105323		SELLING DEALER NO.	PRODUCTION DATE
	FILE NO.	P.O. NO.	R.O. DATE 08/20/01	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE OUT

TOTALS

[ ] CASH [X] CHECK CK NO. 9677
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

TOTAL LABOR....	264.00
TOTAL PARTS....	292.04
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	14.20
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.51
TOTAL INVOICE $	619.75

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

GUSTMAN
CHEVROLET ▼ OLDSMOBILE ▼ BUICK

SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:30 AM - 5:00 PM

SATURDAY
7:30 AM - 12:00 PM

NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

MATERIALS: ALL PARTS NEW UNLESS SPECIFIED
U= USED R=RESULT O=RECONDITIONED Y=RECYCLED

Motor vehicle repair practices are regulated by chapter ATCP 128, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

WARRANTY INFORMATION

The parts checked "Warranty" on the face this invoice are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or services furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ORIGINAL

We sincerely appreciate your business!

11:07:41

CUSTOMER COPY

[END OF INVOICE]

GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered

☐ Campaign Completed on Date ___/___/___ by ☐ Self ☐ Other ☐ Vehicle Sold/Traded/Returned to:

00000113344
01048 1GNDT13W4T2165323 C-I
DAWN M GIESE
103 MADISON AVE
CASCADE, WI 53011

NEW OWNER/FIRST NAME

ADDRESS

CITY STATE ZIP CODE

[illegible]

[illegible]

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: CASTILE , NY
HOME PHONE:

CASE NUMBER:	05542410	VIN:	1GKCT18W9TK510542
		MODEL YEAR:	1996
DATE OPENED:	2001-09-19	SERIES:	UNKNOWN
DATE CLOSED:	2001-09-25	MILEAGE:	40000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	Yes	DEALER NAME:	BALCONI PONTIAC-BUICK-GMC, INC.
ERC PARENT:		DEALER ADDRESS:	84 AVON RD,,GENESEO,NY,14454,USA

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

A01 Open Campaign 1 REPAIR ATTEMPT(S)	Other 01048
A01 Open Campaign 1 REPAIR ATTEMPT(S)	Other 99041
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Other front wheel fell off
E40 Tires 0 REPAIR ATTEMPT(S)	Other abnormal wear related to campaign concern
T44 Maintenance Certificate (Oil Change) 0 REPAIR ATTEMPT(S)	Customer Satisfaction 48,000 maintenance
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil 48,000 maintenance

Campaign Recalls performed at any Dealership

INFORM THE CALLER:
"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."
Campaign Recalls performed at any Dealership
**********WORK HISTORY**********

Opened new file to process goodwill (name misspelled in original file 05518239).....mike jackson/GL/pdx; 0; 369776798
2001-09-19

Cust states she received recall notice on ball joints & nearly had an accident which she believes is connected with recall concern.....cust states veh is at Balconi GMC.....cust states she now believes the abnormal wear is also caused by recall concern.....cust seeks an explanation as to why it took GMC so long to notify cust of concern which she states almost caused her & her daughter to be in an accident.....CRM advised cust CRM will call dlr & obtain info on repair & cust's other concerns.....mike jackson/GL/pdx; 0; 369777054
2001-09-19

CRM called Balconi's & spoke to gen mgr Tom who advised that svc is closed until 1:00 PM EST & svc mgr is off today.....Tom advised that cust veh was towed in because upper ball joints

failed causing front left wheel fell off.....CRM will call cust back.....mike jackson/GL/pdx; 0; 369777074
20[illegible]9-19

CRM called cust & advised of info from dlr & also other recall (99041).....CRM advised will call Shannon, svc adv, after 1:00 PM EST & then call cust back.....cust states new tires were just rotated & those in front that were wearing badly are now in back.....CRM advised cust will discuss tire wear with Shannon.....cust satisfied.....mike jackson/GL/pdx; 0; 369777088
2001-09-19

CRM called dlr & advised svc adv Shannon of info in warrany coverage for towing (Shannon had asked for info in earlier call).....according to P&P)1.5.15 if veh is covered by warranty, campaign or special policy & towing is directly related to concern that is warrantable or covered by campaign or special policy then towing is also covered.....Shannon also advised is tires were purchased less than 3000 miles ago then wear is probably related to upper ball joint concern.....mike jackson/GL/pdx; 0; 369777104
2001-09-19

CRM called cust & advised to call dlr concerning other recall 99041 (discussed with Shannon in last call to dlr-Shannon advised she needed to talk to cust about that campaign) & advised to call Shannon today to discuss getting that repair done as well.....cust stakes that tires were on the veh when purchased pre-owned & appeared new then.....CRM will call cust Tues. 9/18/01 between 1-3 PM EST at work no. [illegible] also call dlr for more info on campaign repairs.....mike jackson/GL/pdx; 0; 369777127
2001-09-19

GL called Balconi & spoke to svc mgr Kim who advised that both campaign repairs have been co[illegible]ted & veh is now repaired .....GL asked kim about tire wear concern brought up by [illegible]st in previous contacts.....Kim had Shannon, acting svc mgr last week, speak to GL.....Shannon said tech who repaired veh stated there were some signs of cupping on tires that had been rotated from front.....however, cust stated she purchased veh pre-owned & did not know when tires were replaced.....GL will call cust as scheduled between 1-3 PM EST.....mike jackson/GL/pdx; 0; 369777146
2001-09-19

GL called cust who confirmed that both campaigns were completed & veh is repaired.....cust states Shannon, acting svc mgr, advised that abnormal wear on tires that were just rotated to rear was caused by ball joint concern covered by campaign 01048.....cust seeks compensation for abnormal wear.....cust states she has maintenance done at independent because she lives in rural area & nearest dlr is too far away.....cust states Balconi, where repairs were just done, is 25 minutes from work.....GL offered cust 2 LOF's but cust is unsure at this point.....GL will explore more goodwill options for cust then call cust tomorrow between 1-3 AM EST.....GL would like to offer goodwill to cust for the following business reasons: 1. Apologetic gesture for inconvenience caused by veh concern while on the way to dlr for campaign (veh wheel fell off almost causing an accident); 2. To foster cust/dlr relationship just initiated by campaign repairs; cont...; 0; 369777168
2001-09-19

3. to enhance cust enthusiasm.....mike jackson/GL/pdx; 0; 369777181
2001-09-19

GL called Balconi & spoke to svc mgr Kim who advised that a 48,000 miles service would retail at $59.95.....mike jackson/GL/pdx; 0; 369777198
20[illegible]9-19

GL called cust & offered 48,000 mile scheduled maintenance (per owner's manual) which will include changing engine oil & filter, lubricating chassis components, checking rear/front axle fluid level & add fluid if needed, checking constant velocity joints& axle seals for leaking & rotating tires.....cust accepted & verified address & corrected name spelling (incorrect so new file will be created).....cust also states that veh is driving so much

better since campaign repairs.....cust states she is very pleased.....GL created new file (05542410) to process goodwill.....mike jackson/GL/pdx; 0; 369777234
2001-09-19

TM Elizabeth Youlin gave OTS approval for 48,000 mile maintenance certificate.....mike jackson/GL/pdx; 0; 369777393
2001-09-19

gl reviewed request and submitted for final approval. cindy slaght/gl/pdx/cars; 0; 369784558
2001-09-19

FINAL APPROVED; 0; 369801721
2001-09-25

ONE 48K MILE MAINTENANCE CERTIFICATE WAS MAILED ON 9/20/01 TO 5782 ROUTE 39; CASTILE, NY. 14427.
JADA MEAD/GL/TL/CAC/PDX; 0; 370296548

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME: CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:
CONTACT PHONE:

AD[illegible]S:

September 19, 2001

Castile, NY

Request: C05542410

Dear

We are sorry you have experienced concerns with your 1996 GMC Jimmy. Customer satisfaction is a top priority for us at GMC.

Because you are a loyal GMC customer, we are providing you with complimentary 48,000 mile maintenance service for your General Motors vehicle. Present this letter to any GMC dealership for redemption.

If you have future questions, feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Michael Jackson
Customer Relationship Manager

RS0022-P

ATTENTION: DEALERSHIP SERVICE MANAGER
COMPLIMENTARY 48,000 MILE MAINTENANCE SERVICE

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER:	05634821	VIN:	1GNDT13W1T2166817
		MODEL YEAR:	1996
DATE OPENED:	2001-10-04	SERIES:	UNKNOWN
DATE CLOSED:	2001-10-18	MILEAGE:	70000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BROSTROM-KICKERT CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	2660 8TH ST S,,WISCONSIN RAPIDS,WI,54494,USA

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

A01 Open Campaign 0 REPAIR ATTEMPT(S)	Customer Satisfaction 01048 AND 099041
F18 Front Ball Joints/Kingpin 0 REPAIR ATTEMPT(S)	Other CAMPAIGN 01048
H70 Antilock Brake System (ABS) 0 REPAIR ATTEMPT(S)	Other CAMPAIGN 099041
E40 Tires 0 REPAIR ATTEMPT(S)	Other DAMAGE WHEN BALL JOINT FAILED
G01 Axle/Differential/Driveline 0 REPAIR ATTEMPT(S)	Other DAMAGE WHEN BALL JOINT FAILED
S08 Loaner Vehicle Not Provided 0 REPAIR ATTEMPT(S)	Other CAN HE GET ONE?

Campaign Recalls performed at any Dealership

INFORM THE CALLER:
"We recommend that you go to your original selling dealership because they are aware of your vehicle's sales and service history, however, if that is not possible then you can contact any XXX dealership in order to have the recall performed on your vehicle."
Campaign Recalls performed at any Dealership
**********WORK HISTORY**********

CUST STATES HE HAD AN APPT ON 10-5 WITH DLRSHP TO HAVE CAMPAIGN 01048 - UPPER BALL JOINT SEPARATION. VEH BROKE WITH CONCERN STATED AND IS BEING TOWED IN TO THE DLRSHP. CUST HAS TALKED TO MECHANIC IN SVC. CUST HAS CONCERNS AS FOLLOWS:
1) HAVING CAMPAIGN01048 PERFORMED WITHOUT ADDRESSING OTHER PARTS THAT WERE DAMAGED WHEN CONDITION HAPPENED
2) TIRE RIM WAS DAMAGE - 50 FT OF TIRE SKIDDING MARKS
3) A FRAME AXLE - EVIDENCE OF METAL SHAVINGS - DAMAGE DONE HERE
4) WERE LOWER BALL JOINTS WEAKENED AND CAN THEY BE REPLACED??? ASSISTANCE???
5) SECOND OUTSTANDING CAMPAIGN ON ABS 099041
6) [illegible] VEH NEEDS TO BE KEPT, IS RENTAL AVAIL???? OUT OF WARRANTY??? BECAUSE OF ADDITIONAL DAMAGE DO[illegible]?
CRM SPOKE WITH SVC PERSON AND RELAYED CUST CONCERNS. CRM ADVISED OF SECOND OUTSTANDING CAMPAIGN ON VEH. CUST WOULD LIKE TO BE CALLED AFTER DIAGNOSIS DONE SO HE CAN ADDRESS ADDITIONAL CONCERNS WITH SVC. CRM SET CALL BACK FOR 10-8 BETWEEN 1-3 PDT. CRM ADVISED IF CUST HAS ANY INFO BEFORE CALL BACK TIME TO PLEASE CALL IN AND UPDATE; 0; 371088360
2001-10-04

FILE. JUDY FRANCO/CAC/PDX; 0; 371088369
20[illegible]0-05

Cust states that they just spoke to the dlr who advised them that the vh is going to be down until next wed. Cust seeks loaner. CRM called. dlr. svc mgr was on phone with cust offering rental. Cust satisfied. CRM will send notification to prev crm for set followup. Willie Duckett/PDx/CAC; 0; 371166233
2001-10-05

CRM CALLED DLRSHP FOR UPDATE ON CUST VEH. CRM WAS ADVISED THAT CUST RENTAL HAD ALREADY BEEN TAKEN CARE OF. SVC STATES THEY ARE GOING TO TAKE CARE OF THE TIRE. THE A FRAME AXLE AND THE LOWER BALL JOINTS DO NOT APPEAR TO HAVE ANY DAMAGE AND ARE NOT GOING TO BE REPLACED. DLRSHP IS GOING TO PERFORM CAMPAIGN 99041. JUDY FRANCO/CAC/PDX; 0; 371167220
2001-10-08

CRM CALLED DLRSHP AND THEY ARE CLOSED FOR THE DAY. CRM HAS CALLBACK SET FOR 10-9 BETWEEN 8-10PDT. JUDY FRANCO/CAC/PDX; 0; 371437829
2001-10-09

CRM CALLED SVC AND THEY ARE ABOUT HALF DONE WITH THE VEH. THEY ARE WAITING FOR THE WHEEL AND THEN THEY SHOULD BE ABLE TO FINISH REPAIR. CRM HAS SET CALL BACK FOR 10-12 BETWEEN 8-10PDT. JUDY FRANCO/CAC/PDX; 0; 371507934
2001-10-12

CRM CALLED DLRSHP AND SVC IS AT LUNCH. CRM TOLD TO CALL BACK LATER. JUDY FRANCO/CAC/PDX; 0; 371766333
2001-10-12

CR[illegible]OKE WITH DLRSHP AND CUST VEH IS READY. CUST HAS BEEN CALLED BUT HAS NOT PICKED IT UP YET. CR[illegible]T FOLLOWUP CALL ON CALL BACK LOG FOR OCT 18TH BETWEEN 9-11. FILE CLOSED SATISFIED. JUDY FRANCO/CAC/PDX; 0; 371774904
2001-10-18

CRM SPOKE WITH CUST WIFE WHO STATES VEH IS BEEN RUNNING FINE. CRM ADVISED SHE WOULD BE CLOSING FILE BUT IF THERE WERE ANY OTHER CONCERNS TO CALL IN REFERRING TO FILE NUMBER FOR FURTHER ASSISTANCE. CASE CLOSED SATISFIED. JUDY FRANCO/CAC/PDX; 0; 372283187

**********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:

WA[illegible]OTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:

TYPE OF INJURY:
TREATED: IF SO, WHERE:

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ,
HOME PHONE:

CASE NUMBER:	05726394	VIN:	1GNDT13W0T2192261
		MODEL YEAR:	1996
DATE OPENED:	2001-10-22	SERIES:	UNKNOWN
DATE CLOSED:	2001-12-21	MILEAGE:	90000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	JONES CHEV-OLDS-CADI INC
BRC PARENT:		DEALER ADDRESS:	2035 HWY 14 E,,RICHLAND CENTER,WI,53581,USA

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

F18 Front Ball Joints/Kingpin — Broken
1 REPAIR ATTEMPT(S) — UPPER AND LOWER BALL JOINTS WERE REPLACED.

T01 Product Allegation GM 1241 — Customer Satisfaction
0 REPAIR ATTEMPT(S) — FRONT WHEEL FELL OFF.

E30 Wheels — Broken
0 REPAIR ATTEMPT(S) — FRONT WHEEL FELL OFF.

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]
Notification of open campaigns or special policies.

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

CUST STATES THAT HER FRONT DRIVER SIDE WHEEL FELL OFF. CUST STATES THAT THE PROBLEM WAS WITH THE UPPER BALL JOINT, AND THAT THE DLR TOLD HER ABOUT CAMPAIGN (01046). CRM DID VIN SPECIFIC RESEARCH AND FOUND THAT VEHICLE WAS NOT IN LIST. CRM ADVSD CUST TO SEND IN DOCUMENTATION OF REPAIR, PAYMENT, AND PROOF OF OWNERSHIP. CUST SEEKS ASSISTANCE WITH REPAIR IF SHE QUALIFIES. CRM SET CALL BACK FOR CUST ON 11/02/01 BETWEEN 1:00-3:00.
REQ SUSPENDED; 0; 372624353
2001-10-24

This is not a PAR case. No collision, injuries, property damage and no thermal event. Please handle case in CAC. Thanks. Tampa/PAR; 0; 372791855
2001-12-14

CRM CONTACTS SVC MGR RICK MAIER. SVC MGR STATES THAT HE REMEMBERS THIS FILE, AND THAT AT THE TIME HE ADVISED CUST THAT THERE MIGHT BE A CAMPAIGN ON THIS VEH BUT SCANNED VISS AND FOUND THAT THERE WAS NOT. SVC MGR STATES THAT DUE TO THE TIME AND MILES ON THIS VEH, NO ASSISTENCE CAN BE GIVEN. SVC MGR STATES THAT CUST WORK W/HIS DLR AND COME IN FOR THEIR MAINTIENCE. CRM TO CONTACT CUST 12/17 TO FOLLOW UP ON IF CUST IS ORIG OWNER, PRICE OF REPAIR. CRM SUSPENDING.
DAN GUIBERT/CARS/TPA/57030.; 0; 377222883
2001-12-14

CUST HOME PHONE NUMBER IS 608 986 2610.
DAN GUIBERT/CARS/TPA/57030.; 0; 377222929

2001-12-19

CR[illegible]TEMPTED CONTACT ON 12/17 AND NO ANSWER. CRM DOCUMENTED BUT NEGLECTED TO HIT "ADD" IN WORK HI[illegible]Y.
CRM ATTEMPTED SECOND CONTACT 12/20 AND LEFT MESSAGE W/FILE NUMBER AND NUMBER INTO CAC. CRM SENDING UNABLE TO CONTACT LETTER.
DAN GUIBERT/CARS/TPA/57030.; 0; 377634578
2001-12-19

CUST STATES THAT SHE RCVD THE VM MSG OF PREV CRM. CUST SEEKS TO TALK WITH THE PREV CRM. CRM ADVSD: REVIEWED THE FILE AND GOT MORE INFO FROM CUST. CUST IS THE SECOND OWNER OF THE VEH WHICH WAS PURCHASED FROM THIS DLRSHIP @47000MILES. HUSB IS AN OWNER OF ABRAND NEW SILVERADO PURCHASED ALSO FROM THIS DLRSHIP. REGULAR MAINTENANCE (E.G. OIL CHANGE) IS PERFORMED BY HUSB. THIS CONCERN IS A FIRST TIME EVENT, CUST HAS NOT HAD SIMILAR CONCERN BEFORE AND THERE WAS NO PREV REPAIR ON CAME CONCERN BEFORE CUST PURCHASED THIS VEH. CRM ADVSD THAT HE WILL RESEARCH ON THE REQUEST AND ARRANGED TO CALL CUST BACK ON 12/21, 1012NOON-PT, 5775246777X334. FIDEL DE VERA/CAC/PDX; 0; 377642224
2001-12-19

*Claudia S. Caliences*Letter Auditor*Tampa; 0; 377651929
2001-12-21

CRM CALLED CUST AND ADVSD CUST ABOUT THE POSITION OF GM ON HER REQUEST - DENIED FOR REASON THAT THE VEH IS OUT OF WRNTY AND THAT THE VEH IS NOT INCLUDED IN THE VIN BREAKPOINT FOR UPPER BALL JOINT SEPARATION OPEN CAMPAIGN ISSUE. CUST STATES WHERE TO GO FROM HERE. CRM REFERRED CUST TO THE BBB NUMBER AT THE BACK OF HER USER MANUAL FOR POSSIBLE THIRD PARTY ARBITRATION. CUST IS NOT SATISFIED AND WAS REFERRED TO BBB. FIDEL DE VERA/CAC/PDX; 0; 377602952
2001-12-21

CR[illegible] FORWARDING THE REQUEST TO TM ANNETTE JOHNSON FOR FURTHER REVIEW. FIDEL DE VERA/CAC/PDX; 0; [illegible]7602975
2001-12-21

TM reviewed request. Forwarding back to Fidel DeVera for dissatisfied closing with no BBB letter;. Annette Johnson/pdx/tm.; 0; 377816204
2001-12-21

CRM RCVD REQUEST BACK FORM TM ANNETTE JOHNSON. CRM IS NOW CLOSING THIS REQUEST AS DISSATISFIED W/ BBB LETTER. FIDEL DE VERA/CAC/PDX; 0; 377817913

**********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:
NU[illegible]R OF PEOPLE: 0 BODY INJURY:
IN[illegible]IES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: GREENWOOD
IN
HOME PHONE:

CASE NUMBER:	05799071	VIN:	1GNDT13W3T2202510
		MODEL YEAR:	1996
DATE OPENED:	2001-11-02	SERIES:	UNKNOWN
DATE CLOSED:	2002-05-16	MILEAGE:	70674
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	REEVES BUICK PONTIAC, INC.
BRC PARENT:		DEALER ADDRESS:	1250 US HWY 31 S,,GREENWOOD,IN,46143,USA

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

F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken UPPER BALL JOINT REPAIR
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction REIMBURSEMENT FOR REPAIRS TO UPPER BALL JOINTS
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil special policy reim
A15 Special Policy 1 REPAIR ATTEMPT(S)	Special Policy policy 01049

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.html]]
Reimbursement for repairs already done that are on a campaign.

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

FINAL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA, 0, 390151935
2001-11-02

COR. REC'D.
CUST PURCHASED VEH USED IN FEB99 @ 38K. CUST STATES HAS HAD CONCERN W/ NOISE IN FRONT END. CUST STATES IT WAS DETERMINED TO BE THE LOWER BALL JOINTS. CUST STATES HAD REPAIR AGAIN TO BALL JOINTS LATER ON THAT YEAR (99). CUST STATES IN MAY01 WHEN CUST LEFT CUST FATHERS HOME, THEY HEARD A POP, AND THE VEH WOULD NO LONGER MOVE. CUST STATES GOT OUT OF VEH, AND SAW THAT THE RIGHT FRONT WHEEL WAS LEANING IN TOWARDS THE VEH. CUST STATES HAD VEH TOWED TO PURCHASING DLR. CUST STATES INCIDENT COST CUST $500. CUST STATES WAS TOLD THAT THE UPPER BALL JOINTS WERE SHEARED OFF. CUST STATES IS THE SAME CONCERN AS CAMPAIGN 01048. CST STATES VEH VIN DOES NOT FALL UNDER VIN PARAMETERS. CUST SEEKS ASSISTANCE AND REIMBURSMENT FOR REPAIRS UNDER CAMPAIGN 01048.

CRM CALLED CUST. CUST DID NOT PICK UP PHONE. CRM WILL MAKE 2ND CALL ATTEMPT ANOTHER TIME.

NEXT CRM WHO TAKES CALL, TAKES OWNERSHIP PER OWNERSHIP GUIDELINES. FRANCISCO BAYLON/COR/IRC/TAMPA; 0; 99999
20[illegible]1-05

CRM CALLED CUST. CUST DID NOT PICK UP PHONE. CRM MADE 2 CALL ATTEMPTS. CRM SENDING LETTER. NEXT CRM WHO TAKES CALL, TAKES OWNERSHIP PER OWNERSHIP GUIDELINES. FRANCISCO BAYLON/COR/IRCT/AMPA; 0; 373839119
2001-11-06

LETTER APPROVED. LARA DUBOSE/TPA APPROVER; 0; 373912543
2002-01-11

CUST MAILED IN DOCS FOR REIM OF CAMPAIGN # 01048. CRM TO ADDRESS CUST REIM CONCERN AT A LATER DATE. JEREMIAH FORTOSN/CAC/TAMPA; 0; 379660911
2002-01-21

CRM REVIEWED CAMPAIGN #01048 - UPPER BALL JOINT REPLACEMENT AND CUST'S RO
CUST HAD BOTH UPPER BALL JOINTS REPLACED PRIOR TO RELEASE OF CAMPAIGN; PART#S MATCH; CUST HAS SENT IN ALL DOCS NECESSARY
CRM FORWARDING TO CRM FORTSONJ TO PROVIDE BREAKDOWN (no dlr contact needed as repairs were made at a GM dlr and part #s match)
CATHERINE BERTONCINI/TAMPA/CORR-IRC; 0; 380520951
2002-01-21

CRM RESUMING TRANSFERRED FILES. JEREMIAH FORTSON/CAC/TAMPA; 0; 380525482
2002-01-29

CUST CALLED AND WAS SEEKING STATUS OF REIM...CRM ADVISED WILL GET STARTED ON IT...UPON FURTHER REVIEW CRM FOUND CUST VEH DOES NOT FALL WITHIN PARAMETERS,.....CRM IS TO ADVISE CUST THAT THERE WI[illegible]E NO REIM IN REGRDS TO BALL JOINT CONCERN...C/B FOR CUSTIS 01/31/02 BTWN 230-430 PM PST OR [illegible]0-730 PM EST...BILL MOORE/CAC/PDX; 0; 381191638
2002-01-29

CUST CALLED AND WANTS TO ANSWER PREV CRM'S QUESTION. CUST REQUESTS THAT PREV CRM C/B ASAP AT WORK #3177811100 5-11PM EST.
JANESOLOMON/CAC/PDX; 0; 381195615
2002-01-29

CRM ADVISED CUST VEH DOES NOT FALL WITHIN VIN BREAKPOINTS OF CAMPAIGN....REQUEST CLOSED SATISFIED...BILLMOORE/CAC/PDX; 0; 381197051
2002-01-29

Cust states she recd a ltr from Francisco Balen stating that even if the veh did not fall w/in the vin breakpoints, it would still be considered.
Crm apologized for the mis information, adv cust if the veh does not fall w/in the vin breakpoints, it is not involved, cust understands.
-=- request closed satisfied -=-
phyl tumlinson/pdx/cars; 0; 381198435
2002-04-22

Cust states she rec'd another letter saying that veh is covered under special policy 01049. Cust seeks reim for repair. Crm reviewed file and found that cust is covered under special policy. Crm advised cust that dlrship will be contacted to verify infoand then crm will contact cust to advise of reim amount. Cust work #317-781-1100. DamienCrumbley/CORR-TPA; 0; 388375512
2002-04-23

Cr[illegible]ontacted dlrship and spoke to Jamie Smith svc mgr.He states cost breakdown is as follows:
pa[illegible] 2@ $100.08 = $200.16
labor 3.1 hr @$68/hr = $210.80
alignment = $ 74.95
shop charges = $ 15.00
taxparts/shop supp 5%= $ 10.76

total = $511.67
Crm thanked him for his assistance. DamienCrumbley/CORR-TPA; 0; 388441076
20[illegible]4-29

CUST CALLED BACK IN. CUST SEEKS TO HAVE AN UPDATE. CRM REVIEWED FILE AND THAT PREVIOUS CRM IS IN THE MIDDLE OF A REIMBURSEMENT. CUST SEEKS AN UPDATE. CRM DOES NOT SHOW A DEFINATE AMOUNT THAT THE CUST IS TO BE REIMBURSED OR TM APPROVAL TO OFFER. CRMIS FORWARDING FILE TO THE WORKING CRM WITH THE CUST REQUEST FOR CALLBACK AT WORK 317-781-1100 AFTER 5:00 PM CT. MARCIE MEAD/PDXCAC; 0; 388973322
2002-04-30

Veh falls w/in VIN breaks-1996 Chevy T-Utility T2160688-T2318776. DamienCrumbley/CORR-TPA; 0; 389043293
2002-04-30

Per special polilc 01049, GM will reim
parts 2@ $100.08 = $200.16
labor 3.1 hr @$68/hr = $210.80
alignment = $ 74.95
tax parts 5% = $ 10.01
total = $495.92
Crm will attempt to contact cust to advise of reim amount. DamienCrumbley/CORR-TPA; 0; 389043828
2002-05-07

Crm attempted to contact cust to relay reim amount but got answering machine. Crm left message for cust to contact CAC. Crm will attempt 2nd call on May 8 @ 5p est. DamienCrumbley/CORR-TPA; 0; 389641206
2002-05-07

CUST CALLED IN AND I LET HER KNOW OF REIMBURSMENT IN PROCESS/ TO WORKING CRM: CUST CAN BE CALLED BACK ON 5/8/02 AT 5-5:30 CDT
ANGELA PASZTOR/CAC/PDX; 0; 389658849
2002-05-08

Crm receiving file transfer and will attempt to contact cust at scheduled time.
DamienCrumbley/CORR-TPA; 0; 389727273
2002-05-08

Crm attempted to contact cust but she was not home. Crm left message for cust to contact CAC to verify acceptance of reim offer. DamienCrumbley/CORR-TPA; 0; 389742343
2002-05-08

CUST STS SHE LEFT A MESSAGE YESTERDAY FOR CUST TO CALL HER AFTER 5 AT 3177811100 SHE WILL BE THERE UNTIL 10:00PM SHE IS EXPECTING THIS PHONE CALL FOR IT PERTAINS TO HER REIM

MARCYFIELDS/CAC/ATX; 0; 389743461
2002-05-08

Crm contacted cust and advised of reim amount.
Cust accepted reim offer.
Reasons for reim:
1. Per special policy 01049
2. Cust satisfaction
3. Restore faith in Chevy/GM
Crm submitting reim for approval.
Da[illegible]Crumbley/CORR-TPA-Level 1 empowered- Team Walden; 0; 389745319
200[illegible]05-08

Crm performed VIN search and found no other files. DamienCrumbley/CORR-TPA; 0; 389745424
2002-05-09

DNEWTON-TPA APPROVAL GROUP-F; 0; 389799621

2002-05-09

TM[illegible]ING APPROVAL TO REIMB DUE TO SPECIAL POL IN THE AMOUNT OF $495.92
KAT[illegible]A WALDEN-TM/T; 0; 389800416
2002-05-13

GOODWILL LIAISON RE-SUMBITS REIMBURSEMENT FOR $495.92 LNEWTON-TPA APPROVAL GROUP; 0; 390143623
2002-05-16

CHECK# 900498893 FOR AMOUNT $ 495.92 MAILED ON (5/15/02)
Edward J. Brown II/Goodwill/Tampa; 0; 390434269

**********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:
NU[illegible] OF PEOPLE: 0 BODY INJURY:
IN[illegible]IES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
[illegible]********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

May 8, 2002

Greenwood, IN

Request: C05799071

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $495.92. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Damien Crumbley
Customer Relationship Manager

RS0005-T/

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900498893

DATE 05/15/02 **********495 DOLLARS ****92 CENTS AMOUNT **********495.92

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF GREENWOOD IN

MAY 15 2002

MAY 15 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900498893⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CH

VENDOR DUNS NO. RD 000000004 1

CHECK NO. 900498893

VENDOR NAME

PAYMENT DATE 05/15/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	05/15/02	VN 000000000039192	00.0000	495.92	.00	495
10HDT13W0T2262510	05799671	000000000039192				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-3782 W3

TOTAL 495.92 .00

Li

Greenwood, Ln.

JAN 10 2002

Customer Assistance Center
P.O. Box 33170
Detroit, Michigan, 48232-5170

Attention:

Jan. 7, 2002

Dear Chevrolet:

I am sending you copies of everything that I have been asked to send, including the registration, which was requested in the letter sent to me Nov. 5, 2001. I'm sure this will prove to you that I did indeed own the vehicle when the wheel fell off, and did pay for the repairs.

Thank-you,

Greenwood, In

home phone

Chevrolet Motor Division
P.O. Box 10054
Toledo, OH 43699-0054

October 13, 2001

To Whom it May Concern:

In February 1999 I purchased a Chevy Blazer from Reeves Buick Pontiac, in Greenwood In. At the time it had 38,000 miles on it, and seemed to be in fairly good condition. In May of that same year I took it back to the dealership to have them check out a noise that was in the front-end. It was determined to be the lower ball-joints. The dealership repaired the problem under the terms of my extended warranty, or so I thought. In July of that same year I was preparing the vehicle to go on vacation, as in buying a new set of tires. The Firestone store that I bought the tires from, told me they did not want to put tires on the front-end because of bad ball-joints. I took it back to the dealership, they replaced them, very reluctantly. At this point I am a little leary to go on vacation, but was assured the vehicle was safe. Since that time I have had nothing but trouble in the front-end. I received a re-call notice on the switch for the ABS system. I took it to Hubler Chevrolet to have the work done in January 2001. Two weeks later a friend took the vehicle to check out the transmission, and while he had it , he checked for any re-call notices that might be out on it. He told me about the ABS switch, I informed him that it had been replaced by the other dealership. The part was so rusted on that he had to take an impact wrench to loosen it to replace it.
I am having a hard time understanding why these dealerships are not performing the warranty, and re-call work when they are going to be reimbursed from Chevrolet!

In May of 2001, Memorial weekend, my family and I had just left my fathers home, I came to a 4-way stop, stopped, then proceeded on. Not more than five seconds later we heard a horrible pop the vehicle would no longer move. We got out and the right front wheel was leaning in towards the vehicle. After sitting for two hours waiting for a tow truck I had no choice

but have them tow it to the dealership where I bought it. That incident cost me over $500.00. When I think of what might have happened had we been going at a higher rate of speed, it gives me cold chills. I was told that the upper ball-joint sheared off. And that is exactly what Chevrolet has put out in a re-call notice on only certain VIN number vehicles.
This is not the only repairs that have been made to this vehicle, but the majority of them have been centered around the front-end.

I do not feel that I have been treated fairly, because if you will read what I told the service people at Reeves in May when the ball-joint sheared off, it is almost word for word what Chevrolet says in their re-call notice that they sent out in August 2001.

My husband works a full-time and a part-time job, I work two full-time jobs. We had to borrow some of the money to pay for the last repair. I most certainly would like to be reimbursed for the $511.67 that had to be put out for the upper ball-joint shearing off. I realize my vehicle does not have the Vin number included in the re-call, but I have suffered the exact damages. I have a copy of the safety campaign, I also have the original bill, but however, I am told that I need itto have the original if I am to get reimbursed. If I send it to you, then I no longer have it.
Please let me know where I stand, as I want to be a faithful Chevy owner, but my faith is beginning to fade.

GREENWOOD, IN.

CHEVROLET

Customer Assistance Center

November 5, 2001

Greenwood, IN

Request: C05799071

Dear

Thank you for your recent comments regarding your 1996 Chevrolet Blazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Francisco Baylon

Francisco Baylon
Customer Relationship Manager

[redacted]

SU0003-T/lcd

BUICK • PONTIAC

1250 U.S. 31 SOUTH PHONE [illegible]
GREENWOOD, INDIANA 46143

"JUST DIAL 88-BUICK"

#UCS184776

117176

GREENWOOD, IN

ADAM M FRANCE 539 168

70,676

96/CHEVROLET TRUCK/BLAZER/TRUCK

1GNDT13W3T2202510

BURGUNDY/

MD: 70679

38,075 2424

05/29/01 05/29/01

02/20/99

SERVICE AND BODY SHOP HOURS:

MONDAY THRU FRIDAY 7:00 A.M. - 6:00 P.M.
SATURDAY (PARTS ONLY) 8:00 A.M. -12:00 P.M.
CLOSED SUNDAY

W# 50.00 DEDUCT

JOB# 4 TOTALS

LABOR 74.95

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 74.95

JOB# 5 CHARGES

LABOR
SP 1 [illegible] INSPECTION HOURS TECH(S):749 [illegible]
ROTATE TIRES NO CHARGE TO CUSTOMER

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

MISC CODE DESCRIPTION ORIGINAL ID
JOB # A SH SHOP SUPPLIES 15.00
TOTAL - MISC 15.00

ESTIMATE
CUSTOMER HENRY ACKNOWLEDGES RECEIPTING
ORIGINAL ESTIMATE OF [illegible] (*TAX)
APPROVED REVISED ESTIMATE OF [illegible] (*TAX) ON 05/29/01 AT 09:00am
BY [illegible] COMMENTS
CONTACT
CALL WHEN DONE
THANK YOU, LINDA
NOTE
NOTE: LUBED UPPER AND LOWER BALL JOINTS.

TOTALS

ATTENTION: WARRANTY POLICY HOLDERS

IF YOU HAVE A WARRANTY POLICY COVERING THIS REPAIR, WE WILL BE HAPPY TO FILE YOUR CLAIM FOR YOU. IF THIS CLAIM HAS NOT BEEN PROCESSED BY YOUR WARRANTY COMPANY WITHIN 30 DAYS, PAYMENT OF THIS CLAIM WILL BE EXPECTED. [illegible] COPY THAT HAS NOT BEEN [illegible] WILL BE MADE DIRECT TO YOU WITH PAYMENT EXPECTED UPON RECEIPT OF THE UNPAID BILL. YOUR SIGNATURE BELOW CONSTITUTES YOUR AGREEMENT WITH THESE TERMS.
ITEMS DESIGNATED WITH AN ASTERISK(*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLYING FOR CUSTOMER PAY REPAIRS ONLY.

TOTAL LABOR	[illegible]
TOTAL PARTS	[illegible]
TOTAL SUPPLIES	[illegible]
TOTAL G.P.A.	[illegible]
TOTAL MISC SUBL	[illegible]
TOTAL MISC MISC	[illegible]
TOTAL TAX	[illegible]
TOTAL INVOICE $	[illegible]

CUSTOMER SIGNATURE

DUPLICATE INVOICE

ORIGINAL

PAGE 2 OF 2 14:31:18 CUSTOMER COPY (END OF INVOICE)

Reeves
BUICK • PONTIAC

1300 U.S. 31 SOUTH PHONE [illegible]
GREENWOOD, INDIANA [illegible]

"JUST DIAL 88-BUICK"

117176

LIC
504
GREENWOOD, IN

ADAM M. FRANKS 539 166

96/CHEVY [illegible]/BLAZER/TRUCK

BURGUNDY/

NO: 70675

38,075 242N

05/29/01

02/20/99

SERVICE AND BODY SHOP HOURS:

MONDAY THRU FRIDAY	7:00 A.M. - 6:00 P.M.
SATURDAY (PARTS ONLY)	8:00 A.M. -12:00 P.M.
CLOSED SUNDAY	

EP 50.00 DEDUCT

JOB# 1 CHARGES

LABOR
JB 1-[illegible] FRONT SUSPENSION HOURS: TECH(S):314 [illegible]
CUSTOMER [illegible] THAT THERE WAS A POPP [illegible] IN THE R/F
AND THEN WHEN TAKING OFF THAT A STOP THERE WAS A LOUD POPP
THEN THE R/F WHEEL WAS SITTING LIKE IT IS NOW.
FOUND THAT THE R/F UPPER BALL JOINT SEPARATED.
NEC TO COLLEY VEHICLE INTO SHOP AND REPLACE BOTH UPPER
BALL JOINTS.

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
2 [illegible] U/JNT 6.104 [illegible] [illegible]
TOTAL - PARTS [illegible]

JOB# 1 TOTALS
LABOR [illegible]
PARTS [illegible]

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL [illegible]

JOB# 2 CHARGES

LABOR
JB 2-[illegible] FREE BUIC INSPECTION HOURS: TECH(S):314
FREE MAINTENANCE / SAFETY INSPECTION
NOTICE
CHECK WITH YOUR SERVICE ADVISOR FOR NEEDED MAINTENANCE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
JB 3-[illegible] SOFT BRUSH CAR WASH HOURS: 0.00 TECH(S):[illegible] 0.00
VEHICLE TO BE WASHED AT CUSTOMER REQUEST
EXTERIOR OF VEHICLE ONLY
VEHICLE TO BE [illegible] SOFT BRUSH SPOT-FREE SHOP DRY CAR
WASH - WINDOWS AND INTERIOR NOT INCLUDED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
JB 4-[illegible] ALIGN FRT & RR SHOP HOURS: TECH(S):314 74.[illegible]

PERFORMED COMPLETE FRONT AND REAR SUSPENSION ALIGNMENT

ORIGINAL

BUICK
PONTIAC
Goodwrench Service
SHOP

PAGE 1 OF 2 PRESTON CUSTOMER COPY
(CONTINUED ON NEXT PAGE)

5489

5/29/01

Pay to the order of [illegible] $ 571.67

Five Hundred Seven and 67/100 Dollars

[illegible]

⑆074000078⑆ 0240284550⑈ 5489

STATE OF INDIANA

FRANK O'BANNON, GOVERNOR

BUREAU OF MOTOR VEHICLES
100 North Senate Avenue
Indianapolis, Indiana 46204
Gary A. Gibson, Commissioner

REGISTRATION INQUIRY TERMINAL ID: P212

PE	PL.YR	PLATE#	PL.TYPE	STICKER	WGT	EXPIRES	PR.YR	PR.PL	PR.TYPE
	00			41E6317		073101	99		

VEH.YR	MAKE	TYPE	MODEL	VEHICLE ID NUMBER	COLOR	LBD	CM	VEH.PUR.DATE
96	CHE	4W	T13	1GNDT13W3T2202510	MAR	N	N	022399

BR#	MP	TRN.DATE	CL	AG	SSN	PRIOR: EX.TAX	TAX CR	DAV.CR	LOT.CR	TAX PD
062	07	071800	12	05						

COUNTY#	TOWNSHIP	CTY.TAX	CTY.TAX.CR	DAV.TX.CR	CTY.TX.DUE	WH/SURTAX
41	WR	027800			013900	

REG.FEE	ADMIN.FEE	LOTTERY	TOT.AMT.PD	DOS	RFD.FLAG	RFD.AMT	LINE=ITEM
001675		013900					0101

NAME:
ADDR:
CITY: GREENWOOD ST: IN ZIP:

PIN:
TRANBID: 00621370112
MICROFILM: 299090112
FILE: M STATUS:

INSURANCE CO: PRUDENTIAL POLICY NUMBER: 040A789902

---------- PF12 = LIST_____ PF24 = TITLE _____

INDIANAPOLIS IN 462
PM
15 OCT
2001

[redacted]

RECEIVED
NOV 1 2001

Chevrolet Motor Division
P.O. Box 10054
Toledo, OH 43699-0054

43699-0054

Chevrolet Motor Division
P.O. Box 10054
Toledo, OH 43699-0054

October 13, 2001

To Whom it May Concern:

In February 1999 I purchased a Chevy Blazer from Reeves Buick Pontiac, in Greenwood In. At the time it had 38,000 miles on it, and seemed to be in fairly good condition. In May of that same year I took it back to the dealership to have them check out a noise that was in the front-end. It was determined to be the lower ball-joints. The dealership repaired the problem under the terms of my extended warranty, or so I thought. In July of that same year I was preparing the vehicle to go on vacation, as in buying a new set of tires. The Firestone store that I bought the tires from, told me they did not want to put tires on the front-end because of bad ball-joints. I took it back to the dealership, they replaced them, very reluctantly. At this point I am a little leary to go on vacation, but was assured the vehicle was safe. Since that time I have had nothing but trouble in the front-end. I received a re-call notice on the switch for the ABS system. I took it to Hubler Chevrolet to have the work done in January 2001. Two weeks later a friend took the vehicle to check out the transmission, and while he had it , he checked for any re-call notices that might be out on it. He told me about the ABS switch, I informed him that it had been replaced by the other dealership. The part was so rusted on that he had to take an impact wrench to loosen it to replace it.
I am having a hard time understanding why these dealerships are not performing the warranty, and re-call work when they are going to be reimbursed from Chevrolet!

In May of 2001, Memorial weekend, my family and I had just left my fathers home, I came to a 4-way stop, stopped, then proceeded on. Not more than five seconds later we heard a horrible pop the vehicle would no longer move. We got out and the right front wheel was leaning in towards the vehicle. After sitting for two hours waiting for a tow truck I had no choice

but have them tow it to the dealership where I bought it. That incident cost me over $500.00. When I think of what might have happened had we been going at a higher rate of speed, it gives me cold chills. I was told that the upper ball-joint sheared off. And that is exactly what Chevrolet has put out in a re-call notice on only certain VIN number vehicles.
This is not the only repairs that have been made to this vehicle, but the majority of them have been centered around the front-end.

I do not feel that I have been treated fairly, because if you will read what I told the service people at Reeves in May when the ball-joint sheared off, it is almost word for word what Chevrolet says in their re-call notice that they sent out in August 2001.

My husband works a full-time and a part-time job, I work two full-time jobs. We had to borrow some of the money to pay for the last repair. I most certainly would like to be reimbursed for the $511.67 that had to be put out for the upper ball-joint shearing off. I realize my vehicle does not have the Vin number included in the re-call, but I have suffered the exact damages. I have a copy of the safety campaign, I also have the original bill, but however, I am told that I need itto have the original if I am to get reimbursed. If I send it to you, then I no longer have it.
Please let me know where I stand, as I want to be a faithful Chevy owner, but my faith is beginning to fade.

GREENWOOD, IN.

Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 01048
Date: August, 2001

PRODUCT SAFETY CAMPAIGN

SUBJECT: 01048 -- UPPER BALL JOINT SEPARATION

MODELS: 1996-1997 4-WHEEL DRIVE CHEVROLET BLAZER; GMC JIMMY; OLDSMOBILE BRAVADA REGISTERED IN:

CONNECTICUT	MASSACHUSETTS	OHIO
DELAWARE	MICHIGAN	PENNSYLVANIA
ILLINOIS	MINNESOTA	RHODE ISLAND
INDIANA	MISSOURI	VERMONT
IOWA	NEW HAMPSHIRE	WASHINGTON D.C.
MAINE	NEW JERSEY	WEST VIRGINIA
MARYLAND	NEW YORK	WISCONSIN

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1996-1997 4-wheel drive Chevrolet Blazer, GMC Jimmy, and Oldsmobile Bravada vehicles registered in CT, DE, IL, IN, IA, ME, MD, MA, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, Washington D.C., WV, and WI. Some of these vehicles have a condition where the front suspension upper ball joint may separate without prior warning. If this were to occur while the vehicle was moving, the top of the front tire would lean inward and a very noticeable noise would be heard. The vehicle would pull in the direction of the separated ball joint but vehicle control could be maintained using a steering correction in these circumstances. If the driver were surprised by the sudden change in the vehicle handling and was unable to control the vehicle, there could be a crash.

CORRECTION

Dealers are to replace both upper ball joints.

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Reeves
BUICK • PONTIAC

1280 U.S. 31 SOUTH PHONE 882-8425
GREENWOOD, INDIANA 46143

"JUST DIAL 88-BUICK"

117176

GREENWOOD, IN

ADAM M FRANKS 539 166

96/CHEVROLET [illegible]/BLAZER/TRUCK

1 G N D T 1 3 W 1 T 2 2 0 [illegible]

BURGUNDY/

NO: 70679

38,075 242M

05/29/01

02/20/99

SERVICE AND BODY SHOP HOURS:

MONDAY THRU FRIDAY	7:00 A.M. - 6:00 P.M.
SATURDAY (PARTS ONLY)	9:00 A.M. -12:00 P.M.
CLOSED SUNDAY	

@# 50.00 DEDUCT

JOB# 1 CHARGES

LABOR
J# 9,32802 FRONT SUSPENSION(S) HOURS: TECH(S):314
CUSTOMER STATES THAT THERE WAS A POPP NOISE IN THE R/F
AND THEN WHEN TAKING OFF FROM A STOP THERE WAS A LOUD POP
THEN THE R/F WHEEL WAS SITTING LIKE IT IS NOW.
FOUND THAT THE R/F UPPER BALL JOINT SEPARATED.
SEE TO BOLLEY VEHICLE INTO SHOP AND REPLACE BOTH UPPER
BALL JOINTS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	2	17988952	B/JNT 6.164	[illegible]	200.16
				TOTAL PARTS	200.16

JOB# 1 TOTALS

LABOR 210.00
PARTS 200.16

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR
J# 2,180023 FREE MAINT. INSPECTION HOURS: TECH(S):314
FREE MAINTENANCE / SAFETY INSPECTION
ADVISE
CHECK WITH YOUR SERVICE ADVISOR FOR NEEDED MAINTENANCE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 [illegible] SOFT BRUSH [illegible] HOURS: 0.00 TECH(S):[illegible]
VEHICLE TO BE WASHED AT CUSTOMER REQUEST
EXTERIOR OF VEHICLE DIRTY.
VEHICLE TO BE RUN THRU SOFT BRUSH SPOT-FREE DRIP DRY CAR
WASH - WINDOWS AND INTERIOR NOT INCLUDED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 [illegible] ALIGN FRT & RR SUSP HOURS: TECH(S):314

PERFORMED COMPLETE FRONT AND REAR SUSPENSION ALIGNMENT

COPY

PAGE 1 OF 2

Reeves
BUICK • PONTIAC

1250 U.S. 31 SOUTH PHONE 882-8428
GREENWOOD, INDIANA 46143

"JUST DIAL 88-BUICK"

117176

GREENWOOD, IN

ADAM M FRANKS 539 166

96/CHEVROLET TRUCK/BLAZER/TRUCK

BURGUNDY/

NO: 70679

38,075 242M

05/29/01

02/20/99

SERVICE AND BODY SHOP HOURS:

MONDAY THRU FRIDAY 7:00 A.M. - 8:00 P.M.
SATURDAY (PARTS ONLY) 9:00 A.M. -12:00 P.M.
CLOSED SUNDAY

R# 50.00 DEDUCT

JOB# 4 TOTALS

LABOR 74.95

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 74.95

JOB# 5 CHARGES

LABOR

INSPECTIONS HOURS TECH(S)

ROTATE TIRES NO CHARGE TO CUSTOMER

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

MISC CODE DESCRIPTION CONTROL NO.
JOB # A SM SHOP SUPPLIES 15.00
TOTAL MISC 15.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $35.00 (+TAX)
APPROVED REVISED ESTIMATE (# 14 OF) $526.96 (+TAX) ON 05/29/01 AT 08:50am
BY LINDA COMMENTS

COMMENTS
CALL WHEN DONE
THANK YOU, LINDA
ADAM
NOTE: LUBED UPPER AND LOWER BALL JOINTS.

TOTALS

ATTENTION: WARRANTY POLICY HOLDERS

IF YOU HAVE A WARRANTY POLICY COVERING THIS REPAIR, WE WILL BE HAPPY TO FILE YOUR CLAIM FOR YOU. IF THIS CLAIM HAS NOT BEEN PROCESSED BY YOUR WARRANTY CARRIER WITHIN 30 DAYS, PAYMENT OF THIS CLAIM WILL BE EXPECTED FROM YOU. ANY ITEMS INCLUDED IN THIS CLAIM THAT ARE NOT COVERED BY YOUR WARRANTY WILL BE BILLED TO YOU WITH PAYMENT EXPECTED UPON RECEIPT OF THE UNPAID BILL. YOUR SIGNATURE BELOW CONSTITUTES YOUR AGREEMENT WITH THESE TERMS.
PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLY ... OWER PAY REPAIRS ONLY.

TOTAL LABOR	[illegible]
TOTAL PARTS	[illegible]
TOTAL SUBLET	[illegible]
TOTAL G.O.G.	[illegible]
TOTAL MISC CHG.	15.00
TOTAL MISC DISC	[illegible]
TOTAL TAX	[illegible]
TOTAL INVOICE $	611.6[illegible]

FLT & RR SUSP HOURS:

PERFORMED COMPLETE FRONT AND REAR SUSPENSION ALIGNMENT

COPY

5489

GREENWOOD, IN 46143

Date 5/29/01

Pay to the order of Reeves $ 511.67

Five hundred eleven and 67/100 Dollars

The Huntington National Bank
Indianapolis, IN 46204

⑆074000078⑆ 0240284550 2⑈ 5489

REEVES BUICK PONTIAC, INC.

For Deposit Only

>044000024<
05-31-01
024144384

HUNTINGTON COLUMBUS,OH
7 EASTON OVAL
024144384 05-31-01
03 024144384 4837 03 024144384
>044000024<

November 5, 2001

Greenwood, IN

Request: C05799071

Dear

Thank you for your recent comments regarding your 1996 Chevrolet Blazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Francisco Baylon
Customer Relationship Manager

SU0003-T/lkd

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

CUSTOMER:
ADDRESS: GREEN BAY
WI

HOME PHONE:

CASE NUMBER:	05864463	VIN:	1GNDT13W1T2296984
		MODEL YEAR:	1996
DATE OPENED:	2001-11-13	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-01-26	MILEAGE:	80000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BROADWAY CHEVROLET-OLDSMOBILE INC
BRC PARENT:		DEALER ADDRESS:	2700 S ASHLAND AVE,,GREEN BAY,WI,54304,USA

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

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Customer Satisfaction WHITE MAIL
A01 Open Campaign 1 REPAIR ATTEMPT(S)	Customer Satisfaction UPPER BALL JOINTS
S13 Reimbursement Requested 1 REPAIR ATTEMPT(S)	Customer Satisfaction REPAIRS MADE BEFORE CAMPAIGN
S8[illegible]C Resolved With Goodwill 0 [illegible]AIR ATTEMPT(S)	CAC Resolved With Goodwil CAMPAIGN REIMB
F18 Front Ball Joints/Kingpin 2 REPAIR ATTEMPT(S)	Broken UPPER BALL JOINTS REPLACED
E30 Wheels 1 REPAIR ATTEMPT(S)	Broken RIM BROKE WHEN BALL JOINT SEPERATED

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm]]
WHITE MAIL
**********WORK HISTORY**********

CRM RECEIVED WHITE MAIL.
CUST STATES THEY HAD THE LEFT SIDE UPPER BALL JOINT REPLACED BECAUSE IT SEPERATED, CAUSING DAMAGE TO THE LOWER BALL JOINT AND THE RIM. CUST STATES THE HAD THE RIGHT SIDE REPLACED AT BR[illegible]AY CHEVROLET AND ALSO HAD TO HAVE THE LOWER BALL JOINT REPLACED, WHICH THEY HAD TO PAY FO[illegible]
CUST SEEKS REIMBURSEMENT FOR THE LEFT BALL JOINT THAT IS COVERED UNDER THE CAMPAIGN, PLUS BOTH LOWER BALL JOINTS AND THE TIRE RIM.
CRM WILL REVIEW FOR CONSIDERATION ON LOWER BALL JOINTS AND RIM.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 99999
2001-11-20

CRM REVIEWED CAMPAIGN - LOWER BALL JOINTS CAN NOT BE REIMBURSED FOR, HOWEVER, CRM WILL FORWARD TO [illegible] TO REVIEW FOR CONSIDERATION OF RIM.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 375156990
2001-11-24

TM reviewed file. Forwarding to CRM CARLTONC. How is the rim damage related? Is it related to the upper ball joint, or lower? What is the customer's explanation (no contact)? What is the dealership diagnosis and input (no contact)?
-Manuel Torres/TM/Tampa 11/24/2001 3:01pm et; 0; 375483574
2001-11-24

CRM WILL CONTACT DLR FOR INFO ON RIM DAMAGE AND CAUSE.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 375483896
2001-12-03

CRM WILL CONTACT DLR.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 376277635
2001-12-10

CRM CONTACTED DLR; SVC MGR NOT AVAIL.
CRM DOES NOT HAVE 1ST PAGE OF DLR RO, BUT VIN PROFILE/WARRANTY HISTORY SHOW CAMPAIGN WAS COMPLETED ON SAME DAY AS RO DATE.
CRM WILL ATTEMPT TO CONTACT DLR AGAIN FOR INFO ON CUST LOYALTY AND IF THEY COULD DETERMINEIF RIM DAMAGE WAS DUE TO UPPER OR LOWER BALL JOINT CONCERNS.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 376870100
2001-12-11

CRM CONTACTED CUST; CUST STATES THE REPAIRS MADE IN ADG WERE DUE TO THE UPPER BALL JOINT BROKE AND WHEN IT FELL, IT DAMAGED THE LOWER BALL JOINT AND CAUSED THE RIM TO BE DAMAGED. CUST STATES WHEN THEY RECEIVED THE CAMPAIGN NOTICE, THEY TOOK THE VEH IN AND THE DLR REPLACED THE UPPER BALL JOINT UNDER THE CAMPAIGN AND CUST ALSO HAD THE LOWER BALL JOINT REPLACED. CUST STATES THEY FEEL GM SHOULD COVER THE COST OF THE LEFT SIDE BALL JOINTS AND RIM BECAUSE OF THE FACT THAT WHEN THE BALL JOINT BROKE, IT COULD HAVE CAUSED AN ACCIDENT.
CUST SEEKS REIMBURSEMENT FOR LEFT SIDE UPPER AND LOWER BALL JOINT AND THE RIM.
CRM ADVISED CRM IS RESEARCHING TO DETERMINE IF REIMBURSEMENT IS WARRANTED FOR THE LOWER BALL JOINT AND RIM. CRM ADVISED SINCE THE CAMPAIGN ONLY COVERS THE UPPER BALL JOINT, THE LOWER BALL JOINT AND RIM WOULD BE ON A CASE BY CASE BASIS AND ONLY IF EVIDENCE PROVES UPPER BALL JOINT CAUSED OTHER CONCERNS. CRM WILL CONTACT BOTH PHASE 3 SVC CENTER AND DLR.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 376962037
2001-12-13

CRM FORWARDING TO CRM BROWNE TO CONTACT PHASE 3 AND GM DLR REGARDING REPAIRS TO VEH AND IF GOODWILL CONSIDERATION AVAILABLE ON LOWER BALL JOINTS AND RIM.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 377128621
2001-12-13

CRM CONTACTED PHASE 3, AND SPOKE WITH A SERVICE MANAGER, HE STATES THAT HE WILL HAVE TO CONTACT CAC BACK WITH CUSTS INFORMATION, AS HE DOES NOT HAVE IT ON HAND,
CRM CONTACTED THE DEALERSHIP AND SPOKE WITH THE SERVICE MANAGER RYAN CAMBELL, WHO STATES THAT HE HAS SEEN THE FRACTURING OF THE UPPER BALL JOINT DAMAGE THE LOWER BALL JOINT, AND THE RIM, BUT THAT HE HAS NOT SEEN THIS VEH, AND CAN NOT BEGIN TO STILULATE ON WHAT COULD HAVE HAPPENED WITH THE VEH
GM CANNOT REIMBURSE CUST FOR THE LOWER BALL JOINT OR RIM, AS THE DEALER THAT WORKED ON THE VEH WAS NOT A GM DEALER, AND GM DID NOT HAVE A CHANCE TO DETERMINE WHAT THE CAUSE OF DAMAGE, IF ANY, WAS.
ED[illegible] J BROWN II/CAC-CORR APPROVER-CORR/TAMPA; 0; 377130628
20[illegible]12-13

CRM WILL SUSPEND PENDING RESPONSE FROM PHASE 3 UNTIL 12/17/01.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 377131798
2001-12-20

CRM CONTACTED PHASE 3 AUTOMOTIVE (920-494-1511); SPOKE W/DAVE WHO STATED THE UPPER BALL JOINT WAS BROKEN AND THE RIM RUBBED THROUGH THE A-FRAME. DAVE STATED THERE WAS NO VISIBLE DAMAGE OR WEAR TO THE LOWER BALL JOINT, BUT HE WENT AHEAD AND REPLACED IT ANYWAYS JUST IN CASE THE WEIGHT OF THE VEH CAUSED IT TO COME LOOSE.
CRM HAS REVIEWED THE INFO AND BASED ON COMMENTS FROM PHASE 3, THE LOWER BALL JOINT WILL NOT BE CONSIDERED FOR GOODWILL REIMBURSEMENT. CRM WILL REVIEW W/TM REGARDING COVERAGE OF RIM, HOWEVER, AS DAVE STATED WHEN UPPER BALL JOINT BROKE, THE RIM WAS DAMAGED.
CRM FORWARDING TO TM MANUEL TORRES TO REVIEW.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 377736393
2001-12-26

TM reviewed file. Agrees with CRM decision to reimburse for cost of the rim to be repaired since the damage to the upper ball joing potentially caused the damage. TM forwarding to CRM CARLTONC for completion.
-Manuel Torres/TM/Tampa 12/26/2001 6:39pm et; 0; 378261443
2002-01-02

CRM WILL CONTACT CUST TO ADVISE REIMBURSEMENT FOR UPPER BALL JOINT AND RIM WILL BE GIVEN, BUT NOT THE LOWER BALL JOINT AS IT WAS NOT DAMAGED WHEN UPPER BROKE, PHASE 3 REPLACED IN ON ASSUMPTION.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 378865170
2002-01-08

CRM CONTACTED CUST; CRM ADVISED REIMBURSEMENT APPROVED FOR UPPER BALL JOINT AND RIM REPLACED AT PHASE 3 REPAIR SHOP. CRM ADVISED LOWER BALL JOINT REIMB WAS DENIED BASED ON THE FACT THAT THIS IS NOT COVERED UNDER THE CAMPAIGN AND THE TECH WHO REPAIRED VEH STATED TO GM THAT THERE WAS NO PHYSICAL DAMAGE TO THE LOWER BALL JOINT CAUSED BY THE UPPER BALL JOINT FAILURE. CRM ADVISED AMOUNT FOR REIMBURSEMENT AS FOLLOWS:
PARTS: $74
LABOR: $45 (TOTAL IS $90, BUT INCLUDES LOWER BALL JOINT); PLUS $40.95 FOR FRONT WHEEL ALIGNMENT
TAX: $6.80 @ 5.5% ON PARTS AND LABOR
PLUS RIM REPLACEMENT: $158.25
TOTAL: $327.00
CRM ADVISED CUST WE NEED ORIGINALS - CUST STATES THAT IS WHAT THEY SENT IN. CUST STATES THEY PAID BY CHECK FOR ALL OF REPAIRS (STATES THIS ON ROS FROM PHASE 3, BUT DOES NOT HAVE CANCELLED CHECKS.
CRM FORWARDING TO TM TORRESM FOR REVIEW OF WHAT IS STAMPED "COPY" ALTHOUGH CUST STATES THEY ARE ORIGINALS AND IF VERIFYING W/PHASE 3 PAYMENT FOR REPAIRS WOULD BE SATISFACTORY.
CATHERINE BERTONCINI/TPA/CORR/CAC; 0; 379385121
2002-01-15

TM reviewed file. Approving reimbursement for the amount of $327.00, and approving copy of repair order as customre was only furnished copies and does not have originals. TM forwarding file to CRM CARLTONC for final completion of processing of goodwill.
-Manuel Torres/TM/Tampa 1/15/2002 8:47pm et; 0; 379997106
2002-01-15

CRM RECEIVED TRANSFERRED REQUEST.
CRM WILL PROCESS REIMB.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 379997336
2002-01-17

CRM CONTACTED PHASE 3; VERIFIED REPAIRS WERE PAID FOR BY CHECK AND CHECK DID CLEAR.***CUST STATES THEY DO NOT HAVE THE CANCELLED CHECKS OR BANK STATEMENT AT THIS TIME***
CRM FORWARDING TO GOODWILL LIAISON CAVED TO PROCESS.
CATHERINE CARLTON-BERTONCINI/TAMPA/CAC-NIGHT CORR; 0; 380155900
2002-01-18

NO OTHER FILES GOODWILL LIAISON PRE-APPROVES REIMBURSEMENT FOR $327.00 DNEWTON-TPA APPROVAL GROUP; 0; 380222724
2002-01-18

FINAL APPROVAL, REIM OF $327.00 VIN SEARCH COMPLETE. ALL DOCS PRESENT. JAN
HAWTHORNE/TPA/GOODWILL LIASON; 0; 380233537
20[illegible]1-26

CHECK# 900492266 FOR AMOUNT $ 327.00 MAILED ON (1/23/02)
Edward J. Brown II/Goodwill/Tampa; 0; 380922952

**********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

PR[illegible]TY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DE[illegible] BAC:
DE[illegible] NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:

ENGINE TYPE:
TRANSMISSION:
VEHICLE DRIVEABLE:
MI[illegible]E @ BUY-BACK: 0
BRC WARRANTY DATE:
MS[illegible]
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CI[illegible]TATE: ,
PHO[illegible] 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

,

January 17, 2002

Green Bay, WI

Request: C05864463

Dear !

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $327.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Catherine Carlton
Customer Relationship Manager

RS0005-T/dln

LIVONIA MI

U.S. POSTAGE

CHEVROLET CUSTOMER ASSISTANCE CTR
P O BOX 33170
DETROIT MI 48232-5170

Reimbursements only

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 49 ROYAL OAK, MI

POSTAGE WILL BE PAID BY ADDRESSEE

CAMPAIGN INFORMATION
PROCESSING CENTER
PO BOX 9066
ROYAL OAK MI 48068-9876

September 28, 2001

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

Dear Sirs:

Thank you for your recall notice. As you can see from the enclosed invoices, we have already experienced a ball joint separation. This incident occurred on the left side and was very frightening for my daughter and me. We also sustained damage, as a result of this separation, to the lower ball joint and the tire rim and had to have them replaced as well.

Both invoices were paid on the day of service (August 1, 2001 for the ball joints and August 24, 2001 for the rim). Both invoices are marked PD for paid.

September 19, 2001 the right side was replaced at Broadway Automotive in Green Bay. They also had to replace the lower ball joint, which we were required to pay for at that time. We are including this invoice for reimbursement as well.

We are curious as to why your recall only mentions the upper ball joints when the lower ball joints were required to be replaced as well. Our hope is that this recall is about doing the right thing and not just a gimmick.

We have enclosed all pertinent invoices and proof of ownership. Thank you for the repairs and reimbursement in the amount of $679.14.

Sincerely,

Green Bay, WI

2700 S. Ashland Avenue
Green Bay, WI 54304
PO Box 26437
GreenBay, WI 54324-6437

Broadway AUTOMOTIVE

Bus. (920) 496-6666
Service (920) 496-6677
Parts (920) 496-6655
Collision (920) 496-6650

www.broadwayautomotive.com

ORIGINAL

26925	BETSY MCCORISON 348	344	09/18/01	CK593815
GREEN BAY, WI		75,282	GREEN/	
	96/CHEVROLET TRUCK/BLAZER/4 DOOR UTI			
	1GNDT13W1T2296984			
			09/18/01	

☐ WARRANTY REPAIR ORDER ☐ TRANSPORTATION CLAIM ☐ WRO ☐ SOC ☐ FREIGHT ☐ RECALL

TOTALS

[ ] CASH [X] CHECK CK NO. (26593)
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

TOTAL LABOR....	122.33
TOTAL PARTS....	76.12
TOTAL SUBLET...	0.00
TOTAL S.O.G....	0.00
TOTAL MISC CHG.	7.34
TOTAL MISC DISC	0.00
TOTAL TAX.....	11.32
TOTAL INVOICE $	217.11

A "*" preceding the description of a part number designates a lifetime warranty under the GM goodwrench service plus program-excluding commercial applications.

THANK YOU FOR YOUR BUSINESS!!!!!!

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY-FRIDAY
6:30 A.M. - 6:00 P.M.

SAT. (QUICKLUBE)
7:00 A.M. - NOON

WE APPRECIATE YOUR BUSINESS!!

 ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. 10:56:16

6-96

37616

PHASE III SERVICE CENTER

1910 VELP AVE.
GREEN BAY, WIS. 54303
PHONE (920) 494-1511
TUNE-UPS • AIR CONDITIONING • EXHAUST
TIRES • BRAKES • ACCESSORIES

COMP	QTY	PART NO./DESCRIPTION	WARRANTY EXPIRES	PRICE
	1	Upper Balljoint		14 00
	1	Lower Balljoint		13 00
		TOTAL PARTS		27 00
		GALS. GAS @		
		QTS. OIL @		
		LBS. GREASE @		
		TOTAL MATERIAL		

NAME: DALE WEBSTER
DATE: 8-7-1
ADDRESS / CITY

MAKE: CHEV | TYPE OF MODEL: BLAZER | YEAR: 96 | SERIAL NO.
CUSTOMER: 72292 | LICENSE NO. | PHONE WHEN READY ☐ YES | PHONE NO. 920-336-5985

DATE / TIME A.M. P.M. / MR. CALLED / NEW ENGINE

☐ THIS VEHICLE RECEIVED WITHOUT FACE TO FACE CUSTOMER CONTACT.

SERVICE REPRESENTATIVE

	$	LABOR CHARGE
LUBRICATION ☐		
CHANGE OIL ☐		
CHANGE OIL, FILTER CHGS. ☐		
CHANGE TIRES ☐		
CHANGE DIFF. ☐		
PACK FRONT WHEEL BEARS ☐		
ADJUST BRAKES ☐		
X TIRES ☐		
ALIGN FRONT END ☐	50	95
REPAIR WHEEL BEARING ☐		

ORD NO	INSTRUCTIONS	WARRANTY IF CHECKED	
	BALL JOINT	Install Bad Joints	20 00

ACCT.	INT.	CUS.	$
TOTAL LABOR			130 95
TOTAL PARTS			157 00
ACCESSORIES			20 85
GAS, OIL, GREASE			
SHOP SUPPLIES			X
Tax			11 83
			302 78

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR VEHICLES LEFT IN CASE OF FIRE, THEFT OR ANY OTHER CIRCUMSTANCES BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or parts thereof ordered or usual, highways or elsewhere for the purpose of testing and or inspection the repairs mechanic's lien is hereby waived and the above car or truck to secure the amount of repairs thereon.

X _____

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.
YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. _____ before you begin repairs _____ CHARGE FOR MAKING ESTIMATE
price will exceed $ _____
2. _____
3. I do not want an estimate. _____ CHARGE FOR MAKING ESTIMATE

REPLACED PARTS WILL BE RETURNED TO YOU IF YOU REQUEST THEM WHEN THE REPAIRS ARE ORDERED. (YOU MAY INSPECT THOSE PARTS WHICH MUST BE RETURNED TO THE MANUFACTURER.) CHECK ONE:

☐ Please return replaced parts. ☐ I do not want replaced parts.

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

Phase III Service Center Ltd.

1810 VELP AVE. • GREEN BAY, WI 54303 • 494-1511

TUNE-UPS
EXHAUST
BRAKES

COMPLETE AUTO REPAIR

AIR CONDITIONING
TIRES
ACCESSORIES

SOLD TO

ADDRESS CHEV BLAZER DATE 8-24 20

CITY ZIP

CASH	C.O.D.	CHARGE

QUAN.	DESCRIPTION	PRICE	AMOUNT
1	USED RIM MOUNTED BALANCED		15000
		TAX	8 25
		TOTAL	158 25

COPY

TERMS 5% or 10% Per Annum will be charged on unpaid balance after 30 days.

NO CASH REFUNDS. PLEASE KEEP THIS COPY FOR REFERENCE. 10% CHARGE ON ALL MERCHANDISE RETURNED. NO RETURNS AFTER 7 DAYS. NO RETURNS ON ELECTRICAL ITEMS

23162 RECD BY

COPY

WISCONSIN

CERTIFICATE OF VEHICLE REGISTRATION

This Registration Certificate is not a Title Not Valid for Transfer of Ownership

010712

Plate Number	Vehicle Identification Number	Expires End Of Month	Year
A	1GNDT13W1T2296984	OCT	2001

Year	Make	Body Style	Gross Wt.	Vehicle Type	Title No.	Fleet Number
1996	CHEV			TRUK	0114288037-1	

AMOUNT RECEIVED $******22.00

REGISTERED TO:

GREEN BAY WI

COPY

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85062-2530

CHECK **No.** 900492266

DATE 01/25/02

**********327 DOLLARS ****00 CENTS

AMOUNT **********327.00

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

GREEN BAY WI

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

JAN 3 1 2002

⑈900492266⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85062-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900492266

PAYMENT DATE 01/25/02

VENDOR UNIT NO. RD 000000049

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16NDT18W1T2294[illegible]	01/18/02 05864465	VN 000000000030809 000000000030809	00.0000	327.00	.00	327.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-442-3732				US		
			TOTAL	327.00	.00	327.

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

CUSTOMER:
ADDRESS: ----- MILWAUKEE
WI
HOME PHONE:

CASE NUMBER:	05867394	VIN:	1GNDT13W0T2289394
		MODEL YEAR:	1996
DATE OPENED:	2001-11-14	SERIES:	UNKNOWN
DATE CLOSED:	2001-11-21	MILEAGE:	45028
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	FOSTER PONTIAC, INC.
BRC PARENT:		DEALER ADDRESS:	3636 S 27TH ST,,MILWAUKEE,WI,53221,USA

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

A12 Miscellaneous - Not Classified 0 REPAIR ATTEMPT(S)	Other WHITE MAIL
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Other C-01048
A01 Open Campaign 0 REPAIR ATTEMPT(S)	Customer Satisfaction UPPER BALL JOINTS
S1[illegible]imbursement Requested 0 [illegible]AIR ATTEMPT(S)	Customer Satisfaction COMPLETED REPAIR
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil REIMB

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[{Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm]]
Reimbursement for repairs already done that are on a campaign.
**********WORK HISTORY**********

----------WHITE MAIL----------CRM attaching docs to file. Cust. stated that she was on her way to summerfest when her wheel went flat. uppon inspection she found her wheel was lying on the ground facing up. Cust. stated that as a result she accrued $1661.96 in dammages to the pitman arm, ABS sensor, etc..
Cust. seeks reimb.
CRM advised that he called dlr and spoke to svc mgr, Joan , who stated that it was all a direct re[illegible] of the failure of the upper ball joint. CRM will submit for full reimb. Although the to[illegible]g ordnarily is not included in campaign reimb., due to the inconvenience of the cust. being stranded on the road, CRM will req. reimb. for towing ($100.75) as a GW gesture.
Breakdown is as follows:
Parts----------$1024.13
Labor----------$448.90
Towing---------$100.75

Tax--(5.6%)---$88.18
Total----------$1661.96
CR[illegible]lled cust. and advised of reimb. submittal. CRM forwarding to MORHAU for final approval wit[illegible]M Cynthia Costellos approval.
PAUL GRENIER/CORR/TAMPA; 0; 374602748
2001-11-14

Reimbursement pre-Approved in the amount of $1661.96
vin search-no other files
Jessica Tate/Tampa/Goodwill LIaison-F; 0; 374625936
2001-11-21

ATTACHING CORR TO FILE
zebulin magby/pdx/corr; 0; 375215761
2001-11-21

CHECK# 900488742 FOR AMOUNT $ 1,661.96 MAILED ON (11/19/01)
Edward J. Brown II/Goodwill/TPA; 0; 375232510

**********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:

WA[illegible]EHICLE ROAD TESTED:
RO[illegible]TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 15, 2001

Milwaukee, WI

Request: C05867394

Dear M

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer that resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $1,661.96. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Jessica Tate
Customer Relationship Manager

RS0005-T/jt

MILWAUKEE WI 532
PM
8 NOV
2001

[redacted]

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

48232-5170

Milwaukee, WI

November 7, 2001

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern:

I bought my 1996 Chevrolet Blazer used, in August of 1999, it had 25,000 miles on it. In July of 2000, I was driving to Summerfest and thought I had experienced a flat tire. However, when I reviewed the situation, it was far worse. My tire was laying flat on the ground, with the tire face up; needless to say the truck was no longer drivable.

I had my truck towed on a flat bed to the dealer only to find out that I had a broken ball joint. Because I was driving when the ball joint broke, the front end of the truck dropped to the ground causing extensive damage to the front end. I had to replace the right control arm, the left ball joint, the inner tie rod boots, both lower ball joints, the right front abs sensor and the right rim. The total out of pocket expense for these damages was $1661.96. I was in tears at the thought of having to pay this expense out of pocket as I thought something of this magnitude should not have occurred.

On September of 2001, I received a recall letter from General Motors for this exact reason, the separation of the ball joint without prior warning. Therefore, I am requesting reimbursement for the out of pocket expenses I incurred due to this defect.

I have enclosed, an original receipt for repairs including the parts replaced for your review. Also enclosed, is a copy of my registration proving that I did own the vehicle at the time of the repair. Outside of this tragedy, I truly love my Chevy truck.

Thank you in advance for your prompt response. Should you need more details or have further questions, I may be reached during the day at (262)347-1119 or in the evening at (414)294-3618.

Sincerely,

ORIGINAL

[illegible]

DATE: 07/07/00
[illegible]

[illegible]

REF: 1353 [illegible] 302
CD TYPE: [illegible]
TR TYPE: [illegible]
INV#: 54752
AMOUNT: [illegible]

[illegible]
[illegible]
NAME: [illegible]

TRAN ID: [illegible] [illegible]
VALID [illegible]

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

[illegible]

[illegible]

Goodwrench Service Plus

FOSTER PONTIAC

PONTIAC SERVICE AWARD WINNING DEALER FOR 25 YEARS

3636 South 27th Street
MILWAUKEE, WISCONSIN 53221
414 - 282-5000

ORIGINAL

CUSTOMER NO. 6240	OWNER ROGER DEGATA (111)	TAX NO. 162	INVOICE DATE 07/07/00	INVOICE NO. PRC354752
		MILEAGE 46026	CHECK #	INVOICE NO.
	YEAR/MAKE/MODEL 99CHEVROLET/BLAZER LT/		DELIVERY DATE 06/10/99	DELIVERY MILES 25916
MILWAUKEE, WI	VEHICLE I.D. NO. 1GNDT13W0T2289384		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. NO.	R.O. DATE 07/06/00	REPRINT# 1

LABOR

J# 1 WSPNZ SUSPENSION REPAIRS HOURS: TECH(S):9536 — 448.90

CHECK FRONT END - PUSS BROKEN BALL JOINT
REPLACE RIGHT CONTROL ARM & LEFT BALL JOINT, REPLACE INNER
TIE ROD BOOTS, BOTH LOWER BALL JOINTS, RF ABS SENSOR &
RF WHEEL

J# 2+90PRZZ6 CAR WASH HOURS: TECH(S):9683 — INTERNAL

WASH
WASH
WASH

TOTAL - LABOR 448.90

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	16225608	ARM,CNTL F	247.73	247.73
JOB # 1	1	17900912	B/JNT 6.164	94.43	94.43
JOB # 1	2	29102206	STUD KIT 6.174	73.58	147.16
JOB # 1	1	15626431	WHEEL,16X7	421.20	421.20
JOB # 1	1	15797118	SHIELD 5.002	79.78	79.78
JOB # 1	1	25427564	*SEAL KIT	36.85	36.85

TOTAL - PARTS 1024.13

SUBLET	PO#	VEND INVO#	INV DATE	DESCRIPTION	
JOB # 1	144329	336460	07/06/00	TIRE	100.75

TOTAL - SUBLET 100.75

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF 30.00 (+TAX)
APPROVED BY OWNER REVISED ESTIMATE (# 1) OF $1700.00 (+TAX) ON 07/05/00 AT 11:35am
COMMENTS

TOTALS

[ ] CASH [ ] CHECK [ ] MASTER CARD [ ] VISA [ ] DISCOVER
[ ] OWNER

THE ASTERISK NEXT TO THE PART NUMBER INDICATES A GOODWRENCH SERVICE PLUS LIFETIME WARRANTY PART.

TOTAL LABOR....	448.90
TOTAL PARTS....	1024.13
TOTAL SUBLET...	100.75
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	88.16
TOTAL INVOICE $	1661.94

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTIES

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY
7:00 A.M. – 7:00 P.M.

TUESDAY – FRIDAY
7:00 A.M. – 6:00 P.M.

SATURDAY
8:00 A.M. – NOON

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

717 CO AC

 CUSTOMER COPY [END OF INVOICE]

WISCONSIN CERTIFICATE OF TITLE FOR A VEHICLE

DEPARTMENT OF TRANSPORTATION

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	BODY STYLE VEHICLE TYPE	PLATE NUMBER
1GNDT13W0T2289394	1996	CHEV	TRUK	AUT NUY765

TITLE NUMBER	DATE TITLE ISSUED	ODOMETER	ODOMETER DATE
9924314067-9	09/01/1999	25916 DISCLOSED AS ACTUAL	08/16/1999

REGISTERED OWNERS

MILWAUKEE, W

The person, firm or corporation named on this Title has been duly registered as the lawful owner of the vehicle described, subject to any Security Interest (liens) shown. The order in which the Security Interests appear on this Title does not necessarily represent their priority.

SECURED PARTY

8361

CONTROL NUMBER
(This is not a Title Number)

8-1948258

DIVISION OF MOTOR VEHICLES

Important - Buyer and Seller must complete the section below at time of sale

TITLE ASSIGNMENT AND MILEAGE, SELLING PRICE AND BRAND DISCLOSURE BY REGISTERED OWNER(S) SHOWN ABOVE

Federal and State law requires that SELLER state the mileage and provide vehicle disclosure information in connection with transfer of ownership. Failure to complete a mileage statement, disclose required information, or providing a false statement may result in fines and/or imprisonment and may make you liable for damages to the transferee (buyer).

SELLER (Print Person(s) Name signing as Seller

Print Seller Address, City, State, Zip if different than shown above

BRAND DISCLOSURE (will be printed on future titles) Check all that apply:

- ☐ Flood damaged vehicle
- ☐ Previous salvage
- ☐ Previous police vehicle
- ☐ Salvage vehicle

SELLING PRICE (Seller enter): $

ODOMETER NOW READS (No Tenths): ☐ and to the best of my knowledge is actual mileage of this vehicle unless one of the following statements is checked.

☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.

☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

I, the seller, certify that to the best of my knowledge the information contained on this document is true and correct and that I have entered the vehicle odometer reading, brand disclosure, and selling price herein in compliance with federal and state law as referenced above. For value received, I hereby sell, assign or transfer the vehicle described on this document and warrant title to Purchaser as shown.

Signature of Seller(s). See "REGISTERED OWNERS" above. If joint ownership with "or", only one seller's signature required; with "and", all seller's signatures required.

X _____ Date

X _____

BUYER (Purchaser) Print Name(s)

Print Buyer Address, City, State, Zip

If Buyer is a business, Print Name of authorized person signing as Purchaser

Signature of Purchaser(s) Date

X _____

X _____

If registered owner is a dealer and first assignment is through auction or salvage pool, complete the following.

Print Consigning Auction Dealer Name or Consigning Salvage Pool Name | Auction or Salvage Pool Dealer No. | Sale Date

The Wisconsin Department of Transportation will not be responsible for false or inaccurate odometer statements made in the assignment of the Certificate of Title or for errors in recording by the department. The department makes no warranties, express or implied, about the vehicle or operating condition and any statements about vehicle inspections are only administrative.

PURCHASER - Attach form MV1 (Wisconsin Application for Title) to this document and mail or deliver immediately to the Wisconsin Department of Transportation. Form MV1 is available at Wisconsin DMV Service Centers and police stations.

MAIL ADDRESS - Wisconsin Dept. of Transportation, P.O. Box 7946, Madison, WI 53707-7946

QUESTIONS - Contact nearest Motor Vehicle Service Center or call (800) 260-1400

MV2000 (07/14) surveyed to all 342 Wis State.

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62630
Phoenix, AZ 85082-2630

CHECK **No.** 900488742

DATE
11/19/01

**********1,661 DOLLARS ****96 CENTS **********1,661.96

AMOUNT

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

MILWAUKEE WI

SIGNATURE

The Chase Manhattan Bank, N.A.
Tarrytown, New York

AUDIT

⑈900488742⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62630
Phoenix, AZ 85082-2630

DETACH BEFORE DEPOSITING CHECK

VENDOR NO. [illegible] 1

CHECK NO. 900488742

VENDOR NAME

PAYMENT DATE 11/19/01

REGISTER & DESCRIPTION		DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	11/19/01	VN [illegible]27161	[illegible]	1,661.96	.00	1,661.96
[illegible]	[illegible]	[illegible]27161				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR DISBURSEMENT\OR QUESTIONS CALL 800-462-0782

WS

TOTAL 1,661.96 .00 1,661.[illegible]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: WINCHESTER VA

HOME PHONE:

CASE NUMBER:	06009681	VIN:	1GNDT13WXT2282534
		MODEL YEAR:	1996
DATE OPENED:	2001-12-10	SERIES:	UNKNOWN
DATE CLOSED:	2002-04-19	MILEAGE:	72009
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	JIM STUTZMAN CHEVROLET-CADILLAC-BUIC
BRC PARENT:		DEALER ADDRESS:	2700 VALLEY AVE,,WINCHESTER,VA,22601,USA

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

A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049 UPPER BALL JOINT FAILURE
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction in the amount of $485.27
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken REPLACED
Rear Control Arms/Ball Joints/Linkage/Stabilizer - Torsion 1 REPAIR ATTEMPT(S)	Broken REPLACED
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil REIM FOR CAMPAIGN # 01049

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?

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

letter returned, last cmt is from cust on the 4th of mar, no cmts as to crm calling cust and no ans, sending doc, c/reese; 0; 385059249
2002-04-11

CRM CHECKING FILE.

KARMEN PETTIT/CAC/ATX; 0; 387378423
2001-12-10

CUST STATES THAT SHE RECEIVED A LETTER S.P.# 01049 FOR THE UPPER BALL JOINTS. CUST STATES THAT HER VEHICLE DID NOT PASS INSPECTION BECAUSE OF THE LOWER AND UPPER BALL JOINTS. CUST WENT TO INDEPENDENT AND PAID OUT OF POCKET FOR THIS REPAIR. CUST SEEKS AFTER RECEIVING LETTER FOR THIS CONCERN, IT STATES REIMBURSEMENT ON IT. CUST SEEKS REIMBURSEMENT FOR THE REPAIR. CRM ADVISED THAT CUST WILL NEED TO SUBMIT TO CAC PROOF OF OWNERSHIP, PROOF OF PAYMENT, ORIGINAL RO AND TO DOCUMENT REQUEST NUMBER ON ALL ABOVE PIECES OF CORRESPONDENCE. CRM ADVISED THAT ONCE CRM RECEIVES THIS, THAT CRM WILL CALL HER TO NOTIFY AND REVIEW IT FROM THERE. CRM PROVIDED ADDRESS TO SUBMIT TO. SUSPENDING FILE PENDING DOC'S. NICOLE BARTLETT/ATX; 0; 99999

2001-12-19

RESUMED FILE TO SEE IF DOC'S HAVE BEEN RECEIVED. NICOLE BARTLETT./ATX; 0; 377649569
1-12-26

CRM TRIED CALLING CUST ABOUT DOC'S. NO ANSWER, NO MACHINE. CRM WILL ATTEMPTS A SECOND CALLBACK. NICOLE BARTLETT/ATX; 0; 378237269
2001-12-26

CRM CALLED CUST TO INQUIRE ABOUT THE DOC'S. CUST STATES THAT SHE HAS NOT SENT THEM IN BECAUSE SHE IS STILL TRYING TO GET THE RO WHO SERVICED VEHICLE. CUST THANKED FOR CALLING HER. CRM WILL CLOSE FILE PENDING WHEN CUST SENDS IN DOC'S. NICOLE BARTLETT/ATX; 0; 378252868
2002-01-09

CORR RECEIVED. CRM ATTACHING DOCS. CRM NOTES THAT ONLY ENVELOPE WAS SCANNED. CRM FORWARDING TO PREVIOUS CRM. YVES ETIENNE/CORR/TAMPA; 0; 379429067
2002-01-14

CRM REVIEWING ALARM AND WILL DUE ANOTHER SEARCH FOR DOC'S AND PROCEED TO CONTACT CUST. NICOLE BARTLETT/ATX; 0; 379864844
2002-01-14

CRM REVIEWED DOC'S BUT CUST SENT IN A COPY OF THE RO AND NOT THE ORIGINAL. ALSO PROOF OF PAYMENT IS MISSING. CRM ATTEMPTED TO CONTACT CUST TO ADVISE THAT THESE ITEMS ARE NEEDED BEFORE FURTHER REVIEW CAN BE MADE, BUT RECEIVED NO ANSWER NO MACHINE. CRM WILL MAKE SECOND CALL ATTEMPT. NICOLE BARTLETT/ATX; 0; 379874719
2002-01-21

CRM REVIEWING FILE FOR BARTLET2...
WILL CLOSE FILE AS WE ARE AWAITING DOCS. **NEXT CRM** THE CUST SENT IN A COPY OF THE RO NOT THE ORIGINAL. ALSO PROOF OF PAYMENT IS MISSING. WHEN THE CUST CALLS IN, INFORM HER OF THIS AND FORWARD THE FILE BACK TO BARTLET2 (NICOLE BARTLETT).
IVAN GONZALEZ/ATX/CAC; 0; 380498864
2002-02-12

CUST STATES SHE WAS CALLING THE CHECK THE STATUS OF HER FILE. WK HIST NOTES CUST DIDN'T SENT ORIG REPAIR ORDER OR PROOF OF PAYMENT. ATTACHMENT SENT IN BY CUST DIDN'T LIST IF CUST PAID CASH. CRM ADVISED CUST SHE WOULD HAVE TO PROVIDE PROOF OF PAYMENT ANDORIGINAL REPAIR ORDER. CUST STATES WHAT SHE SENT IN WAS THE ONLY INFORMATION SHE RECV'D FROM GARAGE, BUT SHE WILL SPEAK W/THEM TO SEE IF THERE'S A SOMEWAY TO VERIFY PROOF OF PAYMENT.
LAMONTE BARLOW/CACATX/17390; 0; 382400269
2002-02-12

CRM CHECKED DIRECTORY AND CRM'S NAME IS NO LONGER LISTED. CRM WILL TAKE OWNERSHIP AND CLOSE UPON CUST CORRESPONDENCE.
LAMONTE BARLOW/CACATX/17390; 0; 382400672
2002-02-15

CALLER ANN FROM JIM STUTZMAN CHEV. CALLER STATES CUST IS SEEKING HER HELP IN PROCESSING SPECIAL POLICY
CALLER SEEKS TO KNOW IF CUST SHOULD ATTEMPT TO GET AN RO FROM TIRE FACILITY W/ALL THE INFORMATION AGAIN
CRM ADVSD FURTHER RESEARCH WILL NEED TO BE(NO GLS AVBLE)
CALL BACK MONDAY 2-4
AMYVILLAR/ATX/CAC; 0; 382662642
2002-02-18

REVIEWING FILE
AMYVILLAR/ATX/CAC; 0; 382909872
2002-02-27

crm closing file pending req docs

[illegible]men pettit/cac/atx; 0; 383690481
[illegible]2-03-04

CUST CALLED SEEKING UPDATE ON REIM. CRM ADVISED CUST CAC HAS YET TO RECEIVE CORRECT DOCS FOR REIM. CRM ADVISED CUST OF DOCS TO SEND IN FOR REIM CONSIDERATION. CUST STATES SHE WILL SEND DOCS ASAP. CRM NOW FORWARDING FILE TO PREV CRM FOR PROCESSING. DAMANYWHITE/CAC/PDX; 0; 384128141
2002-04-02

CORR RECVD.....DOCS WERE ATTACHED TO INCORRECT FILE. CRM ATTACHING AND FORWARDING TO CRM PETTITK FOR FURTHER FOLLOW UP. FRANK BROWN/CORR/TPA; 0; 386621210
2002-04-11

CUST STS THE REPAIRS HAVE BEEN COMPLETED JERRY'S TIRE SERVICE, AN INDEP REPAIR FACILITY. THE VEH HAD 70000 MI WHICH COST THE AMOUNT OF $238.95 IN OUT OF POCKET EXPENSES. THE AMT OF THE PART= $151.36, THE LABOR=$112.50 , AND TAX=24.91. TOTAL COST IS $238.95. CRM SPOKE W/JERRY MILES, OWNER OF THE VEH, WHO STS THE HOURS OF LABOR WERE 2.5 HRS. MR MILES ALSO STATED THE BALL JOINTS WERE REPLACED DUE TO SEPERATION, BUT PREFERRED THE TERM LOOSE.

KARMEN PETTIT/CAC/ATX

BUSINESS CASE FOR REIM:
1) CUST HAD PART REPLACED DUE TO VEH NOT PASSING INSPECTION
2) TECH STS UPPER BALL JOINTS WERE SEPERATED
3)OUT OF POCKET EXPENSES CUST INCURRED
4) CUST COULD NOT HAVE CAUSED OR PREVENTED

[illegible]MEN PETTIT/CAC/ATX; 0; 387398701
[illegible]2-04-12

business case for reim:
1) cust had out of pocket repair for upper ball joint
2) nothing cust could do to cause or prevent concern
3) svm sts ball joints were seperated
3) veh would not pass inspection, and repair needed to be performed

karmen pettit/cac/atx; 0; 387486316
2002-04-12

CRM REVIEWING FILE

KARMEN PETTIT/CAC/ATX; 0; 387486808
2002-04-18

clarification to previous notes. svc mgr stated not sure what caused the upper ball joints to separate.....karmen pettit/cac/atx; 0; 388006516
2002-04-18

correction of breakdown:
parts upper ball joints 151.36, lower ball joints-(goodwilled under s/p 01049) $149.00
labor=$160.00 (for upper & lower ball joints)
tax=$24.91
TOTAL REIM =$485.27

[illegible]MEN PETTIT/CAC/ATX; 0; 388006866
[illegible]2-04-18

CRM CONFIRMED W/JERRY OF JERRY'S TIRES THIS CUST PAYED W/CASH. AND CRM VERIFIED THE VIN & CUST W/INDEP.
CRM ALSO TOOK MILEAGE FROM THE INSPECTION @ THE DLR SINCE THERE WAS ONLY A THREE MONTH TIME FRAME WHEN CUST HAD THE DLR INSPECT THE S/P AND HAD RECALL #99041 PERFORMED.

KARMEN PETTIT/CAC/ATX; 0; 388007395
2-04-18

CRM REVIEWED LIASON MMR. SUSPENDING FILE FOR TM APPROVAL.

KARMEN PETTIT/CAC/ATX; 0; 388007577
2002-04-18

TM REVIEWED AND APPROVED REIMBURSEMENT OF $485.27 FOR PREVIOUS REPAIRS RELATED TO SP#01049/GOODWILL.
MICHAEL A. FLORES/TM/AUSTIN; 0; 388007746
2002-04-18

CRM MADE OFFER OF $485.27 TO CUST . CUST ACCEPTED THE REIM. CRM VERIFIED ADDRESS OF CUST. FORWARDING FILE TO MICHELLR.

KARMEN PETTIT/CAC/ATX; 0; 388008108
2002-04-18

LIAISON HAS REVIEWED REQUEST FOR REIMBURSEMENT IN THE AMOUNT OF $485.27 FOR SPECIAL POLICY $01049 AND WILL NOW SUBMIT FOR FINAL APPROVAL.....MICHELLE RESTO/ATX/GOODWILL LIAISON; 0; 388009865
2002-04-19

processing final approval. closing satisfied. goodwill liaison/angie pezzi/austin, tx; 0; 388082081
2002-04-25

ck # 900497361, mailed 4/23/02, in the amt. of $485.27; 0; 388586319

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:

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

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

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

April 18, 2002

Winchester, VA

Request: C06009681

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $485.27. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Karmen Pettit
Customer Relationship Manager

RS0005-A/mmr

Winchester, VA

JAN 07 2002

Chev. Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, Michigan

Ref.
C06009681 [redacted]70

Ref. no.
C06009681

1-2-02

Chev. Motor Division

On Oct 30, 01 I attempted to have my 96 Blazer inspected. It was rejected because of all front ball joints. I had 15 days to have my vehicle re-inspected. I have enclosed my bill for work done - also note charge for alignment due to work on ball joints

Thank you

phone

Winchester, VA

Ref. no.
C06009681

JERRY'S TIRE & AUTO CENTER
PHONE (540) 662-1221

21 W. CECIL STREET
WINCHESTER, VA 22601

№ 19[illegible]

Date 11/14/01

Vehicle Make & Year: Plan 96

Mileage:

☐ Cash
☐ Misc. Ret.
☐ On Account
☐ Charge

SOLD T.

CITY [illegible] PO Phone Sold By

Quantity	Stock No.	Description	F.E.T.	Unit Price	Amount
2		Upper Ball Joint		75.65	151.36
2		Lower Ball Joint		74.80	149.60
2		50634 Shocks		51.98	103.96
2		50633 Shocks		51.98	103.96
1		Serp. Belt			45.39
		Alignment			34.95
		Labor			160.00

Terms: Net 10th of Month
A Finance Charge is computed on a periodic rate of 2% per month (or a minimum charge of 50 cents) which is an *ANNUAL PERCENTAGE RATE* of 24% on any previous balance not paid within 30 days.

I understand that if my/our account should become delinquent, I/we will be responsible for all collection fees, attorney fees, return check fees, and all related court costs necessary to collect the full amount due. I/we agree that finance charges will continue to calculate until this account is paid in full or collection.

Received By

Sub Total	
Sales Tax	24.91
TOTAL	773.51

COPY

Issued Date	Plate Number	Plate Type	Expiration Date
07/11/01			07/31/02

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
84739363	1GNDT13WXT2282534	GLD/TAN	1996

Vehicle Make	Vehicle Body	Vehicle Use
CHEVROLET	BLAZER	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4023				GAS	2	01/03/00

WINCHESTER VA

FREDERICK COUNTY

JUL 11 2001

631

061102
CMA

[redacted]

Commissioner,
Department of Motor Vehicles

Issued Date	Plate Number	Plate Type	Expiration Date
07/11/01			07/31/02

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
84739363	1GNDT13WXT2282534	GLD/TAN	1996

Vehicle Make	Vehicle Body	Vehicle Use
CHEVROLET	BLAZER	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4023				GAS	2	01/03/00

WINCHESTER VA

[redacted]

Commissioner,
Department of Motor Vehicles

Ref. no
C06009681

Winchester, VA 3 MAR 15 2002

WINCHESTER VA 22601 PM

[redacted]

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, Mi
48232-5170

Ref. no.
C06009681

48232-5170

Ref no.
Q060091681

Info requested

Winchester VA.

19077

JERRY'S TIRE & AUTO CENTER
PHONE (540) 662-1221

21 W. CECIL STREET
WINCHESTER, VA 22601

Date 11/14/01

Vehicle Make & Year: [illegible] [illegible]
Mileage:

☐ Cash
☐ Mdse. Ret.
☐ On Account
☐ Charge

[illegible]D TO
[illegible]REET
[illegible] CITY [illegible] PO Phone Sold By

Quantity	Stock No.	Description	F.E.T.	Unit Price	Amount
2		Upper Ball Joint		[illegible]	[illegible]
2		Lower Ball Joint		[illegible]	[illegible]
2		[illegible]		[illegible]	[illegible]
2		[illegible]		[illegible]	[illegible]
1		Swap Cost			[illegible]
		Alignment			34 15
		Labor			110 00

ORIGINAL

Terms: Net 10th of Month
A *Finance Charge* is computed on a periodic rate of 2% per month (or a minimum charge of 50 cents) which is an *ANNUAL PERCENTAGE RATE* of 24% on any previous balance not paid within 30 days.

I understand that if my/our account should become delinquent, I/we will be responsible for all collection fees, attorney fees, return check fees, and all related court costs necessary to collect the full amount due. I/we agree that finance charges will continue to calculate until this account is paid in full or collection.

Sub Total	
Sales Tax	[illegible]
TOTAL	[illegible]

Received By _____

JERRY'S TIRE & AUTO CENTER, INC.

21 W. CECIL STREET
WINCHESTER, VA 22601

PHONE: 540-662-1221

CUSTOMER'S ORDER NO.	PHONE	DATE 3/7/02
NAME		
ADDRESS		

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	GOODS RET'D.	PAID OUT	
				✓			

QUANTITY	DESCRIPTION	PRICE	AMOUNT
			100 00
	ORIGINAL		
	On Acct		
		TAX	
RECEIVED BY:		TOTAL	$100 00

Thank You

3566

JERRY'S TIRE & AUTO CENTER, INC.

21 W. CECIL STREET
WINCHESTER, VA 22601

PHONE: 540-662-1221

CUSTOMER'S ORDER NO. | PHONE | DATE 2/15/02

NAME

ADDRESS

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT	
				✓			

QTY	DESCRIPTION	PRICE	AMOUNT
			200 00
	ORIGINAL		
	On Acct.		
		TAX	
RECEIVED BY:		TOTAL	$200 00

Thank You

5012

JERRY'S TIRE & AUTO CENTER, INC.

21 W. CECIL STREET
WINCHESTER, VA 22601

PHONE: 540-662-1221

CUSTOMER'S ORDER NO.	PHONE	DATE 12/7/01
NAME		
ADDRESS		

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RTN'D.	PAID OUT	
				✓			

QTY.	DESCRIPTION	PRICE	AMOUNT
1			150 00
	ORIGINAL		
	On Acct		
		TAX	
RECEIVED BY:		TOTAL	$150 00

Thank You

3559

JERRY'S TIRE & AUTO CENTER, INC.

21 W. CECIL STREET
WINCHESTER, VA 22601

PHONE: 540-662-1221

CUSTOMER'S ORDER NO.	PHONE	DATE 12/29/01
NAME		
ADDRESS		

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	
				✓			

QTY.	DESCRIPTION	PRICE	AMOUNT
			100.00
	ORIGINAL		
	On Acct		
		TAX	
RECEIVED BY:		TOTAL	100.00

Thank You

3033

PHONE: 540-662-1221

STATEMENT

JERRY'S TIRE & AUTO CENTER, INC.

21 W. CECIL STREET
WINCHESTER, VA 22601

WINCHESTER, VA.

COPY

$100. PLEASE DETACH THIS STUB AND MAIL WITH REMITTANCE $

PREVIOUS BALANCE FORWARDED →					
DATE	INVOICE NO.	FINANCE CHARGE	PURCHASES	PAYMENTS	NEW BALANCE
8/30/01	18352		527.52		527.52
9/14/01	3326			100.00	427.52
9/21/01	3366			100.00	327.52
10/29/01		6.55			334.07
11/13/01	3569			100.00	234.07
11/14/01	19047		773.51		1,007.58
11/21/01		4.68			1012.26
12/7/01	3659			150.00	862.26
12/26/01		17.24			879.50
12/28/01	3833			100.00	779.50
1/22/02		15.59			795.09
2/15/02	3912			200.00	595.09
2/25/02		11.90			606.99
PAY LAST AMOUNT IN THIS COLUMN →					

A **FINANCE CHARGE** is computed on a periodic rate of 2% per month (or a minimum charge of 50 cents for balanced under $25.00) which is an **ANNUAL PERCENTAGE RATE** of 24% on any previous balance not paid within 30 days.

TERMS: Unless otherwise requested the balance is due on the 10th of month following date of purchase. Purchases and payments made after the 25th of the month will appear on the following month's statement.

514259 COPY 325045

INVOICE

JimStutzman
CHEVROLET-CADILLAC-BUICK
2700 Valley Avenue • Winchester, Va. 22601
540-667-1004
540-667-1000
www.stutzmanchevy.com

WINC, VA
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 204 JEREMY RICHMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	96	CHEVROLET S10 BLAZER	1GNDT13WXT2282534		72009/72009	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1996			WAIT 15FEB02		55.00	CASH	15FEB2002

R.O. OPENED	READY	OPTIONS
16:50 15FEB02	17:32 15FEB02	STK:282534 ENG:4.3_Liter_CPI_90_Deg._WRN

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A RECALL 99041

CAUSE: INSTALLED SWITCH AND WIRING

V0358 INSTALL NEW VACUUM SWITH, WIRING HARNESS

810 WC94 0.50 (N/C)

822 WC94 0.10 (N/C)

0.60 (N/C)

88880029 SWITCH KIT (N/C)

FC: 96

PARTS: 88880029

COUNT: 1

CLAIM TYPE:

AUTH CODE:

MA

WARRANTY NO CHARGE

****

B** CUSTOMER REQUESTED TO HAVE UPPER BALL JOINTS CHECKED TO VERIFY REPLACEMENT BY INDEPENDENT GARAGE (SPECIAL POLICY 01049)

SR99 DEALER VERIFIED THAT UPPER AND LOWER BALL JOINTS HAVE BEEN REPLACED BY INDEPENDENT GARAGE PER SPECIAL POLICY 01049

810 CPLT 0.00 0.00 0.00

****

SERVICE HOURS: MONDAY - FRIDAY 6:00 A.M. - 7:00 P.M.

GM REPLACEMENT PARTS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

ALL OTHER SERVICE WORK GUARANTEED FOR 90 DAYS OR 4,000 MILES - WHICHEVER OCCURS FIRST.

THANK YOU

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Winchester, VA.

JAN 07 2002

Chev. Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, Michigan

Ref.
C06009681 [redacted] 5170

North American Operations
General Motors Corporation
Disbursements (2013)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. 900497361

DATE 04/23/02

***************485 DOLLARS ****27 CENTS

AMOUNT ***************485.27

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

WINCHESTER VA

APR 23 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900497361⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2013)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHEC

VENDOR CODE NO. RB 000000013 1

VENDOR NAME

CHECK NO. 900497361

PAYMENT DATE 04/23/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GHDT13HKT2232234	04/19/02	VM 000000000037610 00000000000037610	00.0000	485.27	.00	485.2

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

WS

TOTAL 485.27 .00 48

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ERIE , PA
HOME PHONE:

CASE NUMBER:	06054344	VIN:	1GNDT13W9T2275235
		MODEL YEAR:	1996
DATE OPENED:	2001-12-18	SERIES:	UNKNOWN
DATE CLOSED:	2001-12-18	MILEAGE:	53000
SOURCE:	Phone	DELIVERY DATE:	
ERC TYPE:	No	DEALER NAME:	ROTH CADILLAC-OLDSMOBILE, INC.
ERC PARENT:		DEALER ADDRESS:	5711 PEACH ST,,ERIE,PA,16509,USA

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

F18 Front Ball Joints/Kingpin — Other
0 REPAIR ATTEMPT(S) — UPPER BALL JOINT SEPARATION

A15 Special Policy — Special Policy
0 REPAIR ATTEMPT(S) — SP # 01049

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.html]]
* Identify if earlier repairs have been attempted? . -[[Possible Chronic Rep RUN
C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/CARSCP/SBS/html/ChronicAlerts.html]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
1) Review warranty history on "VIN Profile" tab
2) Contact appropriate Service dealership to discuss
3) Determine if TAC was previously contacted or is now necessary
4) Establish & document a diagnosis and repair plan
* Coordinate with dealership to assist with customer's repair request
* Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/CARSCP/SBS/html/CustomerRequestsVehicleRepurchase.html]]
Vehicle repair request - Repair not done
**********WORK HISTORY**********

CUST OWNS 1996 BLAZER WITH 53,000 MILES. CUST STATES HE IS AT ROTH CADILLAC AND THE VEH HAS FAILED INSPECTION DUE TO THE UPPER BALL JOINTS SEPARATING. CUST STATES THE DLR FOUND 01049 AND 01048A THAT SPECIFY RECALL AND THEY ADVISED CUST TO CALL US. CUST SEEKS TO KNOW IF THE DLR CAN DO THE WORK. CRM CONTACTED DLR AND SVC MGR WAS OUT. JIM STATES HE DID FIND THE SPECIAL POLICY, BUT HE IS NOT SURE IF THEY CAN DO THE REPAIR BEING THEY ARE CADILLAC DLR AND THE CUST HAS CHEVY VEH. JIM STATES HE DOES NOT SEE A PROBLEM WITH IT AND HE WILL RUN IT BY THE ASST SVC MGR. CRM ADVISED CUST THAT JIM SAID HE WOULD CHECK AND IS GOING TO TALK TO HIM AND IF THEY CAN NOT DO THE WORK THEN HE CAN TAKE TO ANY CHEVY DLR.
TINA HINOJOSA/CAC/ATX; 0; 377560183
2001-12-18

CRM CLOSING REQUEST SATISFIED
A HINOJOSA/CAC/ATX; 0; 377560197

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
TACT: ,
NE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 ERC WARRANTY DATE:

MSRP:
NADA: 0
SALES TAX:
RECIATION:
GRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
RESTRAINT:
E OF INJURY:
ATED:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: MARIETTA , GA
HOME PHONE:

CASE NUMBER:	06068975	VIN:	1GNCT18W3TK123472
		MODEL YEAR:	1996
DATE OPENED:	2001-12-20	SERIES:	UNKNOWN
DATE CLOSED:	2001-12-24	MILEAGE:	74000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

S13 Reimbursemant Requested	Other
0 REPAIR ATTEMPT(S)	FOR BALL JOINTS
F18 Front Ball Joints/Kingpin	Broken
1 REPAIR ATTEMPT(S)	SEPERATED

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
For further information please click on the step-by-step for campaign status request
{[Campaign Status Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]}
Notification of open campaigns or special policies.
**********WORK HISTORY**********

CUST STS THAT SHE PURCHASED VEH USED, WHILE TRAVELING THE UPPER BALL JOINT SEPERATED AND CUST HAD TO HAVE VEH REPAIRED. COST CUST OVER $1000 FOR REPAIR. CUST SEEKS REIM. CRM ADVSD CUST THAT THE CAMPAIGN SHE HEARD ABOUT FOR THE BALL JOINTS DOES NOT APPLYTO HER VEH. CRM DOBLE CHECKED BREAK POINTS. CRM ALSO CHECKED SP. VEH DOES NOT QUALIFY UNDER EITHER. CRM ADVSD CUST THAT SINCE VEH IS OUT OF WRNTY, WAS NOT REPAIRED, DIAGNOISED @ A GM DLR. WE CANNOT OFFER REIM. CUST STS SHE WOULD LIKE OT SEND IN A LETTER OF COMPLAINT. CRM ADVSD CUST OF CHEV ADDRESS. CRM WILL CLOSE DISSAT. ANJEL MATHEWS/CAC/PDX; 0; 377758910
2001-12-20

CRM WILL FWD TO TM MIKE LONG FOR DISSAT CLOSING NO BBB LETTER. ANJEL MATHEWS/CAC/PDX; 0; 377758930
2001-12-20

CRM DID ADVS OF OPEN CAMPAIGN. CUST STS SHE HAS APPT TO HAVE THIS PERFORMED AFTER FIRST OF THE YEAR. ANJEL MATHEWS/CAC/PDX; 0; 377759076
2001-12-22

USED VEH, 74,000+ MILES, DOES NOT FALL INTO CAMPAIGN OR SP, OK TO CLOSE FILE DISSAT, NO BBB OR NEC. MICHAEL LONG/TM/PDX/CAC.; 0; 377899147
2001-12-24

CLOSED DISSAT ANJEL MATHEWS/CAC/PDX; 0; 378088392

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

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

CUSTOMER:
ADDRESS: CAREFREE , AZ
HOME PHONE:

CASE NUMBER:	06098597	VIN:	1GNDT13W5T2175732
		MODEL YEAR:	1996
DATE OPENED:	2001-12-28	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-01-25	MILEAGE:	110227
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	VAN CHEVROLET
BRC PARENT:		DEALER ADDRESS:	1700 SOUTH I-35E,,CARROLLTON,TX,75006,USA

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

A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken special policy 01049
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction IN THE AMOUNT OF $630.40

n I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?
**********WORK HISTORY**********

Cust states that he received a letter in the mail regarding special policy 01045. Cust states that he had the repair done at Van Chevrolet before he received the letter. Cust seeks to be reim for special policy. CRM advised cust that he will need to provide VIN so that CRM can ensure that veh is within paramters. Cust states that he will need to call back with that information. CRM advised of file number
Forward file back to CRM when cust calls in with VIN so that CRM can check for special policy inclusion
LisaStambaugh/cac/atx 48222; 0; 378419056
2001-12-28

Cust called in to CRM Austin Monoghan, who transferred call to this CRM to advise of VIN. CRM checked vin against special policy and notes that cust veh falls within VIN breakpoints. CRM notes that cust mileage may exceed parameters. CRM advised cust tosend all docs in and CRM will review to see what can be done...
LisaStambaugh/cac/atx 48222; 0; 378419556
2002-01-07

CHECKING FILE FOR DOCS
LISA STAMBAUGH/CAC/ATX 48222; 0; 379294300
02-01-08

WHITE MAIL RECEIVED*
CUST SENT IN DOCS FOR REIMB. CRM ATTACHING TO FILE AND FORWARDING TO PREV CRM FOR REVIEW.
EDWARD CRANFORD/CORR/TAMPA, FL; 0; 379341167
2002-01-08

CRM received docs. CRM notes that cust veh falls within breakpoints for SP 01049, Upper Ball Joint Replacement. CRM contacted cust to advise that RO is copy and CRM needs original. Cust states that the RO he sent in was pink and that is all the dealer gave him. CRM contacted dealer and spoke to service cashier, Liz, who states that they provided the cust with pink copy and cust is receiving no reim through dealer. CRM clarified that cust never received an original. Liz states that he would only have received a pink copy. CRM accepts all other DOCS that have ben sent in.
LisaStambaugh*/cac/atx 48222; 0; 379358932
2002-01-18

CRM notes that due to temporarily being unable to contact cust and process reim, any CRM receiving a call from cust can assist and process goodwill . This CRM will be unavailable for an unknown period of time
LisaStambaugh/cac/atx 48222; 0; 380229743
2002-01-18

CRM CALLED DLRSHIP TO VERIFIY RECEIPT SENT THAT CUST RECEIVED CREDIT FOR $43.30; CRM SPOKE WITH CHRIS HALL SVC MGR WHO STATES THAT THE CUST RECEIVED CREDIT FOR FUEL FILTER BECAUSE WAS CHARGED INCORRECTLY; CHRIS ALSO STATES THAT THE BUSHING HAD NOTHINGTO DO WITH THE BALL JOINTS INVOVLED IN SPECIAL POLICY; VERIFIED REPAIRS WERE MADE AND BALL JOINTS WERE SEPERATED AND THERE WAS NOTHING THAT THE CUST COULD HAVE DONE TO CAUSE OR PREVENT CONCERN; STATES CUST SUBMITTED REIMBURSEMENT AT DLRSHIP BUT IT WAS DENIED AND IS UNSURE WHY.

ROSHAWN GUILLORY/CAC/ATX; 0; 380230796
2002-01-18

BREAKDOWN AS FOLLOWS:

TOTAL PARTS $165.18
TOTAL LABOR $440.00
TOTAL TAX $25.22
FOR A TOTAL OF $630.40 REIMBURSMENT

ROSHAWN GUILLORY/CAC/ATX; 0; 380231136
2002-01-18

CRM RECEIVED OVER THE SHOULDER APPROVAL FROM TM PETE QUINTERO TO OFFER REIMBURSEMENT, CRM STILL RESEARCHING.

ROSHAWN GUILLORY/CAC/ATX; 0; 380231458
2002-01-22

CRM CALLED CUST AND MADE OFFER AND CUST GLADLY ACCEPTED; CRM ALSO VERIFIED ADDRESS AND IT IS CORRECT.

ROSHAWN GUILLORY/CAC/ATX; 0; 380580701
2002-01-23

CRM SPOKE WITH CHRIS HALL SVC MGR AT VAN CHEVROLET WHO STATES THAT THE CUST BALL JOINTS SEPERATED AND THE BALL JOINTS REPLACED, STATES UNSURE WHAT CAUSED PART TO FAIL.

ROSHAWN GUILLORY/CAC/ATX; 0; 380672634
2002-01-23

BUSINESS CASE FOR GOODWILL GESTURE IN THE FORM OF REIMBURSEMENT

CUST HAS HAD REGULAR MAINTENANCE
CUST HAD UPPER BALL JOINTS REPLACED AND THEN RECEIVED SPECIAL POLICY #01049 NOTIFICATION
3) SVC MGR STATES THERE WAS NOTHING THAT THE CUST COULD HAVE DONE TO CAUSE OR PREVENT CONCERN

ROSHAWN GUILLORY/CAC/ATX; 0; 380673037

2002-01-23

T WAS OFFERED REIMBURSEMENT IN THE AMOUNT OF $630.40 AND GLADLY ACCEPTED; CRM WAS AWARE AT THE CUST MILEAGE EXCEEDED THE PARAMETERS OF THE SPECIAL POLICY#01049; TM PETE QUINTERO GAVE OVER THE SHOULDER APPROVAL TO OFFER CUST 100% REIMBURSEMENT FORREPAIRS EVEN THOUGHT CUST EXCEEDED THE MILEAGE PARAMETERS.

ROSHANN GUILLORY/CAC/ATX; 0; 380676527
2002-01-23

CRM FORWARDING FILE TO LIAISON PRICEL TO SUBMITT.

ROSHANN GUILLORY/CAC/ATX; 0; 380676602
2002-01-23

Liaison has reviewed request for reimbursement in the amount of $630.40. Owner of this 1996 Blazer had upper ball joints replaced at 110,227 miles. Vehicles fails within the VIN breakpoints of Special Poilcy 01049 but is outsidethe parameters by mileage. Although TM was aware of this, 100% reim was suggested, Liaison discussed reasoning with TM. Submitting request to queue for approval as offer has been made and accepted. Lois Price/Goodwill Liaison/ATX; 0; 380678684
2002-01-25

PROCESSING FINAL APPROVAL. LIAISON REVIEWED REQUEST W/SUBMITTING LIAISON REGARDING MILEAGE & AMOUNT. CLOSING SATISFIED. GOODWILL LIAISON/ANGIE PEZZI/AUSTIN, TX; 0; 380848470
2002-01-25

Goodwill final approved. Closing request satisfied. Lois price/Goodwill Liaison/ATX; 0; 380851267
02-01-31

check # 900492589, mailed on 1/29/02, in the amt of $630.40; 0; 381346022

**********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:

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

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
LE NAMES:
INESS: % 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

January 21, 2002

Cave Creek, AZ

Request: C06098597

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $630.40. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Roshawn Guillory
Customer Relationship Manager

RS0005-A/lgp

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** 900492589

DATE
01/29/02

**********630 DOLLARS ****40 CENTS

AMOUNT
**********630.40

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

CAVE CREEK AZ

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

FEB 05 2002

⑈900492589⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR JOB NO. XD 000000011 1

CHECK NO. 900492589

VENDOR NAME

PAYMENT DATE 01/29/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	01/28/02	VN 000000000030914	00.0000	630.40	.00	630.4
10KDT18W5T2175752	86098897	000000000030914				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 888-462-6782

NS

TOTAL 630.40 .00 630

[illegible], AZ [illegible]

PHOENIX AZ 850 6
PM
[illegible]
200[illegible]

JAN 0[illegible] 2002

Chevrolet
Att: Lisa Stambaugh
P.O. Box 33170
Detroit, MI 48232-5170

[illegible] 06078597

48232+5170

Cave Creek, AZ

31 December 2001

Chevrolet
Att: Lisa Stambaugh
P.O. Box 33170
Detroit, MI 48232-5170

Re: Request #06098597

Dear Lisa:

I have enclosed the following:

(1) Original copy of the bill for repair work
(2) Copy of my charge card receipt (one is for rebate on small overcharge)
(3) Copy of my vehicle title

I would have had the work done much sooner except my job entails regular travel and I did not have time at home to take the vehicle in for service. Hopefully my vehicle will qualify.

Please note my mailing address above is different than the street address on the invoice. The P.O. Box is the preferred address for correspondence. My email is bob.rose@ieee.org.

Regards,

REQUEST # 06098597

T2175732 429492

INVOICE

Van

8595 E. Frank Lloyd Wright Blvd.
Scottsdale, Arizona 85260
(480) 991-4567
Fax (480) 905-1659

CAVE CREEK, AZ
HOME

PAGE 1

SERVICE ADVISOR: 243 David Puttan

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	96	CHEVROLET S-10 BLAZE	1GNDT13WST2175732		110227/110227	T2098

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1996			17:00 29OCT01			CASH	30OCT2001

OPTIONS: DLR:39008

09:16 29OCT01 12:35 30OCT01

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A OWNER STATES HAS A MISS 1700 RPM			
S12 ENGINE COOLING,FUEL & EXAUST			
412 Soria,Florencio LIC#: 412			
CPC		80.00	80.00
1 25055052 FUEL FLTR	28.30	28.30	28.30

110227 CHECKED FOR MISS AT 1700RPMS.SCANNED VEH FOUND NO MISSFIRE CODES.ROADTESTED VEH AND FOUND O2 SENSORS NOT GETTING UP TOO 900MV.WERE STAYIN AT 805 AND 811 LOW COUNTS.CHECKED FUEL FILTER AND FOUND DIRT PARTICLES COMING OUT.REPLACED FUEL FILTER AND RECHECKED FOUND OK AT THIS TIME FOUND MISSFIRE WITH IN SPECS.CHECKED SPARK PLUG FOUND WORN.RECOMMEND CHANGING SPARK PLUGS TO .....

****

B CHECK ALIGN			
S14 BRAKES AND SUSPENSION			
4821 Killeen,Shea LIC#: 482			
CPC		440.00	440.00
2 17980952 B/JNT	82.59	82.59	165.18
2 14073311 BUSHING	17.98	17.98	35.96
2 14073311 BUSHING	17.98	17.98	35.96

110227 REPLACED ALL UPPER CONTROL ARM BUSHINGS, UPPER BALL JOINTS AND ALIGNED TO SPECS

****

C CHECK VIBRATES			
S14 BRAKES AND SUSPENSION			
4821 Killeen,Shea LIC#: 482			
CPC		38.90	38.90

110227 .8 ROTATED & BALANCED TIRES

****

COPY

D (3K) 3000 MILE SERVICE			
3K (3K) 3000 MILE SERVICE			
4821 Killeen,Shea LIC#: 482			
CPC		6.72	6.72
1 25171377 FILTER	11.53	7.50	7.50
1 3536966 SEAL	0.85	0.85	0.85

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

REQUEST # 06098597

T2175732 429492

INVOICE

Van

8585 E. Frank Lloyd Wright Blvd.
Scottsdale, Arizona 85260
(480) 991-4567
Fax (480) 905-1659

CAVE CREEK, AZ
HOME

PAGE 2

SERVICE ADVISOR: 243 David Ruttan

HH COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	96	CHEVROLET S-10 BLAZE	1GNDT13W5T2175732		110227/110227	T2098

MODEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1996			17:00 29OCT01			CASH	30OCT2001

RT. OPENED	READY	OPTIONS
09:16 29OCT01	12:35 30OCT01	DLR:39008

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
5 12345621 ENGINE OIL	1.75	1.75	6.75
110227 LOF			

****

RECYCLE,DISPOSAL AND SHOP MATERIALS 45.00

We offer a wide variety of service specials and discounts over the Internet. If you have an E-mail address be sure we have it in our data base. Any of our service staff can assist you with adding it to our records. Thank your for your patronage.

COPY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	565.62
PARTS AMOUNT	282.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	45.00
TOTAL CHARGES	893.12
LESS INSURANCE	0.00
SALES TAX	25.22
PLEASE PAY THIS AMOUNT	918.34

CUSTOMER COPY

[illegible]

VAN CHEVROLET
8585 E FRANK LLOYD WRIGHT
SCOTTSDALE, AZ 85260

TIME 03:41 PM DATE 11/02/01

EXP DATE 0410
CARD TYPE VI
TERMINAL # 929711
TRAN TYPE CREDIT/REFUND
AUTH CODE
RECORD # 026

AMOUNT $ 43.30

SIGNAT

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

THANK YOU
COME AGAIN

[illegible]

VAN CHEVROLET
8585 E FRANK LLOYD WRIGHT
SCOTTSDALE, AZ 85260

TIME 02:52 PM DATE 10/30/01

EXP DATE 0410
CARD TYPE VI
TERMINAL # 929711
TRAN TYPE SALE
AUTH CODE 045271
RECORD # 030

AMOUNT $ 918.34

SIGNATURE

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

THANK YOU
COME AGAIN

REQUEST # 06098557

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: PORTAGE , IN
HOME PHONE:

CASE NUMBER:	06183356	VIN:	1GKDT13WBT2527120
		MODEL YEAR:	1996
DATE OPENED:	2002-01-15	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-01-15	MILEAGE:	80000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	HARBOR OLDSMOBILE-GMC TRUCK
BRC PARENT:		DEALER ADDRESS:	6100 HWY 6,,PORTAGE,IN,46368,USA

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

A01 Open Campaign	Other
0 REPAIR ATTEMPT(S)	UPPER BALL JOINTS 01048
A07 Referred to Dealer	Other
0 REPAIR ATTEMPT(S)	TOWED TO DLR FOR CAMPAIGN WORK
F18 Front Ball Joints/Kingpin	Broken
0 REPAIR ATTEMPT(S)	UPPER BALL JOINTS SEPERATED

dside Assistance phone numbers:
ck: 1 (800) 252-1112
Cadillac: 1 (800) 882-1112
Chevrolet: 1 (800) 243-8872
GMC: 1 (800) 223-7799
Oldsmobile: 1 (800) 535-6537
Pontiac: 1 (800) 762-2737
Roadside Assistance phone numbers

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

CUST STATES THAT SHE RECIEVED RECALL LETTER SEVERAL MONTHS AGO CUST STATES THAT HER HUSBAND WAS NEARLY KILLED IN THIS VEH THIS MORNING WHEN THE WHEEL FELL OFF CUST STATES THAT THERE WERE NO INJURIES OR PROPERTY DAMAGE BUT VEH MUST BE TOWED INTO DLR CRM ADVISED THAT SHE MUST PAY FOR TOWING AND ADVISED CONTACTED DLR TO ADVISE THAT CUST WAS ON HER WAY IN CRM CONFERENCED CUST INTO ROADSIDE ASSISTANCE CUSTS ROADSIDE FILE NUMBER IS 00268330 TOW TRUCK SHOULD ARRIVE IN APPROX 1.5 HRS
FRANCES ALVAREZ/ATX/CARS; 0; 379965398

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

ER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:

NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

S ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

URCE: TRANSACTION:
QUEST TYPE:
REPURCHASE REASON:

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

NUMBER OF INJURIES: 0
MMENTS:

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: BROWNSVILLE , MN

HOME PHONE:

CASE NUMBER:	06186136	VIN:	1GNDT13W6T2285155
		MODEL YEAR:	1996
DATE OPENED:	2002-01-15	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-03-21	MILEAGE:	75000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	RAY HUTSON CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	3232 MORMON COULEE RD,,LA CROSSE,WI,54601,USA

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

S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction 375.84
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil REIM FOR $375.84
A15 Special Policy 1 REPAIR ATTEMPT(S)	Special Policy 01049
[illegible] Front Ball Joints/Kingpin [illegible]EPAIR ATTEMPT(S)	Other UPPER BALL JOINT SEPARATION
T04 General Information 0 REPAIR ATTEMPT(S)	Other CORR RECD

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
* Identify sp Determine Customer's expectation
* Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
[illegible]p://carsweb/webknowledge/Quickref/content/goodwill.htm]]
[illegible]f necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]
Vehicle reimbursement or Goodwill decision - Repair already done
**********WORK HISTORY**********

CUST STATES HAD UPPER BALL JOINTS REPLACED 2 YEARS AGO, NOW HAS RECIEVED LETTER FOR THE CAMPAIGN 01049. LETTER STATES TO SEND DOCS TO CAC FOR REIM, AS CUST LIVES IN WI. CRM ADVISED CUST OF WHAT IS NEEDED, CUST WILL BE SENDING DOCS FOR POSSIBLE REIM. KIRASLYE/PDX/CAC; 0; 379976909
2002-01-15

**********NEXT CRM**********PLEASE ATTACH DOCS AND FORWARD FILE TO ***SLYEK***FOR FOLLOW UP. KIRASLYE/PDX/CAC; 0; 379976938
2002-01-21

CRM AUDITING FILE. KIRASLYE/PDX/CAC; 0; 380485046
2002-01-21

CRM CLOSING FILE PENDING RECEIPT OF DOCS FOR REIM. KIRASLYE/PDX/CAC; 0; 380485093
2002-01-23

CORR REC'D. CRM ATTACHING REQUESTED DOCS TO FILE AND FORWARDING TO PREVIOUS CRM FOR REVIEW. ANDRE MORALES/CORR/T; 0; 380673423
2002-01-28

CRM RESEARCH INDICATES REPAIR WAS DONE AT INDEPENDANT, ON 9/10/99, AND CUST SUBMITTING FOR RIEM ON 1/15/02. THIS IS OUTSIDE OF TIME PARAMETERS, CUST IS SUPPOSSED TO REQUEST REIM WITHIN 2 YEARS OF DATE OF REPAIR. CRM RESEARCHING W/ TM WHETHER PARAMETERSWILL BE STRETCHED IN THIS CASE. KIRALSYE/PDX/CAC; 0; 381099178
2002-01-30

TM MIKE CONNELL SUGGESTED CRM CONTACT AVM FOR ADVICE ON WHICH WAY TO GO W/ CASE. KIRASLYE/PDX/CAC; 0; 381270624
2002-02-01

CRM CONTACTED AVM JACK LOOMAN. HE ADVISED: REIM CUST FOR PARTS, NOT LABOR, AS GOODWILL GUESTURE, B/C REPAIR WAS DONE AT INPEPENDANT AND IS OUT OF PARAMETERS FOR REIM. KIRASLYE/PDX/CAC; 0; 381420943
2002-02-08

CRM AUDITING FILE, WILL CONTACT CUST TODAY. KIRASLYE/PDX/CAC; 0; 382025408
2002-02-08

CRM MADE MISTAKE- IT WAS UNCLEAR ON INVOICE WHERE WORK WAS DONE, CUST STATES IN LETTER IT WAS RAY HUTSON CHEV. CRM CONFIRMED W/ DLR WORK DONE ON THIS INVOICE, RECIEVED BREAKDOWN OF COSTS INVOLVED W/ UPPER BALL JOINT WORK, JOB#9 ON INVOICE 224079. CRM WILL REIM FOR TOTAL REPAIR, PER TM MIKE CONNELL, B/C IF WORK WAS PERFORMED AND REIM BY A GM DLR, PARAMETERS FOR REIM EXTEND TO NOV 30, 2002..
LABOR: $ 156.00
ALIGNMENT, NECESSARY: $45.95
PARTS: $154.30
SUBTOTAL:$ 356.25
TAX: 5.5%= $19.59
TOTAL $375.84 CRM WILL OFFER REIM FOR $375.84. KIRASLYE/PDX/CAC; 0; 382048038
2002-02-08

CRM WILL OFFER REIM FOR $375.84. KIRASLYE/PDX/CAC; 0; 382048042
2002-02-08

BUSINESS REASONS:
1> CAMPAIGN LETTER SENT ADVISING CUST TO REQUEST REIM.
SVC MGR SUPPORTS.
CUST HAD OUT OF POCKET EXPENSE FOR GM KNOWN CONCERN.
KIRASLYE/PDX/CAC; 0; 382048300
2002-02-08

CRM OFFERED REIM TO CUST, CUST ACCEPTS AND SATISFIED, VERIFIED ADDRESS. FORWARDING TO GOODWILL FOR APPROVAL. KIRASLYE/PDX/CAC; 0; 382048532

2002-02-11

reviewed file and will return to crm for further review...kim gardner/gl/pdx; 0; 312599
2002-02-15

CRM HAS TM MIKE CONNELL PERMISSION (NOTED 2/8) TO MAKE OFFER FOR REIM OF TOTAL REPAIR TO UPPER BALL JOINTS. CRM CONTACTED DLR, DLR ALREADY CONFIRMED INVOICE AND PAID IN FULL. THIS REPAIR DONE BEFORE CAMPAIGN RELEASE, OTHERWISE THEY WOULD HAVE DONE IT ASA CAMPAIGN. CAMPAIGN DOES NOT SHOW ON VEH VISS. CAMPAIGN STICKER NOT ATTACHED TO VEH, AS CUST DOES NOT BRING IT TO DLR ANYMORE FOR SVC, AND STICKER WAS NOT AVAIL AT TIME OF REPAIR.
KIRASLYE/PDX/CAC; 0; 382632430
2002-02-15

FORWARDING TO GOODWILL. KIRASLYE/PDX/CAC; 0; 382632443
2002-02-19

GL REVIEWED AND RETURNED TO CRM, PLEASE SEE FEEDBACK FORM.
KATIE ROGERS/GL/PDX; 0; 383006085
2002-02-27

CRM AUDITING FILE- IT HAS BEEN 8 DAYS SINCE GOODWILL LIASON DENIED/SENT FILE BACK TO CRM.
KIRASLYE/PDX/CAC; 0; 383673904
2002-02-28

CRM RECIEVED COST BREAKDOWN FROM SVC MGR AT RAY HUTSON CHEV. COST DESCREPANCY COMES FROM THE FACT THAT CUST HAD ALL 4 BALL JOINTS REPAIRED, AND CHEV IS REIM FOR ONLY TWO, UPPER BALL JOINTS, AS COVERED BY CAMPAIGN. KIRASLYE/PDX/CAC; 0; 383777741
2002-03-06

CONTACTED CUST, ADVISED HER TO HAVE CAMPAIGN STICKER ATTACHED TO VEH. CUST CONFIRMED REPAIR WAS PAID BY PERSONAL CREDIT CARD. RECIEPT WAS ATTACHED TO RO BUT DID NOT SCAN DARK ENOUGH TO SEE IT. (PAID BY FAMILY, NOT BY COMPANY.) CUST STATES REP FROM DLR ALWAYS COMES OUT TO PICK UP PARTS AND MAY BE ABLE TO ATTACH STICKER TO VEH ON ONE OF THOSE VISITS.
KIRASLYE/PDX/CAC; 0; 384296345
2002-03-07

FORWARDING TO GOODWILL FOR APPROVAL. KIRASLYE/PDX/CAC; 0; 384382354
2002-03-11

GL REVIEWED FILE AND WILL SUBMIT FOR 1ST AND FINAL APPROVAL...KIM GARDNER/GL/PDX; 0; 384721949
2002-03-11

GL NOTING THAT THE CUST IS BEING REIM FOR SPECIAL POLICY 01049...THE CUST VEH FALLS WITHIN THE PARAMETERS.
KIM GARDNER/GL/PDX; 0; 384722037
2002-03-12

final approved; 0; 384794223
2002-03-19

WAITING FOR CONFIRMATION FROM MSX THAT GOODWILL/LTR HAS BEEN SENT TO CUST.
SARAH GONZALES/CAC/PDX; 0; 385437851
2002-03-21

ck #900495032 was mailed in the amount of $375.84 was mailed on 3/13/02 to 12737 HILLSIDE AD, BROWNSVILLE, MN 55919
Debbie Morrill/ PDX-CAC; 0; 385591104

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

February 8, 2002

Brownsville, MN

Request: C06186136

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $375.84. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Kira Slye
Customer Relationship Manager

RS0005-P

JAN 2 2 2002

CHEVROLET MOTOR DIVISION
CUSTOMER ASSISTANCE CE
ATTN: KIRA SLYE
P.O. BOX 33170
DETROIT, MI

4823246178 31

Roy's Yamaha dba

R&J MOTOR SPORTS
1241 OAK FOREST DRIVE
ONALASKA, WI 54650
608-785-1077
fax 608-785-1076

Attn: Kira Slye

Re: Request #06186136

Per letter and phone conversation with you on 1-15-02, please find enclosed the required documents.

1. Repair order marked and shown paid through credit card by Ray Hutson Chevrolet
2. Proof of ownership

If you have any questions you may call Brian in service at Ray Hutson 608-788-3000. Or I can be reached at the above number at our place of business Mon-Fri 9:00-5:00 p.m.
Thank you for your consideration of this request of a possible monetary reimbursement.

Sincerely,

Brownsville, MN

[illegible] HAROLD J [illegible] 342 163 11/10/00 CT[illegible]

DLV-300 [illegible] BLACK

99CHEVROLET TRUCKBLAZER [illegible]

1GNDT13W6T2285165

LA CROSSE, WI 54601

11/09/00

[ ] SERVICE DATE 7 07/03/98 PER VI

LABOR & PARTS

JB 1 [illegible] [illegible] - [illegible] TECH(S):[illegible] SLOW 9.00

[illegible] MAINTENANCE [illegible] - [illegible] - [illegible] -

2/[illegible] HAROLD J [illegible] 342 143 11/1[illegible] CTC[illegible]

DLX-300 5400 BLACK/

CHEVROLET TRUCK/BLAZER [illegible]

1GNDT13W6T2[illegible]156

LX CHOOSE, WI

11[illegible]

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
[illegible]	1	[illegible]	PCV VALVE 1.346	[illegible]	[illegible]

JOB # 5 TOTAL PARTS [illegible]

JOB # 5 TOTAL LABOR & PARTS 183.96

JB 6 [illegible] FLUSH COOLING SYSTEM TECH(S):62 SLAB WARRANTY

[illegible] FLUSH THE COOLING SYSTEM AND REFILL.
[illegible] THE COOLING SYSTEM FLUSH AND REFILLED ANTI-FREEZE.
[illegible] BULLETIN [illegible] FOR CHARGES WEEKLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
[illegible]	1	[illegible]	THERMOSTA 1.346	[illegible]	[illegible]

JOB # 6 TOTAL PARTS [illegible]

JOB # 6 TOTAL LABOR & PARTS 0.00

JB 7 [illegible] SERVICE TRANSMISSION TECH(S):173 SLAB 30.00

[illegible] CHANGE THE TRANSMISSION FLUID AND THE TRANSMISSION FILTER.
[illegible] THE TRANSMISSION FLUID AND REPLACED THE TRANSMISSION FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
[illegible]	1	[illegible]	FILTER KIT 4.197 ATF	[illegible]	[illegible]

JOB # 7 TOTAL PARTS [illegible]

JOB # 7 TOTAL LABOR & PARTS 74.00

JB 8 [illegible] ACCESSORIES MISC TECH(S):62 SLAB 96.00

Recall Operation [illegible]
[illegible] UPPER AND LOWER COOLER LINES
RECALLED UPPER AND LOWER OIL COOLER LINES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
[illegible]	1	[illegible]	HOSE 1.000	[illegible]	[illegible]

JOB # 8 TOTAL PARTS [illegible]

JOB # 8 TOTAL LABOR & PARTS 177.30

JB 9 [illegible] FT SHOP MISC TECH(S):62 SLAB 455.20

Recall Operation [illegible]
[illegible] BALL JOINTS AND ALIGNMENT
INSTALLED 4 BALL JOINTS AND DID ALIGNMENT

ORIGINAL

 [CONTINUED ON NEXT PAGE]

2/003 HAROLD J BOWMAN 342 143 1W1099 CT6622029

DLV-300 64000 BLACK

CHEVROLET TRUCKBLAZER 07/2000

1GNDT13W6T2265155

LA CROSSE, WI 11/2000

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
[illegible]	1	[illegible]	[illegible]	[illegible]	[illegible]
			JOB # 9 TOTAL PARTS		[illegible]
			JOB # 9 TOTAL LABOR & PARTS		677.74

JOB-PRETZ AXLE & DIFF MISC TECH:51:02 SL80 89.00

Added Operation [illegible]
[illegible] LEFT FRONT AXLE SEALS
REPLACED LEFT FRONT AXLE SEAL.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
[illegible] 10	1	14208677	SEAL, AXLE [illegible]	[illegible]	[illegible]
			JOB # 10 TOTAL PARTS		[illegible]
			JOB # 10 TOTAL LABOR & PARTS		93.06

JOB-LUCTZPAD BRL FT BRAKE PADS TECH:51:02 SL80 80.00

Added Operation [illegible]
[illegible] FRONT BRAKE PADS AND RESURFACE ROTORS
[illegible]
[illegible] BRAKE PADS AND SERVICED THE CALIPER
SLIDES AND RESURFACED THE BRAKE ROTORS.

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
[illegible] 11	1	[illegible]	[illegible]	[illegible]	[illegible]
			JOB # 11 TOTAL PARTS		[illegible]
			JOB # 11 TOTAL LABOR & PARTS		131.79

G.O.G. & SUPPLIES

[illegible] 2	5.0	5W30 SUPERMOTION OIL	0	1.850	/UNIT	[illegible]
					TOTAL - GOG	[illegible]

ESTIMATE [illegible]
ESTIMATE [illegible] ESTIMATE [illegible] (*TAX) ON 11/[illegible] AT [illegible]
CUSTOMER [illegible] CHANGE OIL, LUBE, & MAJ. SERVICE, AXLE SEAL, FRONT BRAKES
[illegible]
[illegible] SEE
[illegible]
[illegible] CHARLES V PAGELY
[illegible]
FACTORY NEW EMISSION SYSTEM

TECHNICIAN CERTIFICATION

[illegible]	[illegible]	TIMOTHY J LINDSLY	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]

ORIGINAL

 (CONTINUED ON NEXT PAGE)

27088 HAROLD J [illegible] 342 143 11/10/98 CTC[illegible]

BLV-300 54808 BLACK/

98/CHEVROLET TRUCK/BLAZER 07/03/98

1GNDT13W6T2385155

LA CROSSE, W 11/[illegible]

TOTALS

CASHIER INFORMATION
(Cashier MUST check off each part when completed)

CUSTOMER PAYMENT METHOD
[ ] = CASH
[ ] = CHECK / [illegible] [.....]
[ ] = VISA / MASTERCARD
[ ] = AMERICAN EXPRESS
[ ] = DISCOVER CARD
[ ] = CHARGE ACCOUNT

[ ] = PAYMENT RECEIVED
[ ] = NO CLOSED ON [illegible]

TOTAL LABOR....	[illegible]
TOTAL [illegible]....	[illegible]
TOTAL [illegible]....	[illegible]
TOTAL [illegible]	[illegible]
TOTAL [illegible]	[illegible]
TOTAL [illegible]	[illegible]
TOTAL TAX.....	74.[illegible]
TOTAL INVOICE $	1436.[illegible]

CUSTOMER SIGNATURE

ORIGINAL

PAID
NOV 10 1998
[illegible]
[illegible]

PAGE 4 OF 4 ACCOUNTING COPY [END OF INVOICE] 15:03:[illegible]

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

PLATE NUMBER: DLV 399
DATE: 09/30/00
MAKE: CHEV.
V.I.N.: 1GNDT13W6T2285155
TITLE NUMBER: 23742
MODEL: 94
TYPE: 4W BZR
BROWNSVILLE .MN

RECORDED OWNER(S) RECORD OF SALE

PLATE NUMBER:
TITLE NUMBER:
V.I.N.: 1GNDT13W6T2285155
EXCISE TAX PAID:
TOTAL FEES PAID:

BUYER'S CONSENT: SALE DATE:
BUYER'S ADDRESS:
CITY: STATE: ZIP CODE:

STATE OF MINNESOTA
CERTIFICATE OF TITLE
TO A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER	OWNER	MAKE	YEAR	TYPE
1GNDT13W6T2285155	54124	CHEV	96	4W BZR

TITLE NUMBER	DATE ISSUED	NEW OR USED	IF REPL. DATE OF FIRST SALE	FOR GENERAL OFFICE USE ONLY
C3130L561	11/09/99			

OWNER DOB

BROWNSVILLE .MN

09 23742 DLV 399

ASSIGNMENT BY SELLER (TRANSFERRED)

FEDERAL AND MINNESOTA LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE DISCLOSURES ABOUT POLLUTION CONTROL EQUIPMENT AND DAMAGE TO THE VEHICLE. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. SOME EXCEPTIONS MAY APPLY.

ODOMETER DISCLOSURE STATEMENT. I (WE) STATE THAT THE ODOMETER NOW READS _____ (NO TENTHS MILES) AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED HEREIN UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

☐ (1) I HEREBY CERTIFY TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE ☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 75% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THE VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE ☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

WARNING-ODOMETER DISCREPANCY IF SIGN (1) OR (2) IS CHECKED.

ASSIGNMENT. I (WE) CERTIFY THAT THE VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE AND ASSIGN THE VEHICLE AND REGISTRATION PAID TO:

SELLER'S PRINTED NAME: DATE: BUYER'S PRINTED NAME:

SELLER'S STREET ADDRESS: BUYER'S ADDRESS:

SELLER'S SIGNATURE: BUYER'S SIGNATURE:

COMPLETE REVERSE SIDE: APPLICATION FOR TITLE BY BUYER (TRANSFERRED)

PRINT BUYER'S FULL NAME(S) LAST, FIRST, AND MIDDLE: DATE(S) OF BIRTH:

MAIN ADDRESS: CITY: COUNTY: STATE: ZIP CODE:

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT? NO ☐ YES ☐ ADDITIONAL ☐ IF YES, COMPLETE SECTION BELOW

PART SECURED PARTY (PRINT NAME): DATE OF SECURITY AGREEMENT:

MAIN ADDRESS: CITY: STATE: ZIP CODE:

IF REQUIRED AN ADDITIONAL SECURITY AGREEMENT IS COMPLETE AND ATTACH SPRINT. NAME OF INSURANCE COMPANY: POLICY NUMBER:

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900495032

DATE 03/13/02

**********375 DOLLARS ****84 CENTS

AMOUNT **********375.84

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF BROWNSVILLE MN

MAR 14 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900495032⑈ ⑆021309379⑆ 601-2-62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR LINE NO. RD 000000041

VENDOR NAME

CHECK NO. 900495032

PAYMENT DATE 03/13/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	03/12/02	VN 000000000052300	00.0000	375.84	.00	375.8
1GRDT13W6T2205[illegible]	00106130	000000000[illegible]				
			TOTAL	375.84	.00	375

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: CORTLANDT MANOR
NY
HOME PHONE:

CASE NUMBER:	06223726	VIN:	1GNDT13W4TK238979
		MODEL YEAR:	1996
DATE OPENED:	2002-01-22	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-01-22	MILEAGE:	99300
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	YORKTOWN CHEVROLET, LLC
BRC PARENT:		DEALER ADDRESS:	3805 CROMPOND ROAD,,YORKTOWN

HEIGHTS,NY,10598,USA

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

A15 Special Policy	Special Policy
0 REPAIR ATTEMPT(S)	REIM ON BALL JOINTS
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	GO TO DLR
A07 Referred to Dealer	Customer Satisfaction
0 REPAIR ATTEMPT(S)	REIM FOR SP POL
[illegible] Front Suspension	Other
0 REPAIR ATTEMPT(S)	BALL JOINT FAILED

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?

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

CUST STATES BALL JOINT BROKE AND WHEEL FELL OFF VEH. CUST SEEKS REIM FOR SP POL ON UPPER BALL JOINTS. CRM ADV TO TAKE OR RO AS DESCRIBED IN LETTER TO DLR W/PROOF OF OWNERSHIP AND PAYMENT FOR REIM. CUST STATES WILL DO. REQUEST CLOSED SATISFIED. MIKE MABS/CAC/PORTLAND; 0; 380591547

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

[illegible]VER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:

NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

RCE: TRANSACTION:
QUEST TYPE:
REPURCHASE REASON:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: BRATTLEBORO , VT

HOME PHONE:

CASE NUMBER:	06227582	VIN:	1GNDT13W4TK210468
		MODEL YEAR:	1996
DATE OPENED:	2002-01-23	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-04-23	MILEAGE:	58200
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	RAYMOND S ROBERTS INC
BRC PARENT:		DEALER ADDRESS:	476 CANAL ST,,BRATTLEBORO,VT,05301,USA

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

A15 Special Policy 1 REPAIR ATTEMPT(S)	Special Policy #01048 - UPPER BALL JOINT SEPERATION
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Special Policy $175.35
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Loose UPPER BALL JOINT SEPERATION

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm]]
Reimbursement for repairs already done that are on a campaign.

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

CUST STATES WAS OWNER OF 1996 CHEVROLET BLAZER. CUST STATES THAT RECEIVED NOTICE OF OPEN CAMPAIGN ON VEH. CUST STATES THAT ALREADY HAD REPAIRS PERFORMED FOR VEH. CUST SEEKS REIMBURSEMENT FOR REPAIRS PERFORMED. CRM ADVISED THAT WOULD NEED TO SEND IN NECESSARY DOCUMENTS FOR REIMBURSEMENT. MEGAN ALLEN/ATX/CAC; 0; 380650759
2002-02-06

CRM STILL WAITING FOR DOCS. MEGAN ALLEN/ATX/CAC; 0; 381858799
2002-02-06

CRM HAS BEEN WAITING FOR DOCS FOR APPX. 3 WEEKS. CLOSING FILE SATISFIED UNTIL DOCS RECEIVED. MEGAN ALLEN/ATX/CAC; 0; 381882485
2002-04-15

CRM ATTACHING DOCS AND FORWARDING TO CRM ALLENMEG SABRINA LANEIR/CORR/TAMPA; 0; 387740917
2002-04-15

CRM NOTING DOCS RECEIVED. CRM SUSPENDING UNTIL CAN REVIEW FOR GOODWILL. MEGAN ALLEN/ATX/CAC; 0; 387742678

2002-04-19

T FALLS WITHIN BREAK POINTS OF SPECIAL POLICY #10149 ON UPPER BALL JOINT SEPERATION. CUST KS REIMBURSEMENT OF UPPER BALL JOINT REPAIR. CUST RECEIVED NOTIFICATION OF SPECIAL POLICY #01049 AFTER REPAIR OF UPPER BALL JOINTS AT AN INDEPENDENT DLR. MEGAN ALLEN/ATX/CAC; 0; 388079535
2002-04-19

CRM CONTACTED INDEPENDENT DLR (STEVE'S AUTO REPAIR) AND SPOKE TO SVC MGR DENNIS ST LOUIS. SVC MGR VERIFIED REPAIR ON UPPER AND LOWER BALL JOINTS AND STATED THAT REPAIR TO BALL JOINT SEPERATION WAS NOTHING CUST COULD HAVE CAUSED/PREVENTED. MEGAN ALLEN/ATX/CAC; 0; 388079770
2002-04-19

CORRECTION - CUST DID NOT RECEIVE NOTIFICATION OF SPECIAL POLICY, CUST INVOLVED IN OPEN CAMPAIGN #01048 ON UPPER BALL JOINT SEPERATION. MEGAN ALLEN/ATX/CAC; 0; 388079927
2002-04-19

CRM CONTACTED DLR AND SPOKE TO SVC MGR DAVID GATES. SVC MGR VERIFIED THAT CUST IS NOT SEEKING REIMBURSEMENT THROUGH DLR. MEGAN ALLEN/ATX/CAC; 0; 388080219
2002-04-19

BREAK DOWN OF REIMBURSEMENT - ($245.35)

LABOR: 120.00
PARTS: 114.00 (MINUS LOWER BALL JOINTS AND LOF)
TAX: 11.35

TOTAL: 245.35; 0; 388080386
2002-04-19

INESS CASE FOR OFFERING GOODWILL ($245.35 REIMBURSEMENT)

1) CUST IS INVOLVED IN OPEN CAMPAIGN #10148 ON UPPER BALL JOINTS
2) CUST HAD VEH REPAIRED AT INDEPENDENT DLR BEFORE RECEIVING NOTIFICATION OF CAMPAIGN
3) INDEPENDENT DLR VERIFIES REPAIR WASNOTHING CUST CAUSED/PREVENTED
4) CUST IS NOT SEEKING REIMBURSEMENT THROUGH DLR FOR COST OF PRE-CAMPAIGN REPAIR

MEGAN ALLEN/ATX/CAC; 0; 388080527
2002-04-19

CRM SUBMITTING FOR TM APPROVAL. CRM SCHEDULED CALL BACK FOR 4/23/02 BETWEEN 1-3PM CENTRAL. MEGAN ALLEN/ATX/CAC; 0; 388081125
2002-04-19

CRM NOTING THAT VEH FALLS UNDER SPECIAL POLICY NOT CAMPAIGN AS CAMPAIGN DOES NOT HAVE VIN BREAK-DOWN. CRM NOTING THAT R.O. FROM GM IS DATED 5/23/01 AFTER R.O. FROM INDEPENDENT ON 12/1/00. DLR R.O. PUTS MILEAGE AT 58,200 MILES SO VEH WAS WITHIN PARAMETERSAT TIME OF REPAIR AT INDEPENDENT. NOTING PROOF OF OWNERSHIP AT TIME OF REPAIR AS REGISTRATION IS FROM 10/01. CRM VERIFIED VEH YEAR, MAKE AND MODEL AT TIME TALKING TO INDEPENDENT DLR. INDEPENDENT DLR DID NOT HAVE VIN ON FILE. MEGAN ALLEN/ATX/CAC; 0; 388083635
2002-04-19

CORRECTED BREAK-DOWN ($175.35)

LABOR: 60.00 (HALF OF LABOR AS HAD BOTH UPPER AND LOWER BALL JOINTS REPAIRED)
PARTS: 104.00 (MINUS LOWER BALL JOINTS AND LOF)
X: 11.35

TOTAL: 175.35

MEGAN ALLEN/ATX/CAC; 0; 388083722
2002-04-19

CRM SUBMITTING FOR TM APPROVAL OF REIMBURSEMENT OF $175.35. MEGAN ALLEN/ATX/CAC; 0; 388083860
2002-04-19

CRM RECEIVED APPROVAL FROM TM MARCIA HERRMANN TO OFFER $175.35 REIMBURSEMENT. MEGAN ALLEN/ATX/CAC; 0; 388092534
2002-04-19

CRM CONTACTED CUST AND MADE OFFER. CUST ACCEPTED AND WAS VERY SATISFIED. CRM VERIFIED CUST ADDRESS. CRM TRANSFERING FILE TO GWL FOR PROCESSING. MEGAN ALLEN/ATX/CAC; 0; 388092647
2002-04-19

LIAISON REVIEWED REQUEST WILL SUBMIT FOR APPROVAL.....SHERRY JOHNSON/LIAISON/ATX; 0; 388093472
2002-04-22

Processed Final Approval....Closing Request Satisfied.....Goodwill Liaison*/Tim Christian Austin*,TX.; 0; 388339992
2002-04-26

CHECK # 900497488, MAILED 04/24/02, IN THE AMT. OF $175.35; 0; 388672058

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

April 22, 2002

Brattleboro, VT

Request: C06227582

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $175.35. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Megan Allen
Customer Relationship Manager

RS0005-A/sgj

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK No. 900497488

DATE 04/24/02 **********175 DOLLARS ****35 CENTS AMOUNT **********175.35

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF BRATTLEBORO VT

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900497488⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR CODE NO. RD 000000019

VENDOR NAME

CHECK NO. 900497488

PAYMENT DATE 04/24/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
10MDT13N4TK219465	04/22/02 44227202	VM 000000000037686 000000000037686	00.0000	175.35	.00	175.3

RECEIVED APR 24 2002

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-5789 WS

TOTAL 175.35 .00 17

Brattleboro VT

APR 12 2002

Chevrolet Motor Division.
General Motors Corp.
PO 33170
Detroit Mich.
48232-5170

48232+5170

4-8-02.

To whom it may Concern.

Enclosed please find copies of proof of repair and ownership of our Chevy Blazer. We had the lower and upper replaced due to wearing out. Any questions please feel free to contact me. Thank you

Brattleboro VT

File # C06227582.

STEVE'S AUTO REPAIR
Muffler Specialists
9 Putney Road
Brattleboro, VT 05301
(802) 257-0669

NAME:
ADDRESS:
CITY:

DATE	CUST. ORDER #	WHEN PROMISED	PHONE
12/1/00			

YEAR & MAKE OF CAR - TYPE OR MODEL | SERIAL # | MOTOR #

LICENSE # | MIL. PLATE | WRITTEN BY

QUAN	PART #	NAME OF PART	SALE AMT.
2	Lower Ball Joint	40.00	
2	Upper Ball Joint	40.00	
	Oil Filter	18.95	

TOTAL PARTS — 226.95

ACCESSORIES — TIRES & TUBES

TOTAL ACCESSORIES —

DESCRIPTION OF WORK | AMOUNT

358.30
MVS 20.00
338.30

ORIGINAL

Paid ✓ ~~#~~ 5129

CASH ☐ CHARGE ☐

TOTAL - GAS, OIL & GREASE — | TOTAL - MERCH. —

AUTHORIZED BY:

LABOR ONLY	120.00
PARTS	226.95
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
TAX	11.35
TOTAL	358.30

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

THIS IS YOUR INVOICE

RAYMOND S. ROBERTS, INC

475 Canal Street
Brattleboro, Vermont 05301
(802) 254-2334
Fax: (802) 254-6156

25480131 249455

INVOICE

BRATTLEBORO, VT
HOME,

PAGE 1

Over 65 Years of Sales and Service • A Full Service Dealer

SERVICE ADVISOR: 42 DOUG HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BROWN	96	CHEVROLET S10 BLAZER	1GNDT13W4TK210468		58200/58200	T556

DEL DATE	PROD DATE	WARR. EXP	PROMISED	PO NO	LABOR RATE	PAYMENT	INV. DATE
22AUG1996			16:30 23MAY01		54.00	CASH	23MAY2001

R.O. OPENED	READY
11:42 23MAY01	11:58 23MAY01

OPTIONS: STK:9929A DLR:32444 ENG:4.3 TRN:AUTO
5)AJ1,AP9,AU3,AV5,AX9,A31,A78,B30,B84,C25,C3H,C60,
C4,DH2,D48,D55,E55, 6)FF6,FF7,GU6,JM3,K3 (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VALVOLINE FASTLUBE SERVICE			
3 VALVOLINE FASTLUBE SERVICE			
112 CP 0.60		7.30	7.30
1 25171377 FILTER	5.20	5.20	5.20
1 QOIL OIL	8.75	8.75	8.75
58200 LOF			

****

CUSTOMER PAY ENVIRONMENTAL SURCHARGE AND MISC SUPPLIES FOR REPAIR ORDER 1.00

ALL GM PARTS WITH A W PREFIX CARRY A LIMITED
LIFETIME WARRANTY, SEE BROCHURE FOR DETAILS

COPY

PAID
23 2001

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this Manufacturer. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this Manufacturer.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	7.30
PARTS AMOUNT	13.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	22.25
LESS INSURANCE	0.00
SALES TAX	0.75
PLEASE PAY THIS AMOUNT	23.00

CUSTOMER COPY

Request ID: 34994 Requested By: Branch One @ 04/04/2002 11:48:31

Newfane Court House Photo By Paul Miller

5129

36 15 2200 2211 12-05-00

DATE 12-5-00

Brattleboro, NE

PAY TO THE ORDER OF Stevens Auto 00 9217 9229 12-05-00 $ 378.00

Three hundred seventy eight and 30/100 DOLLARS

River Valley Credit Union
Brattleboro, Vermont 05301

MEMO

⑆211691266⑆534001075 ... 78304

0111-0048-1
020298938 0111-0048-1
020298938 05/26/2000 00
05821620

0111-0048-1 >>>>>>>>>>
0111-0048-1
90179722 12-05-00
001204 1000416190 5-00041619

FOR DEPOSIT ONLY
STEVE'S AUTO REPAIR
37 Putney Rd
Brattleboro, VT 05301
Acct #90179722

Capture Date: 12/05/2000 Sequence #: 005821620 Account #: 5340010752000 Check #: 5129 Amount: 378.30

VERMONT AGENCY OF TRANSPORTATION • DEPT. OF MOTOR VEHICLES
120 STATE STREET • MONTPELIER, VT 05603-0001

MAKE	MODEL	IDENTIFICATION NUMBER			
CHEV	BLA	1GNDT13W6TK210668			
YEAR	BODY	COLOR	FUEL		
96	4D	BRO	GAS		
MODEL LANGUAGE	RANGE TYPE	TITLE	UNLADEN WGT		
		ISSUED			

REGISTRATI
CERTIFICA
PASSENGER
OR SCHOOL
[redacted]
DATE ISSUED
OCT 01

RECEIPT LINE VALIDATES THIS CERTIFICATE
NOV-07-00 OV-0163 CAY746 AUT 43.00

BRATTLEBORO VT

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: SPENCER , MA
HOME PHONE:

CASE NUMBER:	06237160	VIN:	1GNCT18WXTK218496
		MODEL YEAR:	1996
DATE OPENED:	2002-01-24	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-03-25	MILEAGE:	86890
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	RAGSDALE CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	324 MAIN ST,,SPENCER,MA,01562,USA

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

A15 Special Policy 1 REPAIR ATTEMPT(S)	Special Policy 01049
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Loose REPLACED DUE TO SEPERATION
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction $331.16
S86 CAC Resolved With Goodwill [illegible]EPAIR ATTEMPT(S)	CAC Resolved With Goodwil LOWER BALL JOINTS AS WELL

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?

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

CRM REVIEWING FILE. CRM FORWARDING BACK TO PREVIOUS CRM. GRODRIGUEZ/AUSTIN/CARS; 0; 383442548
2002-03-18

CRM RECV'D FILE TRANSFER AND IS NOTING THAT CRM HAS SUBMITTED MSX REQUEST FOR ORIGINAL DOCS TO BE RETURNED TO CUST. CRM WILL REVIEW FILE W/GWL FOR PROCESSING. TALIRA POCAIGUE/ATX CARS; 0; 385312296
2002-03-18

CRM CONTACTED CUST AND LEFT FYI ON ANS MACH THAT REQUEST FOR ORIGINAL R.O. WAS SUBMITTED. TALIRA POCAIGUE/ATX CARS; 0; 385312798
2002-03-18

Goodwill Liaison has reviewed and will submit for approval

J holden humphreys - atx - gw; 0; 385317771
[illegible]2-03-29

check # 900495743, mailed 03/27/02, in the amt. of $331.16; 0; 386258701
2002-01-24

CUST STATES RECV'D NOTICE FOR SP POL 01049. CUST STATES THAT HE ALREADY HAD THE REPAIR DONE NOT TOO LONG AGO. CUST SEEKS REIM FOR REPAIRS DONE. CRM ADV'D CUST WOULD NEED TO VERIFY

INVOLVEMENT. CRM VERIFIED CUST INVOLVEMENT IN SP POL 01049. CRM ADV'DCUST OF DOCS TO SEND FOR POSS REVIEW OF REIM. CUST STATES THAT BALL JOINTS THAT HE HAD PAID FOR HAVE LIFETIME [illegible]RANTY AND HE WOULD BE NEEDING THE ORIGINAL R.O. BACK. CRM ADV'D CUST THAT, ONCE CRM IS [illegible]E REVIEWING FOR REIM, CRM CAN SUBMIT FOR RETURN TO CUST; CUST AGREED. CRM PROVIDED REQ # FOR REFERENCE. TALIEA POCAIGUE/ATX CARS; 0; 380749028
2002-02-10

CRM REVIEWING FILES. FORWARDING BACK TO PRE CRM FOR FOLLOW-UP. WENDY MEDINA/CAC/ATX; 0; 382235772
2002-02-12

CRM CONTACTED CUST TO REMIND OF DOCS TO SEND IN FOR REVIEW OF REIM. CRM LEFT MSG ON ANS RE: DOCS TO SEND IN FOR FURTHER REVIEW AND WILL ATTEMPT TO CONTACT CUST ONCE MORE BEFORE SENDING UNABLE TO CONTACT LETTER. TALIEA POCAIGUE/ATX CARS; 0; 382391023
2002-02-14

CUST CALLED IN TO ADVISE THAT THE MESSAGE WAS LEFT ON HIS FATHER'S RESIDENCE, CUST'S PHONE NUMBER IS [illegible] . CUST STATED SENDING IN DOCS, CRM ALARMING PREV CRM WITH UPDATE PER CUST REQUest
MATTHEW TIMONEN/PDX-CAC; 0; 382571683
2002-02-14

CRM RECV'D FILE TRANSFER AND WILL SUSPEND FILE PENDING ARRIVAL OF DOCS. TALIEA POCAIGUE/ATX CARS; 0; 382575188
2002-02-26

attaching docs and forwarding to crm POCAIGUT.
patrick burtch corr/tpa/cac; 0; 383575173
2002-02-26

[illegible] RECV'D FILE TRANSFER AND WILL SUSPEND FILE PENDING REVIEW OF DOCS. TALIEA POCAIGUE/ATX CARS; 0; 383581819
2002-03-06

CRM REVIEWING DOCS. CRM SPOKE TO ANNA FROM C.A.P. WHO VERIFIED THAT CUST HAD PAID CASH FOR THE PURCHASE OF THE BALL JOINTS. CRM ATTEMPTED TO CONTACT MORRISON AND SON TOWING BUT WAS UNABLE TO SPEAK TO ANYONE TO VERIFY CAUSE OF REPLACEMENT OF BALL JOINTSAND CUST PAYMENT TYPE. CRM WILL ATTEMPT TO CONTACT MORRISONG AND SONS TOWING FOR MORE INFO. TALIEA POCAIGUE/ATX CARS; 0; 384288494
2002-03-06

CUST CALLED BACK IN TO CHECK THE STATUS OF HIS REIMBURSEMENT. CRM REVIEWED FILE ADVISED THAT THE PREVIOUS REP IS WORKING ON HIS REIMBURSEMENT. CRM ADVISED THAT SHE WOULD UPDATE THE FILE WITH HIS CALL. CUST REQUESTS A CALLBACK IF ANY NEW INFO IS FOUNDOR IF A DECISION IS MADE. CRM ADVISED CUST SHE WOULD LET PREVIOUS CRM KNOW. CRM FORWARDING TO PREVIOUS CRM WHO IS WORKING REIMBURSEMENT. MARCIE MEAD/PDX/CAC; 0; 384314644
2002-03-07

CRM WILL ATTEMPT TO CONTACT MORRISON AND SONS TOWING TO VERIFY WHAT MAY HAVE CAUSED BALL JOINTS TO NEED REPLACEMENT AND TO VERIFY PAYMENT TYPE (CASH, CHECK, CHARGE). CRM WILL CONTACT CUST AND UPDATE THIS AFTERNOON BTW 2-4 PM CST. TALIEA POCAIGUE/ATX CARS; 0; 384359582
2002-03-08

CRM ATTEMPTED TO CONTACT MORRISON AND SONS TOWING AGAIN, RECV'D NO ANSWER. CRM WILL ATTEMPT TO CONTACT AGAIN TO VERIFY WHAT CAUSE OF REPAIR WAS AND PAYMENT TYPE. TALIEA POCAIGUE/ATX [illegible]S; 0; 384476589
[illegible]2-03-15

CRM CONTACTED MORRISON AND SONS TOWING AND LEFT VM W/CAC # AND REQ # TO REFER TO WHEN CALLING IN TO DOCUMENT WHETHER THERE WAS A SPECIFIC REASON BALL JOINTS NEEDED TO BE REPLACED. CRM SUSPENDING FILE PENDING CONTACT BY SOMBONE FROM MORRISON AND SONS TOWING. TALIEA POCAIGUE/ATX CARS; 0; 385071302

2002-03-15

NEXT CRM PLEASE FIND OUT IF BALL JOINTS WERE REPLACED DUE TO POSSIBLE SEPERATION AND VERIFY PROOF OF PAYMENT (MAY BE CASH AS CUST DID NOT SEND IN PROOF OF PAYMENT FOR THIS PARTICULAR REPAIR) AND FWD FILE TO THIS CRM (POCAIGUT) FOR FURTHER REVIEW OF REIM CONSIDERATION. TALIBA POCAIGUE/ATX CARS; 0; 385071385
2002-03-15

ryan from morrison and sons stated that he was returning a phone call from previous crm. ryan stated that cust did pay him by cash. ryan stated that cust took veh for stated inspection and found out that he would not pass state inspection so bought the ball joints himself and brought them to morrison and son to have them replace the ball joints with the ones that cust purchased. crm advised ryan that crm will update the file with that information. crm got approval from tm john littlefield to forward file back to prevoius crm as requested. dawn estby/cac/pdx; 0; 385075437
2002-03-15

CRM RECV'D FILE TRANSFER STATING THAT CUST DID PAY CASH FOR LABOR REPAIR NECESSARY. CRM CONTACTED MORRISON AND SONS TOWING AND SPOKE TO BRIAN (NOT RYAN) WHO ADV'D CRM THAT THE REPAIR WAS NECESSARY BECAUSE THE BALL JOINTS WERE STARTING TO SEPERATE; HAD 3/4 OF AN INCH OF PLAY IN JOINTS. CRM DOCUMENTING THIS INFO AND WILL REVIEW W/GWL FOR FURTHER PROCESSING OF REIM. TALIBA POCAIGUE/ATX CARS; 0; 385077940
2002-03-15

CRM CONSIDERING OFFER OF REIM IN THE AMT OF $331.16 FOR THE FOLLOWING REASONS:
1) CUST COULD NOT HAVE CAUSED OR PREVENTED SEPERATION TO UPPER BALL JOINTS (LOWER BALL JOINTS WERE AFFECTED BY THIS SEPERATION AND THEREFORE ARE INCLUDED IN REIM); CUST HAD REPAIR DONE AND THEN RECV'D SP POL 01049,
2) RESTORE CUST FAITH IN GM.
BREAKDOWN OF REPAIR COST:
LABOR: $180.00
PARTS ($143.96). + TAX ($7.20): $151.16

TOTAL: $331.16
CRM CONTACTED CUST TO MAKE OFFER OF REIM IN THE AMT OF $331.16 (LEVEL 2 EMPONERMENT). CRM CONTACTED # IN FILE AND WAS ADV'D CUST WAS NOT AVAIL; CRM PROVIDED W/ALT # TO CONTACT CUST (508-885-0995). CRM LEFT MSG ON ANS MACH ADV OF REQ # AND FILE # TO REFERENCE. TALIBA POCAIGUE/ATX CARS; 0; 385078582
2002-03-15

NEXT CRM PLEASE MAKE OFFER OF REIM IN THE AMT OF $331.16 FOR SP POL 01049 (THIS CRM HAS LEVEL 2 EMPOWERMENT BUT HAS BEEN UNABLE TO CONTACT CUST TO MAKE OFFER) AND VERIFY ADDRESS AS CORRECT. PLEASE FWD FILE TO THIS CRM FOR PROCESSING. THANK YOU. TALIBA POCAIGUE/ATX CARS; 0; 385078677
2002-03-15

CUST STATES: REC'D MESSAGE TO CONTACT CAC. CRM OFFERED CUST REIM IN AMOUNT OF $ 331.16 AS NOTED IN PREV DOCUMENTATION. CUST ACCEPTED OFFER, CRM VERIFIED ADDRESS, AND UPDATED CUST MILEAGE. CUST SATISFIED. CRM FORWARDING REQUEST AS PREVIOUSLY NOTED TOCRM POCAIGUT FOR REIM PROCESSING.
SARAH ST. JOHN/CAC/PDX; 0; 385086603
2002-03-15

CUST STATES HE CALLED IN A FEW MOMENTS AGO. CUST SEEKS TO CONFIRM IF THE ORIGINAL DOCUMENT FOR BALL JOINT PARTS PURCHASE CAN BE SENT BACK TO HIM, AS HIS WILL NEED IT FOR LIFETIME WARRANTY. CRM ADVSD CUST THAT NORMALLY GM REQUIRES ORIGINAL DOCUMENT IN RECORDS TO REIMBURSE, BUT CRM WOULD TRANSFER FILE BACK TO PREV CRM WITH THIS INFO AS SHE ORIGINALLY ADVSD CUST WOULD GET DOC SENT BACK TO CUST WHEN FINISHED WITH REIMBURSEMENT IN FIRST NOTE. TRANSFERRING FILE TO PREV CRM. KRISTIN BRYANT/CAC/PDX; 0; 385087622
2002-03-25

PROCESSING FINAL APPROVAL. CLOSING SATISFIED. GOODWILL LIAISON/ANGIE PEREZ/AUSTIN, TX; 0; 385935678

**********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:

E INFORMATION:
NTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:

UPGRADE:
AFTERMARKET:
LEASE TERM:
MILEAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

06237160

North American Operations
General Motors Corporation
Disbursements (2615)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK No. 900495743

DATE
03/27/02

***************331 DOLLARS *****16 CENTS AMOUNT ***************331.16

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF SPENCER NA

MAR 27 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

900495743 021309379 601 2 62520

North American Operations
General Motors Corporation
Disbursements (2615)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900495743
PAYMENT DATE 03/27/02

VENDOR NO. RD [illegible]
VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNCT18WXTK212404	03/25/02 06237160	VN [illegible]	00.0000	331.16	.00	331.16
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL [illegible]				VN		
TOTAL				331.16	.00	331

FEB 25 2002

Chevrolet Motor Division
P.O. Box 33170
Detroit, MI 48232-5170

Reference# C06237160

Spencer, MA

February 16, 2002

Chevrolet Motor Division
PO Box 33170
Detroit, Michigan 48232-5170

Re: reference # C06237160

Dear Sirs:

This letter is in response to your letter dated January 2002. I spoke with several representatives from Chevy regarding the ball joint on my Chevy Blazer. They told me to write a letter stating what I have done about my Blazer's ball joints.

In November 2001 I read on the National Highway Transportation Safety Administration's website that there was a recall on the ball joints of my Chevy Blazer. I made an appointment at Ragsdale Chevrolet in Spencer, Ma. When I arrived to pick up my vehicle they informed me that my Blazer was not included in that recall. In needing my ball joints repaired I made another appointment with my local repairman. In December 2001 they were repaired. In January 2002 I received your letter informing me that there indeed was a problem with the ball joints on my Blazer.

Therefore I am writing this letter to be reimbursed my costs of parts and labor in total of $331.16.

I am enclosing a self-addressed stamped envelope for you to return my receipt for the purchase of the ball joints. They are covered under a lifetime warranty and I would need the receipt for any future claim.

Thank You

#C06237160

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

CHEVROLET

C01049

January, 2002

Dear Chevrolet Customer:

As the owner of a 1996 or 1997 4-wheel drive Chevrolet Blazer, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Blazers have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Blazers are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles (161,000km), whichever occurs first, General Motors will replace them at no charge to you.

This is not a recall campaign. You do not need to take your vehicle to your Chevrolet dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your Chevrolet dealer to replace your upper ball joints at no charge to you.

important glovebox literature for future reference.

Reimbursement: (Statement for all states except as shown below)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have your upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should contact your dealer to seek reimbursement consideration. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by November 30, 2002.

(Statement for California, Connecticut, Virginia, and Wisconsin)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have the upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should write to Oldsmobile Division, Customer Assistance Center, PO Box 33171, Detroit, MI 48232-5171 to seek reimbursement. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

If you have any questions or need any assistance, just contact your dealer or the Oldsmobile Customer Assistance Center at 1-800-442-6537. The deaf, hearing impaired, or speech impaired should call 1-800-833-6537 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Oldsmobile Division
General Motors Corporation

Enclosure

#C06237160

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

#Co 6257160
need this paper
Back!

C.A.P./WORCESTER-PARK AVE.

597 PARK AVENUE **STORE 02** WORCESTER MA 01603
PHONE: 508-798-1831
THANKS WE APPRECIATE YOUR BUSINESS AT C.A.P. !!!
30 DAY LIMIT FOR CREDITS/RETURNS/EXCHANGES
CONSUMER AUTO PARTS IS NOT RESPONSIBLE FOR LABOR CLAIMS
ALL CORES AND RETURNS MUST BE IN ORIGINAL BOXES

CASH CUSTOMER CUST# CAHC ORDER # 2-94748
INVOICE # 2-545075
PH# CODES: RDB 120817
** CASH SALE ** DATE: 12/18/01 PAGE: 1

96 CHEVY TRUCK BLAZER (B10)

2	MOO K5320	BALL JOINT	93.02	36.99	73.98	T
2	MOO K5289	BALL JOINT	90.02	34.99	69.98	T

ORIGINAL

4	0.00	0.00	368.00	0.00	143.96	7.20

CASH PAYMENT PAY THIS AMOUNT 151.16

DEPOSIT AMT. TENDERED 160.00 CHANGE 8.84

#C06237160

Morrison & Son Towing & Repair

19 North Spencer Road
Spencer, MA 01562
508-885-4962

Invoice

Date	Invoice #
12/13/2001	3

Bill To
VIN #1GNCT18WXTK218496 REG #945BPR Ma.

P.O. No.	Terms	Project
96 S-10 BLAZER		

Item	Qty	Description	Rate	Amount
Labor	4	labor to install 4 bellijoints customer supplied parts	45.00	180.00
		sales tax	5.00%	0.00

ORIGINAL

mileage 85515

Total $180.00

#C06237160

THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
P.O. BOX 165100 BOSTON, MA 02119
www.massrmv.com

PLEASE KEEP THIS DOCUMENT
IN YOUR VEHICLE AT ALL TIMES.

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE	REGISTRATION NUMBER		MONTH	YEAR
PAN	945SFR	[redacted]	05	03

FEES:	
REGISTRATION	35.00
TITLE	0.00
SPECIAL PLATES	0.00
SALES TAX	0.00
TOTAL	35.00

NAMES OF OWNER(S) AND MAILING ADDRESS

SPENCER, MA

EFFECTIVE DATE 06/01/01

TRANSACTION NUMBER 02115265010106

170

RESIDENTIAL ADDRESS (IF DIFFERENT)

MAKE MODEL YEAR	MAKE	MODEL NAME	MODEL STRUCTURE	COLOR
1998	CHEV	BLAZ	UTIL	GREEN

VEHICLE IDENTIFICATION NUMBER	INSURANCE COMPANY	TYPE NUMBER
1GNCT18WXTK218496	HANOVER INSURANCE	A8[illegible]0408

IF VEHICLE CARRYING PASSENGERS FOR HIRE, MAKE/LIST NUMBER OF PASSENGERS THAT CAN BE SEATED.

IF VEHICLE USED FOR TRANSPORTING SCHOOL, WORK, OR VOCATIONAL TOTAL RESIDENTS WEIGHT.

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

March 25, 2002

Spencer, MA

Request: C06237160

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $331.16. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Talica Pocaigue
Customer Relationship Manager

RS0005-A/jhh

Job : 52
Date: 11/18/2002
Time: 1:15:49 PM

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: .. AUBURN , NY
HOME PHONE: 000-000-0000

CASE NUMBER:	06260160	VIN:	1GNCT18W6TK147409
		MODEL YEAR:	1996
DATE OPENED:	2002-01-29	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-05-11	MILEAGE:	72503
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	FOX CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	503 S CHARLES G SEIVERS

BLVD,,CLINTON,TN,37716,USA

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

T04 General Information 0 REPAIR ATTEMPT(S)	Other WHITE MAIL
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken UPPER BALL JOINTS REPL.
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction COMPLETED REPAIR
[illegible] CAC Resolved With Goodwill [illegible]EPAIR ATTEMPT(S)	CAC Resolved With Goodwil REIMB.
A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm]]
Reimbursement for repairs already done that are on a campaign.
CAMPAIGN --- 01049
**********WORK HISTORY**********

final approved; 0; 389195016
2002-01-29

-----WHITE MAIL--------CRM attaching docs to file. Cust. stated nothing in docs. Cust. [illegible]nt in campaign info and an RO. No phone number on hand written RO and no phone number [illegible]und in 411.com. CRM submitting letter. Next CRM, please assist cust. asthis was WHITE MAIL and no initial contact has been made w/ cust..
PAUL GRENIER/CORR/TAMPA; 0; 381157372
2002-01-29

Letter approved. Cookie McCormick/Goodwill Liaison/Tampa; 0; 381166661

2002-04-03

T STATED: SENT IN DOCUMENTS FOR REIM ON UPPER BALL JOINT RECALL.
T SEEKS: REIM.
CRM ADVISED: WE NEED A COPY OF YOUR PROOF OF OWNERSHIP. EITHER THE TITLE ON THE VEH OR THE REGISTRATION FROM THE TIME THE REPAIR WAS DONE. CUST STATED WILL SENDTHAT IN. CRM SUSPENDING UNTIL DOCUMENTS ARRIVE. MICHELE SEGARRA/CRM/PDX/CAC; 0; 386703571
2002-04-08

CUST SENT IN REQUESTED DOCS
CRM ATTACHING TO FILE
FARAH IBRAHIM/TAMPA; 0; 387160234
2002-04-10

CRM RECEIVED TRANSFERRED FILE. WILL REVIEW DOC'S. MICHELE SEGARRA/CRM/PDX/CAC; 0; 387298286
2002-04-10

CRM CALLED FOX CHEVROLET (315-258-2000) THE WARRANTY CLERK JODY PEZONE, WAS N/A. CRM WILL TRY BACK LATER. MICHELE SEGARRA/CRM/PDX/CAC; 0; 387298610
2002-04-15

CRM CALLED FOX CHEV, SPOKE W/SVC MGR GEORGE DAVIS, WHO ADVISED:
LABOR $66.00
PARTS $142.20 (71.10 per kit quanity 2)
TAX 8% $16.66
TOTAL $224.86
MICHELE SEGARRA/CRM/PDX/CAC; 0; 387748572
2002-04-15

CALLING C & G AUTO SALES TO VERIFY WHY THE BALL JOINTS WERE REPLACED.
CRM SPOKE W/JIM CAFBARRO, WHO STATED THE CUST DID PAY CASH, ONE SIDE WAS COMPLETELY BROKEN OFF, NOT ATTATCHED. THE OTHER SIDE HAD A LITTLE PLAY IN IT. SO ALL 4 WERE REPLACED.MICHELE SEGARRA/CRM/PDX/CAC; 0; 387749082
2002-04-16

CRM RECEIVED APPROVAL TO OFFER CUST REIM FOR $224.86 FROM TM BARB SCHARF (BG) MICHELE SEGARRA/CRM/PDX/CAC; 0; 387833893
2002-04-16

CRM CALLED CUST & PHONE JUST WRANG UNTIL DISCONNECTED. MICHELE SEGARRA/CRM/PDX/CAC; 0; 387833902
2002-04-17

CRM CALLED CUST & L/M W/FATHER, TO HAVE HIM CALL REGARDING REIM. MICHELE SEGARRA/CRM/PDX/CAC; 0; 387919729
2002-04-17

NEXT CRM
IF CUST CALLS IN PLEASE OFFER THEM REIM FOR THE UPPER BALL JOINT:
LABOR $66.00
PARTS $142.20 (71.10 per kit quanity 2)
TAX 8% $16.66
TOTAL $224.86
IF CUST ACCEPTS PLEASE VERIFY ADDRESS & SPELLING OF NAME & FWD BACK TO ME TO PROCESS THANK YOU. MICHELE SEGARRA/CRM/PDX/CAC; 0; 387919811
02-04-23

CRM CALLED CUST & L/M W/SISTER, TO HAVE CUST CALL IN FOR REIM AMOUNT. MICHELE SEGARRA/CRM/PDX/CAC; 0; 388440293
2002-04-23

CUST CALLED IN RESPONSE TO MESSAGE LEFT TO CONTACT CAC. CRM ADVISED CUST OF REIM AS STATED IN NOTES AND VERIFIED SPELLING OF CUST NAME AND ADDRESS - PHONE NUMBER IS PER V CRM REQUEST, FORWARD FILE TO SEGARRAM FOR REIM PROCESSING. KATHY KINSTLER/CAC/ATX; 0; 448531
2002-04-25

CUST ACCEPTED REIM & SPELLING OF NAME & ADDRESS WAS VERIFIED. MICHELE SEGARRA/CRM/PDX/CAC; 0; 388601894
2002-04-25

REIM BREAK DOWN ON SPECIAL POLICY 1049:
LABOR $66.00
PARTS $142.20 (71.10 per kit quanity 2)
TAX 8% $16.66
TOTAL $224.86
MICHELE SEGARRA/CRM/PDX/CAC; 0; 388602703
2002-04-25

(crm notes can not change ucc code primary to ball joints b/c certificate was already saved.) michele segarra/crm/pdx/cac; 0; 388602936
2002-05-01

GL reviewed and submitted for final approval.
Katie Rogers/gl/pdx; 0; 389127164
2002-05-02

WAITING FOR CONFIRMATION FROM MSX.
KATIE ROGERS/GL/PDX; 0; 389214548
2002-05-09

iting for confirmation from MSX that goodwill/letter has been sent to the cust.
Kris Lucero/app/pdx; 0; 389840238
2002-05-11

CHECK # 9000498274 IN THE AMOUNT OF $ 224.86 WAS MAILED ON 5-3-02 ..KIM GARDNER/GL/PDX..; 0; 389989700

**********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:

S ANOTHER VEHICLE INVOLVED:
BER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT NAME:
AGENT PHONE NUMBER:

E INFORMATION:
NTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

ME: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

06260160

Auburn N.Y.

3 SYRACUSE NY 132
PM
08 APR
2002

Chevrolet
Customer Assistance Center
P.O. Box 33170
Detroit, Michigan 48232-5170
Att. Michille Segarra

APR 18 2002

48232+5170

CHEVROLET

Customer Assistance Center

January 29, 2002

Registration or copy of title

Auburn, NY

Request: C06260160

Dear

Thank you for your recent comments regarding your 1996 Chevrolet Blazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal are your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Paul Grenier

Paul Grenier
Customer Relationship Manager

SU0003-T/pdm

2089456

Michael

117-46-7758

NEW YORK STATE

[redacted]

Title and Identification No.	Year	Make	Model Code	Body/Hull	Document No.
[redacted]	1996	CHEVR	TK	SUBN	958292E

Color	Wt./Dis./Lgth.	Fuel	Cyl./Prop.	New or Used	Type of Title	Date Issued
GR	3937	GAS	6	USED	VEHICLE	1/29/01

Name and Address of Owner(s) ODOMETER READING [redacted]

[redacted]

AUBURN NY

Current miles 77369

[redacted]

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder [redacted] Lienholder [redacted]

[redacted]

Lienholder [redacted] Lienholder [redacted]

DEPARTMENT OF MOTOR VEHICLES

Request Number C06260160

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62630
Phoenix, AZ 85082-2630

GM

CHECK **No.** 900498274

DATE
05/03/02

***************224 DOLLARS ****86 CENTS

AMOUNT
***************224.86

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

AUBURN NY

MAY 07 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900498274⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62630
Phoenix, AZ 85082-2630

DETACH BEFORE DEPOSITING CHECK

VENDOR SUBS NO. RD 000000072 1

VENDOR NAME

CHECK NO. 900498274

PAYMENT DATE 05/03/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	05/02/02	VN 0000000000038243	00.0000	224.86	.00	224.86
LUNCTIONSTE147409	05045166	0000000000038243				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

US

TOTAL	224.86	.00	224

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK No. 900498274

DATE
05/03/02

**********224 DOLLARS ****86 CENTS

AMOUNT
**********224.86

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

AUBURN NY

MAY 07 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900498274⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR
CURR NO. RD 000000072 1

VENDOR NAME

CHECK NO. 900498274

PAYMENT DATE 05/03/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1BNCT18W6TK147409	05/02/02 06280160	VN 000000000038243 000000000038243	00.0000	224.86	.00	224.8

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\ON QUESTIONS CALL 800-462-8782

TOTAL 224.86 .00 22

Auburn N.Y.

SYRACUSE NY 132
PM
25 JAN
2002

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170, Detroit Mi
48232-5170

JAN 28 2002

48232-5170

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

CHEVROLET

C01949

January, 2002

Dear Chevrolet Customer:

As the owner of a 1996 or 1997 4-wheel drive Chevrolet Blazer, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Blazers have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Blazers are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles (161,000km), whichever occurs first, General Motors will replace them at no charge to you.

This is not a recall campaign. You do not need to take your vehicle to your Chevrolet dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your Chevrolet dealer to replace your upper ball joints at no charge to you.

What We Have Done:

To address the above-mentioned condition, General Motors is providing owners with special warranty coverage. If this condition occurs on your 4-wheel drive Blazer within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

What You Should Do:

Repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. Keep this letter with your other important glovebox literature for future reference.

Reimbursement:

(Statement for all states except as shown below)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have your upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles (161,000km), you should contact your dealer to seek reimbursement consideration. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by November 30, 2002.

(Statement for California, Connecticut, Virginia, and Wisconsin)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have the upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should write to Chevrolet Motor Division, Customer Assistance Center, PO Box 33170, Detroit, MI 48232-5170 to seek reimbursement. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

CODE: N - NEW U - USED R - REBUILT

QTY.	*	PART NO. AND / OR DESCRIPTION	PRICE
1		Right Upper Bjoint	82.59
		Right Lower Bjoint	63.40
1		Left Upper Bjoint	82.59
			228.61

C & G AUTO SALES

292 State St.
Auburn, N.Y. 13021
R# 4060139
Phone 252-5918

REPAIR ORDER

DATE 12/3/02	PROMISED A.M. P.M.		
CITY Auburn N.Y.			
PHONE	YES ○ NO ○	RETAIN PARTS	DESTROY PARTS / WRITTEN BY
YEAR - MAKE - MODEL 96 Chev. Blazer	COLOR Gl.	VEHICLE IDENTIFICATION NO. 1GNCT18W6TK147405	
SPEEDOMETER IN 72503	SPEEDOMETER OUT 72506	TIME REC'D A.M. P.M.	

REPAIR ORDER INSTRUCTIONS

LUBRICATE ☐ CHANGE OIL ☐ FINISH TRANS. ☐ FLUSH DIFF. ☐ POLISH ☐ WASH ☐

	LABOR
Tow Vehicle in Broken Upper Ball Joints.	65.00
Replace side upper + lower Ball Joint 35	
Replace side upper.	175.00

ORIGINAL

P. O. NO. OUTSIDE WORK

TOTAL PARTS

ACCESSORIES

TOTAL ACCESSORIES

INSPECTION	
TOTAL LABOR	175.00
TOTAL PARTS	228.61
ACCESSORIES	
GAS, OIL, GREASE	
OUTSIDE WORK	
Towing	65.00
SUB TOTAL	468.61
TAX	37.49
[illegible]	506.10

ATE AMOUNT	PARTS / LABOR
ESTIMATE TOTAL	

GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS, OIL, GREASE	

ESTIMATES FOR LABOR ONLY-MATERIAL ADDITIONAL

FORM # 86 REORDER FROM Jan Horan Company, Rochester, N.Y. (716) 359-3052

January 29, 2002

Auburn, NY

Request: C06260160

Dear

Thank you for your recent comments regarding your 1996 Chevrolet Blazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal are your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Paul Grenier
Customer Relationship Manager

SU0003-T/pdm

April 25, 2002

Auburn, NY

Request: C06260160

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $224.86. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Michele Segarra
Customer Relationship Manager

RS0005-P

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

CUSTOMER:
ADDRESS: MONROE , NY
HOME PHONE:

CASE NUMBER:	06271723	VIN:	1GKCT18W7TK522852
		MODEL YEAR:	1996
DATE OPENED:	2002-01-30	SERIES:	JIMMY 4WD (2-DOOR)
DATE CLOSED:	2002-05-23	MILEAGE:	
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

F18 Front Ball Joints/Kingpin — Other
1 REPAIR ATTEMPT(S) — CAMP 01048A

S13 Reimbursement Requested — Customer Satisfaction
1 REPAIR ATTEMPT(S) — CAMP 01048A

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
Identify sp Determine Customer's expectation
Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/Quickref/content/goodwill.htm]]
* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]
Vehicle reimbursement or Goodwill decision - Repair already done
**********WORK HISTORY**********

Confirmation was received from MSX that the repair order is a copy.
Rita Labrado/ATX; 0; 385655786
2002-03-22

UPDATING FILE FOR CRM MORALES1

HAMPTONJ/CARS/ATX; 0; 385662787
2002-04-08

Cust called seeking update on reim, crm researched file and noted there was a quetion on the repair order. Crm did not mention RO but cust stated she recently sent in the RO(invoice) even though the copy was not good she stated it was the original invoice, but the mechanic's printer was not very good.
Crm MICHELLE MORALES please call cust w/update
crm Petrucci fowarding file to MORALES1
CINDY PETRUCCI/CARS/TPA; 0; 387133289
2002-05-23

CRM CONTACT CUST AGAIN AND LEFT ANOTHER MSG. CUST SENT IN THE COPY OF THE RO. CUST NEEDS TO SEND IN THE ORIGINAL RO AND PROOF OF PAYMENT. CRM WILL NOW CLOSE FILE UNTIL THE ORIGINAL RO COMES IN. IF CUST CALLS IN PLEASE ADVISED THE CUST THAT WE NEED THE ORIGINAL RO. MATEO MEXQUITIC/ATX/CAC; 0; 391010358
2002-05-16

cust contacted cac seeking update w/ remibursement. cust states she already submitted r/o. crm updating req. and sending alarm to morales1. MARCELLAS LYLES/CARS/TPA/; 0; 390420373
2002-01-30

WM VIN SEARCH DONE NO FILES FOUND ....FIRST CONTACT TAKES OWNERSHIP.....
cust states that he had ball joints replaced at independent .. cust seeks reimb..... crm advise first call back made and received secretary and left msg stating cac and file number.... crm will suspend five days ...nancy nicastro/car/stpa; 0; 99999
2002-01-30

cust states she recvd a message to call in regarding a GMC Jimmy. cust states she does not have a GMC Jimmy. crm attempted to verify address and it was incorrect. crm verified spelling of last name and it was incorrect also. crm advised cust that GM contacted the wrong individual and GM had the wrong #. case fowarded back to prev crm.

cleopatrajones/cac/atx; 0; 381258953
2002-01-30

crm searched for different number in 411.com found no new number sending no contact letter and clsoing file satisfied.... nancy nicastro/car/stpa; 0; 381264015
2002-01-30

AUDITOR APPROVING LETTER/TELICIA HENDERSON/TPA; 0; 381282370
2002-02-15

CUST STATES THAT SHE RCVD LETTER ABOUT REIM. CUST SEEKING UPDATE ON FILE. CRM ADV WOULD NEED FURTHER RESEARCH TO MAKE SURE THAT UPPER BALL JOINT FAILURE FALLS WITH SP POLICY GUIDLINES. CRM CONTACTED INDEP AND SPOKE TO DUKE. DUKE ADV WOULD RESEARCH R.O.,AND GET INFO ON CONCERN. CRM TO CONTACT BACK IN ABOUT AN HOUR OR SO FOR FURTHER INFO. CRM SET CALLBACK FOR TODAY B/T 2-4 PM CST. MICHELLE MORALES/CAC/ATX; 0; 382638522
2002-02-19

CRM CONTACTED INDEP DLR AND SPOKE TO DUKE. DUKE ADV THAT R.O.13267 IS ONLY R.O. FOR UPPER BALL JOINT REPLACEMENT. DUKE ADV 1 RIGHT UPPER BALL JOINT REPLACED DUE TO SEPERATION. DUKE ADV THAT ONLY RELATED REPAIRS WERE UPPER BALL JOINT, UPPER BALL JOINT LABOR, THRUST ALIGHN, AND 3RD OF TAX, FOR R.O. BREAKDOWN. CRM WILL CONTACT CUST TO SEND ORIG R.O. FOR 13267 FOR FURTHER REVIEW FOR REIM.
MICHELLE MORALES/CAC/ATX; 0; 383003569
2002-02-19

R.O. BREAKDOWN.

UPPERBALL JOINT	$91.36	
LABOR		$81.60
ALIGHN THRUST	$49.95	
3RD TX		$19.97
TOTAL		$242.88

MICHELLE MORALES/CAC/ATX; 0; 383003718

2002-02-19

CONTACTED CUST AND ADV ORIG R.O. WOULD BE NEEDED FOR FURTHER REVIEW. CUST AGREED AND WILL BE SENDING ORIG R.O. FOR REIM. MICHELLE MORALES/CAC/ATX; 0; 383004537
2002-02-28

crm still waiting on docs. michelle morales/cac/atx; 0; 383772313
2002-03-05

CRM CONTACTED CUST AND LEFT MESSAGE ABOUT SENDING PROPER DOCS. CRM STILL WAITING ON DOC'S. MICHELLE MORALES/CAC/ATX; 0; 384206242
2002-03-13

CRM REC'D REQUESTED DOCS. CRM ATTACHED DOCS AND FORWARDING BACK TO CRM MORALES1. SYLVIA CANO/CORE/TAMPA; 0; 384872470
2002-04-08

CRM REVIEWING FILE FOR MORALES1. CRM CONTACTED THE CUST AND LEFT MSG THAT WE NEED THE ORIGNAL RO AND PROOF OF PAYMENT. MATEO MEXQUITIC/ATX/CAC; 0; 387134611
2002-05-16

CRM CONTACTING CUST ONCE MORE AND CUST DIDN'T SEND IN THE ORIGINAL DOCS. CUST SENT IN THE COPY OF THE RO AND NOT THE ORIGINAL. CRM WILL NOW DO MORE RESEARCH CRM CONTACTED THE CUST AND NO ONE WAS UNAVAIL. MATEO MEXQUITIC/ATX/CAC; 0; 390435757

**********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:
[illegible]P INSPECTED:
[illegible]VESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
[illegible]ANCH:
NAME:
[illegible]COUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

[illegible]TERNAL CASE NUMBER:
DATE:
[illegible]TLE 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

06271725

Monroe, NY

WESTCHESTER NY 105
PM
8 MAR
2012

Pontiac GMC Division
Customer Assistance Center
Attn: Michelle Morales
P.O. Box 33172
Detroit, MI 48232-5172

MAR 11 2012

48232+5172

Monroe, NY

Pontiac GMC Division
Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

RE: C06271723

Dear

I have spoken to you over the phone several times regarding the refund for the cost my husband, Michael Di Troia, paid to have the upper ball joints replaced on his 1996 GMC Jimmy due to separation. You requested that I mail you an original invoice from the auto service center where the repair was made as well as the mileage on the vehicle. Please find the enclosed invoice with the odometer reading. Also note, the service center prints their invoices out from a laser printer. The invoice is not a photo copy even though the quality of the printout is not perfect.

Thank you for your assistance. You should have all the information you need to process my husband's refund. If there are any further questions, please contact me at (845) 774-1202.

Sincerely,

Michelle DiTroia

Michelle Di Troia

Invoice 13267

Printed: 02/21/2002 07:55 AM

[illegible], NY	Black 1996 GMC JIMMY V6-262 4.3L
	ODOMETER IN: 97982
	ODOMETER OUT: 97982
TIME:	PAID BY: Cash
	INVOICED ON: 12/29/2001

PREEMAN'S PRECISION TRANS & AUTO SERVICE CENTER
830 ROUTE 17M
MONROE, NY 10950
845-774-7770

BUREAU OF AUTO REPAIR NO. 7051947

Parts

Qty	Description	Each	Extended
1	BALL JOINT	91.36	91.36
1	IDLER ARM W/	77.08	77.08
	BRACKET		
4	DISCOVERER H/T R	94.95	379.80
1	HELI-COIL KIT	52.00	52.00

Labor

Hrs	Labor Operations (Jobs)	Extended
1.2	R AND R R UPPER BALL JOINT	81.60
1.1	R&R ARM,IDLER	74.80
1.0	Thrust Align	49.95
4.0	NEW TIRE,BALANCE	20.00

COPY

Any warranties on the products sold hereby are those made by the product manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. These repairs are covered by a [illegible] Warranty, Labor and parts for _____ Months or [illegible] _____ Miles, whichever comes first. Warranty Repairs must be performed at Seller's place of business. Seller hereby limits implied warranties to the period stated.

Payments:	
Cash	586.52
Total Paid:	586.52
Totals	
Estimate Total: 586.52	
Parts:	400.24
Labor:	230.36
Shop Supplies:	0.00
Tax:	56.03
Total:	586.52

SIGNATURE _____

Thank you for your business.

Monroe, NY 1

WESTCHESTER, NY 106
PM
25 JAN
200

Pontiac GMC Division
Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

JAN 28 2002

48232-5172

January 23, 2002

Monroe, NY

Pontiac GMC Division
Customer Assistance Center
P.O> Box 33172
Detroit, MI 48232-5172

Dear Sir or Madam:

I am the owner of a 1996 4-wheel drive Jimmy. I have followed the maintenance schedule for chassis lubrication and have already paid for all of the cost to have the upper ball joints replaced due to separation. However, I have not received reimbursement under a Vehicle Service Contract.

Enclosed you will find two paid receipts from Precision Trans Auto. Specific line items for labor and parts have been highlighted for your convenience. The total amount to be reimbursed is $733.74. I have also included a copy of the certificate of title to show proof of ownership.

Thank you for your action in the interest of my continued satisfaction with GMC.

Sincerely,

Invoice 13267

Printed: 12/29/2001 01:24 PM

MONROE, NY

VEHICLE
Black 1996 GMC JIMMY V6-262 4.3L

ODOMETER IN | VIN

ODOMETER OUT | LICENSE NO | P.O. NUMBER

FREEMAN'S PRECISION TRANS & AUTO SERVICE CENTER
830 ROUTE 17M
MONROE, NY 10950
845-774-7770

WRITTEN BY

BUREAU OF AUTO REPAIR NO.
7051847

TECHNICIAN	KEY HOOK	PAID BY	INVOICE ON
DR		Cash	12/29/2001

Parts

Qty	Description	Each	Extended
1	BALL JOINT	91.36	91.36
1	IDLER ARM W/	77.08	77.08
	BRACKET		
4	DISCOVERER H/T P	94.95	379.80
1	HELI-COIL KIT	52.00	52.00

Labor

Hrs	Labor Operations (Jobs)	Extended
1.2	R AND R R UPPER BALL JOINT	81.60
1.1	R&R ARM,IDLER	74.80
1.0	Thrust Align	49.95
4.0	NEW TIRE BALANCE	20.00

COPY

Any warranties on the products sold hereby are those made by the product manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. These repairs are covered by a Limited Warranty, Labor and parts for _____ Months or _____ Miles, whichever comes first. Warranty Repairs to be performed at Seller's place of business. Seller hereby limits implied warranties to the period stated.

Payments:	
Cash	886.52
Total Paid:	886.52

Totals

Estimate Total: 886.52

Parts:	600.24
Labor:	220.36
Shop Supplies:	0.00
Tax:	65.93
Total:	886.52

SIGNATURE

Thank you for your business.

Invoice 11026

Printed: 06/14/2001 04:19 PM

MONROE, NY	VEHICLE: Black 1996 GMC JIMMY V6-262 4.3L	**PRECISION TRANS & AUTO** **830 ROUTE 17M** **MONROE, NY 10950** **845-774-7770**
	ODOMETER IN: VIN:	
HOME PHONE: WORK PHONE:	ODOMETER OUT: LICENSE NO.: P.O. NUMBER:	WRITTEN BY: BUREAU OF AUTO REPAIR NO: 7051847
TECHNICIAN: DB KEY HOOK:	PAID BY: MasterCard INVOICED ON: 06/14/2001	

Parts

Qty	Description	Each	Extended
1	OIL SEAL	11.24	11.24
2	BALL JOINT	57.00	114.00
1	GASKET	5.95	5.95
4	GEAR OL	2.50	10.00

Labor

Hrs	Labor Operations (Jobs)	Extended
	R&R SEAL,REAR WHEEL	
1.1	ONE SIDE	71.50
	Includes:Repack & adjust bearings.	
3.0	R AND R LOWER BALL JOINTS	195.00
1.0	Thrust Align	49.95

COPY

Any warranties on the products sold hereby are those made by the product manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. These repairs are covered by a Limited Warranty, Labor and parts for _____ Months or _____ Miles, whichever comes first. Warranty Repairs to be performed at Seller's place of business. Seller hereby limits implied warranties to the period stated.

Payments:	
MasterCard	-490.82
Total Paid:	490.82
Totals	
Estimate Total: 490.82	
Parts:	141.19
Labor:	316.45
Shop Supplies:	0.00
Tax:	33.18
Total:	490.82

SIGNATURE _____

Thank you for your business.

CERTIFICATE OF TITLE

STATE OF NEW YORK

Title and Identification No.	Year	Make	Model Code	Body/Hull	Document No.
1GKCT18W7TK522652	1996	GMC	JMY	SUBU	648017X

Color	Wt./Sta./Lgth.	Fuel	Cyl./Prop.	New or Used	Type of Title	Date Issued
BK	3891	GAS	6	NEW	VEHICLE	7/08/96

Name and Address of Owner(s)

ODOMETER READING: 00010
ACTUAL MILEAGE

SUFFERN NY
1

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

006385

Lienholder

01

Lienholder

Lienholder

Lienholder

DEPARTMENT OF MOTOR VEHICLES

January 30, 2002

Monroe, NY

Request: C06271723

Dear

Thank you for your recent comments regarding your 1996 GMC Jimmy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

Nancy Nicastro
Customer Relationship Manager

SU0003-T/th

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: LOUISVILLE , KY

HOME PHONE:

CASE NUMBER:	06291198	VIN:	1GNCT18W8TK190035
		MODEL YEAR:	1996
DATE OPENED:	2002-02-01	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-03-18	MILEAGE:	50000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Loose REPLACED DUE TO SEPERATION
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction $197.62
A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049

I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?

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

CUST STATES THAT SHE RECEIVED A LTR ON SP POL #01049 (BALL JOINTS) ON HER 1996 BLAZER; CUST NO LONGER OWNS VEH. CUST STATES THAT SHE RECEIVED THE LTR AFTER THE REPAIRS WERE DONE AT A INDEP SHOP. CUST SEEKS REIM FOR REPAIRS DONE. CRM ADVISED CUST TO SEND ORIGINAL DOC OF PROOF OF PAYMENT, PROOF OF OWNERSHIP AND A WRITTEN COVER LTR STATING THE SITUATION. CUST SATISFIED, CRM SUPENDED FILE PENDING ARRIVAL OF DOCS.
DOYLE JENKINS/CAC/ATX; 0; 381448824
2002-02-06

CRM RESUMED FILE TO ATTACH DOCS. CUST SEEKS REIM FOR SP 1049, UPPER BALL JOINTS. CRM FORWARD TO PREV CRM FOR PROCESSING. ROBERT CAPPS/CORR-OGLESBEY/TPA LEVEL 1; 0; 381876742
2002-02-06

CRM RECV'D TRANSFERRED FILE. CRM CONTACTED INDEP TO FIND OUT IF IT WAS POSSIBLE TO VERIFY A REPAIR THAT WAS DONE IN 2000; CRM SPOKE TO WILBURN, MECHANIC @ MERIDITH'S MARATHON SVC WHO STATED THAT THEIR RECORDS DO NOT GO BACK THAT FAR. CRM ALSO DOCUMENTING THAT CUST STATES RECENTLY HAD GOTTEN RID (EITHER THROUGH SALE OR TRADE) OF VEH AND IS NO LONGER THE OWNER BUT SENT IN MOST CURRENT REGISTRATION FOR THIS VEH. CRM WILL REVIEW W/GNL FOR FURTHER ACTION.
TALIEA POCAIGUE/ATX CARS; 0; 381883583
2-02-17

CRM REVIEWING FILE. CRM TRANSFERRING BACK TO PREVIOUS CRM//GRODRIGUEZ/AUSTIN/CARS; 0; 382834303
2002-02-18

CRM REVIEWING FILE FOR TALIEA. MATEO MEKQUITIC/ATX/CAC; 0; 382920661

2002-02-19

CONTINUING TO REVIEW FILE W/LIAISON. TALIEA POCAIGUE/ATX CARS; 0; 382980589
02-02-19

CRM WILL FOLLOW UP W/CUST BY 02/26/02 BTW 2-4 PM CST TO UPDATE. TALIEA POCAIGUE/ATX CARS; 0; 382980777
2002-02-26

CUST STS THAT SHE SENT IN SOME DOCS FOR REIM ON THE UPPER BALL JOINT REPLACMENT. CUST SEEKS STATUS, CRM ADVSD IT IS CURRENTLY BEING REVIEWED FOR APPROVAL, AND SOMEONE SHOULD BE IN CONTACT W/ HER BY THE END OF THE WEEK. CUST STS OKAY, CRM VIEWED ALL DOCSEVERYTHING APPEARS TO BE IN ORDER, CRM VERIFIED ADDRESS AND PHONE #. CRM FWDING TO CRM POCAIGUT WHO IS AWAITING GOODWILL APPROVAL. ANJEL MATHEWS/CAC/PDX; 0; 383609269
2002-02-27

CUST STATED HAD BALL JOINTS REPLACED DUE TO SEPERATION; ATTEMPTED TO CONTACT INDEP TO VERIFY INFORMATION AND WAS ADV'D THAT RECORDS WERE NOT KEPT FOR THAT LONG SO THERE WAS NO WAY TO VERIFY REPAIR. CRM WILL GIVE CUST BENEFIT OF THE DOUBT THAT REPAIR WASDONE DUE TO SEPERATION AND REIM CUST PER SP POL 01049 AND REIM THE CUST THE AMT OF $197.62. PER VIN PROFILE HISTORY ON MILEAGE, REPAIR WAS DONE BTW 37K-40K MILES, WHICH FALLS W/IN PARAMETERS OF SP POL. CRM REVERIFIED CUST INVOLVEMENT; CUST VEH FALLS W/IN VIN PARAMETERS. CRM REVIEWED FILE W/GWL, SHERRY JOHNSON, AND WILL NOW SUBMIT FOR TM APPROVAL. TALIEA POCAIGUE/ATX CARS; 0; 383674689
2002-02-27

CRM WILL CONTACT CUST NO LATER THAN 2/28/02 BTW 2-4P CST FOR UPDATE/RESOLUTION. TALIEA POCAIGUE/ATX CARS; 0; 383674993
2002-03-01

REVIEWING FILE FOR POSSIBLE GOODWILL APPROVAL.
NEED BUSINESS CASE AND PARTS/LABOR BREAKDOWN.
MICHAEL A. FLORES/TM/AUSTIN; 0; 383852120
2002-03-01

CRM CONSIDERING OFFER OF REIM IN THE AMT OF $197.62 FOR THE FOLLOWING REASONS:
1) CUST INVOLVED IN SP POL 01049 AND HAD UPPER BALL JOINTS REPLACED BY INDEP DUE TO SEPERATION (UNABLE TO VERIFY EXACT CAUSE AS INDEP DID NOT KEEP RECORDS FOR THAT LONG),
2)RESTORE CUST FAITH IN GM.
NO SPECIFIC BREAKDOWN OF PARTS AND LABOR PER R.O. CRM CONTACTED INDEP TO FIND OUT IF THERE WAS A PARTS CHARGE OR IF CUST BROUGHT IN PART FOR REPLACEMENT. CRM SPOKE TO OWNER OF SHOP, WILBURN MERIDITH, WHO STATED THAT UPPER BALL JOINTS ARE $41.99 EACH AND BALANCE WOULD BE COST OF LABOR + TAX.
BREAKDOWN OF REPAIR:
2 BALL JOINTS: $83.98
LABOR + TAX: $113.64
==========>
TOTAL: $197.62
CRM WILL RESUBMIT FOR TM REVIEW.; 0; 383853528
2002-03-01

CRM WILL CONTACT CUST TODAY, 03/01 BTW 2-4 PM CST TO MAKE OFFER ONCE TM HAS APPROVED REIM.
TALIEA POCAIGUE/ATX CARS; 0; 383853593
2002-03-01

TM REVIEWED AND APPROVED REIM. OF $197.62 FOR PREVIOUS REPAIRS RELATED TO SP#01049.
CHAEL A. FLORES/TM/AUSTIN; 0; 383865472
02-03-01

CRM CONTACTED CUST (MRS. STACY) AND MADE OFFER OF REIM IN THE AMT OF $197.62. CUST STATES SHE ACCEPTS OFFER OF REIM IN THE AMT OF $197.62. CRM VERIFIED ADDRESS: ROUTE #3 BOX 5830; LOUISVILLE KY 41230 AS CORRECT AND WILL FWD FILE TO LIAISON FOR FURTHERPROCESSING CRM ADV'D CUST TO ALLOW 4-6 WEEKS FOR DELIVERY. TALIEA POCAIGUE/ATX CARS; 0; 383870250

2002-03-04

[illegible] HAS REVIEWED AND WILL SUBMIT FOR APPROVAL

J HOLDEN HUMPHREYS/GWL/ATX; 0; 384106905
2002-03-05

PROCESSING FINAL APPROVAL. CLOSING SATISFIED. GOODWILL LIAISON/ANGIE PEZZI/AUSTIN, TX; 0; 384191585
2002-03-05

no dealer involved. goodwill liaison/angie pezzi/austin, tx; 0; 384191661
2002-03-11

check # 900494629, mailed 03/07/02, in the amt. of $197.62; 0; 384709510
2002-03-18

CUST CALLED IN REGARDING STATUS OF REIM CK. CUST STATES WAS TOLD 2-4 WEEKS FOR DELIVERY BUT IT HAS BEEN LONGER.
CRM ADVISED CUST CK WAS MAILED ON 3/07/02 AND TAKES 4-6 WEEKS FOR DELL.
OK, CUST SAT/AMBER LETCHELL/CAC/ATX; 0; 385334070

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
[illegible]IVER 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:
[illegible]LEAGE AT INSPECTION:
[illegible]ERE WAS INSPECTION DONE:

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

INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

[redacted], Louisa, KY

06291198

LEXINGTON KY 405
PM
FEB
2002

FEB 04 2002

Chevrolet Motor Division
P.O. Box 33170
Detroit, Mi 48232-5170

48232+5170

2-2-2002

Chevrolet Motor Division,

This is in response to a letter I recieved about upper ball joints on my 1996 4X4 Blazer.

I had this work done Sept 12, 2000 and paid for it. Inclosed you will find Canceled Check, receipt, and proof of ownership. I was going on Vacation when I realized this work needed to be done on the Blazer. I could not get the Blazer in to a General Motor dealership so I had to have these repairs done by a local Service Center or Cancel Vacation Plans which I could not do on such a short notice. the Chevrolet dealer could not get the Blazer in on such short notice.

I hope that you will honor these receipts for reimbursement. I have talked on the phone with a customer assistance and this is the request # C062 91198 I was given.

The Blazer falls way under the length of time and miles.

Thank You

Louisa, KY

MEREDITH'S MARATHON SERVICE
3213 COURT ST. • P. O. BOX 233
FORT GAY, WV 25514
(304) 648-8400

Customer's Order No 1996 CHEVBLASER Date 9-12-2000

NAME

ADDRESS LOUIS ARN

PHONE

SOLD BY	MASS. SOLD			MASS. RET'D.		REC'D ON		MASS.	TO BE
	CASH	CHARGE	C.O.D.	CASH	CREDIT	AMT.	NOTE		

QUAN.	STOCK NUMBER	DESCRIPTION	PRICE	AMOUNT
1.	BALL JOINTS			
2.		LABOR ALIGNMENT		19762
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.		CK 1004		
12.				
13.				
14.				
15.				

Request # C06291198

ORIGINAL

Received By

Tax

317

In case of claims or returned goods, please present this bill.

TOTAL $ 19762

Thank You

PRINTED IN U.S.A.

FOR DEPOSIT ONLY
MEREDITH'S MARATHON SERVICE
20 WILBURN G. MEREDITH
20-0073-4

COMMUNITY TRUST BANK, N.A.
09/15/00

Request #C06291198 1004

Date 9-12-2000

LOUISA, KY
PH.

Pay to the order of Meredith's Marathon $ 197.62/xx

One hundred Ninety-Seven dollars 62/100 Dollars

COMMUNITY TRUST BANK
FORT GAY OFFICE
FORT GAY, WV

Bill joint & alig

For Repairs on Blazer

⑆042102694⑆ 0353025921⑈ 1004 ⑈0000019762⑈

ORIGINAL

CERTIFICATE NO.

4422947 -A

COMMONWEALTH OF KENTUCKY
CERTIFICATE OF REGISTRATION
— Fee and Tax Receipt —

[redacted]

PLATE NUMBER

98 035CVY

CONTROL NO. DECAL NO. REGISTRATION TYPE

[redacted]-0-01-00274 CORR:(RDECL) CANCEL

EXPIRES PREV. PLATE NO. PREV. DECAL NO. SPECIAL REGISTRATION LOCATION REGIST. WT.

08-31-02 REGULAR REGIS.

ORIGINAL

VEHICLE TYPE VEHICLE IDENTIFICATION

PASSENGER AUTO 1GNCT18W8TK190035

VEH. YR. BODY STYLE MAKE TITLE NO.

96 2D CHEV 962360640020

SIGNATURE

OWNERSHIP NAME(S) ADDRESS SOC. SEC. NO.(S)

CCL SOLD OUT OF
STATE 00119011

LESSEE/EMPLOYEE

LOUISA KY

DATE OF ISSUE CLERK I.D.

01-02-02 JCI

PAID 0.00

COUNTY CLERK GALLIE ISAAC, JR.
COUNTY OF ISSUANCE LAWRENCE

LS24461X 02/01/02 15:28:16

TAXABLE VALUE
GA TAX
TAX CREDIT
STATE FEE
CLERK FEE
STATE FEE
CLERK FEE
ASSESSED VALUE
DEBT. WT. TAX
FREQ. WT. TAX

Request # C06291198

OWNER'S COPY

March 5, 2002

Louisville, KY

Request: C06291198

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $197.62. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Taliea Pocaigue
Customer Relationship Manager

RS0005-A/jhh

North American Operations
General Motors Corporation
Disbursements (2013)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. 900494629

DATE
03/07/02

***************197 DOLLARS ****62 CENTS

AMOUNT
***************197.62

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF MAR 18 2002

LOUISVILLE KY

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900494629⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2013)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR NUMBER 00 000000062 1

CHECK NO. 900494629

VENDOR NAME

PAYMENT DATE 03/07/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	03/28/02	VH 000000000033941	00.0000	197.62	.00	197.62
1UNCT1UMSTK190035	06291198	000000000033941				

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\DE QUESTIONS CALL 800-462-6788

US

TOTAL 197.62 .00 197

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: NORTH ATTLEBOROUGH ,
MA

HOME PHONE:

CASE NUMBER:	06310248	VIN:	1GNCT18W0TK152671
		MODEL YEAR:	1996
DATE OPENED:	2002-02-05	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-03-22	MILEAGE:	81700
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	MANDEVILLE CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	270 E WASHINGTON RTE 1,,NORTH

ATTLEBORO,MA,02760,USA

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

T22 CSI Reply 0 REPAIR ATTEMPT(S)	Customer Satisfaction WHITEMAIL
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction $516.22
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Cracked SEPARATED-SP 01049
[illegible]5 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049

Vehicle operation or design

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

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

CRM ATTEMPT TO CONTACT CUST NO ANSWER JOE MARTINEZ/CORR/TAMPA; 0; 384550703
2002-02-05

CRM CONTACT CUST STATES RECVD LETTER FROM CHEV FOR BALL JOINT REPL, CUST SEEKS REIMBURSEMENT [illegible] ADVISE MUST TAKE VEH TO DLR AND HAVE INSPECTED PRIOR TO REIMBURSEMENT PROCESS , [illegible]TINEZ/CRM/TPA; 0; 381803791
2002-02-05

CRM AWAITING CUST TO TAKE VEH TO DLR FOR INSPECTION FOR WORK PERFORMED ON VEH BALL JOINTS, MARTINEZ/CRM/TPA; 0; 381804155
2002-02-18

REVIEWING REQ FOR NEXT STEPS JOEMARTINEZ/CRM/TPA; 0; 382929470
2-02-19

s/m Glenn Bunker called and verified ball joints had been replaced and vehicle is ok. crm uodated file and xfer to last crm for completion
crm robert chiodo/cars/tampa; 0; 383001432
2002-03-06

CHECK NEXT STEPS MARTINEZ/CRM/TPA; 0; 384314926
2002-03-11

CRM ATTEMPT TO CONTACT CUST NO ANSWER JOE MARTINEZ/CORR/TAMPA; 0; 384728007
2002-03-13

CUST STATES THAT HE WAS CALLING IN REGARDS TO CHECK ON HIS FILE. CUST WAS CALLING IN TO CHECK ON HIS REIM FILE. CRM ADVISED THE CUST THAT I WILL BE CHECKING INTO THE FILE FOR MORE INFO. CRM CALLED THE INDEPENDENT FOR MORE INFO. CRM SPOKE WITH CHRIS ANDHE STATES THAT HE REMEMBERS THE CUST AND HE STATES THAT THE VEH HAD A SEPERATION IN THE UPPER AND LOWER BALL JOINTS. HE STATES THAT THE LOWER HAD TO BE REPLACED TO BECAUSE THE UPPER BALL JOINTS CAUSED THEM TO SEPERAT TOO. HE STATES THAT THE CUST COULDN'T HAVE CAUSED OR PREVENTED THIS FROM HAPPENING. HE STATES THAT THIS IS NOT A NORMAL WEAR AND TEAR ITEM. CRM WILL NOW LOOK INTO GETTING THE CUST A REIM OF THE BALL JOINTS. CRM WILL CALL THE CUST ON FRIDAY 15 AT 1:00 PM.
MATEO MEXQUITIC/ATX/CAC; 0; 384893179
2002-03-13

BUSINESS CASE FOR REIM OF 100%\
1. CUST HAD TO REPLACE THE UPPER AND LOWER BALL JOINTS AND PAID FOR THEM
2. CUST PAID 516.22 FOR THE REPLACEMENT
3. CUST RECIEVED A OPEN CAMPAIGN LETTER IN THR MAIL REGARDING THE SEPERATION OF THE U JOINTS
4. CUST COULDN'T HAVE CAUSED OR PREVENTED THIS FROM HAPPENING.
5. ALL PROBLEMS ADDRESSED AND COMPLETE
6. CUST HAD TO DO ALL 4 BALL JOINTS REPLACEMENTS
7. CRM TRYING TO KEEP CUST LOYAL TO GM
8. CRM TRYING TO KEEP CUST IN THE GM FAMILY; 0; 384895295
2002-03-13

BREAKDOWN OF REIM OF 100%
LABOR 300.00
PARTS 205.92
TAX 10.30
TOTAL IS 516.22; 0; 384895357
2002-03-13

CUST STATES THAT HE CALLED IN WANTING TO CHECK ON HIS REIM. CUST STATES THAT HE SENT IN THE DOCUMENTS FOR HIS REIM. CUST STATES THAT HE HAD TO PAY FOR THE REPAIR OF U JOINTS. CUST SEEKS TO BE REIM FOR THE REPLACEMENT OF THE U JOINTS. MATEO MEXQUITIC/ATX/CAC; 0; 384895788
2002-03-13

TN REVIEWED AND APPROVED REIMBURSEMENT OFR $516.22 FOR PREVIOUS REPAIRS RELATED TO SP#01049.
MICHAEL A. FLORES/TN/AUSTIN; 0; 384899405
2002-03-13

CRM WILL NOW CALL THE CUST REGARDING THE REIM THAT I GOT APPROVED. IF CUST CALLS IN PLEASE FORWARD FILE BACK TO ME. PLEASE ADVISED THE CUST WHATS THE BEST TIME THAT I CAN REACH HIM AT. PLEASE INFORM THE CUST THAT I GOT THE REIM APPROVED AND OFFER THEGM TO THE CUST AND SEE HE ACCEPTS. IF HE DOES PLEASE VERIFY THE ADDRESS AND LET THE CUST KNOW THAT I WILL CALL E CUST BACK JUST TO TOUCH UP FIRST BASE WITH HIM. BUT PLEASE FORWARD FILE BACK TO ME.
MATEO MEXQUITIC/ATX/CAC; 0; 384901723
2002-03-13

CUST CALLED ASKING FOR LAST CRM ---> MEXMAT ---> INFORM CUST TO WHAT CRM INSTRUCTED OTHER CRM TO DO WHEN CUST CALLED. TOLD CUST THAT THE REIMBURSEMENT HAS BEEN APPROVED AND THAT

ADDRESS HAS TO BE VERIFIED. ASK CUST FOR ADDRESS, HAD TO UPDATE THE ADDRESS AS NO APT NUMBER WAS LISTED BEFORE. EXPLAINED TO CUST THAT CRM WILL FORWARD FILE TO LAST CRM. CUST STATED THAT BEST TIME TO CALL IS NOW THROUGH THE REST OF THE NIGHT &
PHILLIP LEE/CARS/TAMPA; 0; 384909376
2002-03-13

CRM CALLED THE CUST AND OFFERED THE REIM AND CUST ACCEPTED . CRM VERIFIED THE ADDRESS AND THE CUST WAS SATISFIED. MATEO MEXQUITIC/ATX/CAC; 0; 384910313
2002-03-13

LIAISON HAS REVIEWED REQUEST FOR REIM IN THE AMOUNT OF $516.22 UNDER SP 01049 AND WILL SUBMIT TO GOODWILL QUEUE FOR APPROVAL.
SHAUNTE WILLIS/LIAISON/ATX; 0; 384910773
2002-03-21

CHECKING STATUS OF REQUEST; PENDING FINAL APPROVAL
SHAUNTE WILLIS/LIAISON/ATX; 0; 385573021
2002-03-28

check # 900495578, mailed 3/25/02, in the amt. of $516.22; 0; 386173208

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

PAR STATUS:

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

E:
PANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

06310248

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK No. 900495578

DATE 03/25/02

**************516 DOLLARS ****22 CENTS

AMOUNT ***************516.22

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

NORTH ATTLEBOROUGH MA

MAR 26 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900495578⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR NUMBER RD 150000057

VENDOR NAME

CHECK NO. 900495578

PAYMENT DATE 03/25/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16NCT18N97K132471	03/21/02 06310248	VN 000000000053096 000000000053096	00.0000	516.22	.00	516.22

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8792

WS

TOTAL 516.22 .00 516

March 13, 2002

North Attleborough, MA

Request: C06310248

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $516.22. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Mateo Mexquitic
Customer Relationship Manager

RS0005-A/snw

th Attleboro, MA

PROVIDENCE, RI 020
1 PM
2002

FEB 0 4 2002

Chevrolet Motor Division
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

48232+3170 31

January 29, 2002

Chevrolet Motor Division
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern:

I am the owner of a 1996 4-wheel drive Chevrolet Blazer (92K miles) and have just received your January 2002 letter related to problems with the vehicle's upper ball joints. I have followed the maintenance schedule for chassis lubrication, but have still had to replace my vehicle's upper ball joints. I've also had to change my lower ball joints as well. I am therefore seeking reimbursement for this work. Please find enclosed a copy of my original paid receipts for this work, as well as proof of vehicle ownership during at the time of the repair. My address and telephone are listed below.

Thank you in advance for your attention to this matter.

Sincerely,

North Attleboro, MA

Home Tele#

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

CHEVROLET

C01049

January, 2002

Dear Chevrolet Customer:

As the owner of a 1996 or 1997 4-wheel drive Chevrolet Blazer, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Blazers have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Blazers are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles (161,000km), whichever occurs first, General Motors will replace them at no charge to you.

This is not a recall campaign. You do not need to take your vehicle to your Chevrolet dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your Chevrolet dealer to replace your upper ball joints at no charge to you.

ACHIN'S GARAGE, INC.
321 N. WASHINGTON ST.
NORTH ATTLEBORO, MA 02760
Telephone 695-6561

NAME [redacted]
ADD[redacted] St.
CITY N.A. [redacted]
DATE 3-13-01 | CUST. ORDER NO. | WHEN PROMISED
YEAR & MAKE OF CAR-TYPE OR MODEL: 96 S-10 Blazer 4x4 | SERIAL NO. | MOTOR NO.
LICENSE NO. | MILEAGE | WRITTEN BY Tony

N [redacted]1638

QUAN.	PART NO.	NAME OF PART	SALE AMT.
2	K5320	Ball Joints	104 46
2	K5289	Ball Joints	101 46

PAID
VISA

DESCRIPTION OF WORK	AMOUNT
Replaced upper + lower ball joints on both sides.	300 00
Reinspect vehicle.	N/C

SEE BACK FOR ADDITIONAL PARTS — TOTAL PARTS ▶ 205 92

ACCESSORIES – TIRES AND TUBES

TOTAL ACCESSORIES ▶

GAS, OIL & GREASE	CHECK BELOW LUBRICATE	LABOR ONLY	300 00
GALS. GAS	CHANGE ENGINE OIL	PARTS	205 92
GTS. OIL	TRANSMISSION	ACCESSORIES	
LBS. GREASE	DIFFERENTIAL	GAS, OIL & GREASE	
	WASH	MISC. MERCHANDISE	
	POLISH	SUBLET REPAIRS	
TOTAL GAS, OIL & GREASE ▶	TOTAL SERVICE ▶	SUB TOTAL	
AUTHORIZED BY		TAX	10 30
		TOTAL ▶	516 22

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

FORM A-8

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.
It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair or while road testing.

THIS IS YOUR INVOICE

ORIGINAL

ACHENS GARAGE
321 N [illegible] ST
N ATTLEBORO MA 02760

TERMINAL I.D.: 33691561
MERCHANT #: 951[illegible]

VISA

SALE EXP.: 04/03
BATCH: 001145 INVOICE: 472004
DATE: MAR 14, 01 TIME: 11:50
RAN: 7270691 AUTH NO: 014522

TOTAL $516.22

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
PO Box 199100, Boston, MA 02119
www.state.ma.us/rmv

IF THIS REGISTRATION IS IN GOOD STANDING IT WILL RENEW AUTOMATICALLY FOR NO FEE.

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE	REGISTRATION NUMBER		MONTH	YEAR
		[redacted]	07	01

FEES:	
REGISTRATION	30.00
TITLE	50.00
SPECIAL PLATES	0.00
SALES TAX	651.25
TOTAL	731.25

NAME(S) OF OWNER(S) AND MAILING ADDRESS

N ATTLEBOROUGH, MA

EFFECTIVE DATE 08/24/99

INFORMATION NUMBER 01923650040115

630

RESIDENTIAL ADDRESS (IF DIFFERENT)

1996	CHEV	BLAZER	UTIL	RED
APPROVAL TYPE	MAKE	MODEL NAME	BODY STAR / TYPE	CHECK

1GNCT18W0TK152871	AMERICAN AUTO INS	
VEHICLE IDENTIFICATION NUMBER	INSURANCE COMPANY	TITLE NUMBER

IF VEHICLE [illegible] PASSENGERS FOR [illegible] OF PASSENGERS THAT CAN BE CARRIED.

IF [illegible] FOR [illegible] TOTAL REGISTERED WEIGHT.

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
PO Box 199100, Boston, MA 02119
www.massrmv.com

20003750

PLEASE KEEP THIS DOCUMENT
IN YOUR VEHICLE AT ALL TIMES

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE	REGISTRATION NUMBER	[redacted]	MONTH	YEAR
PAN	3677HS		07	03

FEES:

REGISTRATION	30.00
TITLE	0.00
SPECIAL PLATES	0.00
SALES TAX	0.00
TOTAL	30.00

NAME(S) OF OWNER(S) AND MAILING ADDRESS

N ATTLEBORDUGH, MA

EFFECTIVE DATE 08/01/01

TRANSACTION NUMBER
02117701102525

REGISTRAR

RESIDENTIAL ADDRESS (IF DIFFERENT)

YR MODEL YEAR	MAKE	MODEL NAME	BODY STYLE / TYPE	COLOR
1996	CHEV	BLAZER	UTIL	RED

VEHICLE IDENTIFICATION NUMBER	INSURANCE COMPANY	TITLE STATE
1GNCT18W0TK152671	AMERICAN AUTO INS	

IF VEHICLE OPERATED PASSENGERS FOR HIRE, MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED: 04

IF VEHICLE USED FOR TRANSPORTING GOODS, TOTAL DESIGNED WEIGHT:

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: BROOKVILLE ,
PA :
HOME PHONE:

CASE NUMBER:	06339005	VIN:	1GRDT13W3T2514503
		MODEL YEAR:	1996
DATE OPENED:	2002-02-11	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-03-12	MILEAGE:	93282
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	AUTO MALL
BRC PARENT:		DEALER ADDRESS:	RD 4 BOX 234A,,BROOKVILLE,PA,15825,USA

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

G22 Axle Shaft and Hub (Front/Rear)	Broken
1 REPAIR ATTEMPT(S)	REPLACED 1/2 AXLE SHAFT
F34 Rear Tie Rods	Other
1 REPAIR ATTEMPT(S)	REPLACED
F18 Front Ball Joints/Kingpin	Broken
1 REPAIR ATTEMPT(S)	REPLACED 2 UPPER BALL JOINTS
[illegible] Rear Control Arms/Ball Joints/Linkage/Stabilizer - Torsion	Broken
1 REPAIR ATTEMPT(S)	REPLACED 1 LOWER BALL JOINT
T58 Retention Certificate/Owner Loyalty	Customer Satisfaction
0 REPAIR ATTEMPT(S)	2,000 OLC
S86 CAC Resolved With Goodwill	CAC Resolved With Goodwil
0 REPAIR ATTEMPT(S)	RETAIN CUST LOYALTY

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
* Identify sp Determine Customer's expectation
* Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/Quickref/content/goodwill.htm]]
* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN

C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]
icle reimbursement or Goodwill decision - Repair already done
**********WORK HISTORY**********

CUST STATES THAT HE PURCHASED HIS 1996 JIMMY USED WITH APPROX 40,000 MILES
CUST STATED THAT WAS DRIVING AND THE LEFT FRONT WHEEL FELL OFF
CUST STATED THAT HE TOOK VEH INTO AUTOMALL AND WAS ADVISED THAT HE NEEDED TO REPLACE
2 UPPER BALL JOINTS
TIE ROD 1/2 AXLE SHAFT
1 LOWER BALL JOINT
CUST STATD THAT THE TOTAL REPAIR COSTS WERE 1,125.10
CUST STATES THAT THE SVC MGR ADVISED CUST THAT HE WOULD HAVE ASST CUST WITH REPAIR COSTS,
BUT DUE TO VEH BEING OUTSIDE WARRANTY AND BECUASE TH EAUTO MALL IS NOT A GMC DLRSHIP HE
WOULD BE UNABLE TO ASST
CUST WOULD LIKE TO KNOW IF WE WOULD BE ABLE TO REIMBURSE SOME OR ALL OF THE REPAIR COSTS.
CRM ADVISED CUST THAT I WOULD BE MORE THAN HAPPY TO RESEARCH CUST REQUEST, BUT DID ADVISE
CUST THAT BECAUSE VEH IS OUTSIDE WARRANTY BY AGE AND MILEAGE I CANNOT GUARANTEE ASST WILL BE
OFFERD
CUST STATED THAT HE UNDERSTOOD
CRM SET CALL BACK TO CUST FOR THURSDAY 2/14/2001 BETWEEN 2-4 PM EST
CUST STATED THAT WOULD BE FINE
DAWNGOLBY/PDX CARS; 0; 382313228
2002-02-12

CRM SPOKE WITH JOE CONNERS SVC MGR AT AUTO MALL- PONTIAC,OLDSMOBILE, CHEV
CRM EXPLAINED CUST CONCERNS WITH VEH AND HIS REQUEST FOR REIMBURSMENT
CRM INQUIRED IF CUST HAD MAINT AND REPAIR HISTORY AT DLR
JOE ADVISED CRM THAT THIS CUST AND HIS FAMILY HAD BEEN VERY LOYAL TO GM
E ADVISED CRM THAT CUST HAD PURCHASED SEVERAL NEW VEH FROM BOTH HIS DLRSHIP AND FROM
ESTON MOTORS A GMC DLRSHIP
JOE ADVISED CRM THAT CUST HAD ALL MAINT DONE AT DLRSHIP ON THIS VEH AND HIS OTHER VEH'S
CRM INQUIRED HOW MUCH OUT OF POCKET EXPENSE CUST HAS EXPERIENCED AND JOE ADVISED CRM THAT
HE HAS 3 1/2 PAGES
JOES BROKE DOWN VEH REPAIR HISTORY FOR CRM
PAGE(1) 800.00 PAGE (2) 700.00 PAGE (3) 800.00 AND PAGE (4) AND MOST RECENT REPAIR
1,700.00
JOE ADVISED CRM THAT HE WOULD HAVE ASST CUST WITH GOODWILL, BUT BECAUSE THE VEH IS A GMC AND
THE DLRSHIP IS A PONTIAC, BUICK, OLDSMOBILE HE COULD NOT BECAUSE VEH WAS GMC AND THEY ARE A
PONTIAC, OLDSMOBILE DLRSHIP
##########CONT##########; 0; 382383465
2002-02-12

##########CONT##########
CRM INQUIRED IF JOES WOULD FULLY SUPPORT OFFERING CUST REIMBURSMENT FOR REPAIRS
JOE ADVISED CRM THAT HE FULLY SUPPORTS CUST GOODWILL
CRM THANKED JOE FOR INPUT
DAWNGOLBY/PDX CARS; 0; 382383549
2002-02-12

BUSINESS RESAONS FOR OFFERING REIMBURSMENT:
1.LOYAL GM CUST- PURCHASED SEVERAL VEH FROM BOTH AUTO MALL PONTIAC, OLDSMOBILE DLRSHIP AND
PRESTON MOTORS- GMC DLRSHIP
2. CUST OUT OF POCKET EXPENSE- APPROX 4,000 DOLLARS
3. COMPLETE DLRSHIP SUPPORT- SVCMGR JOE CONNERS BUY-IN
4. COMPLETE CUST SATISFACTION
VEH CONCERNS NOT CAUSED BY ANYTHING CUST DID, SVC MGR ADVISED VEH SHOULD HAVE BEEN
CLUDED IN CAMPAIGN #01048 UPPER BALL JOINTS
6. APOLOGETIC GESTURE
DAWNGOLBY/PDX CARS; 0; 382383922
2002-02-12

CRM REVIEWED CUST REQUEST WITH TM ANN BURTON
CRM REC'D OVER THE SHOULDER APPROVAL TO HAVE CUST SEND IN DOCS FOR REIMBURSMENT CONSIDERATION
DAWNGOLBY/PDX CARS; 0; 382384032
2002-02-12

CRM WILL ADVISE CUST TO SEND IN:
1. ORIGINAL RO
2 .PROOF OF PAYMENT
3 . PROOF OF OWNERSHIP
CRM WILL ADVISE THAT WE WILL REVIEW FOR POSSIBLE REIMBURSMENT CONSIDERATION
DAWNGOLBY/PDX CARS; 0; 382384116
2002-02-13

CRM WILL ALSO SEE IF CUST IS IN THE MARKET FOR A NEW GM VEH
CRM WILL SEE IF HE WOULD CONSIDER A OLC
CRM WILL ADVISE THAT BECUASE OF MILEAGE ON VEH, WE MAY NOT BE ABLE TO REIMBURSE REPAIR COSTS
DAWNGOLBY/PDX CARS; 0; 382483457
2002-02-13

CRM REVIEWED CUST REQUEST GOODWILL LIASION LYNDA BALL
CRM ADVISED GL THAT CUST HAD FULLK SUPPORT FOR REIMBURSMENT FOR REPAIRS, BUT BECUASE HIS MILEAGE BEING AT 93,000 I WANTED TO VERIFY THAT A REIMBURSMENT WILL NOT GO THROUGH
GL ADVISED CRM THAT IT WOULD NOT, BUT WAADVISED THAT WE COULD OFFER A 2,000 OLC BECUASE CUST DID HAVE ALOT OF OUT OF POCKET EXPENSE 4,000 PLUS ON VEH REPAIRS.
CRM WILL CONTACT CUST TO ADVISE THAT WE WILL NOT BE ASLE TO REIMBURSE FOR VEH REPAIRS, BUT WOULD LIKE TO OFFER A 2,000 OLC
DAWNGOLBY/PDX CARS; 0; 382494654
2002-02-13

CRM UNABLE TO CONTACT CUST
CRM LEFT MESSAGE ADVISING THAT I HAD FINISHED MY RESEARCH FOR REQUEST FOR REIMBURSMENT
CRM ADVISED CUST THAT I WILL ATTEMPT ANOTHER CALL BACK
CRM ALSO ADVISED THAT IF CUST CALLS THE NEXT CRM CAN ADVISE CUST OF WHAT I WOULDLIKE TO OFFER CUST
CRM LEFT 1-800 AND CUST REQUEST NUMBER
DAWNGOLBY/PDX CARS; 0; 382495096
2002-02-13

################ NEXT CRM #######################
IF CUST CALLS PLEASE ADVISE CUST THAT WE ARE UNABLE TO REIMBURSE FOR REPAIRS DUE TO AGE , MILEAGE AND VEH WAS PURCHASED USED OUTSIDE OF WARRANTY.
PLEASE ADVISE THAT I WOULD LIKE TO OFFER A 2,000 OLCTOWARDS PURHCASE OF A NEW GM VEH
PLEASE DOCUMENT HIS ACCEPTANCE OR DENIAL OF OFFER AND FORWARD BACK TO ME FOR FURTHER REVIEW
DAWNGOLBY/PDX CARS; 0; 382495387
2002-02-13

VEH MSRP FOUNMD IN AUTO WORLD IS 23,504
2,000 OLC WOULD BE 8.5 % OF 23,504
DAWNGOLBY/PDX CARS; 0; 382496128
2002-02-14

CUST STATES THAT HE RECIEVED A CALL FROM PREV CRM DAWN, CRM OFFERED A THE OLC FOR $2,000.00 CUST SAID THAT HE WAS NOT READY YET TO GET A NEW VEH, AND WANTED TO KNOW HOW LONG THE OLC WOULD BE FOR. CRM ADVISED SHE WILL RESEARCH, AND CRM CALLED NEW PRODUCTINFO, AND TALKED W/ JERRY , WHO DIDN'T KNOW. CUST WANTS PREV CRM TO GIVE HIM A CALL, CUST SAID HE AGREES TO GO AHEAD AND GET THE OLC FOR $ 2,000.00. CRM ADVISED CUST OLC WAS GOOD FOR 1 YR, AS ADVISED BY MARCIA HERRMANN. CRM FORWARDING FILE BACK TO PREV CRM GOLBYD. BRENDA ROBERSON/CAC/ATX; 0; 382570133
2002-02-14

crm unable to contact cust
crm did leave a message advising cust that i wanted to verify that cust had accepted the

2,000 OLC
Crm advised cust that I will be gone Friday 2/15/2002
advised that cust can speak with next crm and verify his acceptance and also verify his
e and address crm will go ahead and process the olc
Dawngolby/pdx cars; 0; 382575953
2002-02-14

@@@@@@@@@@@@@@@@NEXT CRM@@@@@@@@@@@@@@@@@@@@@@@@@@
PLEASE VERIFY THAT CUST DID ACCEPT THE 2,000 OLC
ALSO VERIFY IF CUST WAS GIVING THE EXPLANATION WHY WE WERE UNABLE TO REIMBURSE FOR REPAIRS TO VEH
IF CUST WAS NOT GIVING EXPLANATION YOU CAN EITHER ADVISE HIM OR LET HIM KNOW I WILL CALL HIM NEXT WEEK
I WILL NOT BE HERE FRI 2/15/2002
BUSINESS REASONS FOR DENYING REIMBURSMENT:
AGE AND MILEAGE OF VEH 93,828
VEH WAS PURCHASED USED AT 40,000
@@@@@@@@@@@@@@@@
ALSO PLEASE VERIFY CUST NAME AND ADDRESS AND THEN FORWARD REQUEST BACK TO ME
THANKS DAWNGOLBY/PDX CARS; 0; 382577069
2002-02-14

CUST STATES THAT HE WAS RETURNING CALL..CUST STATES THAT HIS PROBLEM IS THAT HE WOULD MUCH PREFER THAT IT IS GOOD FOR 2 YEARS.& IF PREV CRM IS WILLING TO DO THAT THEN THEY ARE GOOD..CUST STATES THAT HE THINKS THE OFFER IS VERY FAIR..CUST STATES THAT HE WANTS TO GET A GM VEH W/ 100K MILES..CUST STATES THAT HE WOULD TAKE THE OFFER & IS WONDERING IF HE COULD GET IT EXTENDED 18 MONTHS...CUST STATES THAT HE WOULD LIKE TO SPEAK W/ PREV CRM ABT HIS NEGOTIATION FOR THE 18 MONTHS INSTEAD OF 12..CUST STATES THAT IF THERE IS NOTHING THAT SHE COULD DO THEN HE WOULD ACCEPT THE 12 MTHS..CRM LOCATED PREV CRM, ADVSD CUST THAT SHE WILL L RIGHT BACK ..CUST IS SATISFIED.GEORGETTE AGUERO/CAC/PDX; 0; 382577901
02-02-14

CRM FORWARDING FILE W/ TM APPROVAL CHRISTY WINTERMANTEL..GEORGETTE AGUERO/CAC/PDX; 0; 382577922
2002-02-14

CRM CONTACTED CUST
CRM ADVISED THAT I WAS SEEKING INFO ON MY OFFER OF A 2,000 OLC
CRM EXPLAINED WHY I WAS NOT ABLE TO REIMBURSE FOR THE REPAIRS TO VEH
CUST STATED THAT HE UNDERSTOOD WHY CRM COULD NOT REIMBURSE FOR THE REPAIRS FROM BUSINESS REASONSI GAVE HIM
CRM ADSVISED CUST THAT IS WHY I WANTED TO OFFER THE 2,000 OLC
CUST STATED THAT HE WOULD ACCEPT THE OFFER
CUST ALSO ASKED IF CRM COULD EXTEND THE TIME LIMIT FROM 12 MONTHS TO 18 MONTHS
CRM ADVISED CUST THAT I WOULD NOT BE ABLE TO, BUT CRM DID ADVISE THAT I WILL HOLD OFF ISSUEING IT FOR AS LONG AS POSSIBLE.
CUST STATED THAT WOULD WORK IF I COULD DO THAT
CRM VERIFIED CUST MAILING ADDDRESS AND NAME
DAWNGOLBY/PDX CARS; 0; 382579483
2002-02-22

CRM WILL CONTINUE PROCESSING OLC FOR CUST
DAWNGOLBY/PDX CARS; 0; 383256867
2002-02-22

CRM SUBMITTING CUST REQUEST TO GOODWILL LIASION LYNDA BALL FOR FURTHER REVIEW
NGOLBY/PDX CARS 2/22/2002; 0; 383257209
02-02-25

GL reviewed file, letter & certificate & submitted for first & final approval................business reasons for reim are acceptable for OLC; additional business reason: in lieu of reim................TM approval by Ann Burton.............MSRP from autoworld.com...........GL adding TM approval by Scott

Pettigrove.....offer & acceptance & verification of address.....submitting for first & final approval.....mike [illegible]kson/GL/pdx; 0; 383529516
[illegible]2-03-12

OLC CERTIFICATE #6339005 FOR $2000.00 WAS MAILED ON 2/28/02 TO DONALD WILSON 9 HUNTS ALY, BROOKVILLE, PA 15825.

GOODWILL LIAISON/TL/AIMEE KLUM/PDX; 0; 384806847

**********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:

[illegible] ANOTHER VEHICLE INVOLVED:
[illegible]MBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
[illegible]UEST TYPE:
[illegible]URCHASE REASON:

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

PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:
REPLACEMENT VIN:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:
NAME:
INTEREST PAID:
DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

**********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 POSESSION 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:

06339005

Issued by:
GMC

Certificate No. CARS06339005

Issue Date: February 22, 2002

Issued exclusively for:

Brookville, PA

Valid through: February 22, 2003

Amount: Two Thousand Dollars and no Cents
******$2,000.00******

06339005

February 22, 2002

Brookville, PA

Request: C06339005

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1996 GMC Truck. Customer satisfaction is a top priority for us at GMC.

Confirming our conversation regarding your GMC, vehicle identification number, 1GKDT13W3T2514503, enclosed is the Owner Loyalty Certificate for the amount of $2,000.00. This certificate is valid through February 22, 2003 towards the purchase of a new, unused GMC. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made GMC your choice when you purchased your 1996 GMC Truck and trust you will give us the opportunity to retain you as a GMC customer.

We hope you will take advantage of this special goodwill offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

If you have future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Dawn Golby
Customer Relationship Manager

RS0027-P

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ASHVILLE , PA
HOME PHONE: 000-000-0000

CASE NUMBER:	06344852	VIN:	1GNCT18W8TK173283
		MODEL YEAR:	1996
DATE OPENED:	2002-02-12	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-04-12	MILEAGE:	89698
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken upper ball joints
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Other 109.18
T04 General Information 0 REPAIR ATTEMPT(S)	Other DOCS RCVD
A15 Special Policy [illegible]EPAIR ATTEMPT(S)	Special Policy 01049

Reimbursement for repairs already done that are on a campaign.

INFORM THE CALLER:
The dealership should reimburse the customer.

AGENT INSTRUCTIONS:
Refer to the Quick Hits for Campaign and Special Policy Reimbursement (If dealer referred customer to CAC):

[[Campaign and Special Policy Reimbursement RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/goodwill/content/quickhitsforcampaignandspecialpolicyreim%20.htm]]
Reimbursement for repairs already done that are on a campaign.
**********WORK HISTORY**********

attaching docs and forwarding to crm MATHEWSA.
patrick burtch corr/tpa/cac; 0; 384871136
2002-02-12

cust sent in repair orders and insurance card concerning the upper ball joints
no number available vin number unreadable. no other requests found
crm checked 411.com
no number available
crm sending letter
[illegible]reka allen/tpa; 0; 99999
[illegible]02-02-12

approving letter
dana saier/tap gl; 0; 382403628
2002-02-22

CUST STS THAT THEY GOT A LETTER TO CALL, CUST SEEKS REIM FOR REPAIRS PERFORMED DUE TO THE UPPER BALL JOINT SEPERATING AND CAUSING THE ENTIRE UNDERCARDIGE FALLING OUT. CUST STS THAT HAD CALLED IN PREVIOUSLY AND WAS ADVSD TO SEND IN DOCS AND THAT WE WOULD REIM THE ENTIRE AMOUNT. CUST DOES NOT REMEMBER WHO SHE SPOKE TO, AND CUST WAS NOT PROVIDED A REQUEST #. CUST STS THAT SHE PAID IN CASH FOR REPAIRS, WE ALREADY HAVE THE ORGINAL RO, CRM ADVSD CUST WE NEED COPY OF REGESTRATION, AND ADVSD CUST OF MSX FAX # SO THAT COULD BE SENT IN. CUST STS SHE WILL SEND THAT IN. CRM ADVSD WE WILL ONLY BE ABLE TO REIM FOR THE UPPER BALL JOINT REPLACMENT UNDER THE SP, CUST ASKS WHY THE ENTIRE REPIAR WAS DUE TO THIS UPPER BALL JOINT SEPERATING AND HAVING TO BE REPLACED DUE TO A DEFECT, CUST STS SHE WAS TOLD BY PREVIOUS PERSON SHE SPOKE TO THAT SHE WOULD GET REIM FULL AMOUNT FOR TOW AND ALL REPAIS THAT NEEDED TO BE DONE. CRM ADVSD MAYBE WE COULD REIM FOR THE TOW ALSO B/C IT WAS DIRECTLY RELATED TO THE UPPER BALL JOINT SEPERATING.; 0; 383279875
2002-02-22

CUST SEEKS TO BE REIM, CUST STS THAT SHE DOES NOT AGREE, AND WILL DECIDE AFTER WE GIVE HER AN AMOUNT. CRM ADVSD WOULD CONTACT INDEPENDENT AND GET THEIR LABOR BREAKDOWN AND ADVS HER OF HOW MUCH WE CAN REIM. CUST STS OKAY. CRM FWDING TO TM FOR APPROVAL TODO REIM. ANJEL MATHEWS/CAC/PDX; 0; 383282684
2002-02-22

BUS REASONS FOR REIM
1. OUT OF POCKET EXPENSE DUE TO SEPERATION OF UPPER BALL JOINTS
2. CUST INCONVIENCED DUE TO SEPERATION OF UPPER BALL JOINTS CAUSING VEH TO NEED TO BE TOWED AND REPAIRS TO BE PERFORMED
3. SP 01049 FOR UPPER BALL JOINT SEPERATION
ANJEL MATHEWS/CAC/PDX; 0; 383284705
2002-02-22

CUST CALLED WHILE PREV CRM STILL WORKING FILE. CALLER IS CUSTS FATHER. CUSTS FATHER EXTREMELY DISSAT W/ PREV CRM DECISION. FATHER WOULD NOT GIVE CASE # & CRM ATTEMPTED TO LOCATE FILE USING CUSTS NAME. CUST NOT WILLING TO HOLD WHILE CRM ATTEMPTED TO LOCATE FILE. CRM ASKED FOR C/B # & CUST ADVSD THAT HE BETTER NOT RCV ANY PHONE CALL UNLESS IT WAS FROM THE CEO OF GM. CRM ADVSD THIS WOULD PROBOBLY NOT HAPPEN BUT OFFERED TO ADDRESS CONCERN. CUST ADVSD JUST TO HAVE SOMEONE C/B & DISCONNECTED. CRM LOCATED FILE AFTER CUST DISCONNECTED & NOTED THAT THERE IS NO C/B # DOCUMENTED. CRM NOTING FILE & WILL FWD FILE BACK TO TM/MIKE LONG PER PREV CRM DECISION.

JESS COLON/CAC/PDX; 0; 383287266
2002-02-22

WE WILL REIMB CUST FOR ONLY UPPER BALL JOINTS & ANY RELATED ALIGNMENT PER LIMITATIONS OF THE SP. WE W/NOT REIMB ANY OTHER REPAIRS MADE ON THIS VEH, OR TOWING OF THE VEH. CUST'S DOCS ARE MISSING PROOF OF OWNERSHIP & WE WILL NEED TO VERIFY HOW THIS WAS PAID, BUT CUST MUST BE MADE AWARE THAT THIS IS ALL THAT WE W/REIMB. MICHAEL LONG/TM/PDX/CAC.; 0; 383291434
2002-02-26

CRM DOES NOT HAVE CUST PH#. CRM LOOKED ON THE ULTIMATES AND 411.COM. NOTHING FOUND CRM CLOSING SATIS AND SENDING CALL CAC LETTER. ANJEL MATHEWS/CAC/PDX; 0; 383620186
2002-02-27

NEXT CRM
please see previous note and make cust aware. thanks! lana ewing/app/pdx; 0; 383709350
2002-02-27

App crm reviewed file and is forwarding to msx for printing. lana ewing/app/pdx; 0; 383709388
2002-03-07

CRM UPDATING FILE**********CUST CALLED IN SEEKING STATUS ON REIMB. CRM REVIEWED CUST DOCUMENTS AND PROOF OF OWNERSHIP AND RECIEPT ARE MISSING. CRM ADVS CUST TO SEND IN RECIEPT AND PROOF OF OWNERSHIP. CUST STATES HE PAID BY CASH. CUST STATES HE WILL SEND DOCUMENTS. CRM PROVIDED CUST THE MAILING ADRESS AND REQ#. CRM WILL FOWARD FILE TO PREVIOUS CRM.********** CUST PHONE # IS 814-674-8261.; 0; 384363555

2002-03-21

CUST CALLED IN TO CHECK FOR STATUS OF REIMBURSEMENT. CRM ADVISE CUST DOCS WERE RECIEVED LATE LAST WEEK AND IS GOING THROUGH PROCESS. CUST UNDERSTOOD. DAVID ESPINOSA/CARS/TAMPA; 0; 385569968
2002-03-26

CRM HAS PULLED UP DOCS, CRM NEEDS TO CONTACT REYNOLDS MOTOR CO. 814-687-4239. TO VERIFY LABOR RATE AND HOW CUST PAID FOR REPAIRS. ANJEL MATHEWS/CAC/PDX; 0; 386051436
2002-03-27

INDEPENDENT CLOSED FOR THE DAY CRM TO TRY AGAIN 3-38-02 ANJEL MATHEWS/CAC/PDX; 0; 386125080
2002-03-28

CRM CONTACTED INDEPENDENT. SPOKE W/ BOB BEERS SHOP FOREMAN, HE STS CUST PAID IN CASH, LABOR RATE IS $30 AN HOUR 6% TAX RATE PARTS AND LABOR. BOB STS THAT WHEN CUST BROUGHT VEH IN ON TOW TRUCK, UPPER BALL JOINTS WERE OUT OF SOCKET AND HAD FALLEN APPART. ANJEL MATHEWS/CAC/PDX; 0; 386210051
2002-03-28

REIM BREAK DOWN
PARTS $70.00
LABOR $33.00
TAX $ 6.18
TOTAL $109.18
ANJEL MATHEWS/CAC/PDX; 0; 386222935
2002-03-28

CRM TO CONTACT CUST AND OFFER REIM IN THE AMOUNT OF $109.18 CRM SENDING TO ACTING TM GREG FOUMAL TO APPROVE REIM AMOUNT. WE ARE REIM FOR SP 01049 ANJEL MATHEWS/CAC/PDX; 0; 386222981
2002-03-29

OK to offer reimbursement amount for special policy, greg foumal/cars/pdx; 0; 386283898
2002-03-29

CRM L/M W/ CUST BROTHER ' *****NEXT CRM**** PLEASE OFFER CUST REIM IN THE AMOUNT OF $109.18. PLEASE DOCUMENT THAT CUST ACCEPTS, VERIFY ADDRESS AND SPELLING OF CUST NAME. ANJEL MATHEWS/CAC/PDX; 0; 386285839
2002-03-29

CRM WILL CHECK TO SEE IF CUST HAS C/B ON 4-5-02 ANJEL MATHEWS/CAC/PDX; 0; 386285860
2002-03-29

CUST STATES THAT REC'D MSG TO CALL. CUST SEEKS T OKNOW STATUS. CRM ADVSD CUST THAT WE HAD REVEIWED AND WE WILL BE ABLE TO REIMBURSE 109.18. CUST SEEKS TO KNOW WHY IS SO LITTLE FROM BILL. CRM ADVSD THAT WE CAN ONLY REIMBURSE PER BULLETIN REPAIRS. CRM ADVSD THAT PER BULLETIN ONLY THE UPPER BALLJPOINTS WERE INVOLVED, NOT THE LOWER BALL JOINTS OR THE OTHER PARTS AFFECTED. CUST STATES UNDERSTANDS. CUST STATES WILL ACCEPT. CRM VERIFIED ADDRESS AND AME ON FILE IS NAME TO SEND CHECK TO. CRM CONFERED WITH ACTING TM CASSEY DIENI. TM APPROVAL TO FORWARD REQUEST TO WORKING AGENT MATHEWSA; 0; 386292277
2002-03-29

KRISTOPHER ZITZEWITZ/CAC/PDX; 0; 386292532
2002-03-29

fwding to approval and processing anjel mathews/cac/pdx; 0; 386297650
2002-04-01

GL reviewed file. Returning to Crm. Please see feedback form
Liz Welland/gl/pdx; 0; 386534197
2002-04-03

CRM CONTACTED BOB BEERS SHOP FOREMAN WHO STS THAT THEIR FILES INDICTATE CUST HAS A 1996 CHEVROLET BLAZER. ANJEL MATHEWS/CAC/PDX; 0; 386722866
2002-04-04

gl reviewed file and will submit for 1st and final approval..gl noting that the cust veh falls within sp 01049 kim gardner/gl/pdx; 0; 386811765
2002-04-04

FINAL APPROVED; 0; 386819849
2002-04-08

WAITING FOR CONFIRMATION FROM MSX THAT GOODWILL/LETTER HAS BEEN SENT TO CUST.joshua/walter/cac; 0; 387166401
2002-04-12

CHECK #900496541 IN THE AMOUNT OF $109.18 WAS MAILED ON 04/08/02 TO:
505 SCHOOL HOUSE ROAD
ASHVILLE, PA 16613
KRIS LUCERO/APP/PDX; 0; 387508594

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

ER 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:

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

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

RCE:
QUEST TYPE:
REPURCHASE REASON:

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

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

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

ACCOUNT BALANCE:
AL:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

TRANSACTION:

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

NAME:

INTEREST PAID:
DEALER BUYOUT:

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

**********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:
CHASE/LEASE: 0
EAGE AT PURCHASE: 0
DOES OWNER HAVE POSESSION 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:

06344852

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900496541

DATE 04/08/02

**********189 DOLLARS ****18 CENTS

AMOUNT **********189.18

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

ASHVILLE PA

APR 09 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900496541⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2813)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CH

VENDOR DUNS NO. RD 084000088

1

CHECK NO. 900496541

VENDOR NAME

PAYMENT DATE 04/08/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1SHCT1BMSTK17[illegible]	04/04/02 06344852	VR 000000000036260 000000000036260	00.0000	189.18	.00	189

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W2

TOTAL 189.18 .00

March 28, 2002

Ashville, PA

Request: C06344852

Dear !

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $109.18. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Anjel Mathews
Customer Relationship Manager

RS0005-P

D
S
Ashville, PA

FEB 11 2002

ALTOONA, PA 166
PM
8 FEB
2002

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

FEB 1 2002

FEB

48232+5170

00281

AUTOCARE CENTER

REYNOLDS MOTOR CO.
1417 EXECUTIVE DRIVE
P.O. BOX 49
GLASGOW, PA 16644
814-687-4239

CUSTOMER NAME

✓	QTY.	UNIT PRICE	PART NO. - DESCRIPTION	AMOUNT

ORIGINAL

QTY.	SUBLET	AMOUNT
	TOTAL SUBLET	

NAME

ADDR.

CITY STATE ZIP

DATE 10/5/00 A.M. P.M.

SAVE USED PARTS YES ☐ NO ☐ ALL PARTS TO BE RETURNED ☐ DISCARDED ☐

YEAR AND MAKE | TYPE OF MODEL | VIN | CUSTOMER ORDER NO.

MILEAGE IN | MILEAGE OUT | LICENSE NO. | PROMISED A.M. P.M. | PHONE HOME | PHONE WORK

ORIGINAL ESTIMATE | CUST. ACCEPTANCE | AUTHORIZED ADDITIONS | TIME / DATE | AUTHORIZED BY | BILLING CASH ☐ CHARGE ☐ | ORDER WRITTEN BY

OPER. NO.	REPAIR ORDER LABOR INSTRUCTIONS	AMOUNT
1	Lower Ball Joint 210 1274	60 00
	Labor	50 00
	225 75 15 tire	59 00
		163 00
	tax	9 78
		172 78

Rid

WE RECOMMEND THE FOLLOWING REPAIRS
THEY ARE LISTED BY THEIR URGENCY

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

PEACE OF MIND WARRANTY
☐ 12 - MONTHS / 12,000 - MILES
☐ 24 - MONTHS / 24,000 - MILES
REPAIR PAID WITH NAPA VISA
LAST 4 DIGITS ____

AUTOCARE CENTER

LUBRICATION ☐ CHANGE OIL ☒ OIL FILTER ☐

Gain. Gas ●		
Gin. Oil ●		
Gin. Trans. Fld. ●		
Lbs. Grease ●		
TOTAL		

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage/repair lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Customer Signature

Total Labor	
Total Parts	
Total Sublet	
Environment Charges	
Shop Supplies	
Gen. Oil, Grease Trans. Fld.	
Sub Total	
TAX	
TOTAL AMT.	

1200

CUSTOMER NAME

	PART NO. - DESCRIPTION	AMOUNT

$3400

ORIGINAL

	SUBLET	AMOUNT
	TOTAL SUBLET	

AUTOCARE CENTER

REYNOLDS MOTOR CO.
1417 EXECUTIVE DR.
GLASGOW, PA 16644
887-4239

MR/MS

ADDRESS 0 0

CITY STATE ZIP

DATE 11/1/10 A.M. P.M.

SAVE OLD PARTS YES ☐ NO ☐ ALL PARTS TO BE RETURNED ☐ DISCARDED ☐

YEAR AND MAKE | TYPE OR MODEL | VIN | CUSTOMER ORDER NO.

LICENSE IN | LICENSE EXP | LICENSE NO. | PROMISED A.M. P.M. | SHOP YES ☐ TO ☐ | PHONE HOME | PHONE WORK

ORIGINAL ESTIMATE | CUST. ACCEPTANCE | AUTHORIZED ADDITIONS | TEST DATE | AUTHORIZED BY | RELEASE OVER CHARGE ☐ | ORDER WRITTEN BY

OPER. NO.	REPAIR ORDER - LABOR INSTRUCTIONS		AMOUNT	
1		Idler Arm 268 3609	50	00
1	Ds	Upper Ball Joint 260 1290	70	00
1	Ds	Lower Ball Joint 260 1271	60	00
		Front Brakes 2070 Am	60	00
		Air Filter 6117	15	00
		Oil change	16	95
		1.0 Labor	40	00
			311	95
		tax	18	71
			330	66

WE RECOMMEND THE FOLLOWING REPAIRS
THEY ARE LISTED BY THEIR URGENCY

LUBRICATION ☐ CHANGE OIL ☐ OIL FILTER ☐

Batt. Gas ●	
Cta. Oil ●	
Cta. Trans. Fld. ●	
Lbs. Grease ●	
TOTAL	

Total Labor	
Total Parts	
Total Sublet	
Environment Charge	
Shop Supplies	
Gas, Oil, Grease, Trans. Fld.	
Sub Total	
TAX	
TOTAL AMT.	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garageman's lien is hereby acknowledged on above vehicle to secure the amount of repair bills.

Customer Signature

AUTOCARE CENTER

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

Title 49 1013
2 door Honda
Tie rod end

PACES [ ] PMS [X] No. 89-1308204-5

Doc 23: X | 21 | 22 | 25 | 29 | Office | Symbol | Claim number | Suffix | Trans. | Kind of pay | Claim number - Speed Claim: 1308204-1

Subrogation Y/N | Line code | Dept. code | Loss Yr. | Adjuster ID | Policy prefix and number: OP-[illegible] | Type loss: ERA

Agent code: 3781069-00 | SID

Date: 11-09-00 | $45.00

Tax I.D./S.S. number

Ashville, PA

Bank code 690 Forty Five and/00/100

General Accident Insurance Company of America

Non-Negotiable

JG-4727 Rev. 8/96

4

General Information

Policy effective date - expiration date: 09-09-00 09-09-01

Statement in case of loss: ERA

Accident code

Loss or loss (including City & State): Altoona, PA

Catastrophe number

Loss date: 10-31-00 | Report date: 11-07-00

Time of loss A.M. P.M.

Gross: 45.00 | deductible | net: 45.00

Agency: Cal G. Griffith Jr. Agency, Inc. | City: Altoona | State: PA

Name of other insurance company if any: None

Amount of other insurance

Police or fire department notified: None

Date notified

Damage inspected [ ] Yes [X] No | Amount | Salvage [X] Yes [ ] No | Subrogation [ ] Yes [X] No

Auto

Relationship to insured: Insured | Age | Male [X] | Female [ ]

Description of loss: Vehicle broke down and needed towed to service station

Year and make of auto: 1996 Chev [illegible] | Vehicle I.D. Number: 1GNCT1[illegible]173283 | Third Party liability claims [ ] Yes [ ] No

Property

Agent's Claim Verification

Replacement Cost	$
Depreciation	$
Actual cash value	$
Deductible	$
Net	$
Percent co-insurance applicable	%

Fire, Allied Lines and Multi Peril Policies

Building	$
Contents	$
Other	

Homeowners Policies

Basic amount $

Subject to form numbers - give name and numbers

Description of loss and location

February 26, 2002

Ashville, PA

Request: C06344852

Dear

We would like to discuss your request for reimbursement regarding your 1996 Chevrolet Blazer, which we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Anjel Mathews
Customer Relationship Manager

RS0006-P/lme

Dr

Ashville PA

PM
8 MAR
2002

RECEIVED
MAR 12 2002

Chevrolet
P.O. 33170
Detroit, Michigan
482 325

attention:
Jasmine - Customer Service

48203/0170

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CHECKING

EXPIRY: JUL 31, 2002 VALID: 06/26/01

PLATE:
TITLE:
VIN:
YR/MAKE: 1996 CHEVROLET
TYPE: SW
MID: 03179 3008 201315-001

0400686

ASHVILLE PA

File no.
C-06344852

February 12, 2002

Ashville, PA

Request: C06344852

Dear

We would like to discuss your request for reimbursement on your 1996 Chevrolet Blazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Eureka Allen
Customer Relationship Manager

RS0006-T/dls

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: STOUGHTON
WI
HOME PHONE:

CASE NUMBER:	06349806	VIN:	1GNCT18W5TK136840
		MODEL YEAR:	1996
DATE OPENED:	2002-02-12	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-04-17	MILEAGE:	90223
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	STARK AUTOMOTIVE GROUP
BRC PARENT:		DEALER ADDRESS:	705 S CENTER AVE,,MERRILL,WI,54452,USA

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

A01 Open Campaign — Customer Satisfaction
0 REPAIR ATTEMPT(S) — 01048

F18 Front Ball Joints/Kingpin — Other
2 REPAIR ATTEMPT(S) — SEPARATED

S13 Reimbursement Requested — Customer Satisfaction
0 REPAIR ATTEMPT(S) — TOTAL AMOUNT OF $389.67

Vehicle operation or design

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

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

BUSINESS CASE FOR REIMBURSEMENT:
PER OPEN CAMPAIGN 01048 FOR THE UPPER BALL JOINT. CRM CHECKED VIN AND VEH IS WITHIN THE OPEN CAMPAIGN. CUST NO LONGER OWNS VEH AND WITHIN HIS OWNERSHIP CUST HAD THE UPPER BALL JOINT REPLACED TWICE. CUST HAD VEH TOWEDIN TWICE TO DLR AS THE BALL JOINT HAD SEPARATED AND THE TIRE WAS HANGING. CUST HAD EXTENDED WARRANTY ON FIRST REPAIR AND PAID 50.00 DEDUCTIBLE AND THE 2ND REPAIR WAS OUT OF POCKET. CRM CALLED DLR AND SPOKE TO SVC MGR JAMES CAMPBELL AND HE HELPED CRM BREAKDOWN THE EXPENSE FOR REPAIR AS IN THE INVOICE THE UPPER AND THE LOWER BALL JOINT WAS REPLACED. REIMB FOR UPPER
INVOICE #339240 — INVOICE # 29984
PARTS-----$110.97 — CUST PAID$ 50.00 DEDUCTIBLE FOR UPPER BALL JOINT
LABOR-----$156.00
TOWING--$-55.00 TAX----------17.70 TOTAL $ 339.67
CRM REIMBURSING CUST $339.67 PER OPEN CAMPAIGN AND GOODWILLING THE DEDUCTIBLE OF $50.00. IN THE TOTAL AMOUNT OF $389.67. CRM HAS LEVEL II EMPOWERMENT. BRENDA SANTOS/ATX/CARS; 0; 387469579

2002-02-12

TOMER STATES, VIA WHITE MAIL, THAT SHE WOULD LIKE TO GET REIMBURSEMENT FOR THE BALL INTS SHE HAD REPLACED UNDER OPEN CAMPAIGN.
CUSTOMER SEEKS FOR COMMENTS TO BE ADDRESSED.
CRM ADVISED: WILL CALL CUSTOMER FOR MORE INFO. HELENE NEJDI.CAC.TPA.; 0; 99999
2002-02-14

CRM CALLED CUSTOMER, BUT THE NUMBER LISTED WAS NOT WORKING. CRM CHECKED411.COM, BUT THERE WAS NO DARRYL WIENEKE LISTED AT THAT ADDRESS. CRM SENDING AN UNABLE TO CONTACT LETTER. HELENE NEJDI.CAC.TPA.; 0; 382574309
2002-02-15

LETTER APPROVED. ALLEN PRESTON / GOODWILL LIAISON /TAMPA; 0; 382637450
2002-02-25

CUST STATE RECIEVED A NOTICE OF PRIOR CRM. CUST STATE WOULD LIKE TO KNOW THE STATUS OF THE REIMBURSEMENT. CUST SEEKING INFO. CRM ADVISE CHECKED THE ATTACHMENTS AND NEED PROOF OF PAYMENT, AND PROOF OF OWNERSHIP. CUST STATE DO NOT OWN VEH AND DO NOT HAVE THE PROOF OF OWNERSHIP. CRM PROVIDED ADDRESS IN CASE HE WOULD FIND THE PROPER'S PAPER TO PROCESS REIMBURSEMENT. CRM RECIEVED OVER THE SHOULDER APPROVAL FROM TM DENISE URIAS.TO CLOSE FILE DISATISFIED. BRENDA SANTOS/ATX/CARS; 0; 383510802
2002-03-12

CUST SENT IN REQUESTED DOCS CRM ATTACHING AND FORWARDING TO PREVIOUS CRM SANTOSB FOR REVIEW SABRINA LANIER/CORR/TAMPA; 0; 384785248
2002-03-13

CRM REVIEWED ATTACMENTS AND CRM HAD CLARIFIED WITH CUST THAT THIS CRM NEED PROOF OF PAYMENT, IGINAL RO, AND PROOF OF OWNERSHIP. CRM CALLED CUST AND LEFT MESSAGE THAT NEED ALL INFO. M CLOSING FILE. BRENDA SANTOS/ATX/CARS; 0; 384897380
2002-03-26

attaching docs and forwarding to crm SANTOSB.
patrick burtch corr/tpa/cac; 0; 386014917
2002-03-26

CRM REVIEWED ATTACHMENT AND CUST IS STILL MISSING PROOF OF PAYMENT. CRM CALLED CUST AND ADVISE CUST THAT THE FRONT AND THE BACK OF CHECK IS NEEDED IN ORDER TO CONTINUE THE PROCESSING OF REIMBURSEMENT. .. CUST AGREED. BRENDA SANTOS/ATX/CARS; 0; 386023700
2002-04-09

CRM REC'D REQUESTED DOCS. CRM ATTACHED DOCS AND FORWARDING BACK TO CRM SANTOSB. SYLVIA CANO/CORR/TAMPA; 0; 387223826
2002-04-12

CRM CALLED CUST TO MAKE OFFER AND CRM LEFT MESSAGE
**********NEXT CRM **********
PLEASE MAKE OFFER TO CUST IN THE AMOUNT OF 389.67 FOR REIMBURSEMENT. PLEASE VERIFY ADDRESS AND FORWARD FILE BACK TO ME. BRENDA SANTOS/ATX/CARS; 0; 387491808
2002-04-15

CUST CALLED AND PER PREVIOUS CRM I OFFERED CUST $389.67 AND VERIFIED ADDRESS. CUST STATES HE WILL ACCEPT OFFER. BUT CUST STATES IS JOINING A CLASS ACTION LAW SUIT. CUST IS NOT COMPLETELY SATISFIED. WAS A LOYAL CUST. CUST STATES WIFE WILL NOT DRIVEVEH LOST CONFIDENCE. WILL NOT BUY ANOTHER GM. TRANSFERRING FILE BACK TO PREVIOUS CRM PER NOTES. ANSFER PER TM KATHY MOORE(CC) CHERIE GRUBE CAC/PDX; 0; 387741163
02-04-16

Liaison reviewed rquest and discussed with gwpbl crookston due to customer not being satisified.
submitting for aproval.
alan stephenson/gwl/austin.; 0; 387816913

2002-04-17

ase note that the 50.00 goodwill mentioned in the crma business case is also for upper l joints and is not, in fact,
a goodwill gesture, but a required reimbursement.
alan stephenson/gwl/austin; 0; 387907344
2002-04-17

FINAL APPROVED REQUEST FOR REIMB.
CLOSING FILE SATISFIED.
RENE' NEELY ATX/LIAISON; 0; 387915913
2002-04-23

check # 900497205, mailed 04/19/02, in the amt. of $389.67; 0; 388421031

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

CIDENT RESULT:
LICE 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:
VESTIGATIVE SUMMARY:
STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

0634.9806

Stoughton, WI

MADISON WI 537
PM
FEB 2002

CHEVROLET MOTOR DIVISION
P.O. BOX 33170
DETROIT, MI
48232-5170 FEB 11 2002

48232-5170

8-7-02

TO WHOM IT MAY CONCERN.

I AM ENCLOSING 2 pd ENVELOPES FOR REEMBORSEMENT.

THE ENVELOPES ARE FOR REPAIRS DUE TO CALL TRUNK FAILURES.

THANK-YOU

STARK AUTOMOTIVE GROUP

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(608) 257-3430

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Goodyear Service

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(608) 873-5881
(608) 266-6569

ORIGINAL

645822	JAMES CAMPBELL 4039 874	07/31/00	6359240
	90,223	PURPLE META	5807416
STOUGHTON, WI	90/CHEVROLET TRUCK/BLAZER/T10-4WD-20	12/21/95	14
	1GNCT18W5TK136840		
		07/28/00	
			NO: 90223

LABOR & PARTS — 0.00

J# 1 51BUZTOW SUBLET TOWING HOURS: TECH(S):4039

SUBLET TOWING TO DEALERSHIP
VEHICLE UNSAFE TO DRIVE OR DOES NOT RUN
SUBLET TOWING TO DEALERSHIP. MK 95 T2020 NET

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

171.25

J# 2 07BUZBALLJOINT BALLJOINT/JOINTS HOURS: TECH(S):4078

CUST STATES PASSENGER SIDE FRONT TIRE IS LEANING BADLY
UPPER BALLJOINT BROKEN
REPLACE UPPER AND LOWER BALL JOINTS ON PASS FRONT
REBALENCE TIRE----IDLER ARM LOOSE AND COULD USE AN ALIGNMENT

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22160000	STUD KIT 6.174	86.46	86.46
JOB # 2	1	17000052	B/JNT 6.164	110.97	110.97
				JOB # 2 TOTAL PARTS	197.43
				JOB # 2 TOTAL LABOR & PARTS	368.68

14.68

J# 3 01BUZLOFMD LUBE/OIL/FILTER HOURS: TECH(S):4078

LUBE/OIL/FILTER CHANGE, TOP FLUIDS, TEST COOLANT, INSPECT AND
INFLATE TIRES, INSPECT AIR FILTER AND BELTS AND HOSES.
MAINTENANCE
LUBE/OIL/FILTER CHANGE, TOPPED FLUIDS, SET TIRE PSI, TESTED
COOLANT, INSPECTED AIR FILTER, BELTS, HOSES.

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	25171377	FILTER 1.835	4.50	4.50
				JOB # 3 TOTAL PARTS	4.50
				JOB # 3 TOTAL LABOR & PARTS	19.18

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	401101		07/28/00	TOWING	95.00
				TOTAL - SUBLET	95.00

G.O.G. & SUPPLIES — 5.50

JOB # 2 1.0 GN GOODWRENCH OIL REGULAR @ 5.500 /UNIT — TOTAL - GOG 5.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	400	SHOP SUPPLIES/HAZARDOUS WASTE.		4.95
JOB # 3	201	GN GOODWRENCH PLUS SERVICE		1.05
			TOTAL - MISC	3.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $718.00 (+TAX) ON 07/31/00 AT 10:35am
BY DARRYL COMMENTS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

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CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 10:35:49

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(608) 861-9490

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ORIGINAL

Goodwrench Service

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1309 HIGHWAY 51 • Box 278
Stoughton, WI 53589
(608) 873-5581
(608) 255-8553

CUSTOMER NO. 645822	JAMES CAMPBELL 4039	874	07/31/00	5339240
	LABOR RATE	90,223	PURPLE META	
STOUGHTON, WI	96/CHEVROLET TRUCK/BLAZER/T10-4WD-2D		12/21/95	14
	1 G N C T 1 8 W 5 T K 1 3 6 8 4 0			
			07/28/00	
MF				MO: 90223

COMMENTS
TOW IN

TECHNICIAN CERTIFICATION

4839	JAMES K CAMPBELL	7865
4078	WADE M GIBSON	9015

TOTALS

CASH [ ] CHECK # [ ]
VISA [ ] MASTER CARD [ ] DISCOVER [ ]

TOTAL LABOR....	185.85
TOTAL PARTS....	201.93
TOTAL SUBLET...	55.00
TOTAL G.O.G....	5.50
TOTAL MISC CHG.	4.95
TOTAL MISC DISC	-1.95
TOTAL TAX.....	24.85
TOTAL INVOICE $	475.13

*** HAZARDOUS WASTE INCLUDES THE DISPOSAL OF HAZARDOUS ***
*** WASTE, DISPOSAL OF RECYCLABLE MATERIALS, CHEMICALS ***
*** AND OTHER SUPPLIES USED TO PERFORM VARIOUS SERVICE ***
*** OPERATIONS ON YOUR VEHICLE **********

ALL PARTS ON THIS INVOICE THAT HAVE A "*" NEXT TO THEM ARE COVERED BY THE GM GOODWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY AT THIS DEALERSHIP ONLY.

VISIT OUR WEBSITE AT www.starkauto.com

CAN WE HAVE YOUR E-MAIL ADDRESS?

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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 CUSTOMER COPY [END OF INVOICE] 10:33:49

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Stoughton, WI 53589
(608) 873-5551
(608) 255-5353

CUSTOMER NO. 645822	JAMES CAMPBELL 4039	TAG NO. 783	08/03/99	299844
STOUGHTON, WI	LABOR ACCT	79	71,917	PURPLE META 16
	96/CHEVROLET TRUCK/BLAZER/T10-4WD-20		95	14
	C T 1 8 W 5 T K 1 3 6 8 4 0			
	P.Y.E. NO.	P.O. NO.	08/03/99	
	COMMENTS			NO: 71918

LABOR & PARTS

J# 1 51BUZTOW SUBLET TOWING HOURS: TECH(S):4019 0.00
SUBLET TOWING TO DEALERSHIP
VEHICLE UNSAFE TO DRIVE OR DOES NOT RUN
SUBLET TOWING TO DEALERSHIP, MK 95 T2020 MET
EXT WARRENTY PAY 35.00 ONLY FOR TOW--CUST PAY 20.00

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99BUZ INSP AXLE/DIFF/DRSHF HOURS: 2.40 TECH(S):4019 160.80
CUST STATES LEFT FRONT WHEEL FELL OFF---EXTENDED WARRANTY
FOUND LEFT UPPER BALL JOINT BROKEN--AXLE SEAL POPPED OUT
DIAGNOSED AND REPLACED LEFT UPPER BALL JOINT--AND OUTER LEFT
AXLE SEAL--RETEST OK
EXT WARRENTY--ORDESCO AUTH # TN142417 -- 50.00 DED
CUSTOMER

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 2 1 14039577 SEAL ASH 6.000 3.40 3.40
JOB # 2 1 17980962 B/JNT 6.164 77.00 77.00
JOB # 2 TOTAL PARTS 80.40

JOB # 2 TOTAL LABOR & PARTS 241.20

J# 3+01BUZFRALIGN FRONT END ALIGNMENT HOURS: TECH(S):4019 46.99
REQUEST A FRONT END ALIGN
MAINTENANCE
ALIGN FRONT END TO ALIGNMENT SPECS
AFTER BALL JOINT INSTALL--PERFORMED ALIGNMENT
EXT WARRENTY--ORDESCO--AUTH JN142417

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 46.99

SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION----------
JOB # 1 12406 5112 08/02/99 TOWING 55.00
TOTAL - SUBLET 55.00

MISC------CODE-------DESCRIPTION----------CONTROL NO---------
JOB # 1 700 STATE TAX CODE 1.10
JOB # 2 700 STATE TAX CODE 2.75
TOTAL - MISC 3.85

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $350.00 (+TAX) ON 08/03/99 AT 05:40am
BY JERRY COMMENTS
COMMENTS----------
TOW IN

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Stoughton, WI 53589
(608) 873-6681
(608) 256-6553

Goodyear

ORIGINAL

CUSTOMER NO. 645822	JAMES CAMPBELL 4039	783	08/09/99	1G8Z5528844
		71,917	PURPLE META	20P16
STOUGHTON, WI	96/CHEVROLET TRUCK/BLAZER/T10-4WD-20		12/12/95	14
	1GNCT18W5TK136840		5250	
	P.O.NO.		09/30/99	
				NO: 71918

TOTALS

CASH [ ] CHECK # [ ]
VISA [ ] MASTER CARD [ ] DISCOVER [ ]

TOTAL LABOR....	206.79
TOTAL PARTS....	80.40
TOTAL SUBLET...	56.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.85
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	346.04

*** HAZARDOUS WASTE INCLUDES THE DISPOSAL OF HAZARDOUS ***
*** WASTE. DISPOSAL OF RECYCLABLE MATERIALS, CHEMICALS ***
*** AND OTHER SUPPLIES USED TO PERFORM VARIOUS SERVICE ***
*** OPERATIONS ON YOUR VEHICLE **********

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DO WE HAVE YOUR E-MAIL ADDRESS?

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********** DUPLICATE INVOICE **********

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CUSTOMER COPY

[END OF INVOICE] 10:33:18

MADISON WI 53
PM
2002

APR 08 2002

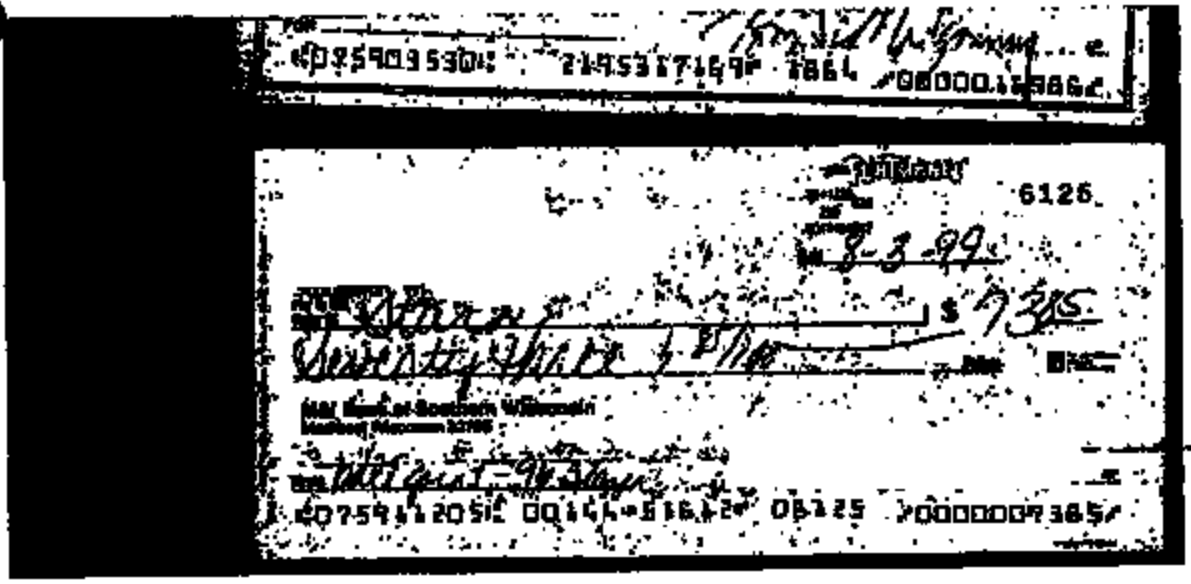
CHEVROLET DIVISION
GENERAL MOTORS CORP.
P.O. BOX 33170
DETROIT, MI 48232-5170

TO WHOM IT MAY CONCERN,

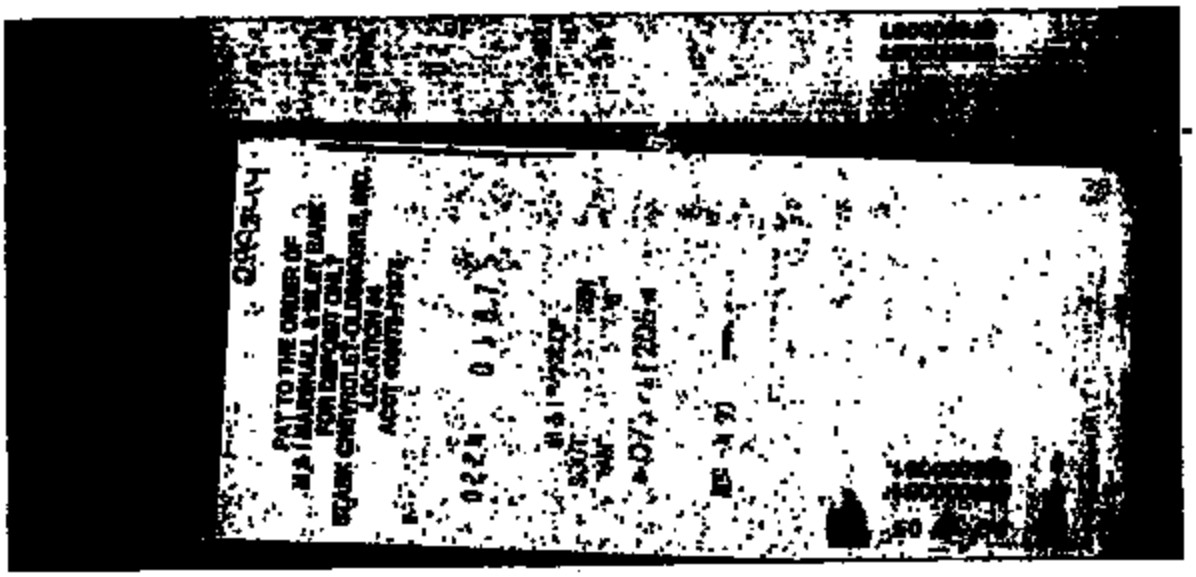
ATTACH THE FOLLOWING PROOF
OF PAYMENT TO CASE # C06349806

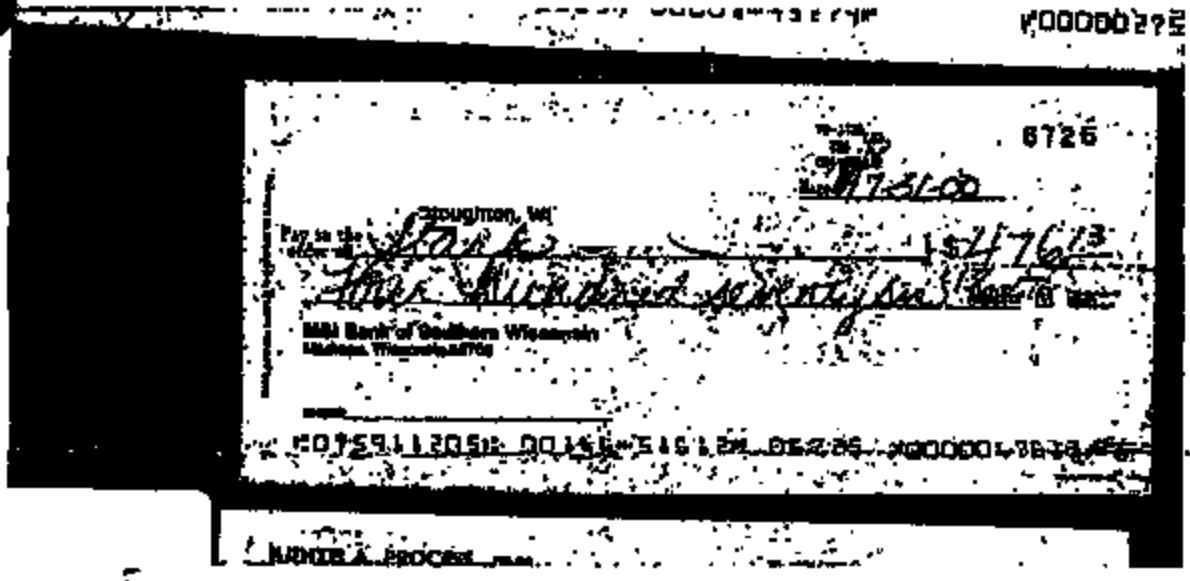
THANK YOU

4-4-02



Mar 29 2003 M&I CHECK ADJ/SUPPORT SERVICES





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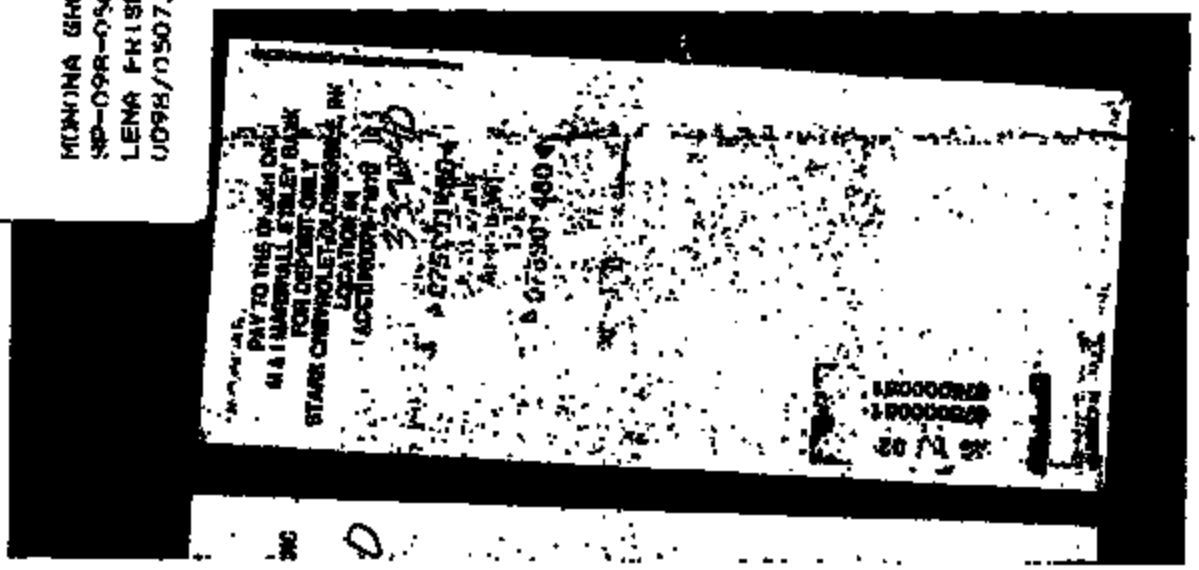
26 02

Mar 29 2002 M&I CHECK ADJ/SUPPORT SERVICES

MONONA GROVE
MP-098-0507
LENA FRISKE
U098/0507/ASC



CHEVROLET DIVISION
GENERAL MOTORS CORP.
P.O. BOX 33170
DETROIT MI.
48232-5170

MAR 08 2002

48232-5170

TO WHOM IT MAY CONCERN:

PLEASE ATTACH TO

REQUEST # CO 6349806

IF YOU HAVE ANY MORE QUESTIONS
PLEASE CALL

THANK YOU

/ 0 3-6-02

STARK AUTOMOTIVE GROUP

STARK GM OF STOUGHTON

1423 HIGHWAY 51 NORTH P.O. BOX 308 STOUGHTON, WISCONSIN 53589
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Goodwrench Service Plus
The Plus means better.

648072	JAMES CAMPBELL 4039	783	08/03/99	T4C299844
		71017	PURPLE META	10716
	99CHEVROLET TRUCK/BLAZER/T10-4WD-20		12/11/96	14
	1GNCT18W6TK136840		3236	
STOUGHTON, WI 53589			07/30/99	

MO: 71019

LABOR & PARTS

JO # 1 SUBLETTOW — SUBLET TOWING — HOURS: — TECH(S):4019 — 0.00

SUBLET TOWING TO DEALERSHIP
VEHICLE UNSAFE TO DRIVE OR DOES NOT RUN
SUBLET TOWING TO DEALERSHIP, WE WE TOWED NET
EXT WARRENTY PAY 96.00 ONLY FOR TOW--CUST PAY 20.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

JO # 2 DGBUZ — INSP SULE/DIFF/DRSHF — HOURS: 2.40 — TECH(S):4039 — 180.80

CUST STATES LEFT FRONT WHEEL FELL OFF---EXTENDED WARRANTY
FOUND LEFT UPPER BALL JOINT BROKEN--AXLE SEAL POPPED OUT
DIAGNOSED AND REPLACED LEFT UPPER BALL JOINT--AND OUTER LEFT
AXLE SEAL--RETEST OK
EXT WARRENTY--ORDESCO AUTH # TH142417 -- 90.00 DED
CUSTOMER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	14038577	SEAL ASM 8.008	3.40	3.40
JOB # 2	1	17980062	B/JNT 6.164	77.08	77.08
			JOB # 2 TOTAL PARTS		80.48
			JOB # 2 TOTAL LABOR & PARTS		261.28

JO # 3 GDBUZ/FALIGN — FRONT END ALIGNMENT — HOURS: — TECH(S):4039 — 45.99

REQUEST A FRONT END ALIGN
MAINTENANCE
ALIGN FRONT END TO ALIGNMENT SPECS
AFTER BALL JOINT INSTALL--PERFORMED ALIGNMENT
EXT WARRENTY--ORDESCO--AUTH TH142417

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		45.99

SUBLET	POS	VEND INVO	INV DATE	DESCRIPTION	
JOB # 1	12406	5112	08/02/99	TOWING	55.00
				TOTAL - SUBLET	55.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	700	STATE TAX CODE		1.10
JOB # 2	700	STATE TAX CODE		2.25
			TOTAL - MISC	3.35

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $350.00 (+TAX) ON 08/03/99 AT 05:49AM
BY JENNY
COMMENTS
TOW IN

COPY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE
X

STARK AUTOMOTIVE GROUP
STARK GM OF STOUGHTON
1423 HIGHWAY 51 NORTH P.O. BOX 308
STOUGHTON, WISCONSIN 53589
STOUGHTON/MADISON DIRECT (608) 873-3545
SURROUNDING AREA (608) 251-3430
www.starkauto.com

THANK YOU

Unauthorized repair fees previous are regulated by dealer ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

16:54:49

SERVICE FILE COPY

(CONTINUED ON NEXT PAGE)

STARK AUTOMOTIVE GROUP

STARK GM OF STOUGHTON

1423 HIGHWAY 51 NORTH P.O. BOX 309 STOUGHTON, WISCONSIN 53589
STOUGHTON/MADISON DIRECT (608) 873-3545 SURROUNDING AREA (608) 251-3430
www.starkauto.com

Goodwrench Service
The Plus means better.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
648822	JAMES CAMPBELL 4039	783	08/03/99	T4C8290844
	LICENSE	MILEAGE	COLOR	STOCK NO.
		71917	PURPLE META	10718
	YEAR/MAKE/MODEL		DELIVERY DATE	DELIVERY MILES
	98CHEVROLET TRUCK/BLAZER/T10-4WD-2D		12/11/96	14
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GNCT18W6TK136840		3236	
STOUGHTON, WI F	F.T.C. NO.	P.O. NO.	R.O. DATE	
			07/30/99	
	COMMENTS			

MO: 71918

TOTALS

CASH [ ] CHECK [6425] 8-3-99
VISA [ ] MASTERCARD [ ]
AMEX [ ] DISCOVER [ ]

TOTAL LABOR....	206.79
TOTAL PARTS....	50.48
TOTAL SUBLET....	55.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.85
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	346.04

*** HAZARDOUS WASTE INCLUDES THE DISPOSAL OF HAZARDOUS ***
*** WASTE, DISPOSAL OF RECYCLABLE MATERIALS, CHEMICALS ***
*** AND OTHER SUPPLIES USED TO PERFORM VARIOUS SERVICE ***
*** OPERATIONS ON YOUR VEHICLE **********

***OIL, ANTIFREEZE, AND OTHER FLUIDS OR LUBRICANTS MAY OR ***
***MAYBOT BE OEM, BUT ALL MEET OR EXCEED MANUFACTURER SPECS*

CUSTOMER SIGNATURE

CUST # 73.85
ORDESCO # 272.19

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CUSTOMER SIGNATURE

X

STARK AUTOMOTIVE GROUP

STARK GM OF STOUGHTON
1423 HIGHWAY 51 NORTH P.O. BOX 309
STOUGHTON, WISCONSIN 53589
STOUGHTON/MADISON DIRECT (608) 873-3545
SURROUNDING AREA (608) 251-3430
www.starkauto.com

THANK YOU

Motor vehicle repair trade practices are regulated by chapter ATCP 432, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

COPY

 SERVICE FILE COPY [END OF INVOICE] 16:54:49

CS339240

CHEVROLET • OLDSMOBILE
1423 HIGHWAY 51 • Box 309
Stoughton, WI 53589
(608) 873-3648
(800) 261-3430

STARK AUTOMOTIVE GROUP
www.starkauto.com

BUICK • PONTIAC • GMC
1809 HIGHWAY 51 • Box 278
Stoughton, WI 53589
(608) 873-6661
(800) 248-8063

COPY

CUSTOMER No.	ADVISOR	TAX No.	INVOICE DATE	INVOICE No.
645822	JAMES CAMPBELL 4099	874	07/31/00	T4CS339240
	LABOR RATE / LICENSE No.	MILEAGE 90,223	COLOR PURPLE META	STOCK No. 10716
STOUGHTON, WI	YEAR/MAKE/MODEL 96/CHEVROLET TRUCK/BLAZER/T10-4WD-2D		DELIVERY DATE 12/11/95	DELIVERY MILES 14
	VEHICLE I.D. No. 1GNCT18W5TK136840		SELLING DEALER No. 3236	PRODUCTION DATE
	P.V.I. No.	P.O. No.	R.O. DATE 07/28/00	
	COMMENTS			

MO: 90223

LABOR & PARTS

JB 1 SIBUZTON SUBLET TOWING HOURS: TECH(S):4039 0.00

SUBLET TOWING TO DEALERSHIP
VEHICLE UNSAFE TO DRIVE OR DOES NOT RUN
SUBLET TOWING TO DEALERSHIP, WK 96 T2020 SET

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

JB 2 07BUZBALLJOINT BALLJOINT/JOINTS HOURS: TECH(S):4070 171.25

CUST STATES PASSENGER SIDE FRONT TIRE IS LEANING BADLY
UPPER BALLJOINT BROKEN
REPLACE UPPER AND LOWER BALL JOINTS ON PASS FRONT
REBALENCE TIRE----IDLER ARM LOOSE AND COULD USE AN ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22156000	STUD KIT 6.174	86.46	86.46
JOB # 2	1	17980952	B/JNT 6.184	110.97	110.97
			JOB # 2 TOTAL PARTS		197.43
			JOB # 2 TOTAL LABOR & PARTS		368.68

JB 3 03BUZLOF4WD LUBE/OIL/FILTER HOURS: TECH(S):4070 14.60

LUBE/OIL/FILTER CHANGE, TOP FLUIDS, TEST COOLANT.INSPECT AND
INFLATE TIRES. INSPECT AIR FILTER AND BELTS AND HOSES.
MAINTENANCE
LUBE/OIL/FILTER CHANGE,TOPPED FLUIDS. SET TIRE PSI. TESTED
COOLANT, INSPECTED AIR FILTER,BELTS, HOSES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	25171377	FILTER 1.836	4.50	4.50
			JOB # 3 TOTAL PARTS		4.50
			JOB # 3 TOTAL LABOR & PARTS		19.10

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	409161		07/28/00	TOWING	55.00
				TOTAL - SUBLET	55.00

G.O.G. & SUPPLIES

JOB # 2 1.0 GH GOODWRENCH OIL REGULAR @ 5.500 /UNIT 5.50

TOTAL - GOG 5.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	400	SHOP SUPPLIES/HAZARDOUS WASTE.		4.95
JOB # 3	201	GH GOODWRENCH PLUS SERVICE		-1.95
			TOTAL - MISC	3.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $106.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $715.00 (+TAX) ON 07/31/00 AT 10:35am
BY DARRYL COMMENTS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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CUSTOMER SIGNATURE

X

STARK AUTOMOTIVE GROUP
www.starkauto.com

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:28:55

CS339240

CHEVROLET • OLDSMOBILE
1423 HIGHWAY 51 • Box 309
Stoughton, WI 53589
(608) 873-3545
(608) 261-3430

STARK AUTOMOTIVE GROUP
www.starkauto.com

Goodwrench Service

BUICK • PONTIAC • GMC
1509 HIGHWAY 51 • Box 276
Stoughton, WI 53589
(608) 873-5651
(608) 266-8583

CS339240

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
645822	JAMES CAMPBELL 4039	874	07/31/00	T4CS339240
	LABOR RATE / LICENSE No. / MILEAGE: 90,223		COLOR: PURPLE META	STOCK No.: 10716
STOUGHTON, WI	YEAR / MAKE / MODEL: 96/CHEVROLET TRUCK/BLAZER/T10-4WD-2D		DELIVERY DATE: 12/11/95	DELIVERY MILES: 14
	VEHICLE I.D. No.: 1GNCT18W5TK136840		SELLING DEALER NO.: 3236	PRODUCTION DATE
	P.T.E. No. / P.O. No.		R.O. DATE: 07/28/00	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			NO: 90223

COMMENTS
TOW IN

TECHNICIAN CERTIFICATION

4039	JAMES K CAMPBELL	7865
4078	WADE M GIBSON	9015

TOTALS

CASH [ ] CHECK [ ] 4705
VISA [ ] MASTERCARD [ ]
AMEX [ ] DISCOVER [ ]

RF 7-31-00

TOTAL LABOR....	185.85
TOTAL PARTS....	291.93
TOTAL SUBLET...	55.60
TOTAL G.O.G....	5.50
TOTAL MISC CHG.	4.95
TOTAL MISC DISC	-1.95
TOTAL TAX.....	24.85
TOTAL INVOICE $	476.13

*** HAZARDOUS WASTE INCLUDES THE DISPOSAL OF HAZARDOUS ***
*** WASTE, DISPOSAL OF RECYCLABLE MATERIALS, CHEMICALS ***
*** AND OTHER SUPPLIES USED TO PERFORM VARIOUS SERVICE ***
*** OPERATIONS ON YOUR VEHICLE **********

ALL PARTS ON THIS INVOICE THAT HAVE A * NEXT TO THEM ARE COVERED BY THE GOODWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY AT THIS DEALERSHIP ONLY.

E-MAIL ADDRESS IS WWW.STARKAUTO.COM

CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE

X

STARK AUTOMOTIVE GROUP
www.starkauto.com

COPY

SERVICE FILE COPY

(END OF INVOICE) 10:29:53

VEHICLE INVOICE

RUDIG JENSEN CHRYSLER-PLYMOUTH-DODGE-JEEP, INC.
310 Prairie Street
MAUSTON, WISCONSIN 53948
608-847-5828

(608)873-7404

001276 *

DEAL # 3006
05/08/2001

SOLD TO
ADDRESS: STOUGHTON, WI

SALESPERSON: [illegible]

VEHICLE SOLD	2001	JEEP	NEW	2007	GRAND CHER	1J4[illegible]1D[illegible]7444	
TRADE IN	1996	CHEVROLET		2007A	BLAZER	1[illegible]CT1[illegible]TH1[illegible]	

INSURANCE COVERAGE INCLUDES:

- [x] FIRE AND THEFT
- [x] COLLISION - AUT. MONIST.
- [ ] PUBLIC LIABILITY - AUT.
- [ ] PROPERTY DAMAGE - AUT.

OPTIONAL EQUIPMENT AND ACCESSORIES

ITEM	DESCRIPTION
PROTECT INSTALLED:	
DEALER INSTALLED:	

SELLING PRICE	31450.00
SERVICE CONTRAC	N/A
COUNTY TAX	123.25
SALES TAX	1232.50
LICENSE AND TITLE	43.50
TOTAL CASH PRICE	32849.25
FINANCING INSURANCE	
TOTAL TIME PRICE	32849.25
SETTLEMENT:	
DEPOSIT	2000.00
CASH ON DELIVERY TRADE IN $ 6000.00	6000.00
LESS LIEN $	
PAYMENTS 60 AT $ 476.80	
AT $	
TOTAL	24849.25

Financed Through: MSI DEALER FINANCE INC

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900497205

DATE
04/19/02

**************389 DOLLARS ****67 CENTS

AMOUNT
**************389.67

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

STOUGHTON WI

APR 19 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900497205⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHE

VENDOR DUNS NO. RD 000000018

VENDOR NAME

CHECK NO. 900497205

PAYMENT DATE 04/19/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GHCT18WSTK136645	04/17/02 04249806	VN 000000000057191 000000000057191	00.0000	389.67	.00	389.
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-3782				M3		
			TOTAL	389.67	.00	389

April 18, 2002

Stoughton, WI

Request: C06349806

Dea

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $389.67. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Brenda Santos
Customer Relationship Manager

RS0005-A/rgn

CHEVROLET DIVISION
GENERAL MOTORS CORP.
P.O. BOX 33170
DETROIT, MI
48232-5170

MAR 25 2002

3-20-02

TO WHOM IT MAY CONCERN,

PLEASE ATTACH THE FOLLOWING COPIES OF PROOF OF OWNERSHIP TO CASE # CO634806

THANK YOU

RTP/9920708053
/01/ - A JUL TRUK 1996CHEV KIS 3/19/02 11:16AM

1GNCT18W5TK136840 9920708053-2 1 0000014 ACTUAL

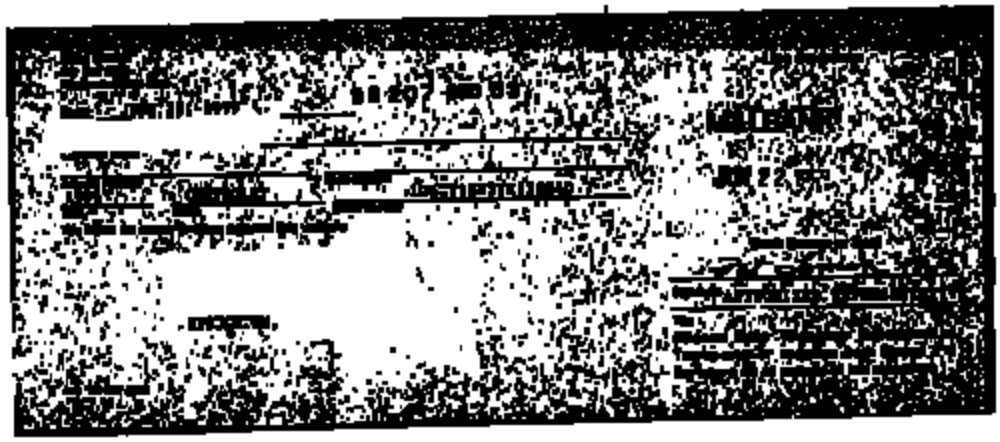
RC 07/13/00 R0195013002025 13-74

016860 ON

C.O. 006 C.O. 101

Current Wisconsin title record showing that the Trust title issued to " and was " This title was issued to remove 1 lien holder. vehicle originally titled to on Feb. 07, 19 DMV recieved application on Dec. 20, 1995 showing a purchase date of Dec 11, 1995. Since this time have been the only owners of this vehicle. Information recieved from a title history check.

Sincerely
Karen RI19



CERTIFICATE OF ORIGIN FOR A VEHICLE

9992

GM

RBLPD019

DATE
11/14/95

SHIPPING NO.
10016518841

VEHICLE IDENTIFICATION NO.
1GNCT18W5TE136840

YEAR
1996

MAKE
CHEVROLET

SHIPPING WEIGHT
3972

BODY TYPE
BLAZER 2-DOOR 4WD

H.P. (SAE)
38.4

GRAB
4850

NO. CYLS.
06

SERIES OR MODEL
CT10516

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following dealer or owner:

NAME OF DESTINATION, DEALER, ETC

47195 SOBULS

HULTS CHEVROLET-GEO, INC.
PO BOX 198
STOUGHTON WI 53589-0198

07 1996 DEC 20 A 7

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

Sandra J. Bonovan

SIGNATURE OF AUTHORIZED REPRESENTATIVE

WARREN MI 48093-2800

G48564802

Original film showing purchase date of 12/11/95.

APPLICATION FOR TITLE/REGISTRATION

[redacted]

96 DEC 20 17

A

96 CHEVROLET TRUCK

12/17/96

B

C

D

E Fee Computation

1. Registration price

2. Less trade-in allowance

3. Amount subject to tax

4. Wisconsin Sales Tax

5. County Sales Tax if applicable

6. Less filing fee $4

7. Title Fee $12.00

8. Registration fee

9. Municipal or County Wheel Tax if applicable

10. Vehicle Fee $5

11. Tax Fee

TOTAL DUE

(OVER)

Film for 6/4/99 to add lien holder

WISCONSIN TITLE & LICENSE PLATE APPLICATION

WIENEKE

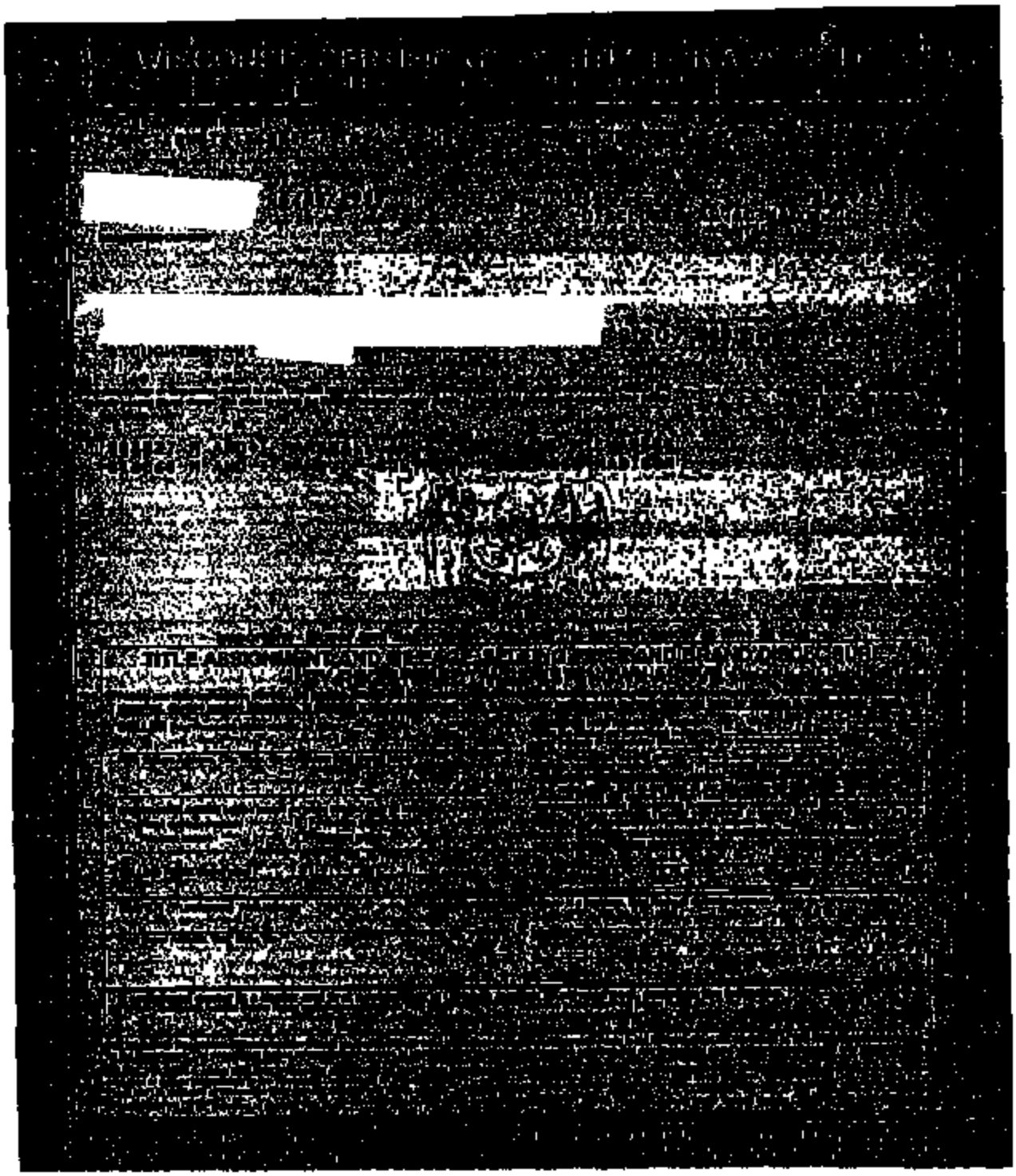
LINA A

4.00

4.00

2-7-99

film to release 1 Lienholder



WISCONSIN CERTIFICATE OF TITLE FOR A VEHICLE

DISCLOSED AS ACTUAL

STOUGHTON, WI

ASSIGNMENT OF TITLE, MILEAGE AND BRAND DISCLOSURE
BY REGISTERED OWNER(S) SHOWN ABOVE

February 14, 2002

Stoughton, WI

Request: C06349806

Dear

Thank you for your recent comments regarding your 1996 Chevrolet Blazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Helene Nejdi
Customer Relationship Manager

SU0003-T/agp

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: MENOMONEE FALLS
WI

HOME PHONE:

CASE NUMBER:	06375569	VIN:	1GNCT18W4TK239229
		MODEL YEAR:	1996
DATE OPENED:	2002-02-18	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-02-18	MILEAGE:	67000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	HALL CHEV CO INC
BRC PARENT:		DEALER ADDRESS:	11011 W NORTH AVE,,MILWAUKEE,WI,53226,USA

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

A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Special Policy REIMBURSEMENT REQUESTED FOR 01049
F18 Front Ball Joints/Kingpin 0 REPAIR ATTEMPT(S)	Broken UPPER BALL JOINT SEPARATED

GM INSTRUCTIONS:

*Access Webknowledge for all Special Policies and Bulletins.
[[SPECIAL POLICES RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge]]
Click on the Bulletins tab to access bulletins and special policies.
Special Policy information
**********WORK HISTORY**********

CUST STATED THAT UPPER BALL JOINT SEPARATED YESTERDAY. CUST STATED THAT HE WAS DRIVING THE VEHICLE WHEN IT OCCURED. CUST STATED THAT THE VEHICLE IS CURRENTLY AT A 45 DEGREE ANGLE. CUST STATED THAT IT IS CURRENTLY IN HIS DRIVEWAY. CUST STATED THAT HE IS VERY CLOSE TO AN INDEPENDENT DEALER WHERE MAY HAVE IT DONE. CUST STATED THAT IF IT IS DONE AT THE IND. IS A REIM. GOING TO BE DONE. CUST STATED THAT IF THE VEHICLE IS DONE AT A CHEVROLET DEALER IS THERE GOING TO BE A CHARGE?

CUST SEEKS TO KNOW WHAT TO DO FOR A REIMBURSEMENT IF IT IS DONE AT THE INDEPENDENT AND WHAT WOULD NEED TO BE DONE IF HE CAN TAKE THE VEHICLE TO A CHEVROLET DEALERSHIP.

CRM ADVISED THE CUST THAT THE DEALERSHIP WOULD DO THE SPECIAL POLICY FREE OF CHARGE FOR THE SEPARATED BALL JOINT. CRM ALSO ADVISED THE CUST THAT IF IT IS DONE AT THE IND. HE WOULD HAVE TO SEND THE FOLLOWING DOC'S INTO US (PROOF OF OWNERSHIP, ORIGINAL R.O.,AND PROOF OF PAYMENT). CRM ADVISED ONCE DOC'S ARE RECIEVED IT WOULD BE PLACE UNDER REVIEW FOR REIMBURSEMENT; 0; 382891855
2002-02-18

CRM DID INFORM THE CUST OF THE ADDRESS TO SEND THE DOC'S INTO.

CUST STATED THAT HE WOULD CONTACT THE DEALER AND THE IND. TO SEE WHO CAN GET TO IT QUICKER. CUST STATED THAT HE WOULD THEN CALL BACK IN TO ADVISE WHERE HE IS GOING TO GET IT DONE.

DHERNANDEZ/CARS/ATX
CRM SUSPENDING FILE.; 0; 382891939
2002-02-18

crm contacted the cust to see where he was going to take the vehicle. crm could not reach [illegible] so crm spoke to his wife. crm was advised that the cust is just trying to see who can [illegible] the vehicle to decide. cust stated that once that was done they would either send it for reim. or have it done at the dealer.

d hernandez/cars/atx
crm closing file dissatisfied/no further action needed currently.; 0; 382910247

**********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:
[illegible]BER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
[illegible]PURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: PLEASANT VALLEY
NY

HOME PHONE:

CASE NUMBER:	06429030	VIN:	1GNDT13W3T2190875
		MODEL YEAR:	1996
DATE OPENED:	2002-02-26	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-03-06	MILEAGE:	70000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

A15 Special Policy	Special Policy
1 REPAIR ATTEMPT(S)	01049
F33 Rear Control Arms/Ball Joints/Linkage/Stabilizer - Torsion	Broken
1 REPAIR ATTEMPT(S)	BROKEN
F18 Front Ball Joints/Kingpin	Broken
1 REPAIR ATTEMPT(S)	BROKEN

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?

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

CUST STATES SHE ALREADY HAD TO HAVE HER UPPER BALL JOINTS REPLACED. CUST STATES THAT WHEN THEY SEPARATED THE WHEEL FOLDED IN AND SHE ALSO HAD TO REPLACE THE IDLER ARM, LOWER BALL JOINTS AND WHEEL AND HUBCAP. CUST IS SEEKING REIMBURSEMENT FROM GM. CRM ADVISED THAT AT THIS TIME WE ARE REIMBURSING FOR UPPER BALL JOINTS AND SHE CAN GO TO HER CHEVROLET DEALERSHIP TO HAVE THAT DONE. CRM ADVISED OF WHAT SHE WOULD NEED TO BRING FOR DOCUMENTATION. CRM ADVISED THAT SHE HAVE VEHICLE INSPECTED BY DEALERSHIP AND LET THEM KNOW OF OTHER DAMAGE THAT WAS CAUSED BY BALL JOINTS SEPERATING. CRM WILL ADVISE DEALERSHIP THAT CUST IS COMING IN. CUST STATED IF SHE NEEDS ANY MORE ASSISTANCE WITH THIS SHE WILL CALL BACK IN. REQUEST CLOSED SATISFIED. CARLA ROBERTSON/CAC/PDX.; 0; 383617553
2002-02-27

CRM CALLED DEALERSHIP TO GIVE THEM A HEADS UP ABOUT CUST COMING IN FOR REIMBURSEMENT. CRM SPOKE TO SERVICE MANAGER WHO STATED THAT THEY JUST HAD A BIG MEETING WITH SERVICE MANAGER AND THEIR REPS AND THEY ARE NOT GOING TO REIMBURSE FOR ANYTHING BUT THE UPPER BALL JOINTS ON THIS POLICY BECAUSE IF CUST HAD THEIR BALL JOINTS CHECKED EVERY 3000 MILES AS RECOMMENDED THE SEPARATION WOULD OF BEEN PREVENTED. REQUEST CLOSED SATISFIED. CARLA ROBERTSON/CAC/PDX.; 0; 383693358
2002-03-06

cu[illegible]ts that she took veh to poughkeeepsie chevy for diag and reimb, dlr reimb for upper ball jo[illegible]s only. cust seeks reimb for all rprs when front suspension broke. crm advised cust of:ERVICE MANAGER AND THEIR REPS AND THEY ARE NOT GOING TO REIMBURSEFOR ANYTHING BUT THE UPPER BALL JOINTS ON THIS POLICY BECAUSE IF CUST HAD THEIR BALL JOINTS CHECKED EVERY 3000 MILES AS RECOMMENDED THE SEPARATION WOULD OF BEEN PREVENTED. crm forewarding file to robertcj at cust req. call cust at 845-635-9626 home. cust sat richardbauerlein/ca/catx; 0; 384296591
2002-03-06

CUST HAS ALREADY RECEIVED RESOLUTION FROM PREVOUS CRM. CRM CLOSING FILE DISSATISFIED WITH TM DOU[illegible]EIDLAND APPROVAL. CARLA ROBERTSON/CAC/PDX.; 0; 384299980

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CO[illegible]T: ,
PH[illegible] NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MSRP: NADA: 0
SALES TAX:

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

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: FAIRCHANCE
PA
HOME PHONE:

CASE NUMBER:	06434795	VIN:	1GNDT13W4T2205108
		MODEL YEAR:	1996
DATE OPENED:	2002-02-27	SERIES:	UNKNOWN
DATE CLOSED:	2002-04-16	MILEAGE:	110000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	FIKE CHEVROLET COMPANY
BRC PARENT:		DEALER ADDRESS:	213 N MAIN ST,,MASONTOWN,PA,15461,USA

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

F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken REPAIRED ABOUT 12 MOS AGO
A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Special Policy 01049

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
* Identify sp Determine Customer's expectation
* Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/Goodwill/Goodwill_Main.html]] 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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

* If necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/Quickref/content/goodwill.html]]
* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.html]]
Vehicle reimbursement or Goodwill decision - Repair already done
**********WORK HISTORY**********

CHECK 900496872 FOR AMOUNT $ 216.16 MAILED ON (4/15/02)
Edward J. Brown II/Goodwill/Tampa; 0; 387846830
2002-02-27

CUST STATES HE WAS SUBSEQUENT OWNER OF 1996 CHEVROLET BLAZER PURCH AR INDEPENDENT DEALERSHIP. CUST STATES HE JUST RECEIVED SPECIAL POLICY 01049 CONCERNING UPPER BALL JOINTS. CUST STATES HE

HAD UPPER BALL JOINTS REPLACED ABOUT A YEAR AGO. CUST SEEKS REIMB. CRM ADVISED CUST OF ALL DOCS TO MAIL IN W/ REQ #. CUST STATES HE JUST SOLD VEHICLE 1/10/2002. CRM SPOKE WITH TM JE[illegible]ER JARRETT, WHO PRE-APPROVED REIMB (PENDING RECEIPT AND REVIEW OF DOCS). CRM ADVISED CU[illegible]THAT WE WILL REVIEW DOCS AND REIMB APPROPRIATELY. CUST WAS VERY SATISFIED. CRM SUSPENDING REQ PENDING RECEIPT OF DOCS. DESIREE SARVER/CARS/TAMPA; 0; 383686383
2002-03-01

CRM RESUMING FILE W/ TL MIKE BODKIN TO AUDIT. CUST STILL HAS NOT SENT IN DOCS. CRM WILL ADDRESS ON 3/18/02. DESIREE SARVER/CARS/TAMPA; 0; 383879409
2002-03-13

TL AUDITING REQ. TL LEFT A VME FOR THE CUST TO SEND IN DOCS. TL FORWARDING BACK TO PREV CRM. MIKE BODKIN/TAMPA/CAC/TL; 0; 384890722
2002-03-18

CRM AUDITING FILES W/ TL MIKE BODKIN. CRM WILL CALL CUST BACK AS SCHEDULED. DESIREE SARVER/CARS/TAMPA; 0; 385332974
2002-03-25

CRM AUDITING FILES WITH TL MIKE BODKIN. CRM CLOSING SATIS PENDING RECEPIT OF DOCS. DESIREE SARVER/CARS/TAMPA; 0; 385947238
2002-03-26

cust states that he did not get the address or the file # to mail in docs...states that he would like to know were to mail the docs and what docs to mail...cust seeks reim info...crm advised cust of address and what docs...crm provided file #....crm forwarding file to crm who is waiting for docs....collettemoore/pdx/cars; 0; 386003400
2002-03-26

CR[illegible]EVIEWING FILE FOR NOTES UPDATE. SUSPENDING PENDING RECEIPT OF DOCS. DESIREE SA[illegible]R/CARS/TAMPA; 0; 386010636
2002-03-26

crm rev file. sus pending receipt of docs. desiree sarver/cars/tampa; 0; 386041411
2002-04-08

crm attaching documents to existing file
chris witassek cars tampa; 0; 387160850
2002-04-09

CRM REVIEWED DOCS FOR REIMB. CRM CALLED GARAGE WHERE WORK WAS DONE AND WAS ADVISED BY MECHANIC LABOR FOR UPPER BALL JOINTS ONLY WOULD HAVE BEEN 70.00. CRM WILL CONTINUE PROCESSING. DESIREE SARVER/CARS/TAMPA; 0; 387223141
2002-04-09

CRM SPOKE WITH MECHANIC WHO COMPLETED BALL JOINT WORK. HE STATES CUST PAID BILL 9IN CASH WHEN REPAIR WAS COMPLETED. DESIREE SARVER/CARS/TAMPA; 0; 387223407
2002-04-09

CRM REVIEWED CUST REQ AND WOULD LIKE TO OFFER A 100% REIMB FOR THE REPL OF UPPER BALL JOINTS IN THE AMT OF 173.76. ALL OF THE CUST CONCERNS HAVE BEEN RESOLVED. THE BUSINESS REASONS FOR THE OFFER ARE AS FOLLOWS:
CUST VEH WAS INVOLVED IN SPECIAL POLICY01049
CUST VEH EXPERIENCED UPPER BALL JOINT SEPERATION
CUST HAD OUT OF POCKET EXPENSE OF 173.76 FOR UPPER BALL JOINTS
RETAIN LOYAL GM CUST
TH[illegible]REAKDOWN FOR REIMB IS AS FOLLOWS:
PA[illegible]: 93.92
LABOR: 70.00
TAX: 6% 9.84
TOTAL: 173.76

ALL REQ DOCS HAVE BEEN RECEIVED AND ARE ATTACHED TO REQ. CUST ACCEPTED OFFER AND WAS SATIS.

CRM RCD OVER-THE-SHOULDER APPROVAL FROM TM JENNIFER JARRETT. MY TM IS NOW DANETTE ST JOHN-KRARSE. VIN SEARCH PERFORMED AND NO REL REQ FOUND. GOODWILL CHECKLIST COMPLETED. ADDRESS VE[redacted] WITH CUST. FORWARDING TO LIAISON PRESTONA FOR PROCESSING. DESIREE SARVER/CARS/TAMPA; 0; 38[redacted]3679
2002-04-10

gl reworking breakdown as follows:
PARTS: 93.92
LABOR: 110.00 (including alignment)
TAX: 5% 12.24
TOTAL: 216.16
Dave Feinman/Tampa/Goodwill; 0; 387289419
2002-04-10

preapprove request for reimbursement of $216.16 (100%) for upper ball joint repair relating to special policy 01049. original r/o and proof of ownership attached, and payment by cash has been verified with independent repair facility, as well as labor rate for ubj. vin scan complete, one other request but no gw. Dave Feinman/Tampa/Goodwill-F; 0; 387289841
2002-04-11

FINAL APPROVAL. REIM OF $216.16 FOR REPAIR OF SP 1049. ALL DOCS PRESENT. VIN SEARCH SHOWS CLOSED REQUEST 3570849. JAN HAWTHORNE/TPA/GOODWILL LIASON; 0; 387398250

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DR[redacted]R NAME: DRIVER AGE:
DR[redacted]R 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:

WA[redacted]EHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MI[redacted]E AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

06754745

Fairchance Pa.

PITTSBURGH PA 152
PM
05 APR
2002

Chevrolet
Po. Box 33170
DETROIT MI. 48232-5170

48232-5170 01

Po 33170 Ps

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000
313 - 3100

CHEVROLET

C01049

Chevrolet
Po 33170
Detroit MI. 48232-5170

February, 2002

0643 4795

Dear Chevrolet Customer:

As the owner of a 1996 or 1997 4-wheel drive Chevrolet Blazer, your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

General Motors has received reports that some owners of certain 1996 and 1997 4-wheel drive Blazers have had to pay for replacement of their upper ball joints. Even though upper ball joints are subject to wear under normal driving conditions, with proper maintenance these parts should perform satisfactorily well beyond the warranty period. After receiving these reports from owners and observing warranty regarding ball joints, General Motors has determined that upper ball joints on certain 1996 and 1997 4-wheel drive Blazers are wearing out earlier than customer expectations.

We are contacting you to remind you of the importance of following the maintenance schedule for chassis lubrication listed in your owner's manual. Chassis lubrication consists of lubricating the front suspension, ball joints, steering linkage, transfer case shift linkage, parking brake cable guides, propshaft splines, universal joints, and the brake pedal springs.

This letter is intended to make you aware that if you followed the recommended maintenance schedule for the chassis lubrication, and, in the unlikely event that, your vehicle still requires the replacement of your upper ball joints due to separation within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles (161,000km), whichever occurs first, General Motors will replace them at no charge to you.

<u>This is not a recall campaign</u>. You do not need to take your vehicle to your Chevrolet dealer as a result of this letter. In the event that you have followed the recommended maintenance schedule for chassis lubrication and if your vehicle were to require an upper ball joint replacement due to separation within the time mentioned above, this letter would authorize your Chevrolet dealer to replace your upper ball joints at no charge to you.

What We Have Done:

To address the above-mentioned condition, General Motors is providing owners with special warranty coverage. If this condition occurs on your 4-wheel drive Blazer within eight (8) years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

What You Should Do:

Repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. Keep this letter with your other important glovebox literature for future reference.

Reimbursement:

(Statement for all states except as shown below)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have your upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles (161,000km), you should contact your dealer to seek reimbursement consideration. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by November 30, 2002.

(Statement for California, Connecticut, Virginia, and Wisconsin)

If you have followed the maintenance schedule for chassis lubrication and have already paid for some or all of the cost to have the upper ball joints replaced due to separation, and you have not received reimbursement under a Vehicle Service Contract, and the in-service time and mileage was less than eight (8) years and 100,000 miles, you should write to Chevrolet Motor Division, Customer Assistance Center, PO Box 33170, Detroit, MI 48232-5170 to seek reimbursement. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Pharss 0643 4795

Auto Tech Auto Service Center
87 Main Street, P.O. Box 909
Smithfield, PA 15478
724-569-9300

Invoice

Date	Invoice #
9/5/2000	2826

Bill To

ORIGINAL

P.O. No.	Due Date	Vehicle		Mileage
	9/5/2000	S10		85265

Qty	Description	Rate	Amount
1	Alignment	40.00	40.00T
2	Upper ball joints 265-58477	46.96	93.92T
2	Lower ball joints 265-58421	52.98	105.96T
1	Installation of upper and lower ball joints on both sides on front	145.00	145.00T
	PA Sales Tax	6.00%	23.09

Thank You For Your Business

Total Pd $407.97

C0643 4795

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

6.899

9908900200001 80-001

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE OF VEHICLE	TITLE NUMBER
1GNOT13W4T2205108	96	CHEVROLET	

BODY TYPE	DMP	SEAT CAP	FROM TITLE STATE	ODOM PROCD DATE	ODOM MILES	ODOM STATUS
SW	0			4/13/99	043208	0

DATE PA TITLED	DATE OF MAIL	MILEAGE WEIGHT	GVWR	GCWR	TITLE BRANDS
3/01/96	4/13/99				

ODOMETER STATUS
0 = ACTUAL MILEAGE
1 = MILEAGE EXCEEDS THE MECHANICAL LIMITS
2 = NOT THE ACTUAL MILEAGE
3 = NOT THE ACTUAL MILEAGE-ODOMETER MAINTAINING VEHICLE
4 = EXEMPT FROM ODOMETER DISCLOSURE

TITLE BRANDS
A = ANTIQUE VEHICLE
C = CLASSIC VEHICLE
D = COLLECTIBLE VEHICLE
E = SALT OR COASTAL
G = ORIGINALLY MADE FOR NON-U.S. DISTRIBUTION
H = AGRICULTURAL VEHICLE
L = LEGAL VEHICLE
P = WRAKE & PULLEY VEHICLE
R = RECONSTRUCTED
S = STREET NOT
T = PLACEHOLDER THEFT VEHICLE
V = VEHICLE ON FARM REGISTRATION
W = FLOOD VEHICLE
X = GRAY & TAN

REGISTERED OWNER(S):

Commonwealth of Pennsylvania
(Department of Transportation)

FAIRCHANCE PA

FIRST LIEN FAVOR OF:

SECOND LIEN FAVOR OF:

FIRST LIEN RELEASED 11-19-01
DATE

BY [signature]
AUTHORIZED REPRESENTATIVE

SECOND LIEN RELEASED
DATE

BY
AUTHORIZED REPRESENTATIVE

SMITHFIELD PA 15478

BRADLEY L. MALLORY
Secretary of Transportation

CERTIFICATION FOR TITLE AND LIEN INFORMATION

SUBSCRIBED AND SWORN TO BEFORE ME 1-10-02

[signature]

Notarial Seal
Mahlee Bamhart, Notary Public
Smithfield Boro, Fayette County
My Commission Expires Aug. 15, 2003
Member, Pennsylvania Association of Notaries

[signature]

[signature]

1ST LIEN DATE 1-10-02 → IF NO LIEN, CHECK ☐

1ST LIEN

STREET

CITY Smithfield STATE PA

FINANCIAL INSTITUTION NUMBER

2ND LIEN DATE → IF NO LIEN, CHECK ☒

2ND LIEN HOLDER

STREET

CITY STATE ZIP

FINANCIAL INSTITUTION NUMBER

00775447

(TYPE OR PRINT) [illegible]

WARNING [illegible]

A. ASSIGNMENT OF TITLE

102670 [illegible]

SUBSCRIBED AND SWORN TO BEFORE ME 11 14 04

Marilee Barnhart

SEAL

Notarial Seal
Marilee Barnhart, Notary Public
Smithfield Boro, Fayette County
My Commission Expires Aug. 18, 2008
Member, Pennsylvania Association of Notaries

BARNHART MOTORS
1 N. MORGANTOWN ST
FAIRCHANCE
PA 15436 [illegible]

[illegible]

FRED BARNHART

[illegible]

HAROLD [illegible]

B. RE-ASSIGNMENT OF TITLE BY REGISTERED DEALER

103690 [illegible]

SUBSCRIBED AND SWORN TO BEFORE ME 1 10 02

Marilee Barnhart

SEAL

BISSETT JOHN
BISSETT BETTY C.
P.O. BOX 120 [illegible] RD
MCCLELLANDTOWN
PA 15458 $11500.00

[illegible]

[illegible]

[illegible] BISSETT [illegible]

[illegible]

FRED BARNHART

RE-ASSIGNMENT OF TITLE BY REGISTERED DEALER

SUBSCRIBED AND SWORN TO BEFORE ME

SEAL

RE-ASSIGNMENT OF TITLE BY REGISTERED DEALER

SUBSCRIBED AND SWORN TO BEFORE ME

SEAL

ALL SELLERS SIGNATURES (IF) THIS ONE MUST BE NOTARIZED SIGN ONLY IN THE PRESENCE OF AN EXPLICIT CAPTIONER OR NO ADMINISTRATION OATHS

April 9, 2002

Fairchance, PA

Request: C06434795

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $216.16. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Desiree Sarver
Customer Relationship Manager

RS0005-T/def

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK No. 900496872

DATE 04/15/02

**********216 DOLLARS ****16 CENTS

AMOUNT **********216.16

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

FAIRCHANCE PA

APR 15 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900496872⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR JUNE NO. RD 000000015

1

CHECK NO. 900496872

VENDOR NAME

PAYMENT DATE 04/15/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16MDT15W472205103	04/11/02 06434795	VN 000000000056887 000000000056887	00.0000	216.16	.00	216.1

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-448-5782

WS

TOTAL 216.16 .00 216

1

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ARKVILLE , NY
HOME PHONE:

CASE NUMBER:	06453679	VIN:	1GNDT13WXT2193286
		MODEL YEAR:	1996
DATE OPENED:	2002-03-04	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-03-04	MILEAGE:	71000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	COUNTRY CLUB CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	70 ONEIDA ST,,ONEONTA,NY,13820,USA

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

F18 Front Ball Joints/Kingpin
0 REPAIR ATTEMPT(S)
Other
BOTH UPPER BALL JOINTS WERE REPLACED PRIOR TO RECEIVING THE SPECIAL POLICY NOTIC

A15 Special Policy
0 REPAIR ATTEMPT(S)
Other
#01049-UPPER BALL JOINT REPLACEMENT

S13 Reimbursement Requested
0 REPAIR ATTEMPT(S)
Customer Satisfaction
CUST SEEKS TO BE REIMBURSED FOR A TOWING CHARGE HE INCURRED DUE TO THE UPPER BAL

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?
**********WORK HISTORY**********

2ND OWNER AT ABOUT 61,000 MILES/ 1996 CHEVROLET BLAZER/ VEHICLE WAS PURCHASED USED FROM B & D MOTORS (NON-GM DLR)/ LOCAL CHEVROLET DLR IS COUNTRY CLUB CHEVROLET LOCATED IN ONEONTA, NY (607-432-6190). CUST STATES THAT ABOUT 3 MONTHS AFTER VEHICLE WAS PURCHASED AT ABOUT 65,000 MILES THE UPPER BALL JOINT ON THE DRIVER SIDE SEPARATED. CUST STATES THAT WHEN VEHICLE WA PURCHASED HE OBTAIN AN AFTERMARKET EXTENDED WARRANTY THROUGH HIS CREDIT UNION THAT COVERED THE REPAIR. CUST STATES THAT THE AUTO GARAGE REPLACED BOTH UPPER BALL JOINTS. CUST STATES THAT THE VEHICLE HAD TO BE TOWED AND TOWING WAS NOT AN ITEM COVERED UNDER HIS EXTENDED WARRANTY AND INCURRED A $50.00 TOWING FEE. CUST STATES THAT HE JUST RECEIVED THIS SPECIAl POLICY NOTICE (#01049-UPPER BALL JOINT REPLACEMENT) AND NOTICED THAT HE COULD GET REIMBURSED FOR PRIOR REPAIRS. CUST SEEKS REIMBURSEMENT FOR THE TOWING FEE HE INCURRED. CRM ADVISED CUST AFTER RESEARCHING THIS THROUGH TM (LA' TASHA CORD) THAT GM WOULD NOT BE ABLE TO REIMBURSE CUST FOR THE TOWING FEE FOR THE FOLLOWING BUSINESS RRASONS: CUST IS THE 2ND OWNER(VEHICLE WAS PURCHASED BEYOND THE WARRANTY PERIOD), AND PRIOR REPAIRS WERE COVERED UNDER AN AFTERMARKET EXTENDED WARRANTY COVERAGE NOT INCLUDING TOWING AS A COVERED ITEM. CRM ADVISED CUST THAT GM ONLY WILL REIMBURSE FOR AN OUT OF POCKET EXPENSE FOR A REPAIR MADE TO THE UPPER BALL JOINT BEFORE NOTICE WAS MAILED OUT, NOT FOR TOWING. CUST STATES THAT HE UNDERSTANDS AND THOUGHT IT WAS WORTH A TRY. **********REIMBURSEMENT DENIED**********NO FURTHER ACTION REQUIRED. CRM CLOSING FILE SATISFIED. KIM GADSDEN/TAMPA
CARS; 0; 99999

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:

INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEASE:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: AURORA , IL
HOME PHONE:

CASE NUMBER:	06493242	VIN:	1GKDT13W3T2579271
		MODEL YEAR:	1996
DATE OPENED:	2002-03-11	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-05-09	MILEAGE:	61131
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	COFFMAN TRUCK SALES, INC.
BRC PARENT:		DEALER ADDRESS:	1149 W LAKE ST,,AURORA,IL,60506,USA

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

A12 Miscellaneous - Not Classified 0 REPAIR ATTEMPT(S)	Other SAFETY DOCS RECEIVED
A15 Special Policy 1 REPAIR ATTEMPT(S)	Special Policy upper ball joints #01049
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Special Policy upper ball joints, towing &rental
T04 General Information [illegible]EPAIR ATTEMPT(S)	Customer Satisfaction corr rec'd
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Other ball joints

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
SAFETY DOCS RECEIVED:

CUST SEEKS REIMB FOR UPPER BALL JOINTS, TOWING & RENTAL VEH
**********WORK HISTORY**********

CUST STATES WOULD LIKE TO SPEAK TO PREV CRM...CUST SEEKS STATUS OF FILE...CRM ADVISED CUST OF OFFER OF REIM OF $173.38 AND THAT UNDER SPECIAL POLICY GM DOES NOT REIM FOR RENTAL VEH, WHEELS, AND THAT REIM IS WHAT GM WOULD HAVE PAID DLR TO PERFORM SPECIALPOLICY....CUST STATES THAT WILL ACCEPT REIM, CRM VERIFIED ADDRESS....CRM ADVISED CUST THAT WILL NOTIFY PREV CRM OF INFO...
KATHY HODGES/ATX/CARS; 0; 387468814
2002-04-12

CRM will process reimbursement 4/15/2002.
Jeff Fisher,CAC,PDX; 0; 387470540
2002-04-15

[illegible]ocessing reimbursement of $173.38
Ops Mgr, Maira Espinoza gave OTS approval for this reimbursement
Jeff Fisher,CAC,PDX,Level 2 Empowered; 0; 387725872
2002-03-11

SAFETY DOCS RECEIVED: WHITEMAIL;

[illegible]T STATES: ON SAT, JULY 1, 2000, HIS FAMILY WERE RETURNING HOME ON I-80 IN LINCOLN, NE [illegible]M VACATION OUT WEST WHEN THE PASS SIDE BALL JOINT BROKE SENDING THEM THANKFULLY ON THE RIGHT-HAND SHOULDER OF THE ROAD. CUST STATES THE NEBRASKA STATE TROOPER WHO STOPPED CALLED A TOW TRUCK THAT TOOK THEIR VEH TO THEIR STATION. tHIS WAS THE 4TH OF JULY WEEKEND AND HE WAS INFORMED THAT THEY COULD NOT WORK ON THE VEH IMMEDIATELY. CUST STATES THEY HAD EXTREME DIFFICULTY LOCATING A RENTAL VEH TO GET HIM HOME FOR WORK ON MONDAY.

CUST SEEKS: HE FEEL HE SHOULD BE REIMB $409.59 FOR TOWING, $228.12 FOR REPAIR, AND $181.47 FOR RENTAL VEH.

CRM ADV: CONCERNS ARE DOC IN FILE FROM SAFETY DOCS RECEIVED. CRM WILL CONTACT CUST REGARDING CONCERN. CRM ADV CUST HAS SENT IN PROOF OF PAYMENT, PROOF OF OWNERSHIP;TITLE AND ORIGINAL RECEIPTS SUPPORTING REIMB REQ.

AKELLY/TPA CORR; 0; 99999
2002-03-13

CRM CALLED CUST REGARDING CONCERN, BUT CUST WAS N/A. CRM WILL CONTACT CUST ON 2ND CALL ATTEMT AT ANOTHER TIME.
AKELLY/TPA CORR; 0; 384893603
2002-03-14

CRM CALLED CUST AS A 2ND ACALL ATTEMPT, BUT CUST WAS N/A. CRM LEFT CAC # W/CUST TO CALL BACK W/ANY CONCERNS.
CRM WILL LEAVE FILE OPEN FOR THE 5 DAY PERIOD.
AKELLY/TPA CORR; 0; 384969583
2002-03-21

[illegible]M WILL SEND LETTER AND CLOSE AS SATISFIED.
AKELLY/TPA CORR; 0; 385590143
2002-03-21

Auditor Approving Letter
Tommy Clark/Corr Approver/Tampa; 0; 385611803
2002-04-01

Dealer Phone: 630-892-7093; 0; 386547993
2002-04-01

Cust states: sent in all paperwork for reimburesement for special polciy #01049.
Cust seeks: To follow up on response from GM
CRM advsd: All documents look good, except R/O says "possible upper ball joint?"
CRM will need a GMC dealer to inspect, verifythat work was done. CRM conference Eric at Coffman GMC. Eric and cust set appt for 4/6/2002 for inspection. CRM advsd cust will follow up with dealer and cust 4/9/2002 8:00 am pt
cust is satisfied
Jeff Fisher,CAC,PDX; 0; 386548484
2002-04-04

cust states that he also had to have a new wheel for $241.88 because he was advised that it was carved out on the inside due to ball joint breaking...cust states he mailed in copy of receipt for reim consideration... cust seeks to have info documented infile...crm advised cust that info is docmented and will forward to crm working request.. maketa jones/atx; 0; 386805989
[illegible]02-04-09

CRM called dealer, spoke to Jim Stafford who states that the cust has had one upper ball joint replaced. Jim will do a break down of what it would have cost the cust at his dealer to have this work done. CRM advsd will follow up with Jim 4/10 for totalcost at dealer CRM called cust, left msg stating that CRM is doing research and will call again 4/10 to

follow up
Jeff Fisher,CAC,PDX; 0; 387222102
2002-04-09

WHITE MAIL CORRESPONDENCE RECEIVED

CRM ATTACHING DOCS TO THIS REQ. #06493242 & FORWARDING BACK TO PREVIOUS CRM FISHERJS FOR FURTHER HANDLING & PROCESSING +++++++++++++++ CRM JOANIE MARTIN/CARS TAMPA/CORR TEAM ++++++++++++++++++; 0; 387224490
2002-04-10

CRM has reviewed 2nd correspondence, reviewed with ops mgr, Maira Espinoza who denies all reimbursement except the ball joint repair itself.
CRM called Jim at dealer, Jim provides breakdown as the following:
Parts: $96.00
Labor: $73.00 ($36.50 per hour, for 2 hours)
Tax: $4.38
Total Reimburse: $173.38
Jeff Fisher,CAC,PDX; 0; 387300028
2002-04-10

CRM called cust, left msg asking to call CAC
NEXT CRM
Please offer reimbursement for $173.38, explain to the cust that we do not reimburse for rental vehicle, towing, or replacement wheels under this special policy. The amount figured is what aGMC dealer would have charged the cust for this repair.
This has been reviewed by PDX Ops Mgr, Maira Espinoza and no further reimbursement will be granted.
If cust is satisfied with this, document acceptance and forward back to me for processing, [illegible] not document decline and forward to me for closing.
[illegible]s case is not to be reviewed further
Thanks
Jeff Fisher,CAC,PDX
CRM will check status of file 4/17/02 for activity and send call CAC letter as needed; 0; 387300262
2002-04-16

gl reviewed request and will return to crm pending further attention
cindy slaght/gl/pdx/cars; 0; 387819025
2002-04-16

CRM has reviewed file with GL, CRM will follow up on case 4/17/02
Jeff Fisher,CAC,PDX; 0; 387831447
2002-04-16

CRM called Brenda at the Illinois DMV (217-782-1069). Brenda verified that VIN (1GKDT13W3T2579271) matches with plate # (D847752)
CRM will continue with reimbursement 4/17/02
Jeff Fisher,CAC,PDX; 0; 387833518
2002-04-17

CRM has reviewed file with Ops Mgr, Maira Espinoza, and Rick Lipp, price negotiated with cust will cover some towing expence, which GM has now agreed to pay. GM will not pay for wheel or rental vehicle, but offered amount of $173.38 is approved for reimbursement.
Submitting to GL for approval
Jeff Fisher,CAC,PDX; 0; 387904917
2002-04-17

gl reviewed request and will submit for final review
cindy slaght/gl/pdx/cars; 0; 387923251
2002-04-18

FINAL APPROVED; 0; 388003286

2002-04-19

[illegible]TTING ON CONFIRMATION FROM MSX THAT LETTER WAS SENT
[illegible]DY SLAGHT/GL/PDX/CARS; 0; 388067155
2002-04-22

WAITING FOR CONFIRMATION FROM MSX THAT GOODWILL/LTR HAS BEEN SENT TO CUST. SARAH GONZALES/CAC/PDX; 0; 388363074
2002-04-25

Waiting for confirmation from MSX that goodwill/letter has been sent to the cust.....Kari Willson/cac/Pdx; 0; 388631987
2002-04-30

WAITING FOR CONFIRMATION FROM MSX THAT GOODWILL/LTR HAS BEEN SENT TO CUST.
SARAH GONZALES/PDX/CAC; 0; 389064886
2002-05-09

CHECK #900497295 IN THE AMOUNT OF $173.38 WAS MAILED ON 4/22/02 TO
3775 KNIGHTSBRIDGE COURT; AURORA, IL. 60504.
JADA MEAD/GL/TL/CAC/PDX.; 0; 389804069

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
[illegible]VER 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:
[illegible]EAGE AT INSPECTION:
[illegible]ERE WAS INSPECTION DONE:

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

INVESTIGATIVE SUMMARY:
PAR STATUS:

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

06493242

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900497295

DATE
04/22/02

**********173 DOLLARS ****38 CENTS

AMOUNT
**********173.38

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

AURORA IL

APR 23 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900497295⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. RD 000000040

VENDOR NAME

CHECK NO. 900497295

PAYMENT DATE 04/22/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKBT18W5T2879871	04/18/02 06493242	VN 000000000037226 000000000037226	50.0000	173.38	.00	173.3

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\DE QUESTIONS CALL 800-462-8752

US

TOTAL 173.38 .00 17

April 15, 2002

Aurora, IL

Request: C06493242

Dear

We sincerely regret that you experienced a concern with your 1996 GMC Jimmy which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $173.38. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our GMC family. If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Jeffrey Fisher
Customer Relationship Manager

RS0005-P

March 21, 2002

Aurora, IL

Request: C06493242

Dea

Thank you for your recent comments regarding your 1996 GMC Jimmy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

Anesia Kelly
Customer Relationship Manager

SU0003-T/tlc

Pontiac-GMC Division
Customer Assistance Center
P. O. Box 33172
Detroit MI 48232-5172

MAR 07 2002

48232+5172

Aurora, Illinois
March 4, 2002

Pontiac-GMC Division
Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

The letter your division sent out alerting owners of problems with ball joints in 1996 4-wheel drive Jimmys arrived this past weekend. On Saturday, July 1, 2000, my family and I were returning home on Interstate 80 in Lincoln, Nebraska from a vacation out west when the passenger side ball joint broke sending us thankfully onto the right-hand shoulder of the road. The Nebraska State Trooper who stopped called a tow truck that took our vehicle to their station. This was the Fourth of July weekend and we were informed that no work could be done immediately. We had extreme difficulty locating a rental car to get us home for work on Monday. Subsequently, I had to drive back to Lincoln, Nebraska to pick up my repaired Jimmy. This was an experience that could have resulted in a much more serious scenario.

The vehicle was faithfully maintained as I used an oil change/lubrication card every 3,000 miles. If I had been aware of the information I just received, I would have dealt with it according to your instructions. I believe your division should reimburse me $409.59 for the towing and repair ($228.12), and rental car costs ($181.47). I will absorb the inconvenience and time off work required to deal with this situation. Enclosed are original receipts verifying the towing, repair, and rental of a car. They show the amounts charged, proof of payment, and the date of the payment of those charges. Also included is proof of my ownership of the vehicle at the time of the repair.

I am still very pleased with this vehicle. It continues to meet my needs very well. It is encouraging to see a company stand by its product to the extent General Motors Corporation has through the acknowledgement of this problem.

Sincerely,

#1

Rahn's Amoco Service

7000 "O" STREET
LINCOLN, NE 68510
(402) 489-7979
FAX: (402) 489-2145

Date 7/1/00 12455

Name

Addr

City, State, Zip AURORA, IL

Year, Make, Model 1996 GMC JIMMY 43

State IL Odometer 57106

Parts All	Amount
Ball Joint 10395	62.95
Shop Supplies	2.00
Total Parts	64.95
Labor	
Labor	64.95
Total Labor	64.95

Service & Products		Amount
Gasoline ____ gallons @ ____		
Motor Oil ____ quarts @ ____		
Type ____		
Oil Filter	☐	
Lubrication	☐	
Transmission	check ☐	
Differential	check ☐	
Air Filter	check ☐	
Cooling system	check ☐	
Tires	check ☐	
Brake fluid	check ☐	
Power Steering Fluid	check ☐	
Fan belts	check ☐	
Hoses	check ☐	
Wiper blades	check ☐	
Battery	check ☐	
Road service	by	
Towing	by MJ	$94.00
Outside repairs		
Courtesy services-		
Vacuum	☐	
Car Wash	☐	

Remarks

ORIGINAL

Work to be done
Possible upper Ball Joint?

NOTE!
No checks
Payment must be cash or credit card

I hereby authorize the [illegible] You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An [illegible] in accordance with [illegible] to ensure the amount of repairs thereto, it is also understood that you will not be held responsible for loss or damage to [illegible] in case of fire, theft or any other cause beyond your control.

Signature Raymond J. Dagenais

Order written by

Technician Rich

Cashier

Cash ☐
Credit Card ☐
Check ☐
Check # ____
Charge ☐

Total Service & Products	
Total Parts	64.95
Total Labor	64.95
Outside Repairs	
Subtotal	
Tax	
Total	

Thank You

223.90

9019274-01
RAMS AMOCO
7000 O ST
LINCOLN NE

	Descr.	qty	amount
	TOWING	1	94.00
T	ACCESSORIES	1	62.95
T	ACCESSORIES	1	2.00
	LABOR	1	64.95

Sub Total 223.90
Tax 4.22
TOTAL 228.12
CREDIT $ 228.12

DISCOVER RECEIPT

EXP 08/01 00 REF 046821-76788014
PROD CD: 72

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

THANKS, COME AGAIN

REGN 0001 CSHN 003 MRS 01 TRANN 12500
07/04/00 14:27:23 STA 1

ORIGINAL

SENDING YOU THE VERY BEST!

TOWING AND LOCK-OUT SERVICE

RAHN'S BEST

TICKET NO. 93490

RAHN'S AMOCO SERVICE
7000 "O" Street • Lincoln, NE 68510
402/489-7979

ORIGINAL

DATE 7/1/00	TIME 5:30 A.M. / P.M.	P.O. NO.
NAME		PHONE
ADDRESS		
CITY AURORA		STATE IL
LOCATION OF VEHICLE		
YEAR, MAKE, MODEL 1996 GMC JIMMY		COLOR GREEN
ST	VIN #	

REASON FOR TOW
- [ ] ACCIDENT
- [ ] BREAK DOWN
- [ ] LOCK-OUT
- [ ] FLAT TIRE
- [ ] OUT OF GAS
- [ ] JUMP START
- [ ] _____
- [ ] _____

SPECIAL EQUIPMENT
- [ ] SINGLE LINE WINCHING
- [ ] SNATCH BLOCKS
- [ ] DOLLY

TYPE OF TOW
- [ ] WHEEL LIFT
- [ ] SLING/HOIST
- [ ] MUD CALL

TOWED PER ORDER OF
- [ ] OWNER
- [ ] DEALER/GARAGE
- [ ] STATE POLICE
- [ ] LOCAL POLICE

MILEAGE
FINISH 583
START 576
TOTAL 7 x 2.25

TYPE OF PAYMENT:
- [ ] COMMERCIAL
- [ ] CHARGE
- [ ] CASH
- [ ] CASH
- [ ] CHECK
- [ ] MC
- [ ] VISA
- [ ] DIS
- [ ] AMOCO
- [ ] TEXACO

CC # EXP. /

TOWING CHARGE	45.00
MILEAGE CHARGE	14.00
EXTRA PERSON	
SPECIAL EQUIP.	35.00
LABOR CHARGE	
KEY CHARGE	
SUB TOTAL	
TAX	
TOTAL	$94.00

TRUCK NO.	OPERATOR	VEHICLE RELEASED TO:
4	MJ	Public Amoco

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE
IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

National

RA # 70142[illegible]

Invoice # 70001149108

Rental Location
LINCOLN ARPT
LINCOLN MUNICIPAL ARPT
[illegible] N. ADAMS / STE 111
LINCOLN NE 68522

01-JUL-2000 06:47 PM

Phone (402)474 4301

Return Location
LINCOLN ARPT

04-JUL-2000 01:52 PM

Renter Name

AURORA IL

Vehicle #	2727422
Model	LUMINA 4D
Class Driven	FCAR
Class Charged	FCAR
License#	[illegible]
State/Province	TENNESSEE
N/Kms Driven	1054
N/Kms Out	17486
N/Kms In	18540

Charges	No	Unit	Price/Unit	Amount
TIME & DISTANCE	3	Days	49.99	149.97 *
UNLIMITED MILES/KM - TIME & DIST		N/Kms		0.00 *
CONCESSION RECOVERY FEE 10 PCT			149.97	15.00
NE GROSS RECEIPTS FEE 4.5 PCT			149.97	6.75
SALES TAX 06.500 %			149.97	9.75

Rate Info

ORIGINAL

Messages

* Taxable Items
Subject to Audit

Total Charges USD 181.47

Payments
Discover 5818
AUTH: 001978 04-JUL-2000 256.43 Payment -181.47

Amount Due USD 0.00

STATE OF ILLINOIS

CERTIFICATE OF TITLE OF A VEHICLE

VEHICLE IDENTIFICATION NO.	YEAR	MAKE	ODOMETER
1GKDT13W3T2579271	96	GMC	29552

MODEL	BODY STYLE	NO. CYL	HP/CCM	PURCHASE DATE	PURCHASED
	CARRYALL			09/03/98	USED

TITLE NO.	ISSUE DATE	MOBILE HOME SQ. FT.	TYPE OF TITLE
	09/21/98		ORIGINAL

MAILING ADDRESS

AURORA IL 60504

LEGEND(S)

ACTUAL MILEAGE

OWNER(S) NAME AND ADDRESS

AURORA IL

FIRST LIENHOLDER NAME AND ADDRESS

SECOND LIENHOLDER NAME AND ADDRESS

RELEASE OF LIEN

The holder of Lien on the vehicle described in this Certificate does hereby state that the lien is released and discharged.

_____ Firm Name By _____ Signature of Authorized Agent Date _____

_____ Firm Name By _____ Signature of Authorized Agent Date _____

I, George H. Ryan, Secretary of State of the State of Illinois, do hereby certify that according to the Records on file with my Office, the person or entity named herein is the owner of the vehicle described hereon, which is subject to the above named liens and encumbrances, if any. IN WITNESS WHEREOF, I HAVE HERETO AFFIXED MY SIGNATURE AND THE GREAT SEAL OF THE STATE OF ILLINOIS, AT SPRINGFIELD.

D15239417

CONTROL NO.

George H. Ryan

GEORGE H. RYAN, Secretary of State

[illegible]

Aurora, IL

FOX VALLEY IL 60589
PM
94 APR
302

Jeff Fisher
Pontiac - GMC Division
Customer assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

48232+5172

Raymond J. Dagenais
3775 Knightsbridge Ct.
Aurora, Illinois 60504-4033
April 4, 2002

Pontiac-GMC Division
Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

In a letter dated March 4, 2002, I described the problems that I had encountered with the upper ball joint on my 1996 Jimmy. Jeff Fisher spoke with me about my concerns and has indicated that he will follow through with the processing of my request. I just realized that there was an additional expense associated with this situation. The GMC dealer in Naperville, Illinois recommended that the wheel that was damaged when the ball joint broke be replaced. Enclosed is copy of the paid receipt in the amount of $241.88 on 7/10/00 for a wheel that was purchased to replace the one damaged when the ball joint broke. Please include this expense with the other expenses that I have already submitted.

Sincerely,

HUBCAP HEADQUARTERS
525 N. BROADWAY
AURORA, IL 60505

M

Address 02-10-00

Reg. No.	Clerk	Account Forward		
1			025	00
2				
3			16	58
4				
5	PAID 100.00			
6	DEPOSIT			
7	VOE			
8				
9				
10	All Sales Final			
11				
12				
13				
14	31			
15			041	58

Your Account Stated to Date—If Error Is Found Return at Once
Address 1-A

COPY

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ,
HOME PHONE:

CASE NUMBER:	06535623	VIN:	1GKDT13W9T2574155
		MODEL YEAR:	1996
DATE OPENED:	2002-03-16	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-04-09	MILEAGE:	87653
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	MOODY S INC
BRC PARENT:		DEALER ADDRESS:	590 S WASSON LN,,RIVER FALLS,WI,54022,USA

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

F18 Front Ball Joints/Kingpin	Other
1 REPAIR ATTEMPT(S)	REPAIRED
S13 Reimbursement Requested	Other
0 REPAIR ATTEMPT(S)	ON REPAIR
A15 Special Policy	Other
0 REPAIR ATTEMPT(S)	REIMBURSEMENT ON BALL JOINT REPAIR

icle operation or design

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

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

CRM RECEIVED NOTICE THAT PROOF OF PAYMENT HAS ARRIVED. CUST RO SHOWS THAT HE PAID ....
$294.40 FOR PARTS
$ 49.95 FOR WHEEL ALIGNMENT
$ 18.94 FOR TAXES
****
$363.29 TOTAL
CRM IS PROCESSING REIMBURSMENT IN THE AMOUNT OF $363.29. CUST SENT IN ORIGINAL REPAIR ORDER, COPY OF CANCELLED CHECK FOR PROOF OF PAYMENT, AND VEHICLE REGISTRATION FOR PROOF OF OWNERSHIP. CRM WILL CALL THE CUST TO NOTIFY HIM OF THE AMOUNT. KRISTIE HARDCASTLE - CORR
MPA; 0; 386605369
02-03-16

FORWARDING TO BURTCH
NICHOLAS FRETT/CARS/TPA; 0; 385147076
2002-03-26

CORR RECEIVED - CUST STATES ON CORRESPONDENCE THAT HE HAD THE BALL JOINTS REPAIRED ON HIS VEHICLE DUE TO FAILURE. CUST SAYS THAT THE BALL JOINT BROKE WITHIN A BLOCK OF THIS REPAIR SHOP AND THAT IS WHY HE TOOK IT THERE FOR REPAIRS. CUST SAYS THAT HE WASINFORMED THAT THE OTHER BALL JOINTS WERE IN NEED OF REPLACEMENT ALSO. CUST SEEKS REIMBURSMENT. CRM WILL CALL THE CUST TO TALK WITH HIM ABOUT HIS CONCERNS. KRISTIE HARDCASTLE - CORR TAMPA; 0; 386003693
2002-03-26

CRM CALLED THE CUST TO TALK WITH HIM ABOUT HIS REQUEST. CUST NEW NUMBER IS
CRM CALLED THE CUST AT NEW NUMBER IN WHICH HE STATED THAT HE HAD THE LOWER AND UPPER BALL JOINTS REPLACED. CUST SAYS THAT THEY HAD TO DO AN ALIGNMENT BECAUSE WHEEL CAVED IN. CUST SEEKS REIMBURSMENT FOR THE REPAIR. CRM ADVISED THE CSUT THAT THE SPECIAL POLICY ONLY COVERS THE UPPER BALL JOINTS AND WOULD BE INTITLED FOR REIMBURSMENT ON THE UPPER BALL JOINTS AND WHEEL ALIGNMENT. CRM ADVISED THE CUST THAT PROOF OF PAYMENT WAS NEEDED TO PROCESS THE REIMBURSMENT. CUST ALSO SAID THAT MUFFLER SHOP WILL BE CONTACTED TO FIND OUT WHAT COIL ACTION KIT IS. CRM INFORMED HIM THAT ONCE AMOUNT OF REIMBURSMENT IS ESTABLISHED, CRM WILL CALL HIM BACK WITH THE AMOUNT. KRISTIE HARDCASTLE - CORR TAMPA; 0; 386004768
2002-03-28

CRM CHECKING FOR DOCS HOWEVER NOW DOCS FOUND. CRM WILL CHECK AGAIN IN ONE WEEK. KRISTIE HARDCASTLE - CORR TAMPA; 0; 386191459
2002-04-02

attaching docs and forwarding to crmHARDCASK.
patrick burtch corr/tpa/cac; 0; 386597572
2002-04-02

CRM CALLED THE CUST AT HOWEVER HE WAS NOT AVAILABLE. CRM LEFT MESSAGE ASKING HIM TO PLEASE CALL CAC. IF CUST CALLS IN PLEASE INFORM HIM OF THE AMOUNT OF REIMBURSMENT FOR ACCEPTANCE. THANKS. CRM WILL TRY AGAIN TOMORROW. KRISTIE HARDCASTLE - CORR TAMPA; 0; 386621584
2002-04-02

CUST CALLED IN RESPONSE TO MESSAGE FROM PREV CRM. CRM REVIEWED WORK HIST, WHICH INDICATES REQUEST NEXT CRM ADVISE CUST OF REIM AMOUNT. CRM SO ADVISED. CUST ACCEPTED, WAS SATISFIED. CRM TO FORWARD FILE TO PREV CRM FOR REVIEW, TM APPROVAL KATHY MOORE (KW). ANGIE LAWS/CAC/PDX; 0; 386638022
2002-04-03

CRM CONSULTED WITH TM COSTELLO WHO GAVE HER OVER THE SHOULDER APPROVAL TO REIMBURSE CUST FOR THE REPAIR. CUST ACCEPTED THE AMOUNT OF REIMBURSEMENT. CRM DID VIN SEARCH NO OTHER FILES FOUND RELATED TO THIS VIN. CRM IS FORWARDING TO GOODWILL LIAISON FEINMAND. KRISTIE HARDCASTLE - CORR TAMPA; 0; 386706969
2002-04-03

Reimbursement pre-approved in the amount of $363.29-tm Costello
vin search-no other files
Jessica Tate/Tampa/Goodwill Liaison-F; 0; 386712699
2002-04-03

FINAL APPROVAL FOR REIM IN THE AMOUNT OF $363.29. VIN SEARCH COMPLETED. WENDY ADAMS/GOODWILL APPROVAL GROUP/TAMPA; 0; 386726210
2002-04-09

CHECK# 900496440 FOR AMOUNT $ 363.29 MAILED ON (4/05/02)
Edward J. Brown II/Goodwill/Tampa; 0; 387243317

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

[illegible]ER 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:

[illegible]S VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:
**********PAR INFORMATION**********

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:
DEPRECIATION:
UPGRADE:
[illegible]TERMARKET:
[illegible]ASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:

DEALER BUYOUT:

ACCOUNT BALANCE:
[illegible]AL:

LEGAL TYPE:
LEMON LAW:

DEALER ADMINISTRATION:
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:
TREATED:
IF SO, WHERE:

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

EXTERNAL CASE NUMBER:
DATE:
TITLE NAMES:
BUSINESS:
% BUSINESS: 0
ACCIDENT:
DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
[illegible]CHASE/LEASE: 0
DATE OF PURCHASE/LEASE:
[illegible]EAGE AT PURCHASE: 0
PURCHASE/LEASE AS:
DOES OWNER HAVE POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

ADDRESS:

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

CUSTOMER:
ADDRESS: CATAWISSA , MO

HOME PHONE:

CASE NUMBER:	06536867	VIN:	1GNDT13W6T2295927
		MODEL YEAR:	1996
DATE OPENED:	2002-03-18	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-05-02	MILEAGE:	75000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	CHRIS AUFFENBERG CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	1000 N KIRKWOOD RD,,KIRKWOOD,MO,63122,USA

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

A15 Special Policy 1 REPAIR ATTEMPT(S)	Special Policy 01049 BALL JOINTS
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Other SEPERATED
T44 Maintenance Certificate (Oil Change) 1 REPAIR ATTEMPT(S)	Customer Satisfaction FOR TREATMENT FROM DEALER
[illegible] CAC Resolved With Goodwill [illegible]EPAIR ATTEMPT(S)	CAC Resolved With Goodwil OIL CHANGE

Definition of a Special Policy

INFORM THE CALLED:
"A Special Policy is specific to a vehicle and should not be confused with a "Goodwill Adjustment" which is made on a case by case customer basis.If an owner incurs an expense and if the vehicle & customer meet those guidelines indicated in the "Special policy" they will receive the relief GM has indicated in the guideline.The following can be found on page 26 of the Warranty & Owner Assistance manual:"XXX Division is proud of the protection afforded by the warranty coverages. In order to achieve maximum customer satisfaction, there may be times when XXX division will establish a special policy adjustment program to pay for all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred."
CUST SECOND NUMBER 636-861-2477

Campaign Recalls performed at any Dealership
**********WORK HISTORY**********

**CUST STATES SHE IS THE SECOND OWNER OF THIS VEHICLE PURCHASED ONE YEAR AGO FROM CHRIS AUFFENBERG CHEVROLET WITH A NON-GM EXTENDED WARRANTY AND HER VEHICLE IS COVERED UNDER SPECIAL POLICY #01049 FOR UPPER BALL JOINTS AND THEVEHICLE NEEDS TO BE TOWED TOTHE DEALER. [illegible]UST SEEKS TO GET THE VEHICLE IN FOR SERVICE. **CRM ADVISED THE CUST SHOULD CONTACT HER [illegible]LLING DEALER TO DETERMINE WHO THE PROVIDER OF HER EXTENDED WARRANTY IS AND WHETHER THEY WILL COVER THE TOWING. CRM ALSO ADVISED I WILL CONTACT THE CUST LATER IN THE WEEK FOR

FOLLOWUP AND THE CUST AGREED. CRM IS SUSPENDING THE FILE TILL MARCH 21ST FOR FOLLOWUP.
MICHAEL S. DELUCA/CARS/TAMPA; 0; 385312373
2-03-20

CRM CONTACTED THE DEALER FOR AN UPDATE AND SPOKE TO TED SCHAUWECKER - ASST SVC MGR. TED STATES THE VEHICLE IS THERE NOW AND THE REPAIRS ARE COMPLETE. THE CUST IS EXPECTED TO PICK UP THE VEHICLE ON THE 21ST. CRM ALSO CONTACTED THE CUST WHO STATED HER SELLING DEALER HAS BEEN VERY HELPFUL BUT SHE HAS ANOTHER DEALER 2 MILES FORM HER HOME WHO WAS UNWILLING TO ASSIST IN GETTING HER VEHICLE SERVICED BECAUSE THEY DID NOT HAVE A TOWING COMPANY. THE SELLING DEALER IS 65 MILES AWAY AND THE CUST WAS CHARGED $100 FOR THE DISTANCE BUT THE DEALER COVERED IT UNDER THE SPECIAL POLICY. CRM OFFERED THE CUST AN OIL CHANGE LETTER AS AN APOLOGETIC GESTURE AND THE CUST ACCEPTED.
MICHAEL S. DELUCA/CARS/TAMPA; 0; 385514074
2002-03-20

CRM DID CONDUCT A VIN SEARCH FOR THIS CUST AND FOUND NO FILES - OPEN OR CLOSED. CRM DID ALSO CONFIRM WITH THE CUST THE MAILING ADDRESS ON RECORD IS CORRECT. THE BUSINESS REASONS FOR OFFERING THE CERTIFICATE ARE:
1) AN APOLOGETIC GESTURE FOR THE FIRSTDEALER NOT OFFERING TO ASSIST
2) RESTORE CONFIDENCE IN THE GM PRODUCT
3) MAINTAIN GM LOYALTY
CRM IS FORWARDING THE FILE TO GOODWILL FOR PROCESSING.
MICHAEL S. DELUCA/CARS/TAMPA/LEVEL ONE EMPOWERED; 0; 385514284
2002-03-21

Pre-approve oil change. VIN search complete, 2 other requests for cust/VIN, no goodwill processed. TM Smith. Cookie McCormick/Goodwill Liaison/Tampa; 0; 385574895
2002-03-21

AL APPROVED. ALLEN PRESTON / GOODWILL LIAISON / TAMPA; 0; 385590746
2-05-02

CUST STATES SHE RECEIVED HER OIL CHANGE CERTIFICATE. CUST STATES SHE WAS NOT HAPPY WITH THE SVC SHE RECEIVED AT THE DLR. CUST STATES SHE WILL BE TAKING HER VEH TO ANOTHER DLR CLOSER TO HER. CUST SEEKS TO HAVE HER CONCERNS DOC. CRM ADVISED CUST THAT HER CONCERNS HAVE BEEN DOC IN HER FILE. CRM ADVISED CUST THAT A CALL WILL BE PUT IN TO THE DLR. CONSTANCE ROOKS/CAC/ATX; 0; 389224527

**********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:

ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ELMIRA , NY
HOME PHONE:

CASE NUMBER:	06644577	VIN:	1GKDT13W6T2577207
		MODEL YEAR:	1996
DATE OPENED:	2002-04-03	SERIES:	UNKNOWN
DATE CLOSED:	2002-04-03	MILEAGE:	75000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	ALBEE TRUCK, INC.
BRC PARENT:		DEALER ADDRESS:	754 BALDWIN ST,,ELMIRA,NY,14901,USA

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

A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy #01049
F18 Front Ball Joints/Kingpin 0 REPAIR ATTEMPT(S)	Other collapsed
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction referred to dlr
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Customer Satisfaction reimbursement on sp

Can I get reimbursed for a Special Policy?

INSTRUCTIONS TO CRM:
Refer to the Special Policy in question and review the Reimbursement section for guidelines.
Can I get reimbursed for a Special Policy?

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

CUST STATES that he just received a letter regarding the upper ball joints for the special policy on veh...cust had an occurance where the ball joints collapsed on the veh back in 5-9-00 @ 49,487 miles...CUST SEEKS reimbursement.. CRM ADVISED cust thatall he would need to do in this case is take his paperwork into his local dlr Albee & in turn they will then look over paperwork for possible reimbursement to make sure cust fits the requirements for the special policy & then submit for reimbursement through GMC....REQUEST CLOSED SATISFIED...Jolene Newman pdx/cac; 0; 386712363

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

BER OF INJURIES: 0
MMENTS:

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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

E: CONTACT NUMBER: 1
MPANY: CONTACT TYPE:
CONTACT PHONE:
ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

CASE NUMBER:	06651358	VIN:	1GNDT13W2T2155244
		MODEL YEAR:	1996
DATE OPENED:	2002-04-04	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-05-17	MILEAGE:	65240
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	CROWN MOTORS OF NEGAUNEE,LLC
BRC PARENT:		DEALER ADDRESS:	701 US HWY 41 EAST,,NEGAUNEE,MI,49866,USA

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

S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction upper ball joint
F18 Front Ball Joints/Kingpin 1 REPAIR ATTEMPT(S)	Broken upper ball joints replaced
S86 CAC Resolved With Goodwill 1 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil REIM FOR $395.45

ification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra-1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]
Notification of open campaigns or special policies.

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

CRM MADE CALL TO THE DLR AND SPOKE TO NED IN SERVICE. CRM ADVISED OF THE INFO WE NEEDED. NED WAS WITH A CUST AND ASK CRM TO CALL HIM BACK FOR THE INFO ON TUES AT 10 AM. CRM WILL CALL HIM THEN./CATHIE SWINGEL/CAC/TPA; 0; 390159454
2002-05-14

Liasion preapproving request for reim in the amount of $395.45. All required documents present. VIN search reveals no other requests associated w/ this VIN. Michael McCabe/ Goodwill Team/ Tampa; 0; 390245628
2002-04-04

CUST STATES THAT THE DLR HAS ADVISED THAT HER VEH DOES NOT QUALIFY FOR THE RECALL, BUT AT 65240 MILES THE UPPER BALL JOINT WENT OUT AND THE CUST'S TIRE FELL OFF. CUST STATES THAT SHE IS CONCERNED THAT GM HAS NOT INCLUDED ENOUGH VEHS INTO THE RECALL. CUST SEEKS COMPENSATION. CRM ADVISED THAT IF SHE WOULD LIKE WE CAN REVIEW HER DOCS FOR REIMB CONSIDERATION, BUT THERE IS NO GUARANTEE. CUST STATES THAT SHE UNDERSTANDS AND WILL SEND IN DOCS...CRM ADVISED OF RESS AND FILE # . CRM WILL SUSPEND FILE UNTIL DOCS ARRIVE./CATHIE SWINGLE.CAC/TPA; 0; 786402
2002-04-05

CRM REVIEWED FOR DOCS... NO DOCS CRM CLOSING FILE UNTIL DOCS ARRIVE.....WHEN DOCS ARRIVE PLEASE FORWARD TO CRM SWINGLEC/CATHIRE SWINGLE/CAC/TPA; 0; 386857082
2002-05-06

CORR RECVD.....ATTACHING DOCS AND FORWARDING TO CRM SWINGLEC. FRANK BROWNC/ORR/TPA; 0;
[illegible]9528026
[illegible]02-05-14

CRM offered Goodwill to customer and customer accepted. Cust is satisfied and all repairs completed. Cust. contacted - information and address verified with customer. Required documents are attached.
Over the shoulder approval from Team Manager Cynthia Costello.
GOODWILL OFFERED FOR THE FOLLOWING BUSINESS REASONS:
1. Inconvience to cust
2. REPAIR RESULT similar ,to campaign PART FAILURE
3. Enhance cust's enthusiasm with product.
REIMBURSEMENT BREAKDOWN IS AS FOLLOWS:
Total Parts: 162.74 @ 100% = 162.74
Total Labor: 148.00 @ 100% = 148.00
Total Misc 74.95 @ 100% = 74.95(35.00 for tow and 39.95 for alignment)
Total Tax 6.0% 9.76 @ 100% = 9.76
TOTAL REIMBURSEMENT: $ 395.45 VIN search done & no files were found
Cathie Swingle/CAC/Tpa/Level One Empowered/Costello; 0; 390235529
2002-05-14

crm made call to the dlr and spoke to Ned in service, who advised that the parts were 162.74, laor 148.00 for upper all joint, bulletin states coverage for tow at 35.00 and 39.95 for alignment. Total for reimb is 395.45./cathie swingle/cac/tpa; 0; 390235641
2002-05-15

FINAL APPROVAL OF REIMB FOR $395.45 BY SHANTA MORRIS/TPA GWL
[illegible] SEARCH COMPLETED; 0; 390317146
[illegible]02-05-17

CHECK# 900499060 FOR AMOUNT $ 395.45 MAILED ON (5/16/02)
Edward J. Brown II/Goodwill/Tampa; 0; 390524218

**********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

[illegible]OPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

06651358

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK No. 900499060

DATE 05/16/02 **********395 DOLLARS ****45 CENTS AMOUNT **********395.45

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF NEGAUNEE MI

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

MAY 16 2002
AUDIT

⑈900499060⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR NUMBER: RS 000000451

VENDOR NAME:

CHECK NO. 900499060

PAYMENT DATE 05/16/02

REMITTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT15WST21[illegible]44	05/16/02 04651358	VN 000000000039541 [illegible]0000000039541	00.0000	395.45	.00	395.45

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8732

US

TOTAL 395.45 .00 395

CERTIFIED MAIL

7000 1670 0003 3643 4097

Negaunee, Michigan

RETURN RECEIPT REQUESTED

MAY 03 2002

Ms. Kathy Swingle
Chevrolet
P.O. Box 33170
Detroit, Michigan 48232

Ref: CO6651358

48232-3170 01

April 28, 2002

Ms. Kathy Swingle
Chevrolet
P.O. Box 33170
Detroit, MI 48232

Re: C066513S8

Dear Ms. Swingle:

In follow-up to our telephone conversation regarding repairs made to my vehicle for lower and upper ball joints, I am writing you and submitting the following items:

1) Original Repair Order from Crown Motors of Negaunee;
2) Proof of ownership (copy of registration); and
3) Proof of payment (copy of check #1828 dated May 23, 2001).

As you may recall, I spoke with you regarding my concerns that our vehicle was not included in the Chevrolet/GM recall for defective ball joints. On May 22, 2001, our front right tire broke off and caved inward. The vehicle had to be towed and subsequently, major repairs resulted. Fortunately, we were not traveling at a high rate of speed and no injuries resulted. However, I have serious concerns about Chevrolet/GM's decision to exclude certain vehicles from this recall and question their commitment to building safety into their products.

In our region of the country, where we experience winter six to seven months out of the year, many of our friends choose to operate four-wheel drive Chevy Blazers. When this incident occurred to our vehicle, at such a low mileage point, we questioned friends and fellow owners and were surprised to learn the great number affected by this defect and recall.

I seriously encourage Chevrolet to reconsider their recall list and extend it to include vehicles with identification numbers far preceding their limitation prerequisites. I am very fearful that many lives may be seriously or fatally affected by this defect that has been so imperviously ignored. It is not only the cost factor that is at principal here, but the lives and safety of our drivers and their families.

I appreciate your consideration and await your response.

Sincerely,

Negaunee, Michigan

62359 69086

INVOICE

Crown Motors of Negaunee
dba Nelson Chevrolet-Oldsmobile, Inc.
700 US 41 East
Negaunee, Michigan 49866
(906) 475-9941

NEGAUNEE, MI
HOME: US:

PAGE 1

SERVICE ADVISOR: 27 SHAWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TEAL	96	CHEVROLET BLAZER	1GNDT13W2T2155244	VMN52	65240/65240	

DEL. DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB1998			23MAY01			CASH	23MAY2001

[illegible]	READY	OPTIONS: STK:1030 2)TRANS-A4X4 3)BODY=4 DOOR 4)FUEL- [illegible] C[illegible]-6 [illegible]51998
08:15 22MAY01	16:20 23MAY01	

PAID

ORIGINAL

MAY 23 2001

CK # 1825

INT: [illegible]

CHNG. [illegible]

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TOWING			
18 TOWING			
[illegible]		[illegible]	[illegible]
SUBL TOWING			
PO#F			
CT		35.00	35.00
[illegible]			
**********			
B DR SIDE WHEEL FOLDED IN			
30 REPLACED ALL FOUR BALL JOINTS			
11 OVINK,JOHN LIC#: M103619			
CT		322.40	322.40
[illegible]	[illegible]	[illegible]	[illegible]
2 22156908 STUD KIT	63.43	63.43	126.86
ALIGN COMPLETED FRONT END ALIGNMENT			
10 GHERKIE,MARTY LIC#: M181773			
CT		39.95	39.95
**********			
C** OIL COOLER LINES LEAKING			
13 REPLACED BOTH OIL COOLER LINES			
[illegible]			
CT		130.20	130.20
1 15760333 PIPE	33.00	33.00	33.00
1 15760334 HOSE	63.53	63.53	63.53
**********			
D** FRT PADS SEPERATING AND WORN			
41 REPLACED FRONT BRAKE PADS;RESURFACED ROTORS			
11 OVINK,JOHN LIC#: M103619			
CT		[illegible]	[illegible]
1 2KMX154 FRT PADS	71.00	71.00	71.00
**********			
CUSTOMER PAY SERVICE MATERIAL FOR REPAIR ORDER			20.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

5-23-01

SIGNED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	566.95
PARTS AMOUNT	457.13
GAS. OIL. LUBE	0.00
SUBLET AMOUNT	35.00
MISC. CHARGES	20.00
TOTAL CHARGES	1079.08
LESS INSURANCE	0.00
SALES TAX	27.43
PLEASE PAY THIS AMOUNT	1106.51

CUSTOMER COPY

74-136/911 1828

NEGAUNEE, MI

DATE May 23, 2001

PAY TO THE ORDER OF Crown Motors $ 1106.51

Eleven Hundred Sixand 51/100 DOLLARS

HARVEY BRANCH
FIRST NATIONAL BANK OF NEGAUNEE
MARQUETTE, MICHIGAN 49855

FOR Repairs 69086

9:091101950: 502:498:6: 1828 ⑈0000110651⑈

0515046010 05/29/2001
0000000090005595 8 311 12
> 075900575 < Associated

MAY 25 01

0156044691

ENDORSE HERE
Pay to the Order of
Wells Fargo Bank Michigan, N.A.
Marquette, Michigan
For Deposit Only
CROWN MOTORS OF NEGAUNEE
0244 # 0000110651

MICHIGAN REGISTRATION

CANDICE S. MILLER
Secretary of State

Plate: Expires: 05/17/2002
RENEWAL OF WMS2
1996 CHEVROLET 4 DOOR
Vehicle No.: 1GNDT13W2T2169244
5 436 776 685 374
Fee Cat. or Wt.: 000003
County: MARQUETTE

REGANDEE NI

License Fee: $0.00

06162001 01 R136 390 0052 $0.00

TN-N

MICHIGAN REGISTRATION

CANDICE S. MILLER
Secretary of State

Plate: WMS2 Expires: 05/17/2002
RENEWAL OF WMS2
1996 CHEVROLET 4 DOOR
Vehicle No.: 1GNDT13W2T2169244
5 436 776 685 374
Fee Cat. or Wt.: 000025
County: MARQUETTE

REGANDEE NI

License Fee: $0.00

05162001 01 R136 390 0052 $0.00

TN-N

May 14, 2002

Negaunee, MI

Request: C06651358

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $395.45. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Cathie Swingle
Customer Relationship Manager

RS0005-T/mam

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: FRANKFORT ,
KY

HOME PHONE:

CASE NUMBER:	06668379	VIN:	1GKDT13W3T2524089
		MODEL YEAR:	1996
DATE OPENED:	2002-04-08	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-04-12	MILEAGE:	75000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BRINKHAUS BUI-PON-GMC INC
BRC PARENT:		DEALER ADDRESS:	700 HWY 55 S,,SHELBYVILLE,KY,40065,USA

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

A15 Special Policy 0 REPAIR ATTEMPT(S)	Special Policy 01049
F18 Front Ball Joints/Kingpin 0 REPAIR ATTEMPT(S)	Other REPLACE UPPER BALL JOINTS
A07 Referred to Dealer 0 REPAIR ATTEMPT(S)	Special Policy HAVE SPECIAL POLICY PERFORMED

CRM INSTRUCTIONS:

*Access Webknowledge for all Special Policies and Bulletins.
[[SPECIAL POLICES RUN C:\Progra-1\Plus!\Micros~1\Iexplore.exe http://carsweb/webknowledge]]
Click on the Bulletins tab to access bulletins and special policies.
Special Policy information
**********WORK HISTORY**********

CUST STATES THAT THE UPPER BALL JOINT SEPARATED ON SATURDAY NIGHT. CUST STATES THAT HE HAD IT TOWED TO AN INDEP. HE STATES THAT HE RECEIVED A LETTER STATING THAT THIS REPAIR WOULD BE PAID FOR BY GM. CUST SEEKS TO KNOW WHAT HE NEEDST TO DO. CRM ADVISED THAT THE LETTER HE RECEIVED IS A SPECIAL POLICY. CRM ADVISED CUST THAT HE NEEDS TO HAVE THE VEH TAKEN TO THE DEALER FOR SERVICE. CRM ADVISED TO TAKE THE LETTER TO THE DEALER. CUST STATES THAT HE WILL TAKE THE VEH INTO THE DEALER. CUST ALSO STATES THAT HE WILL CONTACT CAC BACK WITH THE VIN. CRM CLOSING THE REQUEST SATISFIED. JADE O HUGHES CARS/PDX; 0; 387126621
2002-04-12

DLR NUMBER 502 633 4840
CRM CONTACTED DLR SPOKE WITH SM DAVE SMITH WHO ADVISED HE HAS A CALL INTO SUSAN SMITH ABOUT THE CONCERN. SHAMEKA THOMAS CARS TAMPA; 0; 387470249
2002-04-08

CUST STATES HE IS CALLING BACK IN WITH VIN NUMBER.
CUST SEEKS FOR REQUEST TO BE UPDATES WITH VIN.
CRM ADVISED CUST WILL DOCUMENT INFO. CRM TO GIVE CUST A FOLLOW UP CALL UP CALL THURSDAY EST 1-2 AT WORK NUMBER 5 SHAMEKA THOMAS CARS TAMPA.; 0; 387134187
2002-04-11

CRM CONTACTED WORK NUMBER CUST HAD ALREADY LEFT. CRM LEFT MESSAGE AT HOME NUMBER. CRM WILL TRY BACK TOMORROW BETWEEN 1-2. CRM CALLING TO SEE IF CUST WAS ABLE TO GET THE VEH INTO THE DLR AND IF THE CONCERNS ARE TO BE COVERED UNDER SPECAIL POLICYL. SHAMEKA THOMAS CARS TAMPA; 0; 387402867
2002-04-11

CUST RETURNING PREVIOUS CRM'S CALL
REVIEWED CUST WORK HISTORY AND INQUIRED IF CUST HAD TAKEN VEH INTO DLRSHIP FOR REPAIRS ALSO IF THEY WERE GOING TO COVER REPAIRS UNDER THE SPECIAL POLICY
CUST STATED THAT HE TOOK VEH INTO BRINKHAUS BUICK/PONT/GMC
CUST VEH UPPER BALL JOINTS HAD SEPRATED CAUSING THE AXLE TO BREAK, AND THE WHEEL TO BE DAMAGED BEYOND REPAIR
CUST STATED THAT DAVID SMITH SVC MGR HAD ADVISED CUST THAT HE WAS GOING TO CONTACT GMC TO SEE IF THEY WOULD COVER THE VEH ENTIRE REPAIR COST
CUST STATED THAT DAVID ADVISED CUST HE FELT THAT GMC WOULD COVER ALL THE REPAIR COSTS
CUST STATED THAT DAVID WAS GOING TO LET CUST KNOW AS SOON AS HE HEARS FROM GMC
CUST STATES THAT SHAMEKA THOMAS CAN CALL HIM AT WORK AND IF SHE CANNOT REACH HIM THERE TRY HIS HOME NUMBER
CUST STATED THAT HIS WIFE IS IN HOSPITAL AWAITING SURGERY, SO IF SHAMEKA MISSES HIM AT WORK OR HOME HE WILL CALL BACK
CRM ADVISED CUST THAT I WILL DOCUMENT CUST FEEDBACK AND MAKE SURE SHAMEKA GETS THE MESSAGE
DAWNGOLBY/PDX CARS; 0; 387409400
2002-04-11

CRM REC'D OVER THE SHOULDER APPROVAL FROM TM ANN BURTON TO FORWARD REQUEST BACK TO WORKING CRM
DAWNGOLBY/PDX CARS; 0; 387409818
2002-04-12

CRM CONTACTED DLR SPOKE WITH DAVE WHO ADVISED THE CUST CONCERN IS TAKEN CARE OF AND THE CUST IS TO PICK THE VEH UP TODAY. SM ADVISED THE AVM WILL REPAIR THE CONCERN AT NO COST TO CUST. CRM CONTACTED CUST AND CUST UNDERSTANDS AND SATISFIED WITH THE ASSISTANCE THAT WAS OFFERED. CRM CLOSING FILE SATISFIED. SHAMEKA THOMAS CARS TAMPA; 0; 387485069

**********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:

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

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: MOUNT HOREB ,
WI
HOME PHONE:

CASE NUMBER:	06676334	VIN:	1GNDT13WXT2170655
		MODEL YEAR:	1996
DATE OPENED:	2002-04-08	SERIES:	UNKNOWN
DATE CLOSED:	2002-04-23	MILEAGE:	149146
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	SYNDON MOTORS INC
BRC PARENT:		DEALER ADDRESS:	9277 BUS HWY 18-151 E,,MOUNT HOREB,WI,53572,USA

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

A01 Open Campaign 0 REPAIR ATTEMPT(S)	Other campaign 01048
F18 Front Ball Joints/Kingpin 0 REPAIR ATTEMPT(S)	Broken campaign
E40 Tires 0 REPAIR ATTEMPT(S)	Torn/Punctured ball joint
[illegible] Wheels [illegible]EPAIR ATTEMPT(S)	Broken rim
S13 Reimbursement Requested 0 REPAIR ATTEMPT(S)	Customer Satisfaction campaign 01048
S86 CAC Resolved With Goodwill 0 REPAIR ATTEMPT(S)	CAC Resolved With Goodwil customer satisfaction

Vehicle reimbursement or Goodwill decision - Repair already done

INSTRUCTIONS TO CRM:
* Identify sp Determine Customer's expectation
* Determine Customers expectation
* Determine if any manufacturer / parts warranty remains in effect
* Probe to determine if consumer has an "Extended Warranty" GMPP or other
* Reference WKC[[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/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 call 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 P&P and make appropriate "Goodwill" decision.
(Note: Never make a "Final" commitment without appropriate documentation.)

[illegible]f necessary follow Dawin Wright letter "Goodwill" processing [[GOODWILL RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/Quickref/content/goodwill.htm]]
* If necessary follow SBS on "Contacting GM Field Personnel" [[Field Personnel RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe http://carsweb/webknowledge/CARSCP/SBS/html/ContactingGMFieldPersonnel.htm]]

Vehicle reimbursement or Goodwill decision - Repair already done
**********WORK HISTORY**********

[illegible]al approval for $276.78 reimbursement per GN Grand Manager Moye, one addt gw. Betsy McGhee/GW/TPA; 0; 388072879
2002-04-08

crm has recieved a call from customer customer seeks reimbursemant for a rim and tire that he had damaged as a direct result of ball joint failure. crm has reimbursed for campaign 01048 in request 05584038. customer seeks reimbursement for rim andtire that was damaged crm consulted with team manager Thomas Weaver crm has recieved over the shoulder that cac will reimburse for the rim and the tire if crm finds that the damage was a result of ball joint failure crm contacted Phillip at Premier independent where customer had the repair and was advised that the damage was a result of the ball joint failure crm will reimburse customer for tire and rim. .....tom darner/tampa/cac; 0; 99999
2002-04-09

additional attachments are in request 5584038. tire and rim reimbursement is as follows rim $150.00 tire $99.95 tire disposal $2.50 m ount and balance $9.90 and tax at 5.5% sub total is $262.35 and total reimbursement of $276.78.....crm hasdone a vin check and has verified the address crm is level one empowered and team manager is Thomas Weaver.....tom darner/tampa/cac; 0; 387246796
2002-04-10

Michael McCabe>>>>>>>>>>GMR<<<<<<<<<<<>>>>>>>>>>>GMR<<<<<<<<<<<>>>>>>>>>>>GMR<<<<<<<<<<<>>>>>>>>>>>GMR<
Goodwill Team/ Tampa; 0; 387308655
2002-04-16

[illegible]iewed per goodwill liasion request. Denver Moye/Tampa; 0; 387831099
2002-04-17

Liasion preapproving request for reim in the amount of $276.78. All required documents present & proof of payment & proof of ownership attached to request C05584038 where original reim was proccessed. VIN search reveals one other request associated w/this VIN, C05584038, where original reim for was processed for $312.74. Preapproval based on previous review by GM Brand Process MGR. Michael McCabe/ Goodwill Team/ Tampa; 0; 387890119
2002-04-23

CHECK# 900497339 FOR AMOUNT $ 276.78 MAILED ON (4/22/02)
Edward J. Brown II/Goodwill/Tampa; 0; 388456238

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

[illegible]CIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

06676334

March 15, 2002

Mount Horeb, WI

Request: C05584038

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $312.74. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Thomas Darner
Customer Relationship Manager

RS0005-T/dln

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK **No.** 900495410

DATE 03/21/02 **********312 DOLLARS ****74 CENTS AMOUNT **********312.74

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF MOUNT HORES WI

MAR 21 2002

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900495410⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CH

VENDOR DUNS NO. RB 000000002

VENDOR NAME

CHECK NO. 900495410

PAYMENT DATE 03/21/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
10NST1WNTR170000	03/19/02 02884038	VN 000000000058323 000000000036325	00.0000	312.74	.00	312

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8783

TOTAL	312.74	.00	3

MADISON WI 537
04
NOV
2001

NOV 19 2001

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

48232-5170

Mt. Horeb, WI

November 15, 2001

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

Attn: Darryl

File: C05584038

Enclosed is a better copy of the two sides of the check which shows we paid for this repair on June 7, 2001. We submitted the original invoice from Premier Cooperative of Mt. Horeb, WI that details the activity for the entire month of May for gas, miscellaneous repairs, and the repair for the above claim. I am enclosing another copy of the individual billing notice for the claim, since you have the original invoices.

Hopefully you will have all the information you need to process this claim. If you have any questions, please contact me at the above address or call me at
Thank you.

Sincerely,

Cc:

enclosures

2209

[redacted]

DATE 6/7/01

PAY TO THE ORDER OF Premier Corp $ 1429.60

One thousand four hundred twenty nine and 60/100 DOLLARS

AMCORE

FOR # 269325

⑈000002209⑈ ⑆071900656⑆ 168-991⑈ ⑈0000142960⑈

ENDORSE HERE

PAY TO THE ORDER OF
[illegible] BANK
FOR [illegible] DEPOSIT ONLY
[illegible] COOPERATIVE
[illegible]

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE

2443 31157

071 900 456
[illegible] BANK NA
[illegible] FORD, IL
[illegible]
[illegible] 006 170

JUN 11 01

The security features listed below, as well as those not listed, deposit industry guidelines.

Security Features:	Reasons of [illegible]
[illegible] Line	[illegible]
Chemically Sensitive Paper	[illegible]
[illegible] Protection	[illegible]
[illegible]	[illegible] verbiage on back of check.

[illegible]

CENEX

Where the customer is the company

Firestone

PREMIER COOPERATIVE

501 West Main Street
Mt. Horeb, Wisconsin 53572
(608) 437-5536

HOURS
MON–FRI 7:30–[illegible]
SAT 7:30–12:00

INVOICE

Date: May 11, 2001 | Service Writer: PAG | Work Order 29,084

Name:
Address

Phone: Mt. Horeb, WI
Driver:

Make: 1998 CHEVY TRUCK
Model: BLAZER (810)
Engine: V6-262 4.3L
Plate:
VIN: 1GNDT13WXT2170655
Odometer In/Out: 149,148/149,148

Status	Tech	Description	Part Number	Quant.	Price $	Hours	Rate	Total $
	GB	Oil Change Special						19.95
	GB	OIL FILTER	V4011	1.00				
	GB	5W30 OIL	OIL530	5.00				
	GB	GM ANTIFREEZE	DEX-COOL	1.00	4.50			4.50
	GB	W/W Solvent	WASH	2.00				
					Service Subtotal		24.45	
	GB	BRAKE PADS	24-164-04	1.00	52.46			52.46
	GB	Brake Rotor	BR55500	2.00	42.95			85.90
	GB	F DISC HARDWARE KIT	H5624	2.00	12.34			24.68
	GB	R&R BRAKE SHOES &/OR PADS-FRONT				1.00	55.00	55.00
	GB	CHARGE SYSTEM(COMPLETE) Includes:Evacuate,recover & recharge system.				1.40	55.00	77.00
	GB	R134A FREON	R134A	2.00	11.00			22.00
	GB	AC DYE	R134A ESTER DYE	1.00	21.12			21.12
	DB	Ball Joint upper	K8320	2.00	93.22			186.44
	DB	Ball Joint lower	K8269	2.00	90.92			181.84
	DB	R&R BALL JOINT-UPPER-BOTH				2.00	55.00	110.00
	DB	R&R BALL JOINT-LOWER-BOTH				2.80	55.00	154.00
		Shop Supplies			10.00			10.00

Revision Authorization: Original $1,519.45 Revised $1,099.97 Difference $[illegible]

Philip Ganser contacted Phil by in Person on May 2, 2001 at 3:58 PM,forgot something

ORIGINAL

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

EST. DATE OF COMPLETION _____

[illegible]

Payment Summary

Charge On	1,099.97
Total Paid	1099.97
Balance	0.00

Charge Summary

Parts	569.26
Labor	405.45
Sublet Labor	0.00
Hazardous Waste Disp	0.00
Discounts	0.00
Shop Supplies	10.00
Non Taxable Sale	0.00
Subtotal	1,004.71
Total Tax	55.26
Invoice Total	1,099.97

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. _____
2. I have proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate _____

ADDITIONAL WORK AUTHORIZED BY _____ NAME

DATE _____ TIME _____ A.M. P.M. _____ WO. CALLED _____ NEW ESTIMATE _____

Do you want the replacement parts you are entitled to? ☐ Yes ☐ No
No payment will be made by ☐ Cash ☐ Credit Card ☐ Ok
☐ This vehicle received without fuel to your customer service.

Call when vehicle is ready ☐ Yes ☐ No

Firestone

PC00160

Mt. Horeb, WI

MADISON WI 537
PM
25 MAR
2002

Chevrolet Motor Division
Attn: Thomas Danner
PO Box 33170
Detroit, MI 48232-5170

Mt. Horeb, WI

March 25, 2002

Chevrolet Motor Division
Attn: Thomas Darner
PO Box 33170
Detroit, MI 48232-5170

Dear

We are in receipt today of your settlement check for $312.74. We appreciate you finally making a payment on the recall concerning the upper ball joints. However, I'm confused that you didn't cover the cost for replacing the rim and tire that were ruined from the collapse of one of the ball joints. The rim could not be used over and the tire blew out completely. The bill I sent you shows this replacement as well, in the amount of $286.88 plus tax for a total of $302.66.

I would appreciate your explanation for not covering this ancillary damage from the separation of the upper ball joint. I may be reached at the above address or at (608) 437-6090. Thank you for your attention to this request.

Sincerely,

CHEVROLET

Customer Assistance Center

March 15, 2002

Mount Horeb, WI

Request: C05584038

Dear

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $312.74. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

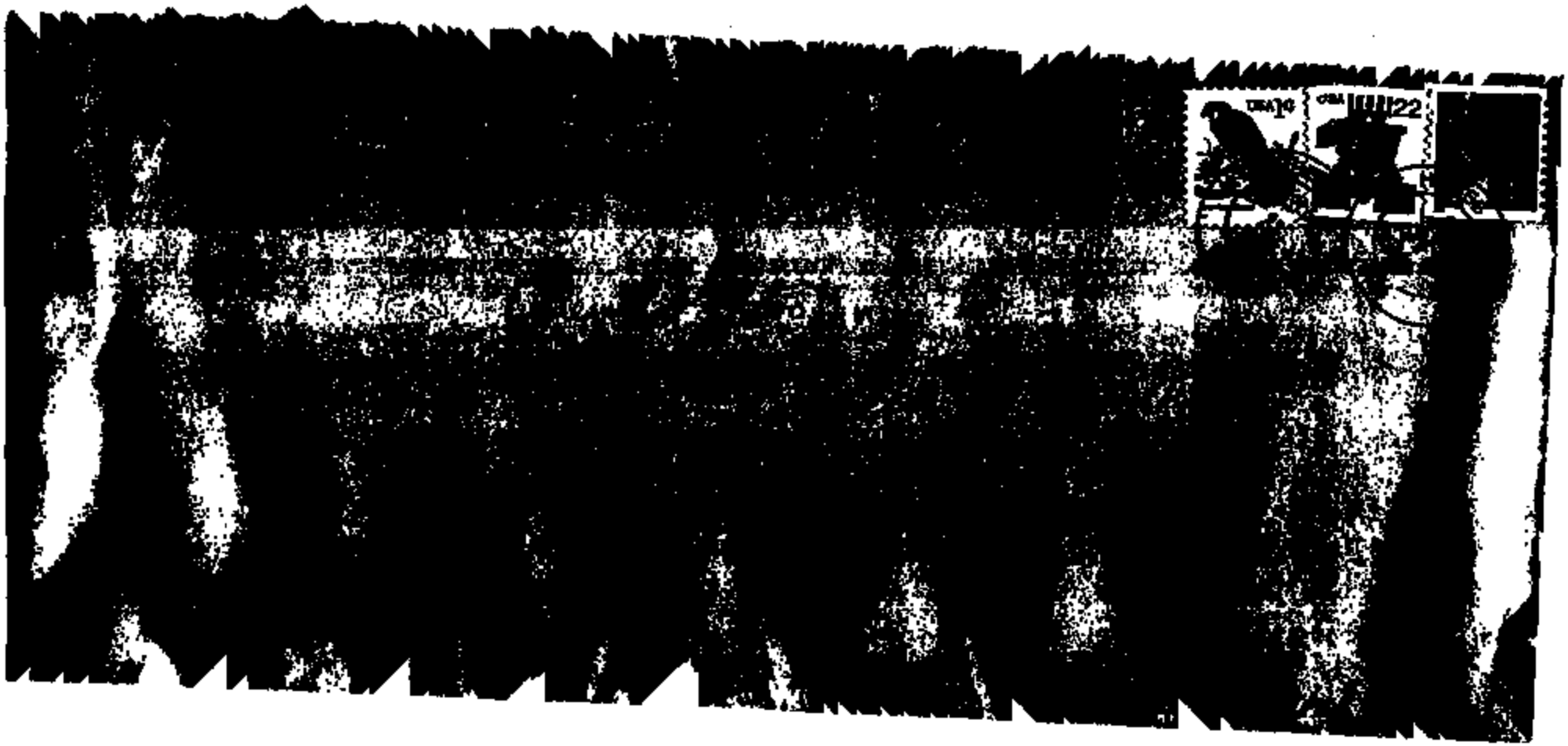
Sincerely,

Thomas Darner

Thomas Darner
Customer Relationship Manager

RS0005-T/dln

Chevrolet Division General Motors Corporation PO Box 33170 Detroit, Michigan 48232-5170



Mt. Horeb, WI 2

September 21, 2001

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

Dear Sir or Madam:

Enclosed are the documents related to front suspension ball joint repair. Not only did this ball joint problem occur but also with the uncontrolled front wheel problem, the tire went flat and the aluminum rim was damaged and both needed to be replaced along with the ball joint repair. The other ball joint was replaced as well.

A copy of the bill and canceled check is enclosed along with other required documents. Not only should I be reimbursed for the ball joints but are requested to cover the tire and rim replacement costs and labor. Fortunately, I was only going 25-30 mph at the time or matters could have been much worse.

If you have any questions, please contact me at the above address or call me at
Thank you.

Sincerely

Board of Directors

Cc:

09/01/01 000348

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

CHEVROLET

C01048-S
September, 2001

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1996 and 1997 4-wheel drive Chevrolet Blazers. Some of these vehicles have a condition where the front suspension upper ball joint may separate without prior warning. If this were to occur while the vehicle was moving, the top of the front tire would lean inward and a very noticeable noise would be heard. The vehicle would pull in the direction of the separated ball joint but vehicle control could be maintained using a steering correction in these circumstances. If the driver were surprised by the sudden change in the vehicle handling and was unable to control the vehicle, there could be a crash.

What Will Be Done: Your Chevrolet dealer will replace both upper ball joints. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately one hour and twenty minutes to two hours and fifteen minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Reimbursement: If you have already paid for some or all of the cost to have your upper ball joints replaced, you should contact your Chevrolet dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by September 30, 2002.

For California, Connecticut, Virginia, and Wisconsin: To seek reimbursement, write to Chevrolet Motor Division, PO Box 33170, Detroit, MI 48232-5170. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered

☒ Campaign Completed on Date 5/11/01 by ☐ Self ☑ Other ☐ Vehicle Sold/Traded/Returned to:

00000113334
01048 1GNDT13WXT2170655 C-I
WMD CORP
515 REID DR # 104
MOUNT HOREB, WI 53572

[redacted]

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure

					BALANCE FORWARD						8.31
/02/01	23	3508	5.649	GAL	UNLEADED REGULA	1.7890	10.10	6580	10.10		18.41
5/09/01		15884			PAYMENT - THANK YOU		8.31-			8.31-	10.10
5/11/01	22	29070					14.43	6/30/01			
			1.000		4330 USED RIMS	150.0000	150.00	6/30/01			
			1.000		150-606 30X9.50	99.9500	99.95	6/30/01			
			1.000		TIRE DISPOSAL P	2.5000	2.50	6/30/01			
			.180		MOUNT AND BALAN	55.0000	9.90	6/30/01	276.78		286.88
5/11/01	22	29081	1.400		CHARGE SYSTEM(C	55.0000	77.00	6/30/01			
			2.000		R134A R134A FRE	11.0000	22.00	6/30/01			
			1.000		R134A ENTER DYE	21.1200	21.12	6/30/01			
			2.000		K5320 BALL JOIN	93.2200	186.44	6/30/01			
			2.000		K5289 BALL JOIN	90.8200	181.64	6/30/01			
			2.000		R&R BALL JOINT-	55.0000	110.00	6/30/01			
			2.000		R&R BALL JOINT-	55.0000	154.00	6/30/01			
			1.000		SHOP SUPPLIES	10.0000	10.00	6/30/01			
							55.26	6/30/01			
			1.000		OIL CHANGE SPEC	10.8000	10.80	6/30/01			
			.210		OIL CHANGE SPEC	45.0000	9.45	6/30/01			
			1.000		V4011 OIL FILTER			6/30/01			
			5.000		OIL530 5W30 OIL			6/30/01			
			1.000		DEE-COOL GM ANT	4.5000	4.50	6/30/01			
			2.000		WASH W/W SOLVENT			6/30/01			
			1.000		26-154-04 BRAKE	52.4800	52.48	6/30/01			
			2.000		RE55890 BRAKE R	42.9500	85.90	6/30/01			
			2.000		RE5824 F DISC BA	12.3400	24.68	6/30/01			
			1.000		R&R BRAKE SHOES	55.0000	95.00	6/30/01	1089.97		1346.85
5/17/01	23	5501	5.816	GAL	UNLEADED REGULA	1.8190	10.03	6580	10.03		1356.88
5/29/01	20	42885			14 UNIT GARAGE REPAIR			6/30/01			

ACCOUNTS ARE SUBJECT TO
FINANCE CHARGE OF PER MONTH/ANNUAL RATE
IF PAYMENT NOT RECEIVED BY:

1 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	91 DAYS & OVER

PC01049

COPY

[illegible]/01	30	42585	10.000	PC	2X6 PC STUD SPF	4.3300	43.30	6/30/01			
			1.000	SHT	4X8-7/16 WAFERB	10.5500	10.55	6/30/01			
			1.000	PC	2X6 8 TREATED	5.1700	5.17	6/30/01			
					#63325			6/30/01			
					SEATE TAX	.0500	2.98	6/30/01			
					DANE COUNTY SAL	.0050	.30	6/30/01	62.27		1418.16
6/31/01	23	7248	5.681	GAL	UNLEADED REGULA	1.8380	10.45	6500	10.45		1429.60

CK#2209
4/7/01
Bud

ACCOUNTS ARE SUBJECT TO					
FINANCE CHARGE OF 1.500 PER MONTH-ANNUAL RATE 18.0	1 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	91 DAYS & OVER	[illegible]
IF PAYMENT NOT RECEIVED BY: 6/30/01	1429.60				1,429.60

YOUR ACCOUNT NUMBER IS 349138 PLEASE WRITE THIS NUMBER ON YOUR CHECK THANK YOU

FORM8

COPY

2209

MT HORES, WI

DATE 6/7/01

PAY TO THE ORDER OF Premier Corp $ 1429.60

One thousand four hundred twenty-nine and 60/100 DOLLARS

AMCORE
AMCORE Bank, N.A.
Belleville, WI 53508
Telephone 1-888-4-AMCORE

FOR # 269325

⑈0000002209⑈ ⑆071900456⑆ 148⑈974⑈ ⑇0000142960⑇

STATE OF WISCONSIN
WISCONSIN DOMESTIC CORPORATION ANNUAL REPORT

1st QUARTER DUE March 31, 2001

01 Domestic Business 1P07358

FILING FEE $ 25.00

Make check payable to:
DEPARTMENT OF FINANCIAL INSTITUTIONS
Mail to: Drawer 554
Milwaukee WI 53293-0554

MT HOREB WI

Registered Agent's Name

Street Address (required)

P O Box (optional)

City, State, Zip Code

Report "FILED" by indexing of locator number for the report year. 01/01/2001 - 12/31/2001

This form is addressed to the corporation's registered if a change of agent or agent's address is desired, those changes above.

The street address of the registered office and the office of the registered agent, as changed, will be identical

1 Principal office address (if data shown in item 1 is incorrect, line out and enter changes.)

MOUNT HOREB WI

2 NAMES & BUSINESS ADDRESSES OF PRINCIPAL OFFICERS, & ALL DIRECTORS / IF ANSWER TO ANY ITEM IS NONE, SO STATE (add additional sheets, if necessary.)

TITLE	NAME	RESPECTIVE ADDRESSES (give Street & Number, City, State, & Zip code)
President		P.O. Box 104, 515 Reid Dr. Mt. Horeb, WI 53572
President		"
Secretary	"	"
Treasurer		"
3 BOARD OF DIRECTORS		" 147 Sunrise Lane, Fall River, WI 53932 328 Jucha Dr, Mt. Horeb, WI 53572

4 Describe the general nature of business:

____ MANUFACTURING
____ RETAIL
____ AGRICULTURAL
X Real Estate Mgt. (OTHER - please specify)

5 All boxes must be completed

	CLASS	SERIES (IF ANY)	NUMBER OF SHARES
STOCK AUTHORIZED	common	-0-	2000
	preferred		
6 STOCK ISSUED & OUTSTANDING	common	-0-	250
	preferred		

7 The corporation has not entered into any combination, conspiracy, trust, pool, agreement or contract intended to restrain or prevent competition in the supply or price of any article or commodity in general use in this state, or constituting a subject of trade or commerce therein, or which shall in any manner control the price of any such article or commodity, fix the price thereof, limit or fix the amount or quantity thereof to be manufactured, mined, produced or sold in said state, or fix any standard or figure by which its price shall be in any manner controlled or established.

FOR THE ...

Signature of Officer — Date 3/26/01

Printed Name — Title Pres.

THIS ANNUAL REPORT FORM 16 is authorized by s.180.0121. Sna... is a REQUIRED REPORT under s.180.1622, Stats. Failure to file ... result in administrative dissolution of the corporation. Upon filing, data in the report becomes public and might be used for purposes ... than for which it was originally collected.

YOD1 (92 88)

WISCONSIN

CERTIFICATE OF VEHICLE REGISTRATION

This Registration Certificate is not a Title Not Valid for Transfer of Ownership

886191

License Number | Vehicle Identification Number | Expires End Of (Month Year)

AUT 3EK727 A 1GHDT13WXT2170686 APR 96

Year | Make | Body Style | Gross Wt. | Vehicle Type | Title No. | Plate Number

96 CHEV TRUK 9605891007-7

AMOUNT RECEIVED $22.00

REGISTERED TO:

MOUNT HOREB WI

WISCONSIN CERTIFICATE OF TITLE FOR A VEHICLE

WISCONSIN DEPARTMENT OF TRANSPORTATION

Vehicle Identification Number | Year | Make | Motor Vehicle Type | Body Style

1GHDT13WXT2170686 96 CHEV TRUK

Title Number | Date Title Issued | Odometer | Odometer Date

02/18/96 46 DISCLOSED AS ACTUAL 12/19/95

Registered Owner(s)

MOUNT HOREB, WI

The person, firm or corporation named on this Title has been duly registered as the lawful owner of the vehicle described, subject to any security interest (lien) shown. The order in which the security interests appear on this Title does not necessarily represent their priority.

Secured Party | Control Number (This is your Title Number)

5-0880252

Important - Buyer and Seller must complete the section below at time of sale

ASSIGNMENT OF TITLE, MILEAGE AND BRAND DISCLOSURE BY REGISTERED OWNER(S) SHOWN ABOVE

Federal and State law requires that SELLER state the mileage upon transfer of ownership. Failure to complete assignment, or providing a false statement may result in fines and/or imprisonment and may make you liable for damages to the transferee/buyer.

MILEAGE CERTIFIED to the best of my knowledge is actual mileage of this vehicle unless one of the following statements is checked. ☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit. ☐ The odometer reading is NOT actual mileage. (WARNING - discrepancy exists)

BRAND DISCLOSURE (will be entered on Issued Title of this vehicle). ☐ Flood damaged vehicle ☐ Previous junk vehicle ☐ Dismantled vehicle ☐ Salvage vehicle

SELLER Print Name(s) Here signing as Seller | Selling Price | BUYER (Purchaser) Print Name(s)

Print Seller's Address, City, State, Zip if different from address above | Print Buyer's Address, City, State, Zip

I hereby certify that I am the owner of the vehicle described on this document, and that I have the authority to transfer ownership in the vehicle described above. I hereby sell, transfer or assign the vehicle described on this document and warrant the title to Purchaser as shown.

If Buyer is a business, Print Name of individual representing as Purchaser

Signature of Registered Owner(s) (per number of registered owners signatures) Date | Signature of Purchaser(s) Date

X X

X X

If registered owner is a dealer and this assignment is through auction or salvage pool, complete the following.

Auction or Salvage Pool Name | Auction or Salvage Pool Address | Date Sold

The Wisconsin Department of Transportation will make reasonable efforts to correct transferred odometer statements made in the assignment of the Certificate of Title or for errors in providing for the assignment. The department does not guarantee, assume or imply, that the vehicle or operating condition and requirements about vehicle inspection are only advisory.

PURCHASER - Complete 1001 Odometer Disclosure Statement and send to Motor Vehicle Division, Wisconsin Department of Transportation. Form 1001 is available at Motor Vehicle Service Centers and public libraries.

MAIL ADDRESS - Wisconsin Department of Transportation, Motor Vehicle Division, Title Section, P.O. Box 7911, Madison, WI 53707-7911. Form 1001 is available at Motor Vehicle Service Centers and public libraries.

Mt. Horeb, WI

hi

Br

10-01-01PG5:29 RCVD

SEP
27
PM

Chevrolet Motor Division
P. O. Box 33170
Detroit, MI 48232-5170

Mt. Horeb, WI

September 21, 2001

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

Dear Sir or Madam:

Enclosed are the documents related to front suspension ball joint repair. Not only did this ball joint problem occur but also with the uncontrolled front wheel problem, the tire went flat and the aluminum rim was damaged and both needed to be replaced along with the ball joint repair. The other ball joint was replaced as well.

A copy of the bill and canceled check is enclosed along with other required documents. Not only should I be reimbursed for the ball joints but are requested to cover the tire and rim replacement costs and labor. Fortunately, I was only going 25-30 mph at the time or matters could have been much worse.

If you have any questions, please contact me at the above address or call me at (608) 437-6090. Thank you.

Sincerely,

Cc: President,

Dorrage West

+ Towing Charge

Need

✓ Original Invoice *

✓ Check Front to Back

✓ Campaign Notice

Request #0558403

09/01/01 000346

General Offices
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

CHEVROLET

C01046-S
September, 2001

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1996 and 1997 4-wheel drive Chevrolet Blazers. Some of these vehicles have a condition where the front suspension upper ball joint may separate without prior warning. If this were to occur while the vehicle was moving, the top of the front tire would lean inward and a very noticeable noise would be heard. The vehicle would pull in the direction of the separated ball joint but vehicle control could be maintained using a steering correction in these circumstances. If the driver were surprised by the sudden change in the vehicle handling and was unable to control the vehicle, there could be a crash.

What Will Be Done: Your Chevrolet dealer will replace both upper ball joints. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately one hour and twenty minutes to two hours and fifteen minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Reimbursement: If you have already paid for some or all of the cost to have your upper ball joints replaced, you should contact your Chevrolet dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by September 30, 2002.

For California, Connecticut, Virginia, and Wisconsin: To seek reimbursement, write to Chevrolet Motor Division, PO Box 33170, Detroit, MI 48232-5170. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years after the date on which you paid for the repair.

GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered

☐ Campaign Completed on Date ___/___/___ by ☐ Self ☐ Other ☐ Vehicle Sold/Traded/Returned to:

00000113334
01046 1GNDT13WXT2170655 C-1
WMD CORP
515 REID DR # 104
MOUNT HOREB, WI 53572

NAME
ADDRESS
CITY STATE ZIP CODE
TELEPHONE NUMBER
DATE

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure

5/28/01	20	42085	10.000	PC	2X8 PC STUD SPF	4.3300	43.30	6/30/01			
			1.000	BDT	4X8-7/16 WAFERB	10.5500	10.55	6/30/01			
			1.000	PC	2X6 8 TREATED	5.1700	5.17	6/30/01			
					863325			6/30/01			
					STATE TAX	.0800	3.95	6/30/01			
					DANE COUNTY SAL	.0050	.30	6/30/01	62.27		1419.16
5/31/01	21	7148	5.682	GAL	UNLEADED REGULA	1.8390	10.45	6680	10.45		1429.60

CK #2209
6/7/01
GWD

ORIGINAL

ACCOUNTS ARE SUBJECT TO
FINANCE CHARGE OF 1.50% PER MONTH-ANNUAL RATE 18.0

IF PAYMENT NOT RECEIVED BY: 6/30/01

1 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	91 DAYS & OVER	
1429.60				1,429.60

YOUR ACCOUNT NUMBER IS 269326 PLEASE WRITE THIS NUMBER ON YOUR CHECK THANK YOU

FORM70

				BALANCE FORWARD							8.31
[illegible]/01	23	3508	5.646	GAL UNLEADED REGULA	1.7890	10.10	6586	10.10			18.41
5/09/01		15854		PAYMENT - THANK YOU		8.31-			8.32-		10.10
5/11/01	22	29077				14.43	6/30/01				
			1.000	4230 USED RIMS	150.0000	150.00	6/30/01				
			1.000	160-606 38X9.50	99.9500	99.95	6/30/01				
			1.000	TIRE DISPOSAL P	2.5000	2.50	6/30/01				
			.100	MOUNT AND BALAN	55.0000	9.90	6/30/01	276.78			286.68
5/11/01	22	29084	1.400	CHARGE SYSTEM(C	55.0000	77.00	6/30/01				
			2.000	R134A R134A PER	11.0000	22.00	6/30/01				
			1.000	R134A ESTER DYE	21.1200	21.12	6/30/01				
			2.000	K5320 BALL JOIN	93.2200	186.44	6/30/01				
			2.000	K8303 BALL JOIN	90.8200	181.64	6/30/01				
			2.000	R&R BALL JOINT-	55.0000	110.00	6/30/01				
			2.000	R&R BALL JOINT-	82.0000	164.00	6/30/01				
			1.000	SHOP SUPPLIES	10.0000	10.00	6/30/01				
						55.26	6/30/01				
			1.000	OIL CHANGE SPEC	10.5000	10.50	6/30/01				
			.210	OIL CHANGE SPEC	45.0000	9.45	6/30/01				
			1.000	V4011 OIL FILTER			6/30/01				
			5.000	OIL536 5W30 OIL			6/30/01				
			1.000	DEX-COOL ON ANT	4.5000	4.50	6/30/01				
			2.000	WASH W/W SOLVENT			6/30/01				
			1.000	24-154-04 BRAKE	52.4800	52.48	6/30/01				
			2.000	BR55500 BRAKE R	42.9500	85.90	6/30/01				
			2.000	BS524 F DISC BA	12.3400	24.68	6/30/01				
			1.000	R&R BRAKE SHOES	55.0000	55.00	6/30/01	1058.97			1346.85
5/17/01	23	5501	5.516	GAL UNLEADED REGULA	1.8190	10.03	6580	10.03			1356.88
5/29/01	20	62088		14 UNIT GARAGE REPAIR			6/30/01				

ORIGINAL

ACCOUNTS ARE SUBJECT TO					
FINANCE CHARGE OF	PER MONTH-ANNUAL RATE	1 - 60 DAYS	61 - 90 DAYS	91 - 90 DAYS	91 DAYS & OVER
IF PAYMENT NOT RECEIVED BY:					

F081918

2209

MT HOREB, WI 53572

70-48/718

DATE 6/7/01

PAY TO THE ORDER OF Premier Cap $1429.60

One thousand four hundred twenty-nine and 60/100 DOLLARS

AMCORE

FOR # 269325

⑈0000002209⑈ ⑆071900456⑆ 446⑈974⑈ ⑈0000142960⑈

JE 01 11
071900456

0667 6 3 37

Mt. Horeb, WI

MADISON ... 537

Chevrolet Motor Division
Attn: Thomas Damer
PO Box 33170
Detroit, MI 48232-5170

APR 0 1 2002

48232-5170

Mt. Horeb, WI

March 28, 2002

Chevrolet Motor Division
Attn: Thomas Darner
PO Box 33170
Detroit, MI 48232-5170

Dear Mr. Darner:

Enclosed are the bills again. I made a mistake. The bill total given in my letter of 3/25/02 was incorrect and I apologize. The correct amount for the rim/tire replacement was $276.78. I'm sorry for the oversight.

Again, please call me at if you have any questions. Thank you.

Sincerely,

Enclosures

CENEX

Where the customer is the company

Firestone

PREMIER COOPERATIVE

501 West Main Street
Mt. Horeb, Wisconsin 53572
(608) 437-5536

HOURS
MON–FRI 7:30–5:00
SAT 7:30–12:00

DUPLICATE

Date: May 11, 2001

Service Writer: PAG

Work Order: 29,070

Name:
Address:

Mt. Horeb, WI

Phone /
Driver:

Make: 1996 CHEVY TRUCK
Model: BLAZER (S10)
Engine: V6-262 4.3L
Plate:
VIN: 1GNDT13WXT2170655
Odometer In/Out: 149,148/149,148

Status	Tech	Description	Part Number	Quant.	Price $	Hours	Rate	Total $
Replaced	EE	USED RIMS	4230	1.00	150.00			150.00
Replaced	EE	30X9.50R15LT TIMBERLINE LT	150-605	1.00	99.95			99.95
		Tire Disposal Passenger Cars		1.00	2.50			2.50
Done	EE	Mount And Balance Car Tire				.18	55.00	9.90

ORIGINAL

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

EST. DATE OF COMPLETION _____

[illegible]

[illegible]

Payment Summary

Charge On	276.78
Total Paid	276.78
Balance	0.00

Charge Summary

Parts	249.95
Labor	9.90
Sublet Labor	0.00
Hazardous Waste Disp	2.50
Discounts	0.00
Shop Supplies	0.00
Non Taxable Sale	0.00
Subtotal	262.35
Total Tax	14.43
Invoice Total	276.78

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate _____

ADDITIONAL WORK AUTHORIZED BY _____ NAME

DATE _____ TIME _____ A.M. P.M. _____ NO. CALLED _____ NEW ESTIMATE _____

Do you want the replacement parts you are entitled to? ☐ Yes ☐ No

Call when vehicle is ready ☐ Yes ☐ No

No payment will be made by: ☐ Cash ☐ Credit Card ☐ Ok

☐ This vehicle contains without fees to your customer contact.

[illegible]

Where the customer is the company

Firestone

PREMIER COOPERATIVE

501 West Main Street
Mt. Horeb, Wisconsin 53572
(608) 437-5536

HOURS
MON–FRI 7:30–6:00
SAT 7:30–12:00

DUPLICATE

Date: May 11, 2001

Service Writer: PAG

Work Order: 29,084

Name:
Address:
Mt. Horeb, WI
Phone # (Home
Driver:

Make: 1996 CHEVY TRUCK
Model: BLAZER (S10)
Engine: V6-262 4.3L
Plate:
VIN: 1GNDT13WXT2170865
Odometer In/Out: 149,148/149,148

Status	Tech	Description	Part Number	Quant.	Price $	Hours	Rate	Total $
	GB	Oil Change Special						19.95
	GB	OIL FILTER	V4011	1.00				
	GB	5W30 OIL	OIL530	5.00				
	GB	GM ANTIFREEZE	DEX-COOL	1.00	4.50			4.50
	GB	WW Solvent	WASH	2.00				
						Service Subtotal ...		24.45
	GB	BRAKE PADS	24-154-04	1.00	52.46			52.46
	GB	Brake Rotor	BR56800	2.00	42.95			85.90
	GB	F DISC HARDWARE KIT	H5524	2.00	12.34			24.68
	GB	R&R BRAKE SHOES &/OR PADS-FRONT				1.00	55.00	55.00
	GB	CHARGE SYSTEM(COMPLETE)				1.40	55.00	77.00
		Includes:Evacuate,recover & recharge system.						
	GB	R134A FREON	R134A	2.00	11.00			22.00
	GB	AC DYE	R134A ESTER DYE	1.00	21.12			21.12
	DB	Ball Joint	K5320	2.00	99.22			198.44
	DB	Ball Joint	K5369	2.00	90.82			181.64
	DB	R&R BALL JOINT-UPPER-BOTH				2.00	55.00	110.00
	DB	R&R BALL JOINT-LOWER-BOTH				2.80	55.00	154.00
		Shop Supplies			10.00			10.00

Revision Authorization: Original $1,019.69 Revised $1,059.97 Difference $40.36

Philip Gasser contacted PM by In Person on May 2, 2001 at 3:58 PM.forgot something

ORIGINAL

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

GIVE DATE OF COMPLETION_____

Payment Summary

Charge On	1,059.97
Total Paid	1059.97
Balance	0.00

Charge Summary

Parts	599.26
Labor	405.45
Subtl Labor	0.00
Hazardous Waste Disp	0.00
Discounts	0.00
Shop Supplies	10.00
Non Taxable Sale	0.00
Subtotal	1,004.71
Total Tax	55.26
Invoice Total	1,059.97

YOU ARE ENTITLED TO A PRIOR ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate _____

ADDITIONAL WORK AUTHORIZED BY _____ Mail

DATE	TIME	A.M. P.M.	NO. CALLED	NEW ESTIMATE

Do you want the replacement parts you are entitled to? ☐ Yes ☐ No
Do Warranty Work ☐ Yes ☐ No
My payment will be made by: ☐ Cash ☐ Credit Card ☐ Ck.
☐ Title vehicle stored at _____ Call when vehicle is ready ☐ Yes ☐ No

				BALANCE FORWARD						0.31
/01	33	3505	5.640 GAL	UNLEADED REGULA	1.7899	10.10	6500	10.10		10.41
6/09/01		15953		PAYMENT - THANK YOU		8.31-			8.31-	10.10
6/21/01	33	28079				14.49	6/30/01			
			1.000	4230 USED RIMS	150.0000	150.00	6/30/01			
			1.000	189-606 30X9.50	99.9500	99.95	6/30/01			
			1.000	TIRE DISPOSAL F	2.5000	2.50	6/30/01			
			.100	MOUNT AND BALAN	55.0000	5.50	6/30/01	276.70		166.81
6/11/01	33	29080	1.400	CHARGE SYSTEM(C	55.0000	77.00	6/30/01			
			2.000	R134A R134A FRE	11.0000	22.00	6/30/01			
			1.000	R134A ESTER OYE	21.1200	21.12	6/30/01			
			2.000	K5120 BALL JOIN	93.2200	186.44	6/30/01			
			2.000	K5289 BALL JOIN	90.8200	181.64	6/30/01			
			2.000	R&R BALL JOINT-	55.0000	110.00	6/30/01			
			2.000	R&R BALL JOINT-	92.0000	184.00	6/30/01			
			1.000	SHOP SUPPLIES	10.0000	10.00	6/30/01			
						55.26	6/30/01			
			1.000	OIL CHANGE SPEC	10.5000	10.50	6/30/01			
			.210	OIL CHANGE SPEC	45.0000	9.45	6/30/01			
			1.000	V4011 OIL FILTER			6/30/01			
			5.000	OILE30 5W30 OIL			6/30/01			
			1.000	DEX-COOL BN ANT	4.5000	4.50	6/30/01			
			2.000	WASH W/W SOLVENT			6/30/01			
			1.000	24-154-04 BRAKE	52.4500	52.45	6/30/01			
			2.000	BRS5500 BRAKE R	42.9500	85.90	6/30/01			
			2.000	BS524 F DISC BA	12.3400	24.68	6/30/01			
			1.000	REX BRAKE SHOES	55.0000	55.00	6/30/01	1088.92		1346.85
6/01	23	6501	5.510 GAL	UNLEADED REGULA	1.8190	10.02	6500	10.02		1356.84
6/01	20	42085		14 UNIT GARAGE REPAIR			6/30/01			

ACCOUNTS ARE SUBJECT TO
NAMOE CHARGE OF PER MONTH-ANNUAL RATE
PAYMENT NOT RECEIVED BY:

1 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	91 DAYS & OVER

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. 900497339

DATE
04/22/02

**********276 DOLLARS ****78 CENTS

AMOUNT
**********276.78

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

MOUNT HORES WI

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

⑈900497339⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHEC

VENDOR NO. RB 009000065

VENDOR NAME

CHECK NO. 900497339

PAYMENT DATE 04/22/02

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13WXT2170485	04/19/02 96674334	VN 000000000036950 000000000036950	00.0000	276.78	.00	276.7

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-448-2702

WS

TOTAL 276.78 .00 27

April 9, 2002

Mount Horeb, WI

Request: C06676334

Dear:

We sincerely regret that you experienced a concern with your 1996 Chevrolet Blazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $276.78. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Thomas Darner
Customer Relationship Manager

RS0005-T/mam

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: LAKE MILTON ,
OH
HOME PHONE:

CASE NUMBER:	06751662	VIN:	1GNDT13WXT2102811
		MODEL YEAR:	1996
DATE OPENED:	2002-04-22	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-04-26	MILEAGE:	126000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	NO	DEALER NAME:	GREENWOOD CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	4695 MAHONING AVE,,YOUNGSTOWN,OH,44515,USA

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

F17 Front Control Arms/Stabilizer/Torsion Bar (including Bushings)
0 REPAIR ATTEMPT(S) — Other: CONTROL ARM BROKE

F18 Front Ball Joints/Kingpin
0 REPAIR ATTEMPT(S) — Other: LOWER BALL JOINT PULLED OUT

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.htm]]
Vehicle repair request - Repair not done
**********WORK HISTORY**********

CUST STATED SHE WAS PULLING OUT A PARKING SPACE WHEN THE TIRE FELL OFF. HAD VEHICLE TOWED TO BILLS AUTO BODY AND FOUND THAT THE LOWER BALL JOINT PULLED OUT OF THE CONTROL ARM WHICH BROKE. CUST SEEKS TO KNOW IF THERE WAS A RECALL RELATED TO HER CONCERNS. CRM ADVISED SEARCHED SYSTEM AND FOUND THERE IS CURRENTLY NO RECALL RELATED TO BALL JOINT OPEN FOR HER VEHICLE. CRM ADVISED THERE IS A RECALL 98043 OPEN ON VEHICLE FOR WINDSHIELD WIPERS. CRM APOLOGIZED FOR CUST CONCERNS AND WISHED COULD HAVE ASSISTED CUST MORE.

CUST THANKED CRM. FILE NUMBER WAS ALSO PROVIDED

GAIL JAMES-KANA/TAMPA, O; 388338293
2002-04-26

CRM CONTACTED CUST IN ORDER TO FOLLOW UP WITH HER REGARDING CONCERNS. CUST STATED THAT VEHICLE IS FIX. CRM REQUESTED NAME OF DLR THAT FIXED VEHICLE. CUST STATED IT WAS FIXED BY A FRIEND AT BILL'S AUTO BODY SHOP. CUST STATED IT WORKING GREAT AND SHE IS SATISFIED. CRM ADVISED CUST HAPPY TO HEAR.

CUST SATISFIED

FILE CLOSED SATISFIED

GAIL JAMES-CAC/TAMPA, O; 388679976

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:
UPGRADE:

AFTERMARKET:
LEASE TERM:
[illegible]AGE:
[illegible]NER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: LANSING , MI
HOME PHONE:

CASE NUMBER:	06824110	VIN:	1GNCT18W8TK227715
		MODEL YEAR:	1996
DATE OPENED:	2002-05-06	SERIES:	BLAZER 4X4
DATE CLOSED:	2002-05-23	MILEAGE:	161000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	BUD KOUTS CHEVROLET COMPANY INC
BRC PARENT:		DEALER ADDRESS:	2801 E MICHIGAN AVE,,LANSING,MI,48912,USA

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

A01 Open Campaign	Customer Satisfaction
0 REPAIR ATTEMPT(S)	01048
C51 Windshield	Other
0 REPAIR ATTEMPT(S)	WIPER MOTER INOP
F18 Front Ball Joints/Kingpin	Broken
1 REPAIR ATTEMPT(S)	RIGHT FRONT BALL JOINT SEPARATED AND BROKE
S13 Reimbursement Requested	Customer Satisfaction
0 REPAIR ATTEMPT(S)	RIGHT FRONT UPPER BALL JOINT

Notification of open campaigns or special policies.

INFORM THE CALLER:
Customers will receive a letter in the mail.

AGENT INSTRUCTIONS:
For further information please click on the step-by-step for campaign status request
[[Campaign Status Request RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe
http://carsweb/webknowledge/JobAids/SBS/Content/CampaignStatusRequest_Corepoint.html]]
Notification of open campaigns or special policies.

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

WRITE MAIL CORRESPONDENCE RECEIVED

CRM ATTACHED REQUESTED DOCS TO REQ. #06824110 & FORWARDING BACK TO PREVIOUS CRM APONTEC FOR FURTHER REVIEW & HANDLING +++++++++++++ CRM JOANIE MARTIN/CARS TAMPA/CORR TEAM
++++++++++++; 0; 390391370
2002-05-06

CUST STATES OWNS A 96 BLAZER W/ 161K MILES
CUST SEEKS RECALL ON WINDSHEILD MOTOR
CUST SEEKS TO KNOW IF RECALL IS STILL OPEN
CRM ADVISED CUST THAT ONLY OPEN CAMPAIGN IS 01048
CRM VERIFIED IN GMVIS AND CUST HAD 97033, 99041 CLOSED AND 01048 OPEN
CRM ADVISED CUST OF INFO
CUST SEEKS TO KNOW IF SHE HAD BALL JOINT CHANGED OUT WOULD SHE GET REIMBURSEMENT
CRM ADVISED CUST TO GO TO LOCAL DLR AND HAVE CAMAPAIGN CLOSED OUT FIRST
CRM ADIVSED CUST TO SEND IN BOTH ORIGINAL R/O,PROOF PAYMENT (VISA), AND OWNERSHIP
CUST STATES WILL SEND OF INFO

CRM SUSPENDIG FILE
CAROLINA APONTE/ATX/CAC; 0; 389548173
2002-05-16

CRM CALLED CUST AND CUST STATES SHE HAS APPT TO CLOSE OUT CAMPAIGN TOMORROW
CUST STATES SHE PAID W/ DEBIT MASTERCARD
CRM ADVISED CUST TO SEND IN A COPY OF BANK STATEMENT THAT SHOWS THE INDEP BEING PAID
CUST STATES WILL GO TO BANK AND GET COPY AND SENDTHAT OFF

CRM SUSPENDING FILE
CAROLINA APONTE/ATX/CAC; 0; 390411424
2002-05-23

CRM TRANS FILE OVER TO SIEBEL SYSTEMS PLEASE REFER TO S1-3416378

CRM CLOSING FILE
CAROLINA APONTE/ATX/CAC; 0; 391032851
2002-05-16

CRM REVIEWING DOCS
CUST STILL NEEDS TO HAVE RECALL COMPLETED BY DLR
CRM WILL HAVE TO CALL INDEP TO VERIFY CUST PAYMENT

CAROLINA APONTE/ATX/CAC; 0; 390404131
2002-05-16

CRM CALLED AUTO VALUE 517-484-2300 AND SPOKE W/ BILL BRATSCHA
INDEP STATES VEH ISSUES WAS ON 4/23/02 UPPER BALL JOINT ON PASSANGER FRONT DUE TO JOINT SEPERATED AND WHEEL FOLDED UNDER
INDEP STATES CUST PAID $59 TOW LABOR $113.37 $100.98 FOR PART ON HER VISA
DLR STATES THEY DON'T HAVE RECORD ON HOW SHE PAID
DLR STATES THEY DIDN'T DO THE FULL REPAIR BECAUSE THEY WERE THINKING OF GETTING RIDE OF VEH
DLR STATES STILL NEEDED OTHER BALL JOINTS, ALIGNMENT, AND TIRES

CRM WILL CALL CUST ADIVSE TO HAVE DLR CLOSE OUT CAMPAIGN AND SEND COPY OF VISA
CAROLINA APONTE/ATX/CAC; 0; 390409571

**********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:

IS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

AGENT NAME:
AGENT PHONE NUMBER:

E INFORMATION:
INTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

NE: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

06824110

LANSING MI 488
PM
21 MAY
2002

Lansing, MI

MAY 22 2002

Chevrolet
P.O. Box 33170
Detroit, MI 48232

48232+5170

File # C06824410

12971

NAME	DATE
	04-30-02
ACCOUNT NUMBER	PAGE
[redacted]	3

DATE		DESCRIPTION		AMOUNT	FINANCE CHARGE	FEES	BALANCE
0421	*	ATM WITHDRAWAL	** POS **	-3492	✓		72391
--->		TUESDAY MORNING #332EAST LANSING US					
0423		PAYMENT/DEPOSIT		40000	✓		112391
0423		SHARE DRAFT CLEARED	001407	-680	✓		111711
0423		SHARE DRAFT CLEARED	001408	-28500	✓		83211
0424		ATM WITHDRAWAL	036-5344	-8000	✓		75211
--->		438 E EDGEWOOD BLVD LANSING, MI 48911					
0423	*	ATM WITHDRAWAL	** POS **	-1412	✓		73799
--->		PET SUPPLIES "PLUS" #1 EAST LANSING MI					
0423	*	ATM WITHDRAWAL	** POS **	-4490	✓		69309
--->		BELLE TIRE 55 517-272-2400 MI					
0423	*	ATM WITHDRAWAL	** POS **	-28803	✓		40506
--->		LAKE LANSING ROAD MOBI LANSING MI					
0425		ATM WITHDRAWAL	** POS **	-1951	✓		38555
--->		320 MARKETPLACE BLVD LANSING MI					
0426		ACH DEPOSIT	1382386833	92206	✓		130761
--->		ROUGE STEEL CO PAYROLL					
0426		ATM WITHDRAWAL	034-2644	-4000	✓		126761
--->		7007 W SAGINAW HWY LANSING, MI 48917					
0426		SHARE DRAFT CLEARED	001401	-500	✓		126261
0426		SHARE DRAFT CLEARED	001412	-2924	✓		123337
0427	*	ATM WITHDRAWAL	003-3689	-8000	✓		115337
--->		300 N CLIPPERT STE 10 LANSING, MI 48912					
0426	*	ATM WITHDRAWAL	** POS **	-3593	✓		111744
--->		KOHL S DEPT STORE #372 LANSING MI					
27	*	ATM WITHDRAWAL	** POS **	-1708	✓		110036
-->		GUS'S WATERSHED HASLETT MI					
0429		ATM DEPOSIT	003-4456	20000	✓		130036
--->		300 N CLIPPERT STE 10 LANSING, MI 48912					
0429		ATM WITHDRAWAL	003-4457	-4000	✓		126036
--->		300 N CLIPPERT STE 10 LANSING, MI 48912					
0429		ATM WITHDRAWAL	** POS **	-2114	✓		123922
--->		936 S. WAVERLY RD LANSING MI					
0429		ATM WITHDRAWAL	+BQ1668424	-4150	✓		119772
--->		I 9661195 S PINKNY HOWELL MI					
0429		SHARE DRAFT CLEARED	001411	-13624	✓		106148
0430		SHARE DRAFT CLEARED	001409	-2041	✓		104107
0430		SHARE DRAFT CLEARED	001413	-10000	✓		94107

PM
16 MAY
2002

MAY 15 2002

CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232

4423248170

5-13-02

Enclosed, please find receipts for Upper Ball Joint repair for our Blazer.

FILE # C06824110
RECALL # 01048

Thank You

Lake Lansing Road Mobil Service, Inc.

2704 Lake Lansing Road at U.S. 127
Lansing, Michigan 48912
24 Hour Towing • 517-484-2300
F-135628 • FAX 517-484-1462

TRAVEL WITH CONFIDENCE
Auto Value CERTIFIED SERVICE CENTER
For nearest location call 1-877-[illegible]

FINAL BILL

Date: 04/23/2002

Repair Order# 14733

NAME	ADDRESS
	LANSING, MI

RES. PHONE	BUSINESS PHONE	YEAR	MAKE	MODEL	ENGINE	TRANSMISSION
		1996	CHEVY	BLAZER	4.3	AUTO

VEHICLE I.D.	LICENSE NO.	MILEAGE	PURCHASE ORDER	
		160999		Retain Old Parts

PREFERRED SERVICES	COMMENTS
	INSPECT SUSPENSION DAMAGE ON PASSENGER FRONT CORNER.

CODE	TECH	QUANTITY	DESCRIPTION	PARTS PRICE	LABOR PRICE
COMM	1	0.60	(COMMENTS) NOTE: UPON FINAL ROAD TEST, NOTICED CHECK ENGINE LIGHT IS ON DASH. SUGGEST COMPUTER SCAN TOOL ANALYSIS.		0.00
		Tech(s):	(3) H. & H MOBIL Certification# PH 3326335 (1) T. BRATSCHI Certification# M104524		
SHOP SUPPLY NOTICE:			Shop Supplies: A token charge equivalent to 5% of our labor up to a maximum of $20.00 for items such as rags, lubricants and solvents.		

ORIGINAL

LIMITED WARRANTY - ONE YEAR OR 15,000 MILES WHICHEVER COMES FIRST. EXCEPTIONS WILL BE NOTED. IMPROPER OPERATION OF VEHICLE OR WILLFUL ABUSE VOIDS WARRANTY. ALL WARRANTY WORK MUST BE DONE AT THIS FACILITY OR WITH OUR PRE-ARRANGED APPROVAL ONLY.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

ALL PARTS ABOVE ARE NEW EXCEPTIONS WILL BE NOTED

YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on [illegible]

X

— CERTIFICATION —
[illegible] PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 206)

X [illegible]

NOTICE - DUE TO LIMITED SPACE WE ASK THAT YOU PICK UP YOUR CAR AS SOON AS REPAIRS ARE COMPLETE. A STORAGE FEE OF $7.50 PER DAY MAY BE CHARGED AFTER 5 DAYS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CUSTOMER PAYMENT METHOD

☑ VISA/MC ☐ OTHER C.C. ☐ MOBIL

☐ CASH ☐ _____ INT. [illegible]

TOTALS	169.98 Shop Supplies	172.37
SUPPLIES	8.62	0.00
GASOLINE		
SUB-TOTAL		281.97
SALES TAX		6.06
TOTAL		288.03
PRE-PAID		

Lake Lansing Road Mobil Service, Inc.

2704 Lake Lansing Road at U.S. 127
Lansing, Michigan 48912
24 Hour Towing • 517-484-2300
F-135628 • FAX 517-484-1462

TRAVEL WITH CONFIDENCE
Auto Value
For nearest location call 1-877-220-0399

FINAL BILL

Date: 04/23/2002

Repair Order# 14733

NAME	ADDRESS
F	LANSING, MI

REG. PHONE	BUSINESS PHONE	YEAR	MAKE	MODEL	ENGINE	TRANSMISSION
		1996	CHEVY	BLAZER	4.3L	AUTO

VEHICLE I.D.	LICENSE NO.	MILEAGE	PURCHASE ORDER	
		168999		Retain Old Parts

PREFERRED SERVICES

COMMENTS

INSPECT SUSPENSION DAMAGE ON PASSENGER FRONT CORNER.

FILE# C06824110

CODE	TECH	QUANTITY	DESCRIPTION	PARTS PRICE	LABOR PRICE
			ORIGINAL ESTIMATE: $15083	0.00	87.79
TOW	3	1.00	(TOWING) Base rate $59.00 plus $3.00 per mile. Highway, winching and other special circumstances may be additional. (TOWING PROVIDED BY OUTSIDE VENDOR)		59.00
SL02	1	1.55	(UPPER BALL JOINTS) REMOVED AND REPLACED, SEPARATED UPPER BALL JOINT ON PASSENGER FRONT.		112.37
		1.00	K5320 UPPER BALL JOINT 100.98	100.98	
COMM	1	0.00	(COMMENTS) NOTE: VEHICLE FRONT SUSPENSION IS STILL IN NEED OF THREE REMAINING BALL JOINTS AS WELL AS STEERING IDLER ARM.		0.00
COMM	1	0.00	(COMMENTS) NOTE: VEHICLE FRONT AND REAR SHOCKS ARE LEAKING. SUGGEST REPLACEMENT OF SHOCKS, REQUIRED FRONT SUSPENSION COMPONENTS AND ALIGNMENT A.S.A.P..		0.00
COMM	1	0.00	(COMMENTS) NOTE: CUSTOMER CHOSE NOT COMPLETE REPAIRS, SHE IS AWARE OF THE CONDITION OF THE VEHICLE.		0.00

ORIGINAL

LIMITED WARRANTY - ONE YEAR OR 12,000 MILES WHICHEVER OCCURS FIRST. EXCEPTIONS WILL BE NOTED. IMPROPER OPERATION OF VEHICLE OR SERVICE MAY VOID WARRANTY. ALL WARRANTY WORK MUST BE DONE AT THIS FACILITY OR WITH OUR PRE-ARRANGED APPROVAL ONLY.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

ALL PARTS ABOVE ARE NEW EXCEPTIONS WILL BE NOTED

YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE

I hereby authorize the above repair work to be done along with the necessary materials, and hereby grant you and your employees permission to operate the car, truck or other vehicle described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repair thereof.

X _____

— CERTIFICATION —
REPAIRS AND PARTS LISTED WERE PERFORMED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT OF A. 300

X _____

NOTICE - DUE TO LIMITED SPACE WE ASK THAT YOU PICK UP YOUR CAR AS SOON AS REPAIRS ARE COMPLETE. A STORAGE FEE OF $7.00 PER DAY MAY BE CHARGED AFTER 5 DAYS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

CUSTOMER PAYMENT METHOD

☐ VISA/MC ☐ OTHER C.C. ☐ MOBIL

☐ CASH ☐ _____ INT. _____

TOTALS		
SUPPLIES		
GASOLINE		
SUB-TOTAL		
SALES TAX		
[redacted]		
PRE-PAID		

Lake Lansing Road Mobil Service, Inc.
2704 Lake Lansing Road at U.S. 127
Lansing, Michigan 48912

484-2300

24 hr. Towing
Complete Auto Repair

№ 7490

CUSTOMER PHONE NO.

NAME		DATE 4-20-02	TIME 1:00
ADDRESS		UNIT #7 / PO#	SERVICEMAN Adrian #12
CITY Lansing	STATE MI	VIN #	WORK ORDER NO.
MAKE AND MODEL Chevy Blazer	YEAR 96	COLOR OF CAR White	LIC

START ☐ IMPOUND ☐ WET ☐ FLAT TIRE ☐ WRECK ☐ FLAT TOW ☐
BATTERY ☐ LOCK OUT ☐ FLOODED ☐ GAS ☐ DOLLY ☐ HOIST TOW ☐

COMMENTS OR INSTRUCTIONS:	STARTING MILEAGE:	ENDING MILEAGE:	TOTAL MILEAGE X3 9.00
			TOWING CHARGE 50.00
TOWED FROM ADDRESS: Corner of Vassar & Greenbriar			ROAD SERVICE CHARGE
CITY:			LABOR CHARGE
			STORAGE CHARGES
TOWED TO: L. L. R. M.	ORIGINAL		DOLLY CHARGE
SIGNATURE	WE CANNOT BE HELD RESPONSIBLE FOR DAMAGE RESULTING FROM FAULTY TIRES, BUMPER BRACKETS, ETC. I HEREBY INSTRUCT YOU TO SERVICE THIS VEHICLE AND ASSUME FULL RESPONSIBILITY FOR ANY RESULTING DAMAGE.		TOTAL 59.00

5816

MICHIGAN BUSINESS FORMS • EAST LANSING, MI (517) 351-6500

STATE OF MICHIGAN

VOID VOID VOID VOID VOID VOID VOID VOID

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
1996	CHEVROLET	BLAZER	1GNCT13W6T2227127

BODY STYLE	WEIGHT/PER CATEGORY	ODOMETER	ISSUE DATE	TITLE NUMBER
STA-WAGON	21	159758	04/02/2002	

ACTUAL MILEAGE

OWNER(S) NAME AND ADDRESS

LANSING MI

STATE OF MICHIGAN SECRETARY OF STATE

NO SECURED INTEREST ON RECORD

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: ☐☐☐☐☐☐.☒ (In Tenths) and that to the best of my knowledge the odometer mileage is:

☐ actual mileage ☐ not actual mileage - WARNING ODOMETER DISCREPANCY ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Seller(s)	Printed Name of Seller(s)		
X			
Seller's Street Address	City	State	Zip

Completed by Buyer

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

"I am aware of the above odometer certification made by the seller(s)"

Signature of Purchaser(s)	Printed Name of Purchaser(s)
X	

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party:	Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of this issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS

G43646378

LANSING MI

NOTICE TO SELLERS:

Seller should keep a "Recorded" Signature of the Registered Owner on Record

[redacted]

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: MAHOPAC , NY
HOME PHONE:

CASE NUMBER:	06832113	VIN:	1GNDT13W3T2117974
		MODEL YEAR:	1996
DATE OPENED:	2002-05-07	SERIES:	BLAZER 4 DOOR 4WD
DATE CLOSED:	2002-05-10	MILEAGE:	102000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	Yes	DEALER NAME:	FISHER BROS CHEVROLET INC
BRC PARENT:		DEALER ADDRESS:	RTE 6,,MAHOPAC,NY,10541,USA

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

F18 Front Ball Joints/Kingpin — Other
0 REPAIR ATTEMPT(S) — UPPER BALL JOINTS SEPERATED

Vehicle operation or design

INSTRUCTIONS TO CRM:
*Pinpoint / understand concern
* Determine Customers expectation
* Validate feature is on vehicle
* Review owners manual with owner - [[Owners Manuals RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
* Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra~1\Plus!\Micros~1\Iexplore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CNC/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 IS ORIGINAL OWNER VEH HAS OVER 100,000 MILES
CUST STATES THAT LAST NIGHT HIS WIFE WAS DRIVING VEH AND THE LEFT FRONT UPPER BALL JOINT SEPERATED AND THE TIRE FOLDED UNDER VEH.. VEH HAS BEEN TOWED TO DLR AND DLR HAS DENIED ANY ASSISTANCE DUE TO AGE/MILAGE.. CUST FOUND RECALL CAMPAIGN 01048 FOR BALL JOINTS AND WANTS TO KNOW WHY IT WAS NOT COVERED UNDER CAMPAIGN.
CUST SEEKS TO HAVE VEH REPAIRED UNDER THE CAMPAIGN ON SPECIAL POLICY ON THE UPPER BALL JOINT.
CRM ADVISED: THAT THE VEH IS OUTSIDE THE VIN BREAKPOINTS FOR BOTH THE SPECIAL POLICY AND THE CAMPAIGN.. ALSO VEH IS OVER 100,000 MILES.. ADVISED CUST THAT NO ASSITANCE COULD BE OFFERED DUE TO FACT THAT CUST VEH IS NOT INCLUDED IN THE CAMPAIGN OR SPECAIL POLICY, AND ALSO DUE TO AGE/MILAGE OF VEH...
CUST STATES THAT HE IS DISSATISFIED AND WILL RETAIN ATTORNEY TO SUE GM FOR THE REPAIRS.
CRM SUSPENDING FILE PENDING TM APPROVAL FOR DISSAT CLOSING.
MARK ELLIS/CARS/TAMPA; 0; 389650505
2002-05-10

agree and approved to close dissatisfied, vehicle out of warranty, no BBB letter.
Gayl Oglesby / tm tpa; 0; 389907488
2002-05-10

CRM RESUMED FILE REVIEWED TM NOTES
CRM CLOSING FILE DISSATISFIED NO BBB LETTER AS PER TM
RK ELLIS/CARS/TAMPA; 0; 389909704

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
NTACT: ,
ONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:

MSRP:
NADA: 0
SALES TAX:
RECIATION:
RADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
NAME:
ACCOUNT NUMBER:
INTEREST RATE:
INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL:
LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION:
VEHICLE DESTINATION:
RELEASE:
LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
RESTRAINT:
R OF INJURY:
ATED:
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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: ADVANCE , NC
HOME PHONE:

CASE NUMBER:	06863725	VIN:	1GKDT13WXT2530505
		MODEL YEAR:	1996
DATE OPENED:	2002-05-16	SERIES:	JIMMY 4 DOOR 4WD
DATE CLOSED:	2002-05-21	MILEAGE:	107000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	No	DEALER NAME:	BOB NEILL PONTIAC GMC
BRC PARENT:		DEALER ADDRESS:	2710 UNIVERSITY PKWY,,WINSTON-SALEM,NC,27105,USA

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

F18 Front Ball Joints/Kingpin — Other
0 REPAIR ATTEMPT(S) — CAMPAIGN - UPPER BALL JOINTS 01049

Vehicle operation or design

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

2ND OWNER PURCHASED AT MAYNARD CHEVROLET AT APPROX 60,000 MILES
CUST STATES WIFE WAS DRIVING VEH AND UPPER BALL JOINTS BROKE AND WHEEL CAME OFF.
CUST STATES VEH IS AT INDEP (MERCHANTS TIRE AND AUTO) .
CUST STATES FOUND OUT THRU NHTSA THAT THERE WAS ARECALL ON UPPER BALL JOINTS.
CRM RESEARCHED AND FOUND SPECIAL POLICY FOR UPPER BALL JOINTS
CUST VIN FALLS WITHIN PARAMATERS.
CUST HOWEVER IT OUTSIDE OF MILEAGE FOR SPECIAL POLICY
CRM ADVISED CUST TO CALL GM DLR AND SPEAK WITH SVC MGR.
CUST SATISFIED AND CRM ADVISED CUSTOF REQUEST #.
SHARON KELLY/CORR/TAMPA; 0; 390403002
2002-05-21

Cust contacted the exec office stating that the veh needs an upper ball joint replacment which will cost approx. $1,686.00. The cust states he was advised that there was a special policy on the upper ball joints. The cust states that his veh has approx. 107,000 miles and the special policy was for 8 years or 100,000 whichever comes first. Cust seeks clarification and if GM can assist. Exec confirmed special policy 01049 in GM dealer world and also confirmed the parameters of the special. Exec advised the cust that exec confirmed the cust's information and the time and mileage paragmeters of the special policy. Exec advised the cust that the repair would be the cust's responsibilty. The cust states that his would make a good story in his local paper. Exec closing request dissatisfied, no bbb letter sent. +++++++++++ Wade Kirkland/Exec; 0; 390840996

**********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:

E INFORMATION:
INTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

DEPRECIATION:

UPGRADE:
AFTERMARKET:
[illegible]SE TERM:
[illegible]AGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

DI[illegible]HEVROLET CASE 000049476 TYPE: 1-1241
NA[illegible] POMMERENING INC.
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNF SESSIONS
ADDI

CITY: OSH KOSH STATE: WI ZIP:
VIN: 1GNCT18W0TK221682 DELIVERY DATE:
RESP DEALER: 00000
MILEAGE: 42000 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : 1-GM 1241 STATUS: C
OPEN DATE : 02/04/2000 ORIG OPEN DATE: 01/26/2000
REOPENED: N
LAST ACTIVITY DATE: 07/14/2000 BY: CHRIS GAPCZYNSKI
CLOSE DATE: 07/14/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

CO[illegible]CT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: 1241 OWNER DEMAND AMT: $0.00
WARRANTY: O (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: Y CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: O VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 18521
CONTACTED DATE: 01/26/2000 NAME: POMMERENING INC.
DEALER CLOSED : 03/16/2000 CITY: OSHKOSH ST: WI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		BALL JOINT BROKE
T01	0		BALL JOINT FAILURE CAUSED INJURY TO VEH, AND
T04	0		BALL JOINT, WARRANTY COVERAGE

Certificates

N[illegible]rtificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/26/2000 21:36:45
CUST STATES:
BALL JOINT SHEERED OFF ON DRIVER'S SIDE, VEH IS NOT DRIVEABLE.
FRONT TIRE LEANING AGAINST WHEEL WELL. CUST STATES IS EITHER
BALL JOINT OR AXLE. CUST STATES THIS SHOULD NOT HAVE HAPPENED
AT 42K MILES. CUST BELIEVES THIS COULD HAVE BEEN CAUSED BY
SPECIAL POLICY REPAIR ON ABS BRAKES.

CUST SEEKS:
FINANCIAL ASSISTANCE, DOCUMENTATION OF CONCERNS.

CRM ADVISED:
UNABLE TO DETERMINE IF SPECIAL POLICY REPAIR WOULD PUT TECHNICIANS
IN A POSITION TO AFFECT OR DIAGNOSE ISSUE WITH BALL JOINT/AXLE.
ADVISED CUST TO TAKE VEH TO DLR 01-27-00. ADVISED WILL CONTACT
DLR 01-27-00 AND FOLLOW UP WITH CUST 01-27-00 6:30PST.

ACTION PLAN:
CONTACT DLR FOR INFO ON NEEDED REPAIRS/ SPECIAL POLICY REPAIR RELATION
GOODWILL INQUIRY,
FO[illegible] UP CUST 01-27-00 6:30PST.
HE[illegible]R SCHUMOCK/PORTLAND,OR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/27/2000 15:30:02
CALLED DLRSHP, SPOKE WITH SM BEN GAWARESKI WHO ADVISED PASSENGER
FRONT UPPER BALL JOINT DISLODGED DUE TO IMPROPER MAINTENANCE.
BALL JOINT WAS RUSTED AND NOT GREASED. CUST HAS BEEN ADVISED AND
CUST AUTHORIZED WORK AT CUST EXPENSE AND WILL TAKE ORIGINAL PARTS
AND CONTACT COMPANY WHO WAS SERVICING VEH.
CRM WILL FOLLOW UP WITH CUST AS ARRANGED.
HEATHER SCHUMOCK/PORTLAND,OR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/28/2000 22:07:06
CALLED CUST AND ADVISED THAT DLRSHP DIAGNOSED BEARING FAILURE IS
AS A RESULT OF IMPROPER MAINTENANCE AND NOT A PRODUCT FAILURE.
CUST STATES WILL CONTACT BBB AND EPA AND WILL PURSUE THIS. CRM
ADVISED NO ADDITIONAL CAC/GM INVOLVEMENT AS THIS IS NOT A
MANUFACTURER DEFECT AND VEH IS BEYOND WARRANTY.
CUST REQUESTED LETTER, CRM WILL SEND BBB LETTER.
HEATHER SCHUMOCK/PORTLAND,OR
CAMPUS ON DEMAND INACCESSIBLE, WILL SEND BBB LETTER 01-31-00.
HEATHRR SCHUMOCK/PORTLAND,OR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/31/2000 21:27:17
VEH OUT OF WARRANTY, CANNOT SEND BBB LETTER. WILL LOOK FOR ALTERNATE
LETTER TO SEND TO CUST.
HEATHER SCHUMOCK/PORTLAND,OR
CR[illegible]NT LETTER DL0001, DENIAL OF FINANCIAL ASSISTANCE TO CUST,
LE[illegible] SENT CONFIRMATION #051788.
HEATHER SCHUMOCK/PORTLAND,OR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/04/2000 15:17:00
CUST CALLED TO FOLLOW UP AND ADD FURTHER INF TO THE FILE,
CUST STATES THAT CHEVROLET, FORD AND SEVERAL INDEPENDENT SHOPS ARE

INVOLVED IN THE ALLEGATION OF IMPROPER SERVICE. A LAWYER HASALSO BEEN
RETAINED AND IT SEEMS SOMEWHAT INVOLVED AT THIS TIME...
CRM RECEIVED INFO FROM TM TO MAKE THIS A PAR CASE...
CRM WILL CALL CUST BACK AND GET THE PROPER INFO.
*** ARVID LOHNE/PORTLAND ***
NOTE IN ORDER TO REACH CUST DURING THE DAY: CELL PHONE # 920-428-5061.

INFO FOR PAR CASE AS FOLLOWS:	PRESENT LOC. OF VEH:
OWNERS: BRAD & LYNN SESSIONS	POMMERENING INC, CHEVROLET
VEH: 1996 CHEVY 4X4 BLAZER	AFTERMARKET ITEMS: NONE
VIN: 1GNCT18W0TR22168	REPAIRS OUT OF WARRANTY:
MILAGE: 45500 MI.	JUST NORMAL MAINTENANCE.
SERV.DEALER: POMMERENING INC. CHEVROLET.	WHO WAS DRIVING:
WESTSIDE GARAGE CHEVROLET, BURLIN, WI.	LYNN SESSIONS.
CLAIMANT	D.O.B.:
ADDRESS: . OSKOSH,WI	DISABILITIES: NONE
PHONE: HOME	ROAD SURFACE: ASFALT
DATE OF INCIDENT: 01-26-00	ROAD COND: DRY
TIME OF INCIDENT: 4:00 PM	# OF PEOPLE IN VEH:
LOC. OF INCIDENT: 3RD ST & IDAHO, OSKOSH	1 PERSON (DRIVER)

..... CONT .....
..... CONT .....
BODILY INJURIES:YES, HIT HEAD AGAINST WINDOW/EDGE, SMALL BUMP ON HEAD,
AFTEREFFECTS, HEADACHES FOR TWO DAYS.
INJURED NAME:
D.O.B.:
SEAT BELT USE: YES
ADDRESS: , OSKOSH, WI
TYPE OF INJURY: BUMPED HEAD, (SEE ABOVE)
TREATED WHERE: NOT TREATED.
HOSPITAL STAY: NO
OTHER VEH INVOLVED: NO
PROPERTY DAMAGE: VEH ONLY, FRONT END PASSENGER SIDE WHEEL ASSY. AND
AXLE + ATTACHED PARTS...
COMPONENTS ALEGED DEFECTIVE: FRONT BALL JOINTS (SERVICE NEGLIGENCE)
..... CONT .....
..... CONT .....
POLICE REPORT: NONE
INSURANCE CO.: DUMKE INSURANCE, JACKSON ST, OSKOSH. (REPORT)
CLAIMANTS DESCRIPTION: DRIVING APPROX 25 MPH, WHEN THE BALL JOINTS
GAVE WAY, (THE FRONT PASSENGER SIDE) WHEEL
COLLAPSED AND VEH STOPPED ABRUPTLY, DRIVER HIT
HER HEAD.
FURTHER INFO.: MECHANIC AT INDEPENDENT GARAGE? STATED THAT THE
WHOLE FRONT END IS LOOSE, THAT THERE IS NO HINT OF
LUBRICANT/GREASE BALL JOINT IS DRY AND RUSTY.

*** ARVID LOHNE/PORTLAND ***

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/07/2000 10:34:54
FILE ASSIGNED TO TAMPA PAR CRM, DEANNA HOLDEN FOR REVIEW AND FOLLOWUP.
ANGELA KERSEY/TAMPA PAR.
CRM ATTEMPTED TO CONTACT CUST, LEFT MESSAGE FOR CUST TO RETURN CALL
DEANNA HOLDEN/TAMPA/PAR/58335

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/08/2000 18:24:02
APPROVAL CRM DELETING LETTER # 51788, ID DL0001. BECAUSE THIS CASE HAS
BEEN ESCALATED TO PAR, AND A DENIAL LETTER AT THIS TIME WOULD BE
INAPPROPRIATE.
WENDY HATCHADOURIAN/CORR APP/PORTLAND

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/29/2000 12:59:31
CRM RECEIVED INSPECTION REPORT, CRM SPOKE TO CUST AND CUST STATES THAT
PLACES THAT HAD PERFORMED PREVIOUS MAINTENANCE WILL COVER THIS REPAIR

CRM CLOSING FILE, GM NOT ASSUMING RESPONSIBILITY, DEANNA HOLDEN/
TAMPA/PAR/58335

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/09/2000 14:47:50
.....CASE SUMMARY.....

1. 1996 CHEVROLET BLAZER
2. 46336 MILES
3. VIN 1GNCT18W0TK221662
4. PRODUCT ALLEGATION - BALL JOINT BROKE
5. FINAL RESOLUTION - GM NOT ASSUMING RESPONSIBILITY
6. FORWARDING FILE TO ESIS
7. SENDING CUSTOMER LETTER
8. CLOSING FILE
DEANNA HOLDEN/TAMPA/PAR/58335

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 07/14/2000 00:00:01
PAR CLOSING FILE
PAR CLOSING FILE
PAR CLOSING FILE

GM 1241

ALLEGATION DEFECT LOCATION: DEALERSHIP
ALLEGATION DEFECT PART: TIERODS
ALLEGATION MADE BY: OWNER
OPEN DATE: 03/09/2000 ASSIGNMENT DATE:
SENT TO DEALER: 03/15/2000
RECEIVED DATE: DUE DATE:
WHOM NOTIFIED: CUSTOMER
WHEN NOTIFIED: 2/4/00
CLAIMENT SAME AS OWNER: Y CLAIMENT ATTORNEY: N
DRIVER SAME AS OWNER: N
DRIVER DESCRIPTION: HUSBAND
LICENSE NUMBER: LICENSE STATE:
DRIVER INC: CUST STATES THAT BALL JOINT
BROKE, WHEEL COLLAPSED HIT GROUND AND DRIVER HIT HEAD

HOW AND WHEN: 2/29/00 CRM ADVISED CUST BY
PHONE GM NOT ASSUMING RESPONSIBILITY
NOTIFICATION BY: PHONE
INCIDENT DATE: 01/26/2000 INCIDENT TIME: 00:00:01
INCIDENT LOCATION: 3RD STREET AND IDAHO

VEHICLE CAN BE SEEN AT: POMMERENING CHEVROLET

INVESTIGATION DATE: 03/09/2000
INVESTIGATOR NAME: NA NA
FURTHER INVESTIGATION: 2/29/00 CRM ADVISED CUST BY PHONE THAT
GM NOT ASSUMING RESPONSIBILITY

INJURY INDICATOR: Y
ROAD TYPE: A-ASPHALT ROAD CONDITION: D-DRY
SHOULDER TYPE: A-ASPHALT SHOULDER CONDITION: D-DRY
NATURE OF WEATHER: CLEAR
VISION OBSTRUCTION: NONE
DRIVER SPOKEN TO: N ESTIMATED VEHICLE SPEED: 25
POLICE REPORT MADE: N POSTED SPEED LIMIT: 01
WITNESS: N NUMBER OF WITNESSES: 000
OTHER VEHICLE INVOLVED: N NUMBER OF PEOPLE INVOLVED: 001
NUMBER OF VEHICLES INVOLVED: 00
PHOTOS TAKEN: Y Quantity: 0 BY: DEALER
PRINCIPLE VEHICLE USE: PERSONAL
FIRE IND: GENERAL COMMENTS ONLY:
VEHICLE TOWED: Y
TOWING DRIVER: UNK
TOWING COMPANY: UNK
ADDRESS: UNK
TIRE CONDITION: LEFT FRONT: G LEFT REAR: G
RIGHT FRONT: G RIGHT REAR: G
TIRE SIZE AND BRAND: MICHELIN XW4 235-70-R15
REPAIR ORDER INDICATOR: Y RO OCCURANCES: 18
REPAIR COST: 1040
VEHICLE INSPECTED BY: DEALER
ESTIMATED SOURCE: OWNER
DAMAGES:

BROKEN TIE ROD
REPAIR DESCRIPTION:

SPECIAL EQUIPMENT:

RO[illegible] OFFICE PREFIX/STATE: INSMI ROYAL OFFICE CODE: 001
RE[illegible]SENTATIVE NAME:
REPORT ATTACHED:
STATION OFFICE COMMENT:

VEHICLE INSPECTED: Y VEHICLE TURNED OVER: N
VEHICLE TYPE: N NEW AXLE TYPE:
ENGINE TYPE: TRANSMISSION TYPE:
TRUCK: N PRODUCTION DATE:
CAMPAIGN PERFORMED:
CAMPAIGN CODE: N
DESCRIPTION:

PART STATUS: PARTS REMOVED: Y
PARTS CUSTOMER NAME: DEALER
DEFECTIVE COMPONENTS:
TIEROD
ZONE ASSIGNED:

GM 1241 A

CONTACT: CRM
ADDRESS:
TAMPA FL
COVER LETTER DATE: 03/09/2000 SUBMIT REPORT REASON: 1

INQUIRY TO: X ACKNOWLEDGEMENT TO: X
ACKNOWLEDGE:

LETTER ENCLOSURES:

OTHER REASONS:

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MR
COMPANY:
ADDRESS:

CITY: OSH KOSH STATE: WI ZIP:
AGE: 000 HOME PHONE:
BUSINESS PHONE: ( ) - EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

TYPE: INJ-PRTY
NAME
COMPANY:
ADDRESS:

CITY: OSHKOSH STATE: WI ZIP:
AGE: 000 HOME PHONE:
BUSINESS PHONE: (000) 000- EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

TYPE: DRIVER
NAME:
COMPANY:
ADDRESS:

CITY: OSHKOSH STATE: WI ZIP:
AGE: 047 HOME PHONE:
BUSINESS PHONE: ( ) - EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

T[illegible] INJ PART
DR[illegible]R NAME:
LOCATION: A-LEFT FRONT SEATING POSITION: DRIVER
COMMENTS: BUMP ON HEAD

NOT TREATED

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible] CHEVROLET CASE 000131277 TYPE: G-GENERAL
MA[illegible] LAKESIDE CHEVROLET, INC.
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER: N
ADDRESS:

CITY: CLAYPOOL STATE: IN ZIP:
VIN: 1GNDT13W3T2315373 DELIVERY DATE: 08/21/1995
RESP DEALER: 00000
MILEAGE: 61807 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 03/20/2000 ORIG OPEN DATE: 03/20/2000
REOPENED: N
LAST ACTIVITY DATE: 03/24/2000 BY: CHRISTY CROWDER
CLOSE DATE: 03/24/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

CO[illegible]CT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV OWNER DEMAND AMT: $0.00
WARRANTY: O (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: Y CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: O VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 11405
CONTACTED DATE: 03/24/2000 NAME: LAKESIDE CHEVROLET, INC.
DEALER CLOSED : 03/24/2000 CITY: WARSAW ST: IN

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		FRONT LEFT DRIVERS SIDE BALL JOINT FELL A PAR

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/20/2000 19:33:43
CUST CALLED STATING THAT WHEN BACKING OUT OF PARKING SPACE THE FRONT LEFT/DRIVERS SIDE ... TOP BALL JOINT POPPED OUT CAUSING THE TIRE TO FALL OVER & LEAN....AT A BIG ANGLE. VHL HAD TO BE HAULED TO CURRENT DLR FOR REPAIRS. CUST STATES SHE DOES NOT HAVE AN ESTIMATE AS YET. CUST STATES DLR HAD TO ORDER A PART FOR VHL. CUST PURCHASED VHL NEW AT THIS SAME DLRSHIP & HAS ALL MAINTENANCE DONE AT DLR. NO EXTENDED WARRANTY WAS PURCHASED. CUST SEEKS GM TO ASSIST W/EXPENSE OF REPAIRS BECAUSE CUST FEELS IT SHOULD NOT HAVE HAPPENED. CUST STATES THIS COULD HAVE BEEN ALOT WORSE IF VHL HAD BEEN TRAVELING DOWN THE HWY & CAUSED AN ACIDENT. CUST STATES THEY HAVE NOT CAUSED THIS TO HAPPEN & WONDERS IF IT COULD BE SOMETHING DEFECTIVE. CUST STATES SHE IS CONCERNED ABOUT THE SAME THING HAPPENING TO THE OTHER SIDE OF THE VHL.
DLR ADVISED CUST TOLD HER THAT THIS SAME THING HAPPENED ABOUT A YR AGO W/ANOTHER VHL & IT WAS GOING DOWN THE STREET WHEN IT HAPPENED BUT IT WAS ON A COUNTRY ROAD & NO ACCIDENT OCCURED.
CUST STATES DLR HAS ALWAYS BEEN WONDERFUL TO THEM & SHE DOES NOT WANT TO GET ANYONE IN TROUBLE. CUST STATES DLR HAS GIVEN THEM THE FINEST SERVICE. CRM WILL F/UP BY CALLING DLR & ASKING SRV MGR IF GOODWILL IS AVAIL FOR CUST. CRM WILL THEN ADVISE CUST AS TO WHETHER OR NOT GOODWILL IS AVAIL.
LYNNE ANTILL/AUSTIN
CRM CALLED DLR & ASK FOR SRV MGR, KIM DERF...BUT HE HAD GONE FOR THE DAY. WILL CALL 219/269-1666 & SPEAK W/KIM TOMORROW. CRM WILL DZI FILE TO SRV MGR.
LYNNE ANTILL/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/21/2000 12:29:38
KIM SVC MGR CALLED AND HE STATED THAT THE CUST IS VERY LOYAL AND THAT SHE HAS ALL HER MAINTENANCE DONE @ THE DLRSHP.....KIM STATES THAT HE FEELS THE CUST DOES DESERVE SOME TYPE OF ASSISTANCE.....CRM TOOK A LL INFORMATION TO PROCESS FOR A GMWA AND TO PASS ON TO THE ORIGINAL CR N SO THEY MAY BE ABLE TO GET APPROVAL FROM THEIR TM.....
.....IRISGARNER/ATX.CORR

RO #
LABOR OP # E2927
LABOR OP # E2937
TOTAL COST: PARTS $235.23
TOTAL COST: LABOR $170.54
TOTAL COST: $405.77

IRISGARNER/ATX.CORR.....CONTINUED
CRM SPOKE W/SRV MGR & HE ADVISED BALL JOINTS SHOULD NOT GO BAD THAT FAST & ESPECIALLY SINCE HE HAS MAINTAINED THE VHL THERE AT THE DLRSHIP & KNOWS THE VHL HAS BEEN VERY WELL TAKEN CARE OF. SRV MGR IS GOING TO ADVISE HIS AVM OF THE SITUATION & GET HIS APPROVAL. CRM WILL CALL SRV MGR BACK TOMORROW & SEE WHAT AVM ADVISED.
AVM IS JEFF TATE & SRV MGR FEELS 100% OF THE REPAIR SHOULD BE PD BY GM THRU GMWA.
LYNNE ANTILL/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/22/2000 11:24:10
CRM RECEIVED CALL FROM KIM DERF, SER MGR AT DEALERSHIP FOLLOWING UP ON

LYNNE ANTILL A3375 REQUEST FOR CUST. KIM RELATES THAT HE HAS SPOKEN TO HIS AVM AND THEY FEEL 50/50 GMWA SHOULD BE OFFERED TO CUST. THIS CRM WI[illegible]EMOPAD LYNNE TO ADVISE HER TO CONTACT CUST WITH HER PAYING 50% A ND [illegible] PAYING 50%; THEN TO CALL KIM BACK AT DEALERSHIP FOR GMWA INFO NEEDED AND WHEN HE CAN RELEASE VEH TO CUST.
BETTY MONAGHAN,AUSTIN,CRM TIERII

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/23/2000 19:19:12
CRM READING CMTS IS SUBMITTING GMWA REQUEST. CRM WILL ADVISE CUST... STILL WORKING ON FILE. CRM WILL NOT SAY THE WORD GMWA.
LYNNE ANTILL/AUSTIN
TM REVIEWED FILE WITH CRM. TM APPROVES GMWA FOR $50 ASSIST.
PETE QUINTERO/TM/AUSTIN
CRM CALLED CUST & CUST ADVISED DLR ALREADY FIXED VHL & CUST PAID 1/2 OF COST. CRM WILL CONTACT DLR & SUBMIT APPROVED GMWA FOR PAYMENT TO DLR.
LYNNE ANTILL/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 03/24/2000 00:00:01
GMWA APPROVED 50/50

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/24/2000 14:26:57
CRM CALLED SRV MGR, KIM & GOT WORK ORDER # AND LABOR OPS & CHGS AND SUBMITTED 50% OF CHGS TO TM FOR PAYMENT TO DLR.
LYNNE ANTILL/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/18/2000 16:13:13
SVC MGR KEN DURF CALLED, STATES THAT WHEN HE SUBMITTED THE GMWA IT WAS REJECTED AGAIN. CRM ADVISED THAT IT WAS APPROVED BY PETE (TM) ON 3-23 -0[illegible] WILL GET WITH PETE TO SEE WHAT CAN BE DONE. SVC MGR WOULD LIKE A CA[illegible] FROM SOMEONE WITH THE RESULT OF WHAT IS GOING TO HAPPEN.

CHRISTY CROWDER/AUSTIN
CRM SPOKE WITH PETE WHO ADVISED TO HAVE SVC MGR FAX IN A COPY OF THE C REDIT MEMO REJECTION FORM....CRM CONTACTED MR DURF AND HE WILL FAX IN INFO.

CHRISTY CROWDER/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/20/2000 12:14:27
SVC MGR CALLED TO CHECK STATUS ON GMWA FOR CUST. CRM READ FILE AND WILL MEMOPAD LAST RM WHOSE TM WAS HANDLING THIS.
FHERNANDEZ/AUSTIN/CARS
WAS ADVISED BY PETE QUINTERO (TM WHO APPROVED THIS) THAT SVC MGR ENTER ED A AUTHORIZATION NUMBER AND WAS NOT SUPPOSED TO, ALSO THEY ADDED 2.1 HOURS AND THE R.O THAT WAS AUTHORIZED FOR THE GMWA WAS ONLY FOR 1.3. CRM WILL CONTACT IN THE MORNING.

CHRISTY CROWDER/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 04/24/2000 11:45:54
CRM CONTACTED SVC MGR KIM DURF. ADVISED HIM NOT TO ENTER THE AE AUTHOR IZATION CODE AS WE WOULD AND ALSO THAT THE LABOR OP CODE HE ENTERED ON LY SUPPORTS 1.3 HOURS AND WOULD NEED TO USE A NEW OP CODE FOR THE ADDI TIONAL 2.1 HOURS, HE WILL GO AHEAD AND MAKE THESE CHANGES AND WILL RES UBMIT.

CH[illegible]TY CROWDER/AUSTIN

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MRS DEBRA A TILLMAN
COMPANY:
ADDRESS: 6865 WEST 700 SOUTH

CITY: CLAYPOOL STATE: IN ZIP: 46510-0000
AGE: 000 HOME PHONE: (219) 491-5390
BUSINESS PHONE: ( ) - EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[redacted]CHEVROLET CASE 000175930 TYPE: G-GENERAL
NA[redacted] JON LANCASTER, INC.
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER: MJ
ADDRESS:

CITY: MADISON STATE: WI ZIP:
VIN: 1GNDT13W0T2155162 DELIVERY DATE:
RESP DEALER: 00000
MILEAGE: 60000 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 05/02/2000 ORIG OPEN DATE: 05/02/2000
REOPENED: N
LAST ACTIVITY DATE: 05/05/2000 BY: CHARLOTTE SJOLSETH
CLOSE DATE: 05/05/2000 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

DEALER CONTACTED: N DEALER NUMBER: 47389
CONTACTED DATE: 05/05/2000 NAME: JON LANCASTER, INC.
DEALER CLOSED : 05/05/2000 CITY: MADISON ST: WI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F10	0		CAVED IN, NEEDS TO BE REPAIRED
F18	0		REASON FRONT SUSPENSION BROKEN

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/02/2000 13:57:40
CUST STATES THAT HIS FRONT SUSPENSION NEEDS TO BE REPAIRED, IT IS CAVED IN, AND IT WAS CAUSED BECAUSE OF THE RIGHT UPPER BALL JOINT. BECAUSE OF WHAT HAPPENED, THERE WAS SOME DAMAGE DONE TO THE INTERIOR OF THE WHEEL AND IT WAS DESTROYED. HE STATES THE VEHICLE IS AT THE DEALERSHIP AND THAT HE WAS GIVEN AN ESTIMATE OF $1440.00.
CUST SEEKS ASSISTANCE. HE STATES HE HAS RECEIPTS OF EVERY OIL CHANGE EXACTLY EVERY 3000 MILES, AND THAT HE TAKES VERY GOOD CARE OF HIS VEHICLE. HE STATES HE HAS HAD SO MANY PROBLEMS WITH THIS VEHICLE AND HE FEELS LIKE A CAR ONLY 4 YEARS OLD AND WITH ONLY 60,000 MILES SHOULD NOT HAVE PROBLEMS LIKE THIS.
CRM ADVD WILL NEED TO PLACE ON HOLD TO SPEAK WITH DEALERSHIP AND HE STATES HE CAN'T HOLD, IF I CAN CALL HIM BACK. CRM ADVD WILL CALL BACK AS SOON AS I HEAR SOMETHING. CUST THANKED AND HUNG UP.
VASFOUR/ATX

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/04/2000 13:19:11
CUST STATES THAT HE HAS NOT RECIEVEDA CALL BACK, CRM APOLOGIZED. CRM CONTACTED DLR. DLR ADV THAT THEY WERE UNSURE OF WHAT CAUSED THE PROBLEM. NEAL AT DLR STATES THAT THEY DO REPLACE THESE BALL JOINTS ON BLAZERS FAIRLY OFTEN. DLR STATES THAT THERE IS A PROBLEM WITH THE JOINTS. CUST SEEKS ASSISTANCE WITH REPAIR COSTS EST AT 1440.00. CRM WILL SEEK GMWA.

JASON LEE/AUSTIN/CARS

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 05/05/2000 00:00:01
SEE COREPOINT 00282593
SEE COREPOINT

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 05/05/2000 17:05:12
REFERENCE COREPOINT REQUEST 00282593
CHARLOTTE SJOLSETH/ATX

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MR
COMPANY:
ADDRESS: 1

CITY: MADISON
AGE: 000
BUSINESS PHONE:
INDEMNIFICATION DECISION:
INDEMNIFICATION REQUEST: 0

STATE: WI ZIP:)
HOME PHONE: ( ) -
ATTENTION:
DATE:
DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible]HEVROLET CASE 970583104 TYPE: A-ARBITRATION
MA[illegible] BILL KAY CHEVROLET-GEO
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER: MT
ADDRESS:

CITY: LANSING STATE: IL ZIP:
VIN: 1GNDT13WXT2193062 DELIVERY DATE: 01/29/1996
RESP DEALER: 00000
MILEAGE: 39000 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : A-ARBITRATION STATUS: C
OPEN DATE : 10/07/1997 ORIG OPEN DATE: 09/18/1997
REOPENED: N
LAST ACTIVITY DATE: 11/26/1997 BY: LYNN H CONRAD
CLOSE DATE: 11/26/1997 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
OP[illegible]TAX YEAR

CONTACT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: BBB OWNER DEMAND AMT: $0.00
WARRANTY: O (IN/OUT)
REPAIR ORDER: RO DATE: 11/26/1997
SAFETY CASE: N CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: O VEHICLE BUYBACK: N

DEALER CONTACTED: N DEALER NUMBER: 11320
CONTACTED DATE: 09/18/1997 NAME: BILL KAY CHEVROLET-GEO
DEALER CLOSED : 11/24/1997 CITY: DOWNERS GROVE ST: IL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		NEED TO BE REPL B/C FRONT WHEEL TIPPED IN
G10	0		NEED TO BE REPL B/C FRONT WHEEL TIPPED IN
J0[illegible]			EGR VALVES REPLACED
N4[illegible]			POWER SEATS MALFUNCTION
Z18	0		BBB CALL RECORD 9/18/97**MEDARB 10/7/97**

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/18/1997 13:10:27
****
OWNERSHIP FILE CHERYL CORACI
EXTENSION 8532
FOR DLR USE ONLY 1-800-CHEV-007
****
09/18/97.....O/ C/ REQ DO COF DISSAT W/ # OF CONCCERNS W/ VEH....
O/ STS PURCHASED VEH IN 10-96.....O/ STS HAS EXT WARR FOR 72000 MILES
.....O/ STS VEH TOWED TO DLR B/C FRONT WHEEL TIPPED IN.....O/ STS
DLR ADV NEED TO REPL FRONT AXLE & BALL JOINTS DU ET O LACK OF
LUBRICATION....O/ STS HS ALL MAINTENANCE DONE ON A REGULAR BASIS...
O/ STS PREV CONCERNS W/ POWER SEAT, REALY SYSTEM, EGR VALVE & GASKETS.
.....CO ACK & APOLOGIEED FOR CONCERNS....CO ADV O/ WILL DOC....
CO ?S ANY FURTHER ASST....O/ STS NO FURTHER ASST NEC....CO ADV O/
OF FILE#....CO THANKED O/ FOR C/.....CHERYL CORACI
CO ADV O/ OF LISTED RECALL

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/19/1997 14:41:17
CCAC BBB RECVD CALL RECORD FROM THE BBB OF OWNERS INTENT ON MEDARB
CASE IS BEING HANDLED BY THE BBB GROUP
10/[illegible]/97 CRIS CODES: 96070
10/[illegible]/97 CRIS CODES: 96070
10/08/97 CRIS CODES: 96070
09/22/97 CRIS CODES: 96070
09/19/97 CRIS CODES: 96070

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/22/1997 13:31:49
****
OWNERSHIP FILE LUKE MAY
CCAC BBB
FOR DLR USE ONLY 1-800-CHEV-007 EXT 6005
FOR ZONE USE ONLY 8-366-1610
****
09/22/97**CO REC'D C/ RECORD W/ START DATE OF 9/18/97...O/ REQ REIM
FOR RPRS...RELAY, AXLE AND BALL JOINT, EGR VALVE, POWER SEATS..
MILEAGE LISTED AS 39,000...ORIG O/ PURCH 1/15/96...CO TO DCC AND
REVIEW..
LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/25/1997 14:31:43
09/25/97**CO DCC GEORGE WRONOWSKI SERV MGR N/A..DEAN ASST N/A..CO
LEFT MESSAGE W/ O/'S INFO FOR DLR TO C/B...
LUKE MAY CCAC BBB
09/25/97**CO REC'D C/ FROM DEAN ASST...DEAN STS BALL JOINT FAILED DUE
TO LACK OF MAINT...DEAN STS FAILURE CAUSED MANY OTHER FAILURES INCLU
TRIPOD SEAL, TIRE ROD, WHEEL SPEED SENSOR...DLR STS ALL COVERED BY
EXTENDED WARR....DLR STS AXLE PULLED OUT OF DIFFENTIAL AND CAUSED
FA[illegible] TO FALL INTO DIFFERENTIAL, DLR HAND TO REMOVE DIFFERENTIAL TO MA
KE[illegible]R...EXT WARR EXCLUDES FRONT AXLES FROM THE COVERAGE...
RO #288421 38,383 MILES 9/11/97....DLR STS CUST PAY WAS $679...DLR STS
APPEARS O/ HAS NOT PAID BILL AS OF NOW ALTHOUGH VEH IS PICKED UP...
DLR STS BALL JOINT WAS COMPLETELY DRY AND HAS NOT BEEN GREASED SINCE
APRIL '96 4,000 MILES...
CO TO REVIEW FOR DENIAL BASED ON BEYOND WARR, LACK OF MAINT...

LUKE MAY CCAC BBB

COMMENT TYPE: M-MEDIATION ENTERED DATE/TIME: 10/07/1997 00:00:01
CO REC'D 10/7/97, O/SEEKS REP AT 38,500 MILES

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/09/1997 13:38:54
10/9/97**CO REC'D CCF W/ START DATE OF 10/7...MRF DUE 10/14...
CO C/ O/..CO LEFT MESSAGE REQ C/B...CO TO ?? EXT WARR COVERAGE...
CO TO REQ SUPPORTING DOCS FOR REVIEW INCLUDING MAINT..
LUKE MAY CCAC BBB
10/9/97**CO REC'D COPY OF RO FROM BILL KAY CHEV FOR REPL PARTS NOT
COVERED BY EXT WARR...TOTAL OF 704.48 38,383 MILES...REGISTRATION CARD
EXPIRES 10/31/97...CO NEEDS PROOF OF PAYMENT...TO C/ O/ LEFT ANOTHER
MESSAGE FOR O/...CO TO ALSO REQ PROOF OF MAINT...
LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/13/1997 11:33:02
10/14/97**CO REC'D C/ FROM O/...O/ STS MAINT AT JIFFY LUBE
AND WILL PROVIDE PROOF...O/ STS WILL PROVIDE PROOF OF AMEX
PAYMET...O/ STS EXT WARR WAS PUSUED BY DLR AND WILL NOT COVER
RPR...CO REQ REIM...CO ADV O/ OF 3/36...CO ADV O/ OF G/W ON
CASE BY CASE BASIS...CO ADV O/ CO WOULD REVIEW FOR POSSIBLE
REIM ANY RPR NOT COVERED BY EXT WARR THAT IS A MANUFACTURER
DEFECT...O/ SENDING DOCS..
LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/14/1997 10:24:58
10/14/97**CO SENT MRF, ADV CO WILL REVIEW MAINT AND OTHER
SUPPORTING DOCS FOR POSSIBLE REIM...
LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/17/1997 15:32:07
10/17/97**CO REC'D C/ FROM O/...CO DID REC 3 MAINT
RECEIPTS WHICH SHOW MAINT AT JIFFY LUBE...NOT TO CMD SPECS
BUT SUFFICIENT TO DETERMINE O/ HAS MAINT VEH COMBINED W/
DLR SERVICE....REC PROOF OF PAYMENT CREDIT CARD RECEIPT DATED
9/22 $704.48...TOWING $100 FROM AIRLINE TOWING...CO ?? IF O/
PURSUED W/ EXT WARR...CO STS YES, ADV NOT COVERED, NO REASON..
CO REQ EXT WARR INFO...CO TO EXHAUST EXT WARR PRIOR TO REIM...
CO ADV WOULD C/B AFTER EXT WARR INFO IS REC AND CO F/UP..
ARGUMENT TO ARB CONCERN:
DLR ADV LACK OF MAINT, BEYOND WARR, INDEP DID NOT LUBE CONSITENTLY,
EXT WARR HAS RESPON...NO PREV HIST..
ARGUEMENT TO REIM:
LOW MILEAGE, SOME MAINT, TO SETTLE CLAIM AND INCREASE TCE...
NOTE: THEODOLIS LINDSEY IS MR O/..
LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/21/1997 17:17:11
10/21/97**CO REC'D FAXED COPY OF EXT WARR NORTH AMERICAN...
CO DCC W/ GEORGE AND DEAN, CO REVIEWED MAINT RECORDS...CO
REVIEWED W/ D CLINE...CO DETERMINED EXT WARR PAID $615.58 FOR
COMPONENTS THEY COVER, TIE ROD ENDS, SIPER KIT, AND LABOR TO
RPR NOT COVERED...DLR CALLED EXT WARR CO UNDER CASE 970901871 (EXT
WARR CASE #) TO PURSUE BUT DUE TO COMPONENTS NOT COVERED EXT WARR
WOULD NOT PAY...CO DETERMINED 100% RETAIL PARTS AND LABOR APPROP
DUE TO MILEAGE, PARTS NOT COVERED BY EXT WARR, TO INCREASE TCE AND
SETTLE BBB CLAIM...CO DID NOT REC PROOF OF PAYMENT FOR TOW AND
EXT WARR COVERS TO $50, CO WILL NOT REIM FOR TOW...
CO TO OFFER $653.74 TO SETTLE CLAIM FOR 100% PARTS AND LABOR,
OIL CHG, TAX AND MISC CHG'S NOT INCL...
CO C/ O/ AT WORK...CO LEFT VRU REQ C/B...NOTE: CO MUST VERIFY ADDRESS,
VERIFY NAMES, SEND ACCEPT LETTER...

LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/22/1997 10:36:37
10/[illegible]/97**CO REC'D C/B FROM O/...CO OFFERED 100% PARTS AND
LABOR TOTAL $653.74 TO SETTLE BBB CLAIM AND INCREASE TCE..
CO SUGGESTED O/ HAVE OIL CHG'S DONE AT DLR...O/ SATIS...
O/ ADV / IS HUSBAND, KIMBERLY M. WEBSTER
WIFE, CO SENDING ACCEPT LETTER...
LUKE MAY CCAC BBB

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/13/1997 09:57:32
****
OWNERSHIP FILE KATINA NELSON
CCAC/BBB
FOR DLR USE ONLY 800-CHEV-007 EXTENTION 7169
FOR ZONE USE ONLY 8-366-7362
****

11/1297****NEW OWNERSHIP..CO TO F/UP W/ O/ NEXT WEEK TO SEE IF
REIM OFFER LETTER WAS REC'D, WAS SENT OUT BY PREV BBB O/SHIP
10/30 ACCORDING TO CSECORR SCREEN

KATINA NELSON
CCAC BBB
*** CO REC'D FILE FOR REIM REVIEW...
- CO ADDED INFO TO REIM BOOK
- SENT R603B LETTER
- FILED PAPERWORK
- SENT FILE FOR CHECK PROCESSING

O/[illegible]ULD RECEIVE CHECK IN 10-14 BUSINESS DAYS..O/SHIP TO CLOSE FILE
ONCE CHECK IS ISSUED...

JAMES STURDIVANT
CCAC/BBB/REIM

COMMENT TYPE: 6-REIMB. PAYME ENTERED DATE/TIME: 11/17/1997 00:00:01
100% RETAIL PARTS AND LABOR FOR TIE ROD, TRIPOD AND DIFFERENTIAL
REPAIRS RESULTING FROM BALL JOINT FAILURE, COSTS NOT COVERED BY EXTENDED
WARRANTY, TO COVER BBB CLAIM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/24/1997 11:46:49
11/24/97***REIM CHECK SENT TO O/ IN THE AMOUTN OF $653.74 ON 11/19/97

CO SUBMITTED FILE RESOLUTION CHECKLIST TO MGR TO CLOSE OUT FILE

KATINA NELSON
CCAC BBB

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/26/1997 00:00:01
CHECK SENT IN THE AMOUNT OF $653.74 ON 11/19/97
SEE ABOVE
SEE ABOVE
SEE ABOVE
SE[illegible]OVE

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

Reimbursement Case 970583104 7018251

PAYMENT TYPE: H DEALER NUMBER:
DESCRIPTION:

VIN: 1GNDT13WXT2193062 MILEAGE: 38383
DESCRIPTION:
MODEL YEAR/CODE: 1996 DOCUMENT NUMBER: 322812
LABOR PAY: $0.00 PARTS PAY: $0.00
NET PAY: $653.74 TOTAL PAY: $653.74

CODE: 03
TYPE: H
NAME:
AMOUNT: $653.74 DOCUMENT NUMBER: 000000 VOID:
CHECK NUMBER: 1 CHECK PRINT ISSUE DATE: 11/19/1997
NET PAYMENT AMOUNT: $0.00
1099: N TIN NUMBER:

Reimbursement History

VIN:
ENTERED DATE: 04/01/1930 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN:
ENTERED DATE: 11/17/1997 PAYMENT AMOUNT: 0 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1GNDT13WXT2193062
ENTERED DATE: 11/17/1997 PAYMENT AMOUNT: 653.74 CHECK NUMBER:
FAILURE CODE: 32
EVENT CODE: REPURCHASE IND: N
PAYMENT TYPE: H TOTAL PAYMENT: $6,000.
DESCRIPTION: GOODWILL POLICY ADJ

VIN
ENTERED DATE: 11/17/1997 PAYMENT AMOUNT: 653.74 CHECK NUMBER:
FAILURE CODE: 32
EVENT CODE: REPURCHASE IND: N
PAYMENT TYPE: H TOTAL PAYMENT: $6,000.
DESCRIPTION: GOODWILL POLICY ADJ

VIN:
ENTERED DATE: 11/17/1997 PAYMENT AMOUNT: 653.74 CHECK NUMBER:
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 1GNDT13WXT2193062
ENTERED DATE: 11/19/1997 PAYMENT AMOUNT: 653.74 CHECK NUMBER: 002469222
FAILURE CODE:
EVENT CODE: REPURCHASE IND:
PAYMENT TYPE: TOTAL PAYMENT:
DESCRIPTION:

VIN: 805
ENTERED DATE: 11/25/1997 PAYMENT AMOUNT: 653.74 CHECK NUMBER:
FAILURE CODE: 32
EVENT CODE: REPURCHASE IND: N
PAYMENT TYPE: H TOTAL PAYMENT: $6,000.
DESCRIPTION: GOODWILL POLICY ADJ

Arbitration / Mediation

ARBITRATION TYPE: BBB   FTC RELATED:
ACR AGREEMENT RECEIVED: ACR AGREEMENT SIGN:
ACCEPTED/REJECTED DATE: DECISION DATE:
OPEN DATE: 10/07/1997 HEARING DATE:
AWARD SETTLEMENT: -
SETTLED DATE: CLOSE DATE: 11/26/1997
DEALER RO DATE: REPAIR ORDER:
CHECK/CERTIFICATE NUMBER: 000000000000
OFFER DATE: CHECK DATE:
DIVISION OFFER CODE:
OWNER DEMAND CODE:
CUSTOMER ACCEPT CODE: B-BUYBACK OFFICE NUMBER: BBBVA0001
AWARD CODE: AWARD AMOUNT: $0.00
PARTS AMOUNT: $0.00 LABOR AMOUNT: $0.00

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MI
COMPANY:
ADDRESS:

CITY: LANSING STATE: IL ZIP:
AGE: 000 HOME PHONE:
BUSINESS PHONE: EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[redacted]HEVROLET CASE 990546022 TYPE: G-GENERAL
NA[redacted] BOB JASS CHEVROLET, INC.
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER:
ADDRESS

CITY: AURORA STATE: IL ZIP:
VIN: 1GNDT13W7T2188675 DELIVERY DATE: 12/28/1995
RESP DEALER: 00000
MILEAGE: 63000 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 10/18/1999 ORIG OPEN DATE: 10/18/1999
REOPENED: N
LAST ACTIVITY DATE: 10/22/1999 BY: FRIAS FEDERICO
CLOSE DATE: 10/22/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

[redacted]
CO[redacted]CT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV OWNER DEMAND AMT: $0.00
WARRANTY: O (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: Y CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: O VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 11264
CONTACTED DATE: 10/18/1999 NAME: BOB JASS CHEVROLET, INC.
DEALER CLOSED : 10/18/1999 CITY: ELBURN ST: IL

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		RT UPPER BALL JT BROKE

[redacted]

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/18/1999 14:40:05
CUST STS RT UPPER BALL JOINT BROKE, TIRE CAVED IN, GOING 30MPH IN A RESIDENTIAL AREA. NO INJURIES NO ACCIDENT NO DAMAGES TO OTHER VEH OR ANY INDIVIDUALS/PASSENGERS/DRIVER CUST SEEKS TO HAVE CRM DOCUMENT THE INCIDENT "IN CASE ANY OTHER BLAZER OWNER HAS THE SAME EXPERIENCE." CRM ADV WILL CREATE A FILE AND DOCUMENT DETAILS PER CUST REQUEST/CMTS.
INCEDENT OCCURRED ON SAT 10/16/99 IN THE AFTERNOON.
FEDERICO FRIAS/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 10/22/1999 00:00:01
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MS
COMPANY:
ADDRESS:

CITY: AURORA
AGE: 000
BUSINESS PHONE: ( ) -
INDEMNIFICATION DECISION:
INDEMNIFICATION REQUEST: 0

STATE: IL ZIP:
HOME PHONE: ( ) -
EXTENTION:
DATE:
DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible] CHEVROLET CASE 990560437 TYPE: G-GENERAL
NA[illegible] GREG ELLIOUS CHEVROLET
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER:
ADDRESS

CITY: JUNCTION CITY STATE: WI ZIP:
VIN: 1GNCT18W6TK141822 DELIVERY DATE: 12/30/1995
RESP DEALER: 00000
MILEAGE: 33200 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 11/01/1999 ORIG OPEN DATE: 11/01/1999
REOPENED: N
LAST ACTIVITY DATE: 11/05/1999 BY: MARCIA HERMAN
CLOSE DATE: 11/05/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

DEALER CONTACTED: N DEALER NUMBER: 18053
CONTACTED DATE: 11/01/1999 NAME: GREG ELLIOUS CHEVROLET
DEALER CLOSED : 11/01/1999 CITY: JUNCTION CITY ST: WI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A01	0		97033, 98043
E30	0		LEFT FRONT WHEEL DAMAGED WHEN BALL JOINT FELL
F18	0		BALL JOINT FELL OUT

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/01/1999 12:21:58
CUST STATES HER BALLJOINTS CAME APART AND LOST CONTROL OF VEHICLE, DAMAGING LEFT FRONT TIRE RIM. DEALER FIXED BALLJOINTS BUT DID NOT REPAIR OR REPLACE RIM.
CUST SEEKS REPAIR OR REPLACEMENT OF FRONT LEFT TIRE RIM.

CRM WILL TRANSFER THIS FILE TO TIER 2 AND ADVISE THE DEALER BE CONTACTED TO SEE IF THEY WILL ASSIST.

MIKE LINDSAY/AUSTIN/TIER 1
DEALER STATES LEFT UPPER BALL JOINT HAD NO GREASE IN IT.
DEALER REPLACED ALL FOUR BALL JOINTS. COSMETIC DAMAGE TO RIM. BALL JOINTS WERE IN SPECS, BUT DEALER DID ALL FOUR.
SVM DENIED ASSISTANCE ON RIMS DUE TO NATURE OF DAMAGE. ONLY ONE BALL JOINT HAD TO BE REPLACED, BUT ALL FOUR WERE DONE. SVM ALLEGES THERE WAS NO GREASE IN THE ONE BALL JOINT. CUSTOMER HAS MAINTENANCE OUTSIDE DEALERSHIP.
CRM WILL CONTACT CUSTOMER TO DENY ANY FURTHER ASSISTANCE.
MARCIA HERRMANN/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/05/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MP
COMPANY:
ADDRESS:

CITY: JUNCTION CITY STATE: WI ZIP:
AGE: 000 HOME PHONE:
BUSINESS PHONE: ( ) - EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible] CHEVROLET CASE 990579097 TYPE: G-GENERAL
NA[illegible] GUSTMAN MOTORS II, INC.
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER: ?
ADDRESS

CITY: DE PERE STATE: WI ZIP:
VIN: 1GNDT13W8T2170606 DELIVERY DATE: 11/20/1995
RESP DEALER: 00000
MILEAGE: 34100 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 11/18/1999 ORIG OPEN DATE: 11/18/1999
REOPENED: N
LAST ACTIVITY DATE: 11/19/1999 BY: LATASHA MARTIN
CLOSE DATE: 11/19/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

CO[illegible]CT TYPE: OWNER
CONTACT METHOD: T-TELEPHONE
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV OWNER DEMAND AMT: $0.00
WARRANTY: O (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: Y CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: O VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 18228
CONTACTED DATE: 11/18/1999 NAME: GUSTMAN MOTORS II, INC.
DEALER CLOSED : 11/18/1999 CITY: SEYMOUR ST: WI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
A01	0		98043
F18	0		ALL BALL JOINTS ARE WORN

Certificates

N[illegible]rtificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 11/18/1999 13:44:50
CUST STATES THAT 6 MTHS AGO THE FRONT PASS.SIDE BALL JOINT CRACKED IN HALF WHILE SHE WAS DRIVING AND SHE LOST CONTROL OF THE VEH. CUST STATE THAT SHE PAYED OUT OF POCKET TO HAVE THE REPAIR DONE. CUST STATES THAT SHE RECENTLY TOOK HER VEH IN FOR AN ALIGNMENT THE DLRSHP NOTICED THAT ALL FOUR OF HER BALL JOINTS ARE WORN. CUST IS SEEKING SOME ASSISTANCE TO HELP PAY FOR THE REPAIR. CUST STATES THAT SHE HAS BEEN BUYING BLAZERS FOR THE LAST 15 YEARS AND SHE DOESN'T FEEL SAFE IN THE VEH IF THIS IS GOING TO CONTINUE TO HAPPEN. CRM CONTACTED THE DLRSHP AND SPOK E TO BILL KRAHN WHO STATED THAT HE HAS NO HISTORY OF THE VEH AND THE CUST WOULD HAVE TO TAKE THE VEH INTO THE DLRSHP FOF HIM TO INSPECT IT AND THE CUST WOULD HAVE TO BRING IN RECEIPTS STATING SHE KEPT THE MAINTENENCE UP. SVM STATED THAT AFTER THIS IS DONE HE WILL DECIDE IF HE WILL OFFER ANY ASSISTANCE
TASAH MARTIN/AUSTIN

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 11/19/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MF
COMPANY:
ADDRESS:

CITY: DE PERE STATE: WI ZIP: ..
AGE: 000 HOME PHONE:
BUSINESS PHONE: EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible] CHEVROLET CASE 990598736 TYPE: G-GENERAL
MA[illegible] HOLZ MOTORS, INC.
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER: N
ADDRESS:

CITY: FRANKLIN STATE: WI ZIP: [illegible]
VIN: 1GNCT18W1TK170693 DELIVERY DATE: 02/15/1996
RESP DEALER: 00000
MILEAGE: 0 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 12/10/1999 ORIG OPEN DATE: 12/10/1999
REOPENED: N
LAST ACTIVITY DATE: 12/17/1999 BY: SANDRA TIJERINA
CLOSE DATE: 12/17/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

CO[illegible]CT TYPE: OWNER
CONTACT METHOD: W
ORIGIN CODE:
TARGET AREA: SERV-SERVICE
SOURCE CODE:
LOCATION: ADV OWNER DEMAND AMT: $0.00
WARRANTY: O (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: Y CUSTOMER SATISFACTION: D
LEGAL FILE: (Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: ARBITRATION OFFERED: TRADEOUT:
WARRANTY CODE: O VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 47280
CONTACTED DATE: 12/10/1999 NAME: HOLZ MOTORS, INC.
DEALER CLOSED : 12/10/1999 CITY: HALES CORNERS ST: WI

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		CUSTOMER STATES FRONT BALL JOINTS FELL APART
T01	0		CUSTOMER STATES VEHICLE CAUSED INJURY

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/10/1999 09:19:46
CRM REVIEWED CORR FROM CUST ATTY. 12/10/99 DOC 993431828
STEINBERG LAW OFFICES,SC
ATTY NAME
ADDRESS
CITY BROOKFIELD, WISCONSIN
TELEPHONE
FAX
****
CRM LEFT VME FOR CUST REQUESTING INFO TO COMPLETE FILE.
**********NEXT CRM **********
IF CUST CALLS IN PLEASE TAKE OWNERSHIP AND OBTAIN INFO NEED FOR PAR
DOCUMENTATION AND ROUTE TO PAR.

SANDY TIJERINA/AUSTIN CORR

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/13/1999 12:51:58
CRM LEFT VME AGAIN STATING INFO NEED TO CONTINUE THE PROCESS.
CRM ADV CUST TO CALL IN WITH INFO.
SANDY TIJERINA/AUSTIN CORR
**********NEXT CRM**********
PLEASE TAKE PAR DOCUMENTATION AND FORWARD TO CORRECT DEPARTMENT

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/15/1999 16:16:46
CRM SPOKE WITH ATTY WHO STATES HE WOULD LIKE HIS CLIENT TO SPEAK
ONLY TO HIM. CRM ADV PERTINENT QUESTIONS NEED TO BE ANSWERED IN
ORDER TO CONTINUE THE PROCESS.
CRM ADV ATTY OF FILE NUMBER. {PER TEAM LEAD WHITNEY COLE}
SANDY TIJERINA/AUSTIN CORR

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 12/17/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MR
COMPANY:
ADDRESS

CITY: FRANKLIN STATE: WI ZIP: ---)
AGE: 000 HOME PHONE:
BUSINESS PHONE: ( ) - EXTENTION:
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI CHEVROLET CASE 990607366 TYPE: G-GENERAL
NAME:
YR/MDL: 1996/4X4 BLAZER

Base Case Information

OWNER: M
ADDRESS:

CITY: HANSON STATE: MA ZIP:
VIN: 1GNDT13W2T2201400 DELIVERY DATE: 02/20/1996
RESP DEALER: 00000
MILEAGE: 39000 CORPORATE CASE #:
YEAR/MODEL: 1996/4X4 BLAZER

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 12/21/1999 ORIG OPEN DATE: 12/14/1999
REOPENED: Y
LAST ACTIVITY DATE: 12/24/1999 BY: KELLIE NUSSBAUMER
CLOSE DATE: 12/24/1999 SCRAP DATE: 12/31/9999
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

DEALER CONTACTED: N DEALER NUMBER:
CONTACTED DATE: 12/14/1999 NAME:
DEALER CLOSED : 12/14/1999 CITY: ST:

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
E40	0		RIM DAMAGED, TIRE BLEW, A-FRAME BENT
F18	0		FAILED

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/14/1999 17:06:44
A5260 CUST STATES WIFE DRIVING ON HIGHWAY, WHEEL COLLAPSED, MANAGED TO GET TO SIDE OF ROAD. VEHICLE TOWED TO DAMON PONTIAC, ABINGTON,MA (781 8780682). CUST WAS TOLD THAT THE FRONT RIGHT UPPER BALL JOINT BROKE, THE TIRE FOLDED IN, BLEW AND RIM DAMAGED. ALSO BECAUSE THIS HAPPENED SUDDENLY THE A-FRAME MIGHT HAVE BEEN DAMAGED. CUST STATES PURCHASED VEHICLE FROM DESANTIS CHEV (508)586-7900 IN APRIL,1999. CUST SEEKS ASSISTANCE WITH REPAIR COSTS APPROXIMATELY $600 IF A-FRAME IS NOT BENT. CRM TO CONTACT DLR, REVIEW WINS HIST, GET BACK WITH CUST IN 2 DAYS. CAROL SANTOS/AUSTIN,TX

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/17/1999 15:58:01
CUST CALLED STATING THAT HE IS STILL WAITING FOR CAROL TO CALL HIM BACK. CRM ADVISED THAT IT DOES APPEAR THAT SHE IS WORKING ON THIS, SO CRM WILL SEND MEMOPAD.
KIM DYAR AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/21/1999 17:06:36
CUST STATES THAT HE IS THE SECOND OWNER, OUTSIDE OF WARRANTY, WITH REP AIRS DONE AT A NONE CHEVROLET DEALERSHIP. RANDY GRACE/PAL EXTENDED A G OODWILL OFFER TO CUST TO REIMBURSE FOR ONE HALF THE REPAIR TO THE BALL JOINT. CUST WAS NOT SATISFIED WITH DECISION AND BECAME SOMEWHAT IRATE. CRM ATTEMPTED TO CALM THE CUST DOWN AND EXPLAIN CHEV POSITION, BUT CUS T ONLY CONTINUED TO ARGUE. CRM EXPLAINED TO CUST THAT THIS WAS THE ONL Y OFFER AVAILABLE, AND THE CUST DENIED ASSISTANCE.

NEXT CRM.....
SHOULD CUST CALL IN AGAIN, PLEASE CONFIRM CHEV POSITION AND EXPLAIN OF FER TO CUST FOR HALF THE REPAIR ON THE BALL JOINT ONLY. CUST HAS DECLI NED ACCEPTANCE OF THIS OFFER AT THIS TIME.
RANDY GRACE/PAL/AUSTIN
CUST CALL TO SEEK REIMBURSEMENT FOR REPAIRS AT PONTIAC DEALERSHIP
CRM ADV CUST THAT CHEV WOULD OFFER 50% OF BALL JOINT CUST SEEKS FULL REIMBURSEMENT AND DENIED THE OFFER CRM ACK...CUST REQUEST TO SPEAK TO SUPERVISOR RANDY GRACE (PAL) SPOKE WITH CUST
FELICIA WILLIAMS/AUSTIN
CUST STATES SHE WAS MISLED BY CAC WHEN CALLING FOR ADV ON 12/14. CUST STATES BALL JOINT IS DEFECTIVE. CRM ADV PART WAS FAILED, NOT DEFECTIVE. CRM ADV CUST TO ACCEPT CAC OFFER FOR 50% REIM. CRM ADV CUSTTO SEND DOCS TO REIM AND GAVE ADDRESS AND INFO TO EXPLAIN REPAIR IN COVER LETTER. CUST AGREES TO OFFER AND TO FOLLOW ADV.
STEVEN BRUCE/ T ATX

COMMENT TYPE: C-CLOSE ENTERED DATE/TIME: 12/24/1999 00:00:01
CASE CLOSED BY SYSTEM
CASE CLOSED BY SYSTEM

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/14/2000 15:15:42
CRM RECEIVED CORRESPONDENCE LETTER DATED 12/27/99. DOC #000141158. CUSTOMER SEEKING FULL REIMBURSEMENT FOR BLOW OUT REPAIR AS INDICATED IN PREVIOUS COMMENTS. CRM CALLED PONTIAC DEALERSHIP THAT PERFORMED REPAIR. CRM SPOKE WITH DAVID BERNIER WHO STATES VEHICLES TIRE WAS BLOWN OUT, THEY COULD NOT DETERMINE WHAT HAPPENED FIRST, THE TIRE BLOW OUT OR THE BREAKING OF THE BALL JOINT. DAVID STATES ALSO THAT

THE CUSTOMERS INSURANCE COMPANY WAS CALLED, THEY DETERMINED WITHOUT EVEN COMING TO INSPECT THE VEHICLE THAT CAUSE WAS MECHANICAL FAILURE AND REFUSED TO COVER THE COST. CRM AND DAVID THANKED EACH OTHER. CRM DECISION IS TO DECLINE FULL REIMBURSEMENT.
SHERRIE SIMS/TAMPA
CRM SENT LETTER DL0008, REFERENCE #046978.
SHERRIE SIMS/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/31/2000 10:00:56
CUST CALLED IN TO ARGUE THE POINT OF HER LETTER OF DENIAL, CRM ATTEMPTED TO EXPLAIN TO HER SHE WAS DENIED FOR FULL REIMBURSEMENT. THE DECISION WAS FINAL AND CUST DOESN'T LIKE THE OUTCOME. CUST BELIEVES INCORRECT INFO WAS GIVEN TO MS SIMS, FROM THE DLRSHP, WHO MADE THE DETERMATION. CRM DID ADVISE THEY OFFERED ASSIST FOR THE BALL JOINT (HALF THE COST) BUT SHE DENIED IT OVER AND OVER. CUST STATES SHE SHOULD BE GIVEN ASSISTANCE FOR HALF OF THE ENTIRE AMT., NOT JUST THE BALL JOINT, SINCE IT WAS DEFECTIVE. CRM ADVISED THERE WAS NEVER A CONCLUSION AS TO WHETHER OR NOT IT ACTUALLY WAS THE TIRE OR THE BALL JOINT, AND ASSIST FOR FULL AMT WAS DENIED. CUST WOULD LIKE CRM TO MENOPAD CRM WHO MADE FINAL DECISION AND STATED SHE WILL CALL DAVE BERNIER HERSELF TO SEE WHAT THE PROBLEM WAS. CRM DID ADVISE A DECISION HAS ALREADY BEEN MADE AND THAT IS FINAL. CUST ACK AND DISCONNECTED
JULIE DAY/AUSTIN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/18/2000 18:31:59
DOCUMENT #000491853 COPY OF LETTER SENT TO CUST FROM MSX RE NO ASSIST
KELLIE NUSSBAUMER/CORR/PDX

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME:)
COMPANY:
ADDRESS

CITY: HANSON
AGE: 000
BUSINESS PHONE: ( ) -
INDEMNIFICATION DECISION:
INDEMNIFICATION REQUEST: 0

STATE: MA ZIP:
HOME PHONE: - - -
EXTENTION:
DATE:
DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible]MC CASE 0005837601 TYPE: G-GENERAL
NA[illegible] COLEY PONTIAC-BUICK-GMC, INC.
YR/MDL: 1996/S-JIMMY 4WD

Base Case Information

OWNER: N
ADDRESS

CITY: COATESVILLE STATE: PA ZIP:
VIN: 1GKDT13W3T2569694 DELIVERY DATE: 06/27/1996
RESP DEALER: 10543
MILEAGE: 53000 CORPORATE CASE #:
YEAR/MODEL: 1996/S-JIMMY 4WD

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 03/09/2000 ORIG OPEN DATE: 03/09/2000
REOPENED: N
LAST ACTIVITY DATE: BY: PIERRE JOSEPH
CLOSE DATE: 03/09/2000 SCRAP DATE: 03/09/2001
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

DEALER CONTACTED: N DEALER NUMBER: 10543
CONTACTED DATE: NAME: COLEY PONTIAC-BUICK-GMC, INC.
DEALER CLOSED : CITY: EXTON ST: PA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		BALL JOINTS/KINGPIN

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 03/09/2000 00:00:01
PRODUCT CONCERN

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 03/09/2000 00:00:01
CUST STATES FRONT BALL JOINT ON DRIVER SIDE COLLAPSE CAUSING TIRE TO CRU
MBLE UNDER THE VEH. CUST SEEKS CAMPAIGN OR WARRANTY INFORMATION REGARDIN
G REPAIR.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 03/09/2000 00:00:01
CRM REFER CUST TO DEALER FOR DIAGNOSIS.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 03/09/2000 08:52:00
CUST STATES WHILE DRIVING HIS FRONT DRIVER SIDE BALL JOINT COLLAPSE CAUSING
THE TIRE TO COLLAPSE UNDER THE VEH. CUST STATES VEH SUSPENSION WAS THOROUGHL
Y DIAGNOSE BY TIRE SHOP AND EVERYTHING WAS OK THEN. CUST SEEKS RACALL/CAMPAI
GN INFORMATION AND OR ANY WARRANTY COVEREGE REGARDING THE REPAIR OF VEH.
CUST YET TO TAKE VEH TO DEALER.
CRM ADVISED CUST WARRANTY IS 3/36 WHICHEVER COMES FIRST AND NO CAMPAIGN AT T
HIS TIME. CRM ADVISED CUST TO HAVE DEALER DIAGNOSE VEH AND THEN CALL BACK FO
R ASSISTANCE.
PI JOSEPH / TAMPA

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MR
COMPANY:
ADDRESS

CITY: COATESVILLE STATE: PA ZIP:
AGE: HOME PHONE:
BUSINESS PHONE: (000) 000-0000 EXTENTION: 0000
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[redacted]MC CASE 9711601502 TYPE: R-REPURCHASE
NAME:
YR/MDL: 1996/S-JIMMY 4WD

Base Case Information

OWNER: MR
ADDRESS:

CITY: PONTIAC STATE: MI ZIP:
VIN: 1GKDT13W2T2535472 DELIVERY DATE: 08/09/1996
RESP DEALER: 21550
MILEAGE: 27077 CORPORATE CASE #:
YEAR/MODEL: 1996/S-JIMMY 4WD

CASE TYPE : R-REPURCHASE STATUS: C
OPEN DATE : 07/30/1997 ORIG OPEN DATE: 07/30/1997
REOPENED: N
LAST ACTIVITY DATE: BY: AMY FORCE
CLOSE DATE: 10/10/1997 SCRAP DATE: 07/30/2003
LITIGATION/RETENTION REQUIREMENT HOLDS:
CHECK OR REIMBURSEMENT
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.
O[redacted]TAX YEAR

CONTACT TYPE: OWNER
CONTACT METHOD:
ORIGIN CODE: P PHONE
TARGET AREA:
SOURCE CODE: 01 GMC MANAGEMENT REFERRAL
LOCATION: OWNER DEMAND AMT: $22,951.20
WARRANTY: (IN/OUT)
REPAIR ORDER: RO DATE:
SAFETY CASE: Y CUSTOMER SATISFACTION: S
LEGAL FILE: N(Y/N) ARBITRATION LETTER : (Y/N)
REIMBURSED OWNER: Y ARBITRATION OFFERED: N TRADEOUT:
WARRANTY CODE: VEHICLE BUYBACK: V

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

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		BALL JOINTS/KINGPIN

Certificates

CERTIFICATE NUMBER: K9712291
VIN: 1GKDT13W2T2535472 REDEEMED VIN:
VALID FOR: 0 MONTHS WARRANTY POLICY: P
ISSUED DATE: 08/13/1997 EXPIRED DATE: REISSUED:
REJECT DATE: VOID DATE:
CHECK AMOUNT: $22,951.20 CHECK NUMBER: 029712291
REDEEMED DEALER: REDEEMED DATE:
TROUBLE CODE: 24 WARRANTY REPAIR NUMBER:

Ge[illegible]l Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 07/30/1997 00:00:01
PRODUCT CONCERN
SVC MGR LARRY HULL AT ALL DITTRICH/48-21550 ADVISED NO EVIDENCE OF DAMAGE OR NEGLECT BY CUSTOMER. (BALL JOINT IS LUBRICATED)

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 07/30/1997 00:00:01
PER DM-SV, CUST ALLEGES LEFT FRONT WHEEL CAME OFF WHILE DRIVING. CUST SEEKS OUT OF VEHICLE.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/30/1997 02:51:00
FORWARDING FILE TO REPURCHASE COORDINATOR KELLY SHEA.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 07/31/1997 03:04:00
REC'D FILE. LEFT VME FOR JULIE COOPER TPO DISCUSS SELLING PRICE OF REPLACEMENT VEHICLE.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/01/1997 10:07:00
REC'D CALL BACK FROM JULIE COOPER AT DLR WHO REVIEWED SELLING PRICE OF REPLACEMENT WITH HER MANAGER. SEEKS ACT 237 PLUS $200 DSI PLUS $225 DLR HAD TO PAY ADDITIONALLY FOR THE CAR. I AGREED TO PAY REQUESTED AMOUNT.
.
CO[illegible]TED CST AT HOME NUMBER TO DISCUSS USAGE CHARGE. CST STATES VEHICLE HAD [illegible],000 MILES AT TIME OF PURCHASE SO I AGREED TO DROP MILEAGE TO 21,077 @ .15 CENTS PER MILE. CST SEEKS TO THINK ABOUT THIS OVER THE WEEKEND AND CALL BACK. I ADVISED I WOULD FED EX AN OFFER LETTER FOR HIS REVIEW.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/04/1997 09:43:00
REC'D CALL FROM CST THAT HE IS GOING TO ACCEPT TRADE REPURCHASE OFFER. I CALLED JULIE COOPER TO REQUEST SHE FAX BACK THE DLR CONTACT LETTER AND THE TRADE ASSISTANCE AGREEMENT FORM.
.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/05/1997 00:00:01
REQUESTING CHECK FOR $22,951.20.

COMMENT TYPE: S-CHECK ENTERED DATE/TIME: 08/05/1997 00:00:01
VOLUNTARY TRADE REPURCHASE PER DMSV PHIL JACKSON DUE TO CONCERNS W/ TRANSMISSION AND SUSPENSION NOISE.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/05/1997 02:08:00
REC'D SIGNED OFFER LETTER. VOLUNTARY TRADE REPURCHASE PER DMSV PHIL JACKSON DUE TO DISSATISFACTION DUE TO CONCERNS W/ TRANSMISSION AND SUSPENDION NOISE. OFFER AS FOLLOWS:
COST OF NEW VEHICLE.....$ 25,687.75
PLUS DSI.....$ 425.00

TO[illegible] COST OF NEW VEHICLE.....$ 26,112.75
LE[illegible]USAGE @ 21,077 MILES.....$ 3,161.55 (CST CONTRIBUTION)

TOTACL COST TO PONTIAC-GMC.....$ 22,951.20
.
LEFT VME FOR PHIL JACKSON FOR LEVEL 1 APPROVAL.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/07/1997 03:17:00
REC'D LEVEL 2 FROM SCOTT LAWSON. FAXING BEN LEE FOR LEVEL 3.
.
REC'D LEVEL 1 FROM PHIL JACKSON. FORWARDED FILE TO SCOTT LAWSON FOR LEVEL 2.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/08/1997 10:21:00
RECEIVED FILE FROM KELLEY SHEA AND PREPARED CHECK PACKET. FORWARDED FILE TO LETITIA TO ENTER INTO SYSTEM.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/11/1997 01:40:00
REC'D LEVEL 3 APPROVAL FROM BEN LEE. FORWARDED TO SUZANNE TO AWAIT CHECK.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/13/1997 02:41:00
RECEIVED CHECK, MAILED OUT ATTENTION JULIE COOPER SALES VIA FEDEX.....
CALLED DLR AND SALES PERSON JULIE COOPER TO ADVISE CHECK SENT TODAY.....

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/25/1997 01:36:00
RECEIVED A FAXED COPY OF RO ON SUSPENSION CONCERN. CALLED DLR AND SPOKE WITH SECRETARY OF DAVE HULL AND ADVISED NEED FINAL RO WITH SOMETHING ON TRANS CONCERN.
CALLED JULIE COOPER, NOT AVAIL. REQUESTED JULIE CALL JOE BUTLER TO DISCUSS NEEDED PAPERWORK.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/26/1997 08:10:00
RECEIVED A COPY OF THE REPAIR ON TRANSMISSION. FINAL RO ON TRANS AND SUSPENSION RECEIVED, AWAITING TITLE AND POA AND ODOMETER DISCLOSURE.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/28/1997 03:12:00
RECEIVED A FAXED COPY OF TITLE AND CERTIFICATE FROM THE MICH DEPT OF STATE, POA, ODOMETER DISCLOSURE. WAITING FOR HARD COPIES.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/02/1997 08:57:00
RECEIVED TITLE, POA, ODOMETER STATEMENT, DLR AL DIETRICH SIGNED TITLE IN ERROR AND INCLUDED A CERTIFICATION OF ERROR ON TITLE.
CALLED AUCTION HOUSE AND SPOKE WITH RHONDA SMITH ABOUT TITLE SIGNATURE. RHONDA STATED THE WAY DLR AL DIETRICH SIGNED OFF AND INCLUDED A CERTIFICATE STATING SIGNED IN ERROR IS ACCEPTABLE AT THE AUCTION HOUSE.
COMPLETED 12/12 AND DISCLOSURE, FORWARDING TO AUCTION CO-ORDINATOR TO DISPOSE OF VEHICLE..

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 09/10/1997 01:50:00
PAPERWORK FORWARDED TO AUCTION FACILITY IN TAYLOR, MI. UPDATED DATA BASE, FAXED DLR LETTER AND FILED IN SALES PENDING.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/10/1997 03:36:00
VEH SOLD AT AUCTION FOR $18,365 ON 10/2/97 TO YUARK OLDS INC. IN TOLEDO, OH.
FILE FORWARDED TO IMAGING.
.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 10/22/1997 12:53:00
ASSIGNED DOC #972950016 TO FILE.....DOCUMENT IS REPURCHASE INFO
(2 PGS).....ASSIGN ONLY.
.

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

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

972950016

Parties Involved

TYPE: DLRCNT
NAME:
COMPANY: AL DITTRICH GMC
ADDRESS:

CITY: STATE: ZIP: -
AGE: HOME PHONE: (000) 000-0000
BUSINESS PHONE: (000) 000-0000 EXTENTION: 0000
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

TYPE: OWNER
NAME: MR
COMPANY:
ADDRESS: --

CITY: PONTIAC STATE: MI ZIP
AGE: HOME PHONE:
BUSINESS PHONE: EXTENTION: 0000
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.
Repurchase

CREATION DATE: 07/30/1997 DECISION DATE:
CHECK REQUESTED AMOUNT: $22,951.00 CHECK DATE: 08/05/1997
CHECK/CERTIFICATE NUMBER: 712291
AUCTION HOUSE: AUCTION CHECK:
VEHICLE DISPOSED DATE: 10/02/1997 TRADE OUT:
ACCOUNT NUMBER PARTS AMOUNT: $0.00
ACCOUNT NUMBER LABOR AMOUNT: $0.00
COST TO DIV: $22,951.20
AMOUNT RECOVERED: $18,365.00
NET LOSS BUYBACK AMOUNT: $4,586.20
NADA AMOUNT: $0.00 TRANSFER MILES:
CODE: V-STRAIGHT REPURCHASE
TROUBLE CODES: F18
PROBLEM OCCURANCE NUMBERS: 0 0

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DIV: GMC CASE 9919303901 TYPE: G-GENERAL
NAME: LONG PONTIAC BUICK GMC
YR/MDL: 1996/S-JIMMY 4WD

Base Case Information

OWNER:
ADDRES

CITY: SUDBURY STATE: MA ZIP
VIN: 1GKDT13W0T2539679 DELIVERY DATE: 03/07/1996
RESP DEALER: 06151
MILEAGE: 51000 CORPORATE CASE #:
YR/MODEL: 1996/S-JIMMY 4WD

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 08/19/1999 ORIG OPEN DATE: 08/19/1999
REOPENED: N
LAST ACTIVITY DATE: BY: ARTHUR WARREN
CLOSE DATE: 08/30/1999 SCRAP DATE: 08/30/2000
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

WARRANTY CODE: VEHICLE BUYBACK:

DEALER CONTACTED: N DEALER NUMBER: 06151
CONTACTED DATE: NAME: LONG PONTIAC BUICK GMC
DEALER CLOSED : CITY: FRAMINGHAM ST: MA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F15	0		FRONT SHOCKS/STRUTS/PARTS
F18	0		BALL JOINTS/KINGPIN
S13	0		REIMBURSMENT REQUEST
T01	0		PRODUCT ALLEGATION

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 08/19/1999 00:00:01
PRODUCT CONCERN
PRODUCT CONCERN
PRODUCT CONCERN
PRODUCT CONCERN

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 08/19/1999 00:00:01
CUST. STATES THAT FRONT SHOCKS ARE LEAKING OIL AND GAS.
CUST. STATES THAT THE BALL JOINT IN THE FRONT END OF VEHICLE SNAPPED,
CAUSING HIM TO HAVE A SINGLE VEHICLE ACCIDENT.
CUST. STATES THAT DUE TO THE ACCIDENT HE WILL HAVE TO PAY A SURCHARGE TO
HIS INSURANCE COMPANY, AND HE WOULD LIKE TO KNOW IF HE CAN GET REIMBURS-
ED FOR SURCHARGE COST.
CUSTOMER ALLEGES BALL JOINT CAUSED VEHICLE ACCIDENT

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/19/1999 11:38:00
CUST. STATES THAT ON 8/4/99 THE BALL JOINTS ON HIS VEHICLE SNAPPED WHILE HE
WAS DRIVING AND CAUSED HIM TO HAVE A SINGLE CAR ACCIDENT. CUST. STATES
THAT HIS INSURANCE COMPANY IS GOING TO CHARGE HIM A SURCHARGE. CUST. STATES
THAT THE FRONT END SHOCKS ARE LEAKING GAS AND OIL. CUST. SEEKS TO BE REIM-
BURSED FOR THE SURCHARGE THAT HIS INSURANCE COMPANY IS CHARGING HIM. CRM
TRANSFERRED CALL TO TIER II REP., LAVETTE JOHNSON. SAMIQUA WILLIAMS/TAMPA
CRM SPOKE W/ CUST ADVISED HIM THAT BEFORE ANY OTHER MEASURES COULD BE TAKEN
AS FOR AS PROVIDING W/ HIM W/ REIMBURSEMENT IF DECIDED THAT ONE OF OUR
GMC DEALERS HAD TO SEE AND DIAGNOSIS THE CAR.
LAVETTE JOHNSON/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/23/1999 11:04:00
CUSTOMER CALLED CONCERNING HIS PROBLEM WITH THE BALL JOINT SNAPPING. CRM
FOUND NOTHING IN THE FILE TO INDICATE THERE HAD BEEN ANYTHING DONE REGARDING
PRODUCT ALLEGATION. CRM COMPLETED A FORM AND WILL FORWARD TO THE PAR GROUP
FOR INVESTIGATION. APOLIGIZED TO THE CUSTOMER THAT THIS WAS NOT DONE TO BE-

GIN WITH AS IT SHOULD HAVE BEEN. PAR FORM INFO: 1.) 8/11/99, 10:30 AM
2.) [illegible]TTS MILL ROAD, SUDBURY, MA. 3.) BRETT TAYLOR, AGE 29, NO DISABIL.
4.) PAVED, DRY 5.) DRIVER ONLY, NO INJURIES 6.) NONE 7.) NO 8.) YES, BUT
ONLY TO CUSTOMERS VEHICLE 9.) BALL JOINT RH SIDE 10.) MOSHER AUTOBODY,
SUDBURY, MA PHONE 978-443-9484 11.) NO 12.) LONG PONTIAC - FRAMINGHAM
13.) DRIVER WAS PROCEEDING DOWN ROAD, ENTERED A RH BEND, RH BALL JOINT SNAP-
PED CAUSING VEHICLE TO SPIN IN A RH DIRECTION OFF THE LEFT HAND (((MORE)))
SIDE OF THE ROAD. REAR END OF VEHICLE CONTACTED A UTILITY POLE. 14.) CUST-
OMER STATED NO OTHER VEHICLES OR PERSONS WERE INVOLVED. STATED HE HAD CON-
TACTED DEALER ABOUT INSPECTING THE VEHICLE AND WAS TOLD THAT GM ARRANGES FOR
THAT WHICH IS WHY HE WAS CALLING US BACK.
AGAIN I APOLOGIZED TO CUSTOMER FOR THE DELAY. ASSURED HIM THAT THIS INFO
WOULD GET TO THE PROPER PERSONS AND THEY WOULD BE CONTACTING HIM. GREG
KARPEY / TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/26/1999 13:29:00
PAR ATTEMPTED CONTACT OWNER, HE WAS BUSY. IF OWNER RETURNS CALL PLEASE
CONFERENCE TO MY EXTENSION.
ARTHUR WARREN/PAR TEAM/PHOENIX CENTER/248-874-4181<-INTERNAL USE ONLY
.

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/30/1999 00:00:01
PAR ADVISED OWNER SINCE VEH HAS BEEN REPAIRED AND EVIDENCE HAS
BEEN TAMPERED WITH, GM WILL NOT INVESTIGATE CASE FURTHER.
PAR ADVISED OWNER SINCE VEH HAS BEEN REPAIRED AND EVIDENCE HAS
BEEN TAMPERED WITH, GM WILL NOT INVESTIGATE CASE FURTHER.
PAR ADVISED OWNER SINCE VEH HAS BEEN REPAIRED AND EVIDENCE HAS
BEEN TAMPERED WITH, GM WILL NOT INVESTIGATE CASE FURTHER.
PAR ADVISED OWNER SINCE VEH HAS BEEN REPAIRED AND EVIDENCE HAS
BEEN TAMPERED WITH, GM WILL NOT INVESTIGATE CASE FURTHER.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/30/1999 13:31:00
CUST CALLED REQUESTING TRANSFER, CRM UNABLE TO CONTACT PAR REP
HAVE LEFT MESSAGE ON VM TO RETURN CUST CALL. CARMEN MELENDEZ/TAMPA
PAR ATTEMPTED CONTACT OWNER, HE WAS BUSY. IF OWNER RETURNS CALL PLEASE
CONFERENCE TO MY EXTENSION.
AR[illegible]UR WARREN/PAR TEAM/PHOENIX CENTER/248-874-4181<-INTERNAL USE ONLY
.

PAR SUMMARY
OWNER CLAIMS VEH HAS BEEN REPAIRED AND SEEKS GM TO PAY FOR SURCHARGE AND
DEDUCTIBLE. PAR ADVISED OWNER SINCE VEH HAS BEEN REPAIRED AND EVIDENCE HAS

BEEN TAMPERED WITH, GM WILL NOT INVESTIGATE CASE FURTHER. PAR ADVISED OWNER TO PURSUE CLAIM WITH HIS INSURANCE CARRIER.

ARTHUR WARREN/PAR TEAM/PHOENIX CENTER/248-874-4181<-INTERNAL USE ONLY

GM 1241

No GM 1241 Data available for this case.

GM 1241 A

No GM 1241A Data available for this case.

GM 1241 D

No GM 1241D Data available for this case.

GM 1241 X

No GM 1241X Data available for this case.

Reimbursements

No Reimbursement Data available for this case.

Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER

NAM

COMPANY:

ADDRES

CITY: SUDBURY STATE: MA ZIP

AGE: HOME PHONE

BUSINESS PHONE. , .XTENTION: 0000

INDEMNIFICATION DECISION: DATE:

INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[redacted]MC CASE 9918549501 TYPE: G-GENERAL
NAME: TUCK'S TRUCKS, INC.
YR/MDL: 1996/S-JIMMY 4WD

Base Case Information

OWNER: MF
ADDRESS: ..

CITY: MARLBOROUGH STATE: MA ZIP:
VIN: 1GKDT13W0T2539679 DELIVERY DATE:
RESP DEALER: 14043
MILEAGE: 51000 CORPORATE CASE #:
YEAR/MODEL: 1996/S-JIMMY 4WD

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 08/11/1999 ORIG OPEN DATE: 08/11/1999
REOPENED: N
LAST ACTIVITY DATE: BY: KAREN WILLIAMS
CLOSE DATE: 08/16/1999 SCRAP DATE: 08/16/2000
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 96-01, ABS (ANTI-LOCK-BRAKE SYSTEM)
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

DEALER CONTACTED: N DEALER NUMBER: 14043
CONTACTED DATE: NAME: TUCK'S TRUCKS, INC.
DEALER CLOSED : CITY: HUDSON ST: MA

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		BALL JOINTS/KINGPIN
H70	0		ANTILOCK BRAKE SYSTEM (ABS)
T01	0		PRODUCT ALLEGATION

Certificates

N[illegible]rtificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 08/11/1999 00:00:01
PRODUCT QUALITY
PRODUCT CONCERN

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 08/11/1999 00:00:01
CST STATES BALL JOINT CAUSED ACCIDENT
CUST STATES BRAKES CAUSED ACCIDENT
CUSTOMER STATES HE WAS IN AN ACCIDENT DUE TO HIS BALL JOINT (FRONT RIGHT
SNAPPED ON HIM

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/11/1999 00:00:01
ADVISED CUSTOMER A FILE WILL BE CREATED FOR HIS CONCERN

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/11/1999 15:09:00
CUSTOMER STATES HE WAS IN AN ACCIDENT DUE TO HIS BALL JOINT SNAPPED, WHICH C
AUSED THE VEHICLE TO SPIN & CAUSED THE VEHICLE TO GET INTO AN ACCIDENT
CUSTOMER SEEK CONCERN BE FILED WITH GM
CRM ADVISED CUSTOMER A FILE WILL BE CREATED...JOE OGLESBY/TAMPA.....
1. INCIDENT DATE: 08-04-99 TIME: 10:30 AM
2. LOCATION OF INCIDENT: SUBURY MA...PRATTSMILE ROAD
3. [illegible] WAS DRIVING AT THE TIME: NAME: BRET TAYLOR AGE:29
4. ROAD SURFACE: PAVEMENT CONDITION: DRY
5. NUMBER OF PEOPLE IN VEHICLE: 1
6. BODILY INJURIES: NO
7. WERE OTHER VEHICLES INVOLVED? NO
8. PROPERTY DAMAGE? NO
9. COMPONENT ALLEGED DEFECTIVE: BALL JOINT (FRONT RIGHT)
10. PRESENT LOCATION OF VEHICLE: MOSHER AUTO BODY
11. POLICE REPORT MADE NO
.....CONT.....
12. WHERE DID OWNER HAVE MAINTENANCE PERFORMED? JIFFY LUBE, ETC.
13. OWNERS DESCRIPTION OF WHAT HAPPENED: STATES HE WAS DRIVING HIS VEHICLE
& HIS BALL JOINT SNAPPED, WHICH CAUSED HIS VEHICLE TO SPIN OUT OF
CONTROL...JOE OGLESBY/TAMPA.....

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 08/13/1999 11:10:00
CALLED WORK AND HOME# BOTH ARE DISCONNECTED.
WILL SEND CST A LETTER, WLL REOPEN IF CST CLLS BACK

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 08/16/1999 00:00:01
CLOSING FILE AS UNABLE TO CONTACT CST
WILL REOPEN IF NESS

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MRS
COMPANY:
ADDRESS:

CITY: MARLBOROUGH	STATE: MA ZIP: --
AGE:	HOME PHONE:
BUSINESS PHONE:	EXTENTION: 0000
INDEMNIFICATION DECISION:	DATE:
INDEMNIFICATION REQUEST: 0	DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

DI[illegible]MC CASE 9931293701 TYPE: G-GENERAL
NAME: RICK BOKMAN, INC.
YR/MDL: 1996/S-JIMMY 4WD

Base Case Information

OWNER: ME
ADDRESS:

CITY: OLEAN STATE: NY ZIP:
VIN: 1GKDT13W6T2535720 DELIVERY DATE: 04/15/1996
RESP DEALER: 10106
MILEAGE: 38985 CORPORATE CASE #:
YEAR/MODEL: 1996/S-JIMMY 4WD

CASE TYPE : G-GENERAL STATUS: C
OPEN DATE : 12/23/1999 ORIG OPEN DATE: 12/23/1999
REOPENED: N
LAST ACTIVITY DATE: BY: MATTHEW SMITH
CLOSE DATE: 02/17/2000 SCRAP DATE: 02/17/2001
LITIGATION/RETENTION REQUIREMENT HOLDS:
LETTER 99-01, HANDLING/STABILITY/ROOF PERF.

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

DEALER CONTACTED: N DEALER NUMBER: 10106
CONTACTED DATE: NAME: RICK BOKMAN, INC.
DEALER CLOSED : CITY: OLEAN ST: NY

REQUEST CODES AND COMMENTS

CDE	#	CLOSE	DESC
F18	0		BALL JOINTS/KINGPIN

Certificates

No Certificates Data available for this case.

General Comments

COMMENT TYPE: 8-COMPLAINT ENTERED DATE/TIME: 12/23/1999 00:00:01
PRODUCT CONCERN.

COMMENT TYPE: O-OPENING ENTERED DATE/TIME: 12/23/1999 00:00:01
CUST SEEKING INFO ON BALL JOINTS REPAIR

COMMENT TYPE: R-REGION ENTERED DATE/TIME: 12/23/1999 00:00:01
CRM ADVISED CUST THAT THERE WERE NO OPEN CAMPAIGNS FOR HIS VEHICLE.
CRM GAVE CUST GMC ADDRESS FOR REIMBURSEMENT-ADVISED NOT GUARANTEED.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 12/23/1999 11:39:00
CUST SEEKING INFO ABOUT BALL JOINT REPAIR. CUST STATES THAT HE WAS DRIVING ON EXPRESSWAY WHEN HIS BALL JOINT BROKE, CAUSING HIS CAR TO PULL HARD TO THE RIGHT. CUST STATED HE PULLED OFF ON AN EXIT WHEN THIS OCCURED AND THERE WAS NO ACCIDENT. CRM SEARCHED FOR ANOPEN CAMPAIGN AND DID NOT FIND ANY FOR THIS CONCERN. CRM ADVISED CUST HE COULD SEND IN INFO ABOUT HIS REPAIR FOR REIMBURSEMENT, BUT THAT THERE WAS NO GUARANTEE ABOUT ANY TYPE OF REIMBURSEMENT BEING GIVEN. CUST THANKED CRM. MATT SMITH/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/05/2000 02:04:00
DOCUMENT NUMBER 0000501158
CUST HAS SENT IN REQUEST FOR REIMBURSMENT. CRM FORWARDING FILE TO PREVIOUS WRITER TO DETERMINE WITH TEAM MANAGER MANNY IF REIMBURSMENT IS IN ORDER. PER TM PLEASE MAKE DECISION.
ROMONA YOUNG/TAMPA CORRESPONDENCE

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/10/2000 05:23:00
CRM SPOKE TO TM MANNY LEBRON CONCERNING REFUND FOR BALL JOINTS. CRM AND TM AGREE THAT CUST IS NOT DUE A REFUND FOR BALL JOINTS. CRM WILL SEND A LETTER OUT TO CUST. MATT SMITH/TAMPA
CRM SENT A DENIAL LETTER OUT TO CUST- DL # 0008. LETTER REFERENCE # IS 045001. MATT SMITH/TAMPA
CRM DECISION BASED ON MILEAGE & AGE OF VEH-ITIS OUT ON BOTH AND NO RECALL FOR BALL JOINTS EITHER. MATT SMITH/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/17/2000 02:12:00
MGR MANNY LEBRON REVIEWED THE FILE AND AGREES WITH THE CRMS DECISION TO DEN Y COST ASSISTANCE FOR THE BALL JOINTS CUST IS OUTSIDE OF WARRANTY AND NO DEFECT IS FOUND.....TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/28/2000 04:05:00
CUSTOMER STATES ANGRY THAT HE WAS DENIED FOR REIMBURSEMENT, STATES HE HAS NOT RECEIVED A DENIEL LETTER. CUSTOMER STATES WHAT IS DISPUTE RESOLUTION MENTIONED IN OWNERS MANUAL. CRM ADVISED CUSTOMER CUSTOMER COULD NOT ADVISE FURTHER, ADVISED CUSTOMER HE WOULD HAVE TO PUSUE ON HIS OWN. CUSTOMER STATE S HE WILL. CUSTOMER DISATISFIED WITH VEHICLE AND WITH REIMBURSEMENT DENIEL.
MATTHEW TATE/TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 01/31/2000 12:14:00
TM LEAD REVIEWED FILE AND FOWARDING TO TM MGR BOB RIVELLI FOR DISSATISFIED CLOSING.
JAY MILLS/TEAM LEAD TAMPA

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/01/2000 04:27:00

CUST STATES THAT THEY ARE SEEKING REIMBURSEMENT FOR REPAIRS ON UPPER BALLJO
INT IN FRONT RIGHT TIRE SNAPPED, AND CUST SEEKS REIMBURSEMENT FOR THE REPAIR
DO....NEEDS INTIAL CALL.....MJOSEPH/TAMPA/ADR CRM.
DOC#0003209352.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/10/2000 02:10:00
CRM RESUBMITTED LETTER DL0008 DATED 01/10/00 NEW REFERENCE#055138.
LORRAINE RAGINS-YOUNG/TAMPA.

COMMENT TYPE: G-GENERAL ENTERED DATE/TIME: 02/17/2000 03:57:00
CUST INELIGIBLE DUE TO AGE AND MILEAGE.
BBB DENIAL LTR#0004809327
**MARSHA JOSEPH/TAMPA/ADR CRM.
UNFORTUNATELY CUST IS INELIGIBLE DUE TO AGE AND MILEAGE. C
RM WILL CLOSEOUT FILE.
**********EXECUTIVE SUMMARY**********
DECISION- NO ASSISTANCE.
JUSTIFICATION- BBB PROGRAM SUMMARY
DECISION MAKER- ADR CRM AND BBB REP, BEN
FOLLOW-UP- NONE
**MARSHA JOSEPH/TAMPA/ADR CRM.

GM 1241

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

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

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

No GM 1241X Data available for this case.
Reimbursements

No Reimbursement Data available for this case.
Arbitration / Mediation

No Arbitration / Mediation Data available for this case.

Product Liability / Breach

No Product Liability / Breach Data available for this case.

Related Documents

No Related Documents Data available for this case.

Parties Involved

TYPE: OWNER
NAME: MR.
COMPANY:
ADDRESS:

CITY: OLEAN STATE: NY ZIP: 1
AGE: HOME PHONE:
BUSINESS PHONE: EXTENTION: 0285
INDEMNIFICATION DECISION: DATE:
INDEMNIFICATION REQUEST: 0 DATE:

Injured Parties

No Injured Party Data available for this case.

Repurchase

No Repurchase Data available for this case.

DMAC Correspondence

No DMAC Correspondence Data available for this case.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: Columbus , IN ...
HOME PHONE:

CASE NUMBER:	1-12302039	VIN:	1GNDT13W9T2267782
		MODEL YEAR:	1996
DATE OPENED:	2002-06-28	SERIES:	Blazer
DATE CLOSED:	2002-08-02	MILEAGE:	63000.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/ANo	DEALER NAME:	Poynter Chevrolet-Oldsmobile-Buick-Pontiac-Cadillac-GMC Truck, Inc.
BRC PARENT:		DEALER ADDRESS:	1209 E Tipton,Seymour,IN,47274-3531,USA

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

F17 Front Control Arms / Bushings / Ball Joints
0 REPAIR ATTEMPT(S)

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

Campaign notice; ; 2002-07-09
20[illegible]06-28

ball joint concerns; ; 2002-07-09
2002-07-09

01049, Upper Ball Joint Seperation. Reimbursement request; ; 2002-07-09
2002-07-09

Denial letter; ; 2002-07-09
2002-07-09

Created:CAC_DL0001. SR#1-12302039; ; 2002-07-09
2002-07-09

Service Request Ownership has changed FROM: BRIGGSL TO: LINDSAYD; ; 2002-07-09
2002-07-09

Denial letter; ; 2002-07-22
2002-07-22

DL0001; ; 2002-07-22
2002-07-22

Reviewed file and letter, sending to MSX GWL/JEANNE OLSON/PDX; ; 2002-07-22
2002-07-22

Service Request has been Closed Dissatisfied.; ; 2002-07-22
20[illegible]08-02

Cust dissatisfied with corresondence; ; 2002-08-02
2002-08-02

TM Review/Dissatisfied closing; ; 2002-08-02
2002-08-02

Service Request has been Closed Dissatisfied.; ; 2002-08-02

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

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

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

SALES TAX:
DEPRECIATION:
UP[illegible]E:
AFT[illegible]MARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:
ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
T[illegible]D: 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 POSESSION OF VEHICLE:
RESOLUTION SOUGHT:

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

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

November 18, 2002

Columbus, I 1

Service Request: S1-12302039

Dea

Thank you for your recent letter regarding the repair you experienced with your 1996 Chevrolet Blazer and your request for assistance.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from Chevrolet products. There are, however, many variables that affect the life of your vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper to Bumper coverage on your 1996 Blazer is for 36 months or 36,000 miles, whichever occurs first. Our records show that these warranty parameters have been exceeded by \ time the vehicle has been in use and accumulated miles

Unfortunately, this means we are unable to cover the cost of your repair. At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of your vehicle. If you have additional questions or concerns, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Deon Lindsay
Customer Relationship Manager

DL0001-P/jso

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: Milwaukee , WI

HOME PHONE: 4149643731

CASE NUMBER:	1-15030433	VIN:	1GNDT13W5T2265933
		MODEL YEAR:	1996
DATE OPENED:	2002-07-10	SERIES:	Blazer
DATE CLOSED:	2002-08-07	MILEAGE:	98766.0000000
SOURCE:	White Mail	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	
BRC PARENT:		DEALER ADDRESS:	

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

F17 Front Control Arms / Bushings / Ball Joints
0 REPAIR ATTEMPT(S) Cracked

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

SAFETY Scanned: 2002-07-05-19.31.58.000000, MSXDocNum: 0218600422; ; 2002-07-10
2002-07-10

Crm called cust.; ; 2002-07-10
2002-07-11

call cust; ; 2002-07-11
2002-07-18

Pending cust contact; ; 2002-07-18
2002-07-15

Service Request Ownership has changed FROM: LEWELLEM TO: HENNESSJ; ; 2002-07-15
2002-07-15

Par case, property damage; ; 2002-07-15
2002-07-15

Pre par; ; 2002-07-16
2002-07-16

REJECTED PRE PAR FORM; ; 2002-07-24
2002-07-25

review; ; 2002-07-25
2002-07-24

reimburse??; ; 2002-07-25
2002-07-25

TM REVIEW; ; 2002-07-25
2002-07-26

Left message w/Mother; ; 2002-07-26
2002-07-31

1-15030433; ; 2002-07-31
2002-08-07

1-15030433; ; 2002-08-07
2002-08-07

TM REVIEW; ; 2002-08-07
2002-08-07

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

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

INCIDENT DATE: 2000-09-11 INCIDENT TIME: 21:03:00.000000
INCIDENT LOCATION , right in front of cust's house

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: None

OWNER DESCRIPTION: cust was pulling into driveway and wheel fell off

ALLEGED DEFECTIVE COMPONENT: ball joint

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: Dry ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION: N/A
CURRENT LOCATION OF VEHICLE: fixed now at his house
NOTIFY NAME: Owner

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:

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

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS: Missoula , MT
HOME PHONE:

CASE NUMBER:	1-31427037	VIN:	1GKDT13W4T2526823
		MODEL YEAR:	1996
DATE OPENED:	2002-09-09	SERIES:	Jimmy
DATE CLOSED:	2002-09-26	MILEAGE:	78600.0000000
SOURCE:	Phone	DELIVERY DATE:	
BRC TYPE:	N/AYes	DEALER NAME:	Demarois, Inc.
BRC PARENT:		DEALER ADDRESS:	3115 W. Broadway,Missoula,MT,59808-1613,

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

F17 Front Control Arms / Bushings / Ball Joints
0 REPAIR ATTEMPT(S) Wear

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

01048 - UPPER BALL JOINT SEPARATION; ; 2002-09-09
2002-09-18

f/[illegible]n upper ball joint repair & other?? 1-4:45pm; ; 2002-09-18
2002-09-25

2ND ATTEMPT; ; 2002-09-25
2002-09-19

status; ; 2002-09-19
2002-09-26

2ND ATTEMPT; ; 2002-09-26
2002-09-26

Service Request has been Closed Dissatisfied.; ; 2002-09-26

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

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

AL[illegible]ED DEFECTIVE COMPONENT:

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

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE:
TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

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

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

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

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

ADDRESS:
,

Attachment 1-15030433

[redacted]

MILWAUKEE WI 532
PM
2 JUL
2002

[redacted]

JUL 05 2002

unitefish BAY/NI

Chevrolet Motor Division
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

48232+5170

July 1, 2002

Chevrolet Motor Division
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern:

I am writing this letter to you in response to correspondence I received from you dated February, 2002 regarding replacement of upper ball joints on 1998 and 1997 4-wheel drive Blazers.

I have a 1996 Blazer that required replacement of all the ball joints at 98,766 miles in September, 2000. Actually, I was very fortunate I was not in a severe accident as the front left wheel literally fell off while I was driving. The wheel falling off certainly surprised me as I did follow the maintenance plan and took good care of the car.

I am enclosing a copy of the bill I paid to repair the Blazer dated 9/12/2000. Payment of the amount is indicated in the lower left corner as a Visa transaction. I can be reached as follows:

Milwaukee, WI

I look forward to hearing from you.

Customer Invoice
009756
09/12/2000

FIRESTONE TIRE & SERVICE CENTERS
349 W SILVER SPRING DR
MILWAUKEE, WI. 53217

Service Advisor:
01 CORY
414.962.1440

1996 CHEVROLET BLAZER (RED)
V6-262 4.3L
Lic # WI Vin #:
In: 09/12/00 7:22AM Mileage: 96,766
Out:09/12/00 5:08PM

MILWAUKEE, WI

Store # 010294 **RETAIL SALE**

Description	Article Number	TS	Qty	Unit Price	Extended Price	Job Total
INSPECTION SERVICES						19.99
SYMPTOM: FRONT END ALL JAGGED UP		04				
VEHICLE INSPECTION	7028789	04	1	19.99	19.99	
BALL JOINTS (Both Lower-Front)						355.96
K5320 K5320 BALL JOINT	7001426	04	2	88.99	177.98	
K5289 K5289 BALL JOINT	7046515	04	2	82.99	165.98	
REMOVE & REPLACE BALL JOINT, UPPER-BOTH	7040193	04	1	130.00	130.00	
REMOVE & REPLACE BALL JOINT, LOWER-BOTH	7040193	04	1	182.00	182.00	
HALF SHAFT (Left-Outer)						262.49
75-6103 REMAN CV COMPL ASSY	7030465	04	1	99.99	99.99	
REMOVE & INSPECT AXLE SHAFT ASSEMBLY, ONE SIDE	7004618	04	1	117.00	117.00	
+ w/SKID PLATE ADD (REMOVE & INSPECT AXLE SHAFT ASSEMBLY)	7004618	04	1	13.00	13.00	
+ w/STABILIZER BAR ADD (REMOVE & INSPECT AXLE SHAFT ASSEMBLY)	7004618	04	1	19.50	19.50	
+ REMOVE & REPLACE BOOT,AXLE SHAFT EACH(INNER OR OUTER) (REMOVE & INSPECT AXLE SHAFT ASSEMBLY)	7004618	04	1	13.00	13.00	
TIE ROD ENDS (Both Left and Right Outer)						270.47
ES2072RL ES2072RL ES2072RL TIE ROD	7038776	04	1	92.99	92.99	
ES2004S ES2004S SLEEVE	7038555	04	1	15.99	15.99	
ES2249RLT OUTER TIE ROD END	7038581	04	1	63.99	63.99	
REMOVE & REPLACE TIE ROD &/OR ENDS, ONE	7023000	04	1	58.50	58.50	
REMOVE & REPLACE TIE ROD &/OR ENDS, EACH ADDITIONAL	7023000	04	2	19.50	39.00	
BRAKING SYSTEM						119.49
F124597 F BRAKE HOSE	7020419	04	1	25.99	25.99	
REMOVE & REPLACE HOSE,BRAKE, ONE FOUR WHEEL w/ABS	7041558	04	1	84.50	84.50	
IDLER ARMS & PITMAN ARMS (Front-Right)						136.49
K6251 K6251 IDLER ARM	7038978	04	1	64.99	64.99	
REMOVE & REPLACE ARM,IDLER	7032107	04	1	71.50	71.50	
MASTERCARE STANDARD THRUST ALIGNMENT LIGHT						49.99
SYMPTOM:		04				
THRUST ANGLE ALIGNMENT - LIGHT TRUCK	7024929	04	1	49.99	49.99	

4284292844647137 8/01

Technician: 04 WILLIAM BERG

Payment History:

Visa	7137	1,616.62	015767
Total Tendered		1,616.62	

ORIGINAL

Summary:

Parts	707.90
Labor	797.96
Shop Supplies	25.00
Sub-Total	1,530.86
Tax	85.74
Total	$1,616.62

"MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911"

See reverse side for Warranty Information

Customer Invoice
009756
09/12/2000

FIRESTONE TIRE & SERVICE CENTERS
340 W SILVER SPRING DR
MILWAUKEE, WI. 53217

Service Advisor:
01 CORY
414.962.1440

1996 CHEVROLET BLAZER [RED]
V6-262 4.3L
Lic #: /\/I Vin #:
In: 09/12/00 7:22AM Mileage: 98,766
Out09/12/00 5:08PM

MILWAUKEE WI

Store # 010294 **RETAIL SALE**

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total

I have received the above goods and/or services. If there is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

	Rev Amt	Init
09/12/2000 10:14AM 414.964.3731	595.51	

Customer Signature

All parts are new unless otherwise specified.

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

ORIGINAL

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WI FIRESTONE LABOR - 05-46-11-010-6 REV 6/99