

MAY 13 2014



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 12-MAR-2014  
Repository:   
Reference No.: 10568829

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: SPRINGFIELD State: OH Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2A4RR8DG7BR [REDACTED]  
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2011  
Date Purchased: 9-6-11 Dealer's Name and Telephone Number: New Carlisle Chrysler Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: State: OH Zip Code:  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 11/20/12  
 Cruise Control ~~13-MAR-2013~~

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 31000 Failure Speed:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment Failure Location:  
 Prior Repair  
Tire Component Code: Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 1 Number of Deaths: 0 Reported to Police: N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2011 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE PASSENGER'S SIDE SLIDING DOOR FAILED TO REMAIN OPEN AND WOULD INDEPENDENTLY CLOSE. ON ONE OCCASION, THE SLIDING DOOR AUTOMATICALLY CLOSED ON A CHILD'S HEAD. THE CHILD SUSTAINED MINOR EAR INJURIES AND WAS NOT TAKEN TO THE HOSPITAL. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE REPLICATED. THE CONTACT STATED THAT THE FAILURE WAS RECURRING. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS ~~31,000~~ AND THE CURRENT MILEAGE WAS 41,000.  
22,000

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

Dear Mr. Reid,

As requested, I have enclosed a copy of my extensive service records from New Carlisle Chrysler. I also filled in the information on your questionnaire to the best of my ability. I also corrected some of the information on the form that I had given previously and later found to be incorrect. I apologize for the initial misinformation, but I was giving approximate dates and mileage. Please note that the first time that I reported the passenger door failure to the dealership was in November of 2012 when the vehicle had 20,129 miles. However, that was not the first failure that I experienced. I dismissed the failure the first couple of times because I assumed that it was an isolated incident and it wasn't until November 2012 and after multiple failures that I realized that it was indeed a recurrent mechanical problem. The failure is intermittent and has not been reproducible to the dealership, but the records will show that I reported the failure on numerous occasions and they had the van in their shop many different times for the same and other mechanical failures. When my six year old son failed to get out of the way of the door quick enough in February 2014 and it slammed against his head, cutting his ear, I immediately contacted the dealership and explained that I had given them due diligence to try to fix the recurring problem to no avail. I contacted your organization and made a call to Chrysler Corporation to report the injury during the same week. Chrysler told me that I would receive a call within 48 hours to discuss my claim. After waiting over a week, I called them back to find that they denied my claim and closed it without even speaking to me. The owner of New Carlisle Chrysler where I purchased the vehicle has contacted his representative at Chrysler and they have offered me a \$4000.00 trade in allowance on a new van. Although I do not believe that this is a fair resolution to my problem, I have decided to buy a new van in order to ensure that my children are hopefully in a safe vehicle. I am concerned about driving another Chrysler Town and Country van but financially it is my best option at this moment. I hope that I have provided the information that you need to follow through with your investigation. Please let me know if I can be of further assistance.

[REDACTED]  
[REDACTED]  
Springfield, OH [REDACTED]  
[REDACTED] [REDACTED]

V.I.N..... 2A4RR8DG7 BR [REDACTED]  
 Owner Name..... [REDACTED]  
 Street Address... [REDACTED] -----Activity-----  
 City..... SPRINGFIELD State OH Zip [REDACTED] |No.R.O.'s 16 |  
 Telephone..... Home... [REDACTED] Work... - - |Total\$\$ 5352 |  
 Other Phone No... - - Send Mail... Y(Y/N) |Lstr 02/11/14 |  
 E-mail Address... |Miles 40874 |

Cust. Control No. 014460 (Only Needed for Charge Sales)  
 Salesperson..... 216 Delivery Date... 09/06/11 Delivery Miles.. 0

----- Vehicle Information -----

Year..... 11 Make..... CHRYSLER  
 Model..... TOWN & COU Color..... DK CHARCOA  
 Plate No..... Stock No.... 112444  
 Key No. Ign..... M0204 Key No.Trk..  
 InServiceDate... 09/06/11 Prod. Date.. 00/00/00  
 Warranty Type... Warr.Expires. 00/00/00 Miles 0  
 ENGINE/TRANS..... COMMENTS .....

Vin ID#: BF [REDACTED] Repair Order#: 34422 Status Cd: C  
 RO Date: 02/04/14 Inv Date: 02/11/14 Mileage: 40874 Act/Est: A Serv Adv: 139  
 Control#: 014460 Inv Letter: D G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:  
 GOG(2) 0.00 SCdeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 45 FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A29  
 PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com DOORS; PASSENGER DOOR SOMETIMES REVERSES DIRECTION WHEN OPENING, THE DOOR HAS HIT THE CUSTOMER'S SON IN THE HEAD WHEN HE GOES TO GET OUT WHILE IT IS OPENING THEN REVERSES DIRECTION AND STARTS CLOSING BACK  
 Cau OPENED AND CLOSED DOOR MULTIPLE TIMES OVER 4 DAYS UNABLE TO DUPLICATE, SCANNED MODULE NO FAULT CODES STORED, CHECKED FOR TECHNICAL SERVICE BULLETINS AND CASE FILES NONE APPLY, VERIFIED SOFTWARE AT LATEST REVISION, HAD BODY SHOP TECHNICIAN INSPECT DOOR ALIGNMENT AND HINGES NO PROBLEMS FOUND, INSPECTED, CLEANED AND LUBED ROLLER TRACKS AND ROLLERS  
 Cor NO PROBLEMS FOUND, ADVISED CUSTOMER MAKE SURE DOOR IS NOT GRABBED OR BUMPED WHILE IN MOTION, RECOMMEND OCCUPANTS REFRAIN FROM ENTERING OR EXITING THE VEHICLE UNTIL DOOR REACHES THE END OF IT'S TRAVEL AND STOPS

Line#: B OperNo: 10 FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A79  
 PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com BRAKES MECHANICAL; GRIND FROM FRONT INTERMITTANILY WHEN BRAKING  
 Cau TEST DROVE VEHICLE UNABLE TO DUPLICATE, INSPECTED BRAKES NO PROBLEMS FOUND  
 Cor ADVISED CUSTOMER SOME INTERMITTANT SEMI-METALLIC BRAKE NOISE IS NORMAL ESPECIALLY IN WET OR HUMID CONDITIONS, REFER TO BRAKE NOISE TSB #05-09-96, GAVE CUSTOMER COPY TO REVIEW

Line#: C OperNo: 26860303 FailCode: MC Hours: 0.00 Rate: 2 Amount\$: 1.69 Tech: A79  
 PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 18.31 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: F GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com PERFORM FULL SERVICE LUBE, OIL, AND FILTER CHANGE  
 Cor COMPLETED  
 Part Number: 68055891AA Desc.: 5W30 PENNZ Type: W Qty: 6 Cost: 2.11 Price: 2.13  
 T-Price: 12.78 G/L#: 576A  
 Part Number: 68079744AC Desc.: FILTER ENGIN Type: W Qty: 1 Cost: 5.50 Price: 5.53  
 T-Price: 5.53 G/L#:

Vin ID#: BR7 [REDACTED] Repair Order#: 34422 Status Cd: C

Vin ID#: BR7 [REDACTED] Repair Order#: 33618 Status Cd: C

RO Date: 12/09/13 Inv Date: 12/16/13 Mileage: 38398 Act/Est: A Serv Adv: 381

Control#: 014460 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: Auth#:

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 36 FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A29

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com ELECTRICAL - MINOR; CUSTOMER STATES STILL INTERMITTENTLY WHILE DRIVING THE MESSAGE "KEY HAS LEFT THE VEHICLE" APPEARS ON EVIC  
Cau ROAD TESTED VEHICLE NUMEROUS TIMES, UNABLE TO DUPLICATE SYMPTOM. CONTACTED STAR CENTER, WAS ADVISED TO PERFORM ANTENNA TEST  
AND FOBIK LOCATOR TEST. BOTH PASSED. WAS THEN ADVISED BY TECHNICAL ASSISTANCE THAT NO REPAIRS AVAILABLE UNTIL SYMPTOM IS  
DUPLICATED.

Cor NO PROBLEMS FOUND AT THIS TIME.

Line#: B OperNo: 36 FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A29

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com ELECTRICAL - MINOR; CUSTOMER STATES INTERMITTENTLY RIGHT POWER DOOR WILL START TO OPEN THEN REVERSE DIRECTION AND CLOSE. MOST  
RECENT OCCURANCE SYMPTOM HAPPENED COUPLE TIMES THEN EVENTUALLY CLOSED AND JUST MADE A CONSTANT CLICK SOUND LIKE LATCH WAS  
STUCK.

Cau SCANNED SYSTEM, NO CODES AVAILABLE. CHECKED FOR APPLICABLE BULLETINS AND / OR CASE FILES, NONE APPLY. ACTUATED DOOR NUMEROUS  
TIMES, UNABLE TO DUPLICATE SYMPTOM. INSPECTED WIRING TRACK, LATCHES, STRIKERS, ETC..

Cor NO PROBLEMS FOUND AT THIS TIME

Vin ID#: BR7 [REDACTED] Repair Order#: 32429 Status Cd: C

RO Date: 09/23/13 Inv Date: 09/28/13 Mileage: 34894 Act/Est: A Serv Adv: 381

Control#: 014460 Inv Letter: D G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: W Auth#:

GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 45 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29

PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com DOORS; CUSTOMER STATES RIGHT POWER SLIDING DOOR WILL START TO OPEN THEN SUDDENLY REVERSE DIRECTION AND CLOSE VERY  
QUICKLY.

Cor UNABLE TO DUPLICATE AT THIS TIME, SYSTEM WORKING AS DESIGNED

Line#: B OperNo: 33 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29

PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com AC SYSTEM; CUSTOMER STATES A/C SYSTEM DOESNT SEEM TO BE COOLING VEHICLE

NOTE: SYSTEM WAS CHARGED AND LEAK DYE INJECTED 07/15/2013

Cor SYSTEM HAS FULL CHARGE AND COOLING AS DESIGNED

Line#: C OperNo: 26860303 FailCode: MC Hours: 0.30 Rate: 2 Amount\$: 1.69 Tech: A29

PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 18.31 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: F GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com PERFORM LUBE, OIL, AND FILTER CHANGE

Cor COMPLETED

Part Number: 68079744AC Desc.: FILTER ENGIN Type: W Qty: 1 Cost: 5.50 Price: 5.53

T-Price: 5.53 G/L#:

Vin ID#: BR [REDACTED] Repair Order#: 32429 Status Cd: C

Part Number: 68055891AA Desc.: 5W30 PENNZ Type: W Qty: 6 Cost: 2.11 Price: 2.13  
T-Price: 12.78 G/L#: 576A

Line#: D + OperNo: 10 FailCode: Hours: 1.80 Rate: 1 Amount\$: 150.00 Tech: A29  
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 75.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com BRAKES MECHANICAL; DURING VEHICLE INSPECTION TECH ADVISED REAR BRAKE PAD LININGS WITH LESS THAN 10% REMAINING  
Cor REPLACED REAR BRAKE PADS AND RESURFACED REAR BRAKE ROTORS  
Part Number: V2019887AA Desc.: PAD REAR Type: C Qty: 1 Cost: 45.00 Price: 75.00  
T-Price: 75.00 G/L#:

Vin ID#: BR [REDACTED] Repair Order#: 31356 Status Cd: C

RO Date: 07/15/13 Inv Date: 07/22/13 Mileage: 31094 Act/Est: A Serv Adv: 350  
Control#: 014460 Inv Letter: F G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
GOG(1) 0.00 WarrTyp: W Auth#: 0.00  
GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 24010102 FailCode: 53 Hours: 0.60 Rate: 2 Amount\$: 44.80 Tech: A29  
PayType: W Sp G/L#: FP: 82300101AB CondNo: 1 Part\$: 13.86 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com AC SYSTEM; CUSTOMER STATES A/C SYSTEM NOT COOLING AS DESIGNED. DOES NOT SEEM TO BE VERY COLD.  
Cau EVACUATED A/C SYSTEM, FOUND SYSTEM 6 OUNCES LOW. CHARGED SYSTEM TO CAPACITY AND INJECTED LEAK TEST DYE. PERFORMED A/C  
PERFORMANCE TEST,  
ALL SYSTEMS PASSED. PERFORMED LEAK TEST, NO VISIBLE LEAKS AT THIS TIME.  
Cor ADVISED CUSTOMER NO VISIBLE LEAKS FOUND AT THIS TIME, IF SYSTEM PERFORMANCE DECLINES TO RESCHEDULE FOR FOLLOW UP LEAK  
DETECTION  
TEST

Part Number: 4798219AB Desc.: DYES LEAK Type: W Qty: 1 Cost: 3.85 Price: 5.39  
T-Price: 5.39 G/L#: 576A  
Part Number: 82300101AB Desc.: REFRIGANTR134A Type: W Qty: 1 Cost: 6.05 Price: 8.47  
T-Price: 8.47 G/L#:

Line#: B OperNo: 08804401 FailCode: UP Hours: 0.30 Rate: 2 Amount\$: 22.40 Tech: A29  
PayType: W Sp G/L#: FP: 5026590AG CondNo: 2 Part\$: 130.90 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ELECTRICAL - MINOR; CUSTOMER STATES ON KEY FOB IK IS INOP  
(INOP FOB IK MARKED WITH TAPE)  
Cau VERIFIED INTERMITTENT OPERATION OF FOB IK. TESTED AND FOUND  
FAULT CODE FOR INVALID KEY. TRACED CIRCUIT FOUND INTERMITTENT SHORT  
Cor REPLACED AND PROGRAMMED NEW FOB IK  
Part Number: 5026590AG Desc.: KEY FOB INTE Type: W Qty: 1 Cost: 93.50 Price: 130.90  
T-Price: 130.90 G/L#:

Line#: C OperNo: 072018P1 FailCode: 68 Hours: 0.30 Rate: 2 Amount\$: 22.40 Tech: A29  
PayType: W Sp G/L#: FP: 5184617AD CondNo: 3 Part\$: 62.51 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ENGINE MECHANICAL; CUSTOMER STATES SQUEAL NOISE FROM ENGINE COMPARTMENT DURING ACCEL, NOISE GOES AWAY IF LET OFF ACCEL.  
Cau VERIFIED NOISE, INSPECTED AND FOUND BELT AND TENSIONER NOISEY  
Cor REPLACED SERPENTINE BELT AND TENSIONER  
Part Number: 5184442AC Desc.: BELT SERPE Type: W Qty: 1 Cost: 13.85 Price: 19.39  
T-Price: 19.39 G/L#: 576A  
Part Number: 5184617AD Desc.: TENSIONERBELT Type: W Qty: 1 Cost: 30.80 Price: 43.12  
T-Price: 43.12 G/L#:

Vin ID#: BR [REDACTED] Repair Order#: 31356 Status Cd: C

Line#: D OperNo: 45 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29  
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com DOORS; CUSTOMER STATES RIGHT POWER SLIDING DOOR SLAMMED SHUT ONCE WHEN CLOSING OVER THE WEEKEND  
Cor UNABLE TO DUPLICATE DURING NUMEROUS ATTEMPTS

Line#: E OperNo: 23505500 FailCode: 4X Hours: 0.40 Rate: 2 Amount\$: 29.86 Tech: A29  
PayType: W Sp G/L#: FP: CondNo: 4 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com BODY; CUSTOMER STATES WATER LEAKS INTO REAR HEADLINER AREA DURING HEAVY RAINS  
Cau VERIFIED SYMPTOM. INSPECTED AND FOUND REAR LIFTGATE WIRING HARNESS GROMMETS NO SEALING  
Cor RESEALED WIRING GROMMETS AND VERIFIED REPAIR

Line#: F OperNo: 361 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29  
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ELECTRICAL MINOR 1; CUSTOMER STATES THE MESSAGE "KEY HAS LEFT THE VEHICLE" APPEARS WHILE DRIVING.  
ONLY WAY TO GET MESSAGE TO DISAPPEAR IS TO SHUT VEHICLE OFF AND RESTART.  
Cau ROAD TESTED VEHICLE SEVERAL TIMES, UNABLE TO DUPLICATE SYMPTOM  
Cor NO PROBLEMS FOUND AT THIS TIME

Line#: G + OperNo: 092525P1 FailCode: K4 Hours: 0.40 Rate: 2 Amount\$: 29.86 Tech: A29  
PayType: W Sp G/L#: FP: 5184293AG CondNo: 5 Part\$: 338.10 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ENGINE MECHANICAL; TECH ADVISED AFTER SERPENTINE BELT REPLACED THE VEHICLE STILL HAD A SQUEAL NOISE  
Cau INSPECTED AND FOUND SERPENTINE BELT RIBS COMING APART AND POWER STEERING PUMP LEAKING  
Cor REPLACED SERPENTINE BELT AND POWER STEERING PUMP

Part Number	Desc.	Type	Qty	Cost	Price
5184442AC	BELT SERPE	W	1	13.85	19.39
T-Price: 19.39 G/L#:					
5184293AG	DAMPER CRANK	W	1	32.50	45.50
T-Price: 45.50 G/L#:					
68079589AA	SEAL CRANK	W	1	9.30	13.02
T-Price: 13.02 G/L#:					
RL151727AD	PUMP POWER	W	1	181.00	253.40
T-Price: 253.40 G/L#:					
5166226AA	FLUID POWER ST	W	1	4.85	6.79
T-Price: 6.79 G/L#:					

Line#: H + OperNo: 14 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29  
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ENGINE MECHANICAL; DURING VEHICLE INSPECTION TECH ADVISED FRONT CRANK SEAL LEAKING OIL  
Cau INSPECTED FOUND CRANK PULLEY LOOSE--CONTINUED FROM LINE G CAUSED BY DAMPER  
Cor REPLACED CRANK PULLEY AND CRANK SEAL

Line#: J + OperNo: 19700112 FailCode: Hours: 1.00 Rate: 2 Amount\$: 74.66 Tech: A29  
PayType: W Sp G/L#: FP: CondNo: 5 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com CONTINUED FROM LINE G

Line#: K + OperNo: 09258300 FailCode: Hours: 0.40 Rate: 2 Amount\$: 29.86 Tech: A29  
PayType: W Sp G/L#: FP: CondNo: 5 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Vin ID#: BR [REDACTED] Repair Order#: 31356 Status Cd: C

Com CONTINUED FROM LINE G

Line#: L + OperNo: 85410000 FailCode: Hours: 0.60 Rate: 2 Amount\$: 44.80 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 4 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CONTINUED FROM LINE E

Vin ID#: BR [REDACTED] Repair Order#: 30918 Status Cd: C

RO Date: 06/19/13 Inv Date: 06/19/13 Mileage: 29784 Act/Est: A Serv Adv: 139  
 Control#: 014460 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:   
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: 69 FailCode: Hours: 5.00 Rate: 2 Amount\$: 0.00 Tech: A36  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com MISC; LABOR CORRECTION

Vin ID#: BR [REDACTED] Repair Order#: 30791 Status Cd: C

RO Date: 06/11/13 Inv Date: 06/19/13 Mileage: 29784 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:   
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: 14 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A36  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ENGINE MECHANICAL;CUSTOMER STATES BELT STILL SQUEAKING INTERMITTENTLY  
 Cor UNABLE TO DUPLICATE AFTER SEVERAL ATTEMPTS, INSPECTED BELT AND PULLEYS  
 NO PROBLEMS FOUND

Line#: B OperNo: 08193101 FailCode: 58 Hours: 0.40 Rate: 2 Amount\$: 29.86 Tech: A19  
 PayType: W Sp G/L#: FP: 68079913AB CondNo: 1 Part\$: 110.53 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES REAR LIFTGATE WILL NOT OPEN FROM REAR LATCH AGAIN  
 Cor PERFORMED DIAGNOSTICS, REPLACED LIFTGATE MODULE  
 Part Number: 68079913AB Desc.: MODULE LIFTG Type: W Qty: 1 Cost: 78.95 Price: 110.53  
 T-Price: 110.53 G/L#:

Line#: C OperNo: 08803201 FailCode: UP Hours: 2.50 Rate: 2 Amount\$: 186.65 Tech: A19  
 PayType: W Sp G/L#: FP: 5026535AJ CondNo: 2 Part\$: 191.80 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES "FOBIK HAS LEFT VEHICLE" MESSAGE APPEARS WHILE DRIVING, SOP WIN MODULE IN  
 Cor PERFORMED DIAGNOSTICS, REPLACED WIN MODULE  
 Part Number: 5026535AJ Desc.: MODULE WIREL Type: W Qty: 1 Cost: 137.00 Price: 191.80  
 T-Price: 191.80 G/L#:

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Vin ID#: BR [REDACTED] Repair Order#: 30685 Status Cd: C  
 RO Date: 06/04/13 Inv Date: 06/07/13 Mileage: 29427 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: D G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#: \_\_\_\_\_  
 GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

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Line#: A OperNo: 26860303 FailCode: MC Hours: 0.30 Rate: 2 Amount\$: 1.69 Tech: A36  
 PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 18.31 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: F GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com PERFORM FULL SERVICE LUBE, OIL, AND FILTER CHANGE  
 Cor COMPLETED  
 Part Number: 68079744AB Desc.: OIL FILTER Type: W Qty: 1 Cost: 5.50 Price: 4.94  
 T-Price: 4.94 G/L#: \_\_\_\_\_  
 Part Number: 68055891AA Desc.: 5W30 PENNZ Type: W Qty: 7 Cost: 2.11 Price: 1.91  
 T-Price: 13.37 G/L#: \_\_\_\_\_

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Line#: B OperNo: 23412510 FailCode: 07 Hours: 0.40 Rate: 2 Amount\$: 29.86 Tech: A36  
 PayType: W Sp G/L#: FP: 4589581AE CondNo: 1 Part\$: 268.80 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES "CANNOT OPERATE LIFTGATE WHILE VEHICLE IN MOTION" POPS UP WHEN DRIVING, LIFTGATE  
 INTERMITTENTLY WILL NOT OPEN FROM OUTSIDE  
 Cor VERIFIED, FOUND LATCH BROKEN, REPLACED REAR LATCH ASSEMBLY  
 Part Number: 4589581AE Desc.: LATCH LIFTG Type: W Qty: 1 Cost: 192.00 Price: 268.80  
 T-Price: 268.80 G/L#: \_\_\_\_\_

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Line#: C OperNo: 36 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A36  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES "FOBIK HAS LEFT THE VEHICLE" MESSAGE APPEARS WHEN TRYING TO START VEHICLE INTERMITTENTLY  
 Cor COULD NOT DUPLICATE, ORDERED WIN MODULE FOR POSSIBLE CAUSE

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Line#: D OperNo: 14 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A36  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ENGINE MECHANICAL;CUSTOMER STATES BELT SQUEAKING  
 Cor UNABLE TO DUPLICATE, INSPECTED BELT AND ACCESSORIES, NO PROBLEMS FOUND

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Line#: E OperNo: 42 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A36  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com EXTERIOR TRIM;CUSTOMER STATES SLIDING DOOR GETS STUCK WHEN TRYING TO OPEN  
 Cor OPENED DOORS, NO PROBLEMS FOUND, NO DTC'S STORED OR ACTIVE, NO SOFTWARE  
 E UPDATED AVAILABLE

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Vin ID#: BR [REDACTED] Repair Order#: 29275 Status Cd: C  
 RO Date: 03/01/13 Inv Date: 03/05/13 Mileage: 20135 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#: \_\_\_\_\_  
 GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

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Line#: A OperNo: 08803201 FailCode: UP Hours: 2.50 Rate: 2 Amount\$: 186.65 Tech: A19  
 PayType: W Sp G/L#: FP: 5026535AJ CondNo: 1 Part\$: 438.20 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Vin ID#: BR [REDACTED] Repair Order#: 29275 Status Cd: C  
 Com ELECTRICAL - MAJOR; DTC B1A27 ACTIVE IN WIN MODULE  
 Cau PERFORMED DIAGNOSTICS, LOAD TESTED POWER AND GROUND  
 Cor REPLACED WIN MODULE AND BOTH FOBIKS PER STAR RECOMMENDATION

Part Number: 5026590AG	Desc.: KEY FOB INTEG	Type: W	Qty: 2	Cost: 90.50	Price: 126.70
T-Price: 253.40	G/L#:				
Part Number: 5026535AJ	Desc.: MODULE WIREL	Type: W	Qty: 1	Cost: 132.00	Price: 184.80
T-Price: 184.80	G/L#:				

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 Line#: B + OperNo: 08804401 FailCode: Hours: 0.30 Rate: 2 Amount\$: 22.40 Tech: A19  
 PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CONTINUED FROM LINE A

Vin ID#: BR [REDACTED] Repair Order#: 28997 Status Cd: C  
 RO Date: 02/08/13 Inv Date: 02/28/13 Mileage: 20130 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:   
 GOG(2) 0.00 SCDEDUCT\$ 0.00 TAKEN\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

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 Line#: A OperNo: 03 FailCode: Hours: 9.20 Rate: 3 Amount\$: 690.00 Tech: A19  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com FRONT SUSPENSION;REPLACE LEFT FRONT SUSPENSION PER ESTIMATE PER C/C PO# 14207  
 Cor COMPLETED

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 Line#: B OperNo: 12 FailCode: Hours: 0.30 Rate: 3 Amount\$: 18.00 Tech: A19  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com WHEELS AND TIRES;MOUNT AND BALANCE NEW TIRE  
 Cor COMPLETED

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 Line#: C OperNo: 054WHL FailCode: Hours: 1.50 Rate: 3 Amount\$: 79.95 Tech: A19  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ALIGN 4 WHEEL;PERFORM FOUR WHEEL ALIGNMENT  
 Cor COMPLETED

-----  
 Line#: D OperNo: 12 FailCode: Hours: 0.30 Rate: 3 Amount\$: 13.80 Tech: A19  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com WHEELS AND TIRES;REPLACE WHEEL  
 Cor COMPLETED

-----  
 Line#: E OperNo: FailCode: Hours: 0.20 Rate: 2 Amount\$: 14.93 Tech: A19  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com Recall #: M38, Launch Date: 01/18/2013 - REPROGRAM POWERTRAIN CONTROL MODULE  
 Cor COMPLETED

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 Line#: F + OperNo: 36 FailCode: Hours: 2.50 Rate: 2 Amount\$: 186.65 Tech: A19  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 184.80 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;INTERMITTANTLY VEHICLE WILL NOT START AND "KEY NOT DETECTED" MESSAGE APPEARS ON DISPLAY, HAPPENS WITH BOTH

Vin ID#: BR [REDACTED] Repair Order#: 28997 Status Cd: C

KEYS

Cor PERFORMED DIAGNOSTICS AND REPLACED WIRELESS CONTROL MODULE

Part Number: 5026535AJ Desc.: MODULE WIREL Type: W Qty: 1 Cost: 132.00 Price: 184.80  
T-Price: 184.80 G/L#:

Line#: G + OperNo: 36 FailCode: Hours: 0.20 Rate: 2 Amount\$: 14.93 Tech: A19  
PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ELECTRICAL - MINOR;  
Cor PERFORMED CCN FLASH

Vin ID#: BR [REDACTED] Repair Order#: 09434 Status Cd: C

RO Date: 02/05/13 Inv Date: 02/28/13 Mileage: 24157 Act/Est: A Serv Adv: 335

Control#: 014460 Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: Auth#: 0.00  
GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
GOG(3) 0.00 Lab%: 00 Part%: 05 Pay Type: C

Line#: A OperNo: 76CHZ FailCode: Hours: 12.00 Rate: 1 Amount\$: 437.00 Tech: B39  
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 2689.83 Sublet\$: 1015.15 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Com REPAIR PER ESTIMATE

Part Number: 68029129AB Desc.: PANEL FENDE Type: C Qty: 1 Cost: 171.00 Price: 285.00  
T-Price: 285.00 G/L#:

Part Number: 5113095AC Desc.: SHIELD SPLAS Type: C Qty: 1 Cost: 39.40 Price: 65.70  
T-Price: 65.70 G/L#:

Part Number: 68052079AB Desc.: LAMP TURN Type: C Qty: 1 Cost: 47.05 Price: 78.45  
T-Price: 78.45 G/L#:

Part Number: 1BD60XZAAE Desc.: WHEEL ALUMI Type: C Qty: 1 Cost: 167.00 Price: 279.00  
T-Price: 279.00 G/L#:

Part Number: 4766911AK Desc.: ARM LOWER Type: C Qty: 1 Cost: 143.00 Price: 239.00  
T-Price: 239.00 G/L#:

Part Number: 68087339AA Desc.: STRUT SUSPE Type: C Qty: 1 Cost: 61.55 Price: 103.00  
T-Price: 103.00 G/L#:

Part Number: 4880213AG Desc.: SHAFT AXLE Type: C Qty: 1 Cost: 120.00 Price: 200.00  
T-Price: 200.00 G/L#:

Part Number: 6509298AA Desc.: LOCK NUT HEX F Type: C Qty: 1 Cost: 5.20 Price: 8.70  
T-Price: 8.70 G/L#:

Part Number: 68069673AA Desc.: APPLIQUE SILL Type: C Qty: 1 Cost: 70.60 Price: 118.00  
T-Price: 118.00 G/L#:

Part Number: 4743669AC Desc.: LINK STABI Type: C Qty: 1 Cost: 32.00 Price: 53.35  
T-Price: 53.35 G/L#:

Part Number: 5154214AA Desc.: BEARING Type: C Qty: 1 Cost: 86.70 Price: 145.00  
T-Price: 145.00 G/L#:

Part Number: 6105117AA Desc.: SCREW HEX H Type: C Qty: 1 Cost: 4.70 Price: 7.85  
T-Price: 7.85 G/L#:

Part Number: 6508844AA Desc.: BOLT HEX F Type: C Qty: 1 Cost: 4.60 Price: 7.70  
T-Price: 7.70 G/L#:

Part Number: 6509057AA Desc.: NUT/WASHRHEX Type: C Qty: 1 Cost: 2.50 Price: 4.20  
T-Price: 4.20 G/L#:

Part Number: 6507676AA Desc.: NUT HEX F Type: C Qty: 1 Cost: 1.50 Price: 2.50  
T-Price: 2.50 G/L#:

Part Number: 5273729AB Desc.: BUSHING CRADL Type: C Qty: 2 Cost: 22.70 Price: 37.85  
T-Price: 75.70 G/L#:

Vin ID#: BR [REDACTED] Repair Order#: 09434 Status Cd: C

Part Number: 5273730AB	Desc.: BUSHING CRADL	Type: C	Qty: 2	Cost: 22.05	Price: 36.75
T-Price: 73.50 G/L#:					
Part Number: 6509145AA	Desc.: BOLT HEX H	Type: C	Qty: 4	Cost: 6.10	Price: 10.20
T-Price: 40.80 G/L#:					
Part Number: 4743569AE	Desc.: KNUCKLE SUSPE	Type: C	Qty: 1	Cost: 205.00	Price: 342.00
T-Price: 342.00 G/L#:					
Part Number: IMI0047360	Desc.: TIRE P225/	Type: C	Qty: 1	Cost: 139.25	Price: 181.03
T-Price: 181.03 G/L#:					
Part Number: 5085819AG	Desc.: C/MEMBER FRONT	Type: C	Qty: 1	Cost: 224.00	Price: 374.00
T-Price: 374.00 G/L#:					
Part Number: 4721675AA	Desc.: SHIELD BRAKE	Type: C	Qty: 1	Cost: 3.20	Price: 5.35
T-Price: 5.35 G/L#:					
Sublet Vendor: MAINES TOWING & RECO	Desc/Inv#: PO# 14184	Type: C	Tax: Y	Cost: 213.40	Price: 213.40
T-Price: 213.40 G/L#:					
Sublet Vendor: NEW CARLISLE CHRY JE	Desc/Inv#: PO# 14207	Type: C	Tax: Y	Cost: 801.75	Price: 801.75
T-Price: 801.75 G/L#:					

Line#: B OperNo: 80CHZ FailCode: Hours: 10.40 Rate: 1 Amount\$: 400.00 Tech: B97

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 220.18 Misc Tax\$: 0.00

OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:

Com REFINISH PER ESTIMATE

Misc Charge: PAINT MATERIAL Qty: 1.0 Cost: 220.18 Price: 220.18

T-Price: 220.18 G/L#: 566A

Vin ID#: BR [REDACTED] Repair Order#: 28093 Status Cd: C

RO Date: 11/20/12 Inv Date: 11/27/12 Mileage: 20129 Act/Est: A Serv Adv: 271

Control#: 014460 Inv Letter: D G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N

GOG(1) 0.00 WarrTyp: W Auth#:

GOG(2) 0.00 SCeduct\$ 0.00 Taken\$: 0.00

GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 18193193 FailCode: FM Hours: 0.20 Rate: 2 Amount\$: 14.64 Tech: A65

PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:

Com ELECTRICAL - MINOR;CUSTOMER STATES PASSENGER SLIDING DOOR KEEPS JAMMING AND WILL NOT CLOSE

Cau UNABLE TO DUPLICATE

Cor PERFORMED TSB #08-059-12 FLASHED PLSM MODULE FOR POSSIBLE CAUSE

Line#: B OperNo: 36 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A65

PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:

Com ELECTRICAL - MINOR;CUSTOMER STATES FRONT DVD SCREEN STILL GOES BLACK INTERMITTENTLY

Cor UNABLE TO DUPLICATE

Line#: C OperNo: 26 FailCode: Hours: 0.40 Rate: 1 Amount\$: 16.00 Tech: A65

PayType: C Sp G/L#: 558A FP: CondNo: 0 Part\$: 18.95 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:

Com PERFORM FULL SERVICE LUBE, OIL, AND FILTER CHANGE

Cor COMPLETED

Part Number: 68079744AB	Desc.: OIL FILTER	Type: C	Qty: 1	Cost: 5.30	Price: 4.67
T-Price: 4.67 G/L#:					
Part Number: 68055891AA	Desc.: 5W30 PENNZ	Type: C	Qty: 7	Cost: 2.31	Price: 2.04
T-Price: 14.28 G/L#: 576A					

Line#: D OperNo: 10 FailCode: Hours: 0.50 Rate: 1 Amount\$: 0.00 Tech: A65

PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00

OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:

Vin ID#: BR [REDACTED] Repair Order#: 28093 Status Cd: C  
 Com BRAKES MECHANICAL;CUSTOMER STATES BRAKES SQUEAK INTERMITTENTLY  
 Cor UNABLE TO DUPLICATE, PERFORMED BRAKE INSPECTION, 60% LINING REMAINING  
 FRONT, AND 50% REAR, NO PROBLEMS FOUND

Vin ID#: BR [REDACTED] Repair Order#: 26872 Status Cd: C  
 RO Date: 08/20/12 Inv Date: 08/21/12 Mileage: 15150 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: E G/L Group: 1 Coupon\$: 15.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:   
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 08600270 FailCode: 61 Hours: 0.20 Rate: 2 Amount\$: 14.64 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES DVD FRONT SCREEN GOES BLANK ON STARTUP INTERMITTENTLY UNTIL CLOSING SCREEN AND REOPENING,  
 REAR DVD SCREENKEEPS GOING TO SPLIT SCREEN BY ITSELF  
 Cor REPLACED RADIO FOR POSSIBLE CAUSE  
 Part Number: Z5091186AC Desc.: RADIO Type: W Qty: 1 Cost: 0.00 Price: 0.00  
 T-Price: 0.00 G/L#:

Line#: B OperNo: 23100106 FailCode: 5X Hours: 0.20 Rate: 2 Amount\$: 14.64 Tech: A29  
 PayType: W Sp G/L#: FP: ZR38DX9AC CondNo: 2 Part\$: 24.85 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com INTERIOR TRIM;CUSTOMER STATES SEAL PLATE AT REAR HATCH LIFTING UP ON PASSENGER SIDE  
 Cor REPLACED REAR SEAL PLATE  
 Part Number: ZR38DX9AC Desc.: MOLDING LIFTG Type: W Qty: 1 Cost: 17.75 Price: 24.85  
 T-Price: 24.85 G/L#:

Line#: C + OperNo: 69 FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A29  
 PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 10.01 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com MISC;FUEL ADDED TO VEHICLE TO MAKE ROUND TRIP FROM CUSTOMER HOME TO DE  
 ALER AND BACK FOR REPAIRS  
 Sublet Vendor: SPEEDWAY Desc/Inv#: 26872 26872 Type: C Tax: N Cost: 10.01 Price: 10.01  
 T-Price: 10.01 G/L#:

Line#: D + OperNo: 26 FailCode: Hours: 0.40 Rate: 1 Amount\$: 16.00 Tech: A29  
 PayType: C Sp G/L#: 558A FP: CondNo: 0 Part\$: 18.95 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com PERFORM FULL SERVICE LUBE, OIL, AND FILTER CHANGE  
 Cor COMPLETED  
 Part Number: 68079744AB Desc.: OIL FILTER Type: C Qty: 1 Cost: 5.15 Price: 5.15  
 T-Price: 5.15 G/L#:  
 Part Number: 68055891AA Desc.: 5W30 PENNZ Type: C Qty: 6 Cost: 2.30 Price: 2.30  
 T-Price: 13.80 G/L#: 576A

Line#: E + OperNo: 08600251 FailCode: Hours: 0.10 Rate: 2 Amount\$: 7.32 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com CONTINUED FROM LINE A

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Vin ID#: BR [REDACTED] Repair Order#: 25580 Status Cd: C  
 RO Date: 05/15/12 Inv Date: 05/18/12 Mileage: 9509 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: E G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:   
 GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

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Line#: A OperNo: 26 FailCode: Hours: 0.40 Rate: 1 Amount\$: 16.00 Tech: A29  
 PayType: C Sp G/L#: 558A FP: CondNo: 0 Part\$: 18.95 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com PERFORM FULL SERVICE LUBE, OIL, AND FILTER CHANGE  
 Cor COMPLETED  
 Part Number: 68079744AB Desc.: OIL FILTER Type: C Qty: 1 Cost: 5.10 Price: 5.09  
 T-Price: 5.09 G/L#:   
 Part Number: 68055891AA Desc.: 5W30 PENNZ Type: C Qty: 6 Cost: 2.30 Price: 2.31  
 T-Price: 13.86 G/L#: 576A

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Line#: B OperNo: 36 FailCode: Hours: 0.00 Rate: 2 Amount\$: 0.00 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES DVD FRONT SCREEN GOES BLANK ON STARTUP INTERMITTENTLY UNTIL CLOSING SCREEN AND REOPENING,  
 REAR DVD SCREEN KEEPS GOING TO SPLIT SCREEN BY ITSELF  
 Cau CHECKED VIDEO SYSTEM UNABLE TO DUPLICATE, SCANNED DATA NO FAULT CODES STORED, CHECKED FOR TECHNICAL SERVICE BULLETINS AND CASE  
 FILES NONE APPLY  
 Cor NO PROBLEMS FOUND AT THIS TIME, ORDERED RADIO FOR POSSIBLE CAUSE

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Line#: C OperNo: 36 FailCode: Hours: 0.00 Rate: 2 Amount\$: 0.00 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES CRUISE CONTROL IS INOP  
 Cau TEST DROVE VEHICLE, ACTUATED CRUISE SEVERAL TIMES WITHOUT FAIL, SCANNED SYSTEM NO FAULT CODES  
 Cor NO PROBLEMS FOUND, RECOMMEND REVIEW OPERATING PROCEDURE IN OWNER'S MANUAL TO MAKE SURE SYSTEM IS BEING USED PROPERLY, IF  
 CONDITION PERSISTS SUGGEST RETURN WHEN INOPERATIVE CONDITION CAN BE DUPLICATED

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Line#: D OperNo: 03 FailCode: Hours: 0.00 Rate: 2 Amount\$: 0.00 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com FRONT SUSPENSION;CUSTOMER STATES RATTLING ON LEFT TURNS WHEN BACKING UP  
 Cau TEST DROVE VEHICLE UNDER CONDITIONS DESCRIBED SEVERAL TIMES WAS UNABLE TO DUPLICATE COMPLAINT, PUT ON LIFT TO INSPECT NOTHING  
 ABNORMAL FOUND  
 Cor NO PROBLEMS FOUND AT THIS TIME, SUGGEST CUSTOMER DRIVE WITH TECH TO DUPLICATE OR RETURN WHEN CONDITION CAN BE REPRODUCED

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Line#: E OperNo: 41 FailCode: Hours: 0.00 Rate: 2 Amount\$: 0.00 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com INTERIOR TRIM;CUSTOMER STATES SEAL PLATE AT REAR HATCH LIFTING UP ON PASSENGER SIDE  
 Cor ORDERED PART

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Vin ID#: BR [REDACTED] Repair Order#: 24675 Status Cd: C  
 RO Date: 03/08/12 Inv Date: 03/20/12 Mileage: 6917 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:  
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

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Line#: A OperNo: 08200301 FailCode: 61 Hours: 0.30 Rate: 2 Amount\$: 21.96 Tech: A29  
 PayType: W Sp G/L#: FP: 1SR89HDAAB CondNo: 1 Part\$: 590.80 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;CUSTOMER STATES FRONT DVD GOES OUT BUT IF CLOSE AND REOPEN IT WORKS- SOP PART IN  
 Cor VERIFIED, REPLACED DVD UNIT  
 Part Number: 1SR89HDAAB Desc.: MONITOR MEDIA Type: W Qty: 1 Cost: 422.00 Price: 590.80  
 T-Price: 590.80 G/L#:

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Line#: B + OperNo: 85410000 FailCode: Hours: 0.30 Rate: 2 Amount\$: 21.96 Tech: A29  
 PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com CONTINUED FROM LINE A

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Vin ID#: BR [REDACTED] Repair Order#: 24328 Status Cd: C  
 RO Date: 02/07/12 Inv Date: 02/07/12 Mileage: 5696 Act/Est: A Serv Adv: 271  
 Control#: 014460 Inv Letter: C G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: W Auth#:  
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

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Line#: A OperNo: 23141101 FailCode: 11 Hours: 0.20 Rate: 2 Amount\$: 14.64 Tech: A29  
 PayType: W Sp G/L#: FP: 1EV701DL1AG CondNo: 1 Part\$: 674.80 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com INTERIOR TRIM;CUSTOMER STATES FRONT OF CONSOLE SEPERATING, SOP CONSOLE IN  
 Cor VERIFIED, REPALCED CENTER CONSOLE  
 Part Number: 1EV701DL1AG Desc.: CONSOLE CENTE Type: W Qty: 1 Cost: 482.00 Price: 674.80  
 T-Price: 674.80 G/L#:

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Line#: B OperNo: 36 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A29  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com ELECTRICAL - MINOR;FRONT DVD GOES OUT BUT IF CLOSE AND REOPEN IT WORKS--SEE KELLY  
 Cor ORDERED FRONT MONITOR

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Line#: C + OperNo: 10 FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A29  
 PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com BRAKES MECHANICAL;CUSTOMER STATES BRAKES SQUEEK WHEN DRIVING  
 Cor TEST DROVE, COULD NOT DUPLICATE, INSPECTED BRAKES, NO PROBLEMS FOUND

Vin ID#: BR [REDACTED] Repair Order#: 24168 Status Cd: C  
RO Date: 01/25/12 Inv Date: 01/27/12 Mileage: 5297 Act/Est: A Serv Adv: 271  
Control#: 014460 Inv Letter: D G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
GOG(1) 0.00 WarrTyp: W Auth#:   
GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: 26 FailCode: Hours: 0.40 Rate: 3 Amount\$: 16.00 Tech: A36  
PayType: I Sp G/L#: 558A FP: CondNo: 0 Part\$: 18.95 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com PERFORM FULL SERVICE LUBE, OIL, AND FILTER CHANGE-FIRST FREE  
Cor COMPLETED  
Part Number: 68079744AB Desc.: OIL FILTER Type: I Qty: 1 Cost: 4.95 Price: 5.03  
T-Price: 5.03 G/L#:   
Part Number: 68055891AA Desc.: 5W30 PENNZ Type: I Qty: 6 Cost: 2.30 Price: 2.32  
T-Price: 13.92 G/L#: 576A

Line#: B OperNo: 12ROTATE FailCode: Hours: 0.40 Rate: 1 Amount\$: 19.95 Tech: A36  
PayType: C Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com PERFORM TIRE ROTATION  
Cor COMPLETED

Line#: C OperNo: 36 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A19  
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ELECTRICAL - MINOR;CUSTOMER STATES WHEN IN REVERSE, BACKUP SCREEN HAS TWO BLACK MARKS ON SCREEN  
Cor VERIFIED, FOUND NORMAL FOR HITCH ASSIST

Line#: D OperNo: 41 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A19  
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com INTERIOR TRIM;CUSTOMER STATES PIECE FALLING OFF CENTER CONSOLE INSIDE AFTER SLIDING TOP COVER BACK  
Cor ORDERED PARTS

Line#: E OperNo: 36 FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A19  
PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ELECTRICAL - MINOR;CUSTOMER STATES DVD PLAYER WILL NOT TURN ON INTERMITTENTLY WHEN SCREEN IS DOWN, HAVE TO CLOSE SCREEN THEN  
REOPEN IT TO GET IT TO TURN ON  
Cor COULD NOT DUPLICATE AT THIS TIME

Line#: F OperNo: 181906N1 FailCode: FM Hours: 0.20 Rate: 2 Amount\$: 14.64 Tech: A19  
PayType: W Sp G/L#: FP: CondNo: 1 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: W GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com ELECTRICAL - MINOR;PERFORM RRT 11-090  
Cor COMPLETED

Springfield, OH



U.S. Department of Transportation  
NHTSA  
1200 New Jersey Ave. S.E.  
Washington, DC 20590

