

Service Request Activity

| | | | | | | | |
|-----------------------------|--|--------------------|------------|---------------------|---------------------|------------------|-----------------------------|
| SR No. | [REDACTED] | Ref No. | | Goodwill | No Goodwill Offered | BRC Type | PAR |
| Account | | Site | | GW SubType | | Bus. Unit | BRC |
| Last Name | [REDACTED] | First Name | [REDACTED] | Approval | Not Initiated | Area | PAR |
| Daytime # | [REDACTED] | Evening # | [REDACTED] | UCC | Non Component GM | Sub-Area | Initiate PAR- Thermal Event |
| Address | [REDACTED] | City | | Involved Dlr | F & B Realty Trust | Safety | Yes |
| State | MA | Postal Cd | 02481-1617 | Source | Phone | Updated | 1/16/2008 11:24:20 AM |
| Serial #/VIN | 1GNFK13077J2 [REDACTED] | Model Year | 2007 | Priority | Medium | License # | |
| Make | Chevrolet | Warr. Start | 02/20/2007 | Status | Closed | Opened | 1/2/2008 09:35:45 AM |
| Model | Tahoe | Mileage | 11,000 | Sub-Status | Dissatisfied | Closed | 1/16/2008 11:24:20 AM |
| Abstract | Thermal Event | | | | | | |
| Customer Description | *** BRC PAR CASE. DO NOT ASSUME. FORWARD ALL INQUIRIES TO JOSE RODRIGUEZ EXT 21333 *** | | | | | | |

GMPP Details

| GMPP Term | GMPP Mileage | GMPP Retail Cost |
|-----------|--------------|------------------|
|-----------|--------------|------------------|

Component Coverage

| Component Coverage | Expiration Mileage | Expiration Date |
|--------------------|--------------------|-----------------|
|--------------------|--------------------|-----------------|

Certificate Details

| Certificate Number | Amount | Expiration Date |
|--------------------|--------|-----------------|
|--------------------|--------|-----------------|

Pre-Authorization Basics

| Service Dealer | BAC Code | Div. Dealer Code | Repair Order # |
|----------------|----------|------------------|----------------|
|----------------|----------|------------------|----------------|

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|--------------------------|---------------------------|----------------|--------------------------|------------------|--------|-----------------------|---------------------------------|
| 1/16/2008 11:24:19 AM | RODRIJOS | RODRIJOS | SR Closed - Dissatisfied | | Done | 1/16/2008 11:24:19 AM | Service Request has been Closed |
| Contact Last Name | Contact First Name | Account | BAC Code | | | | Dissatisfied. |
| [REDACTED] | | | | | | | |
| Comments | | | | | | | |
| [REDACTED] | | | | | | | |

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|-----------------------|------------|-------------|---------------|------------------------------|--------|-----------------------|-------------|
| 1/16/2008 11:23:58 AM | RODRIJOS | RODRIJOS | BRC PAR | Close-No Offer to Repair/Rep | Done | 1/16/2008 11:24:17 AM | closed |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

case closed. case was sent to esis

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|-----------------------|------------|-------------|------------------------|------------------|--------|-----------------------|----------------------|
| 1/16/2008 11:20:37 AM | RODRIJOS | RODRIJOS | Outbound Call Customer | Made Contact | Done | 1/16/2008 11:23:55 AM | called customer back |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Crs advised calling back.

advised that the case has been picked up by esis. he needs to call Debbie Chisholm at [REDACTED] .

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|-----------------------|------------|-------------|-----------------------|---------------------|--------|-----------------------|-------------|
| 1/16/2008 11:19:44 AM | RODRIJOS | RODRIJOS | Inbound Call Customer | Voice Mail Received | Done | 1/16/2008 11:20:23 AM | Cust called |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Cust sts that he has not heard from esis. seeks call back since its been 10 business days.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|-----------------------|------------|-------------|---------------|------------------|--------|-----------------------|-------------------------------------|
| 1/16/2008 11:19:39 AM | RODRIJOS | RODRIJOS | SR Opened | | Done | 1/16/2008 11:19:39 AM | SR in Status of Closed has been Re- |

| Contact Last Name | Contact First Name | Account | BAC Code |
|-------------------|--------------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

| Comments |
|------------|
| [REDACTED] |

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|--------------------|--------------------------|------------------|----------|----------------------|---|
| 1/9/2008 09:53:08 AM | RODRIJOS | RODRIJOS | SR Closed - Dissatisfied | | Done | 1/9/2008 09:53:08 AM | Service Request has been Closed Dissatisfied. |
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|---------------|------------------------------|--------|----------------------|-------------|
| 1/9/2008 09:52:45 AM | RODRIJOS | RODRIJOS | BRC PAR | Close-No Offer to Repair/Rep | Done | 1/9/2008 09:53:05 AM | closed |

| | | | | | | | |
|-------------------|--|--------------------|--|---------|----------|--|--|
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |
|-------------------|--|--------------------|--|---------|----------|--|--|

case closed case was sent to esis.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|-----------------------|------------------------|--------|----------------------|-------------|
| 1/9/2008 09:48:49 AM | RODRIJOS | RODRIJOS | Inbound Call Customer | Service Request Update | Done | 1/9/2008 09:52:44 AM | Cust called |

| | | | | | | | |
|-------------------|--|--------------------|--|---------|----------|--|--|
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |
|-------------------|--|--------------------|--|---------|----------|--|--|

Cust seeks update on the case.

Crs advised that the case was sent to esis. advised that they will contact him with in the next 7-10 business days.

Cust understood.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|---------------|------------------|--------|----------------------|---|
| 1/9/2008 09:47:58 AM | RODRIJOS | RODRIJOS | SR Opened | | Done | 1/9/2008 09:47:58 AM | SR in Status of Closed has been Re-Opened by RODRIJOS |

| | | | | | | | |
|-------------------|--|--------------------|--|---------|----------|--|--|
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |
|-------------------|--|--------------------|--|---------|----------|--|--|

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|--------------------------|------------|---------------------------|--------------------------|------------------|-----------------|----------------------|---|
| 1/4/2008 09:54:22 AM | RODRIJOS | RODRIJOS | SR Closed - Dissatisfied | | Done | 1/4/2008 09:54:22 AM | Service Request has been Closed Dissatisfied. |
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|---------------|------------------------------|--------|----------------------|-------------|
| 1/4/2008 09:53:57 AM | RODRIJOS | RODRIJOS | BRC PAR | Close-No Offer to Repair/Rep | Done | 1/4/2008 09:54:19 AM | closed |

| | | | | | | | |
|--------------------------|--|---------------------------|--|----------------|-----------------|--|--|
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |
|--------------------------|--|---------------------------|--|----------------|-----------------|--|--|

case closed. case was sent to esis

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|-----------------------|---------------------|--------|----------------------|-------------|
| 1/3/2008 02:29:45 PM | RODRIJOS | RODRIJOS | Inbound Call Customer | Voice Mail Received | Done | 1/3/2008 02:32:57 PM | Cust called |

| | | | | | | | |
|--------------------------|--|---------------------------|--|----------------|-----------------|--|--|
| Contact Last Name | | Contact First Name | | Account | BAC Code | | |
|--------------------------|--|---------------------------|--|----------------|-----------------|--|--|

Jose Rodriguez ATX PAR

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|--------------------|-------------|--------------------------|------------------------|--------|----------------------|-------------|
| 1/3/2008 11:33:22 AM | RODRIJOS | RODRIJOS | Inbound Call Third Party | Service Request Update | Done | 1/3/2008 11:36:41 AM | Insurance |
| Contact Last Name | Contact First Name | Account | BAC Code | | | | |

Comments

TP: sts that he does not know what the damages will be. sts that he wants to know how we are going to proceed with the i investigation.

Crs advised that the case was sent to esis.advised that they will contact the customer with in the next 7-10 business days.

Jim understood.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|--------------------|-------------|---------------------|---------------------|--------|----------------------|-------------|
| 1/3/2008 11:20:33 AM | RODRIJOS | RODRIJOS | Inbound Call Dealer | Voice Mail Received | Done | 1/3/2008 11:21:41 AM | dlr called |
| Contact Last Name | Contact First Name | Account | BAC Code | | | | |

MUZI CHEVROLET
 56 TV PL
 NEEDHAM HEIGHTS , MA 02494-2303
 (781) 449-4360

Svc Mgr Carl Collins

sts that he was not aware of the allegation. does not have any information.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|--------------------|-------------|---------------|------------------|--------|----------------------|--|
| 1/3/2008 10:46:20 AM | CARVALME | RODRIJOS | Notify CRM | Other | Done | 1/3/2008 11:22:10 AM | CRS Advised: Please see previous activity. |
| Contact Last Name | Contact First Name | Account | BAC Code | | | | |

Melanei Carvalho/stj/cac

CRS Advised: Please see previous activity.

Melanei Carvalho/stj/cac

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|--------------------------|---------------------|--------|----------------------|-------------------|
| 1/3/2008 10:44:20 AM | CARVALME | CARVALME | Inbound Call Third Party | Voice Mail Received | Done | 1/3/2008 10:46:19 AM | Insurance Company |
| | | Account | Account | | | BAC Code | |

3rd Party States: Jim from the cust's insurance company called and wants the owner of the case to call him so there inspectors can do a inspection the same time a a GM rep his phone number is [REDACTED] .

Melanie Carvalho/stj/cac

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------------|--------------------|------------------|--------|----------------------|------------------|
| 1/2/2008 05:29:58 PM | RODRIJOS | TOPOROW M | Escalation | | Done | 1/4/2008 06:49:51 AM | Assigned to ESIS |
| | | Contact Last Name | Contact First Name | Account | | | BAC Code |

thermal event

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------------|---------------------|------------------|--------|----------------------|----------------------------|
| 1/2/2008 05:29:25 PM | RODRIJOS | RODRIJOS | Scheduled Follow-up | | Done | 1/4/2008 09:53:56 AM | 71-589070160 check on esis |
| | | Contact Last Name | Contact First Name | Account | | | BAC Code |

closed activity.

esis has picked up case.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------------|--------------------|----------------------------|--------|----------------------|----------------------------|
| 1/2/2008 04:33:36 PM | RODRIJOS | RODRIJOS | Ownership Changed | Ownership Escalated to BRC | Done | 1/2/2008 04:33:36 PM | Ownership Escalated to BRC |
| | | Contact Last Name | Contact First Name | Account | | | BAC Code |

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|--------------------------|------------|---------------------------|-------------------|------------------|--------|----------------------|---|
| 1/2/2008 12:50:33 PM | DRAHEICM | RODRIJOS | Ownership Changed | | Done | 1/2/2008 12:50:33 PM | Service Request Ownership has changed FROM: CARVALME TO: RODRIJOS |
| Contact Last Name | | Contact First Name | | Account | | BAC Code | |
| Beggans | | John | | | | | |
| Comments | | | | | | | |

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|--------------------------|------------|---------------------------|---------------|------------------------|--------|----------------------|-------------|
| 1/2/2008 12:50:17 PM | DRAHEICM | RODRIJOS | BRC PAR | Initial Contact- Phone | Done | 1/2/2008 04:44:27 PM | called |
| Contact Last Name | | Contact First Name | | Account | | BAC Code | |
| [REDACTED] | | [REDACTED] | | [REDACTED] | | [REDACTED] | |

Cust sts that his vehicle had been parked in the garage for about 45 minutes to an hour. sts that he smelled smoke then once he got to the vehicle he saw flames. the veh caught on fire and damaged his garage.
Cust sts that his insurance company is already investigating this.

Crs advised that this case will be sent to esis. advised that they will contact him with in the next 7-10 business days.

Cust understood.

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|--------------------------|------------|---------------------------|---------------|-------------------------|--------|----------------------|-------------|
| 1/2/2008 12:50:11 PM | DRAHEICM | RODRIJOS | BRC PAR | Initial Contact- Dealer | Done | 1/2/2008 05:28:44 PM | called |
| Contact Last Name | | Contact First Name | | Account | | BAC Code | |
| [REDACTED] | | [REDACTED] | | [REDACTED] | | [REDACTED] | |

MUZI CHEVROLET
56 TV PL
NEEDHAM HEIGHTS , MA 02494-2303
(781) 449-4360

Left VM for

Svc Mgr Carl Collins

Crs advised that on new years eve the veh had a thermal event. the veh was in the customers garage and was totaled.

Crs seeks any info on case.

Jose Rodriguez ATX PAR

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|---------------|----------------------|--------|----------------------|-------------|
| 1/2/2008 12:50:06 PM | DRAHEICM | RODRIJOS | BRC PAR | Initial Contact- AVM | Done | 1/2/2008 05:29:09 PM | called |
| | | rst Name | | Account | | BAC Code | |

[REDACTED]

DVM

Crs advised that on new years eve the veh had a thermal event. the veh was in the customers garage and was totaled.

Crs seeks to advise on allegation

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|--------------------|---------------|------------------|--------|----------------------|-------------|
| 1/2/2008 12:50:01 PM | DRAHEICM | RODRIJOS | BRC PAR | Acknowledgement | Done | 1/2/2008 03:18:13 PM | called |
| Contact Last Name | | Contact First Name | | Account | | BAC Code | |

[REDACTED]

See initial contact for more information

Jose Rodriguez ATX PAR

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|--------------------|---------------|------------------|--------|----------------------|---------------|
| 1/2/2008 12:49:56 PM | DRAHEICM | RODRIJOS | Notify CRM | | Done | 1/2/2008 03:05:06 PM | file assigned |
| Contact Last Name | | Contact First Name | | Account | | BAC Code | |

[REDACTED]

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|--------------------|---------------|------------------|--------|----------------------|--------------|
| 1/2/2008 12:49:51 PM | DRAHEICM | RODRIJOS | Research | | Done | 1/2/2008 03:17:56 PM | research vin |
| Contact Last Name | | Contact First Name | | Account | | BAC Code | |

[REDACTED]

1GNFK13077J2 [REDACTED]

no open recalls

No other related cases

Jose Rodriguez ATX PAR

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|---------------|------------------|--------|----------------------|--------------------------------------|
| 1/2/2008 12:49:38 PM | DRAHEICM | RODRIJOS | BRC PAR | Case Assigned | Done | 1/2/2008 03:12:48 PM | assigned to jose rodriguez ext 31103 |
| | | | First Name | Account | | BAC Code | |

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|-------------------|--------------------|--------|----------------------|---|
| 1/2/2008 12:05:28 PM | DRAHEICM | CARVALME | SR Opened | | Done | 1/2/2008 12:05:28 PM | SR in Status of Closed has been Re-Opened by DRAHEICM |
| | | | Contact Last Name | Contact First Name | | Account | BAC Code |

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|--------------------------|------------------|--------|----------------------|---|
| 1/2/2008 12:05:26 PM | DRAHEICM | CARVALME | SR Closed - Dissatisfied | | Done | 1/2/2008 12:05:26 PM | Service Request has been Closed Dissatisfied. |
| | | | Contact First Name | Account | | BAC Code | |

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|------------|-------------|---------------|------------------|--------|----------------------|-------------|
| 1/2/2008 10:03:38 AM | CARVALME | DRAHEICM | Escalation | Initiate PAR | Done | 1/2/2008 12:04:28 PM | Fire |
| | | | First Name | Account | | BAC Code | |

Please review and assume case

Melanie Carvalhal/stj/cac

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Service Request Activity

Activities

| Created | Created By | Assigned To | Activity Type | Activity SubType | Status | Completed | Description |
|----------------------|--------------------|-------------|-----------------------|------------------|--------|----------------------|-------------|
| 1/2/2008 09:35:49 AM | CARVALME | CARVALME | Inbound Call Customer | Complex Request | Done | 1/2/2008 10:05:12 AM | Fire |
| Contact Last Name | Contact First Name | Account | BAC Code | | | | |

Beggans John

Comments

Cust States: On new years eve he went out to his garage and his vehicle was on fire it caught his house on fire and his baby was in the house. Every one is fine.

CRS Advised: I will fill out a PAR form and someone will call you in 2 bussiness days. Told cust of recall on vehicle.

Melanie Carvalhal/stj/cac

UCC Codes

| UCC Code | UCC Symptom | UCC Description |
|----------|-------------|------------------|
| S96 | Chevrolet | Non Component GM |