

Service Request Activity

SR No.	[REDACTED]	Ref No.	[REDACTED]	Goodwill		BRC Type	ADR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[REDACTED]	First Name	[REDACTED]	Approval	Not Initiated	Area	ADR
Daytime #	[REDACTED]	Evening #	[REDACTED]	UCC	Non Component GM	Sub-Area	BBB Case
Address	[REDACTED]	City		Involved Dlr	F & B Realty Trust	Safety	Yes
State	[REDACTED]	Con. Acct.		Source	Email	Updated	1/22/2008 02:38:40 PM
Serial #/VIN	[REDACTED]	Model Year	2007	Priority	Medium	License #	
Make	Chevrolet	Warr. Start	02/20/2007	Status	Open	Owner	CROMBESA
Model	Tahoe	Mileage	11,000	Sub-Status		Opened	1/22/2008 02:03:19 PM
Abstract	Thermal Event					Closed	
Customer Description	***This is a BRC/ADR Case*** Do not assume. Forward any inquiries to Sara at ext 11607						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/11/2008 02:50:49 PM	CROMBESA	CROMBESA	Scheduled Follow-up		Scheduled Alarm		Pending BBB update

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

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/5/2008 03:19:50 PM	CROMBESA	CROMBESA	Scheduled Follow-up		Done	2/11/2008 02:50:33 PM	Pending BBB update
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/29/2008 02:17:47 PM	CROMBESA	CROMBESA	Scheduled Follow-up		Done	2/5/2008 03:19:41 PM	Case status?
Contact Last Name	Contact First Name	Account	BAC Code				

Beggans John

Comments
Hold for BBB update

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 11:03:16 AM	CROMBESA	CROMBESA	Scheduled Follow-up		Done	1/29/2008 02:09:54 PM	case live?
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 11:01:06 AM	CROMBESA	CROMBESA	BRC ADR	CRM Initial Contact	Done	1/23/2008 11:01:22 AM	DVM
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

Paul Ferrini – 914055 8366

CRS adv: Calling in reference to customer who has filed a claim with the BBB; wanted to notify you

C [REDACTED]
V [REDACTED] Tahoe
CU [REDACTED] 000
VIN [REDACTED]
DL [REDACTED] rolet

Customer is alleging that his vehicle started on fire while off in his garage and set his house on fire, this is being handled by out PAR department and will continue to be handled by them. Thanks.

Sara Crombez/adr/chatham/11607

Service Request Activity

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Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 10:49:01 AM	CROMBESA	CROMBESA	BRC ADR	CRM Initial Contact	Done	1/23/2008 10:49:13 AM	DLR
Contact Last Name	Contact First Name	Account	BAC Code				

MUZI CHEVROLET (114942)
 56 TV PL
 NEEDHAM HEIGHTS, MA 02494-2303
 (781) 449-4360

CRS spoke w/: Service Manager – Carl

CRS adv: Calling in reference to customer who has filed with the bbb – wanted to notify you of the claim.

Sara Crombez/adr/chatham/11607

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 10:30:39 AM	CROMBESA	CROMBESA	BRC ADR	CRM Initial Contact	Done	1/23/2008 10:31:05 AM	CUST
Contact Last Name	Contact First Name	Account	BAC Code				

CRS adv: Received notification that you filed with the BBB; normally the claim would be directed to my department but because you are alleging the product caused the thermal event this would be handled by our product allegation department – I do see you're already dealing with them, so that is who you would continue to work with.

Cust sts: Was really looking for some help when I contacted you guys cause my family almost died, my house almost burnt down – and I really didn't get it. Don't know where to go. Can't accept an insurance check or I can't pursue this, don't know if I should pursue LL.

CRS adv: PAR is the department here that would handle this claim, other than that since you've filed with the BBB they will send you out a package in the mail; once you receive that, you can contact the person listed in that information and request further steps on where to go from here

Cust sts: okay, thank you – appreciate the call

Sara Crombez/adr/chatham/11607

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2008 10:28:28 AM	CROMBESA	CROMBESA	BRC ADR	Acknowledgement	Done	1/23/2008 10:28:41 AM	ACK
Contact Last Name	Contact First Name	Account	BAC Code				

Acknowledgement completed on 01/23/08 @ daytime number

Sara Crombez/ADR/Chatham/11607

Service Request Activity

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Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 03:25:04 PM	CROMBESA	CROMBESA	Inbound Call Third Party	Voice Mail Received	Done	1/22/2008 03:26:15 PM	ESIS rep returning OCRS call
Contact Last Name	Contact First Name	Account	BAC Code				

TP sts: Hi Sara, this is Debra Chisholm calling back regarding John Beggans; thank you for letting me know that he's filed with the BBB, will notify GM's legal staff – spoke with the claimant and explained the process and he was pretty upset by that, seems like the insurance company has already picked up the vehicle and the repairs are beginning on the house. Not sure if he's going to settle with the insurance company or not but I have explained the process and mailed out the acknowledgement letter- have also been contacted by the insurance company so I assume he may have even already settled with them. That's the status, let me know if you need anything else.

Sara Crombez/adr/chatham/11607

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 02:38:40 PM	CROMBESA	CROMBESA	Scheduled Follow-up		Done	1/23/2008 10:11:42 AM	Heard Back from ESIS rep?
Contact Last Name	Contact First Name	Account	BAC Code				

Complete acknowledgement and initials

Sara Crombez/adr/chatham/11607

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 02:35:25 PM	CROMBESA	CROMBESA	Outbound Call Third Party	Left Message	Done	1/22/2008 02:36:04 PM	Seeking status of ESIS claim
Contact Last Name	Contact First Name	Account	BAC Code				

ESIS Rep -

CRS adv: Calling in reference to customer, he has filed a claim with the BBB – wanted to notify you, seeking status of your claim. Please contact me back.

Sara Crombez/adr/Chatham/11607

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 02:07:10 PM	CROMBESA	CROMBESA	Other		Done	1/22/2008 02:07:50 PM	Research from previous PAR file
Contact Last Name	Contact First Name	Account	BAC Code				

Case has been picked up by esis-

sara crombez/adr/chatham/11607

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Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 02:03:19 PM	CROMBESA	CROMBESA	Ownership Changed	Ownership Escalated to BRC	Done	1/22/2008 02:03:19 PM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account	BAC Code		
Beggans		John					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/22/2008 12:18:12 PM	SADMIN	CROMBESA	BRC ADR	New Case	Done	1/22/2008 02:03:34 PM	██████████ 01/22/2008
Contact Last Name		Contact First Name		Account	BAC Code		
					12:18:08:072		
Comments							

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 s@jpmorgan.com<ATTY:><
 EVINFO:>Internet Case<ATTYPH#:><LIEN:>none<LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>My car
 that is less than 1 year old caught fire in my garage while the car was off. The car burst into flames almost killing my entire family in my house.
 The car damaged my home for about \$10K. GM is not living up to the warranty. I live in MA that is a lemon law state. Full refund or new car.

UCC Codes

UCC Code	UCC Symptom	UCC Description
S96	Chevrolet	Non Component GM