



February 15, 2008

Jeffrey L. Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S. E., Room W48-307  
Washington, D.C. 20590

N080048

PE08-010

Dear Mr. Quandt:

In response to the Office of Defect Investigations (ODI) request, GM is providing a summary of incidents (customer complaints, field reports, and property damage claims) that may relate to allegations of a fire in Model Year (MY) 2007 Chevrolet Tahoe & GMC Yukon vehicles, manufactured by General Motors Corporation. The information being provided has been compiled from information available in the GM TREAD data system.

Additionally, GM is providing vehicle production information for the 2007 through 2008 MY Chevrolet Silverado, Chevrolet, Tahoe, GMC Sierra and GM Yukon vehicles with a gasoline engine. The data was collected as of February 13, 2008.

The "GMT900 Production.pdf" and "2007 Tahoe Yukon Incidents.pdf" data requested is on the attached disk labeled "ATT\_1\_GM," and was gathered February 13, 2008.

Please contact me if you have any questions about this response.

Sincerely,

Gay P. Kent

Director

Product Investigations

Attachment

PE08-010

GM

2/15/2008

71-589070160

## Service Request Activity

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

### 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
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
<b>Contact Last Name</b>	<b>Contact First Name</b>	<b>Account</b>	<b>BAC Code</b>				Dissatisfied.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]				
<b>Comments</b>							

# 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

## 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		
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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		
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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		
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## 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.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		

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

<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
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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

<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
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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
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
Beggans		John					
<b>Comments</b>							

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
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[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
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
[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

PE08-010

GM

2/15/2008

71-595345980

## 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						
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]

## Service Request Activity

### 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

### Activities

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

### Activities

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

## Service Request Activity

### Activities

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
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
Beggans		John					
<b>Comments</b>							

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
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>	<b>BAC Code</b>		
					12:18:08:072		
<b>Comments</b>							

██████████ter  
 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