

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

PE10-010

GM

5/31/2012

QUESTION 1

TABLE

Q\_01\_Tables:

Table 1-1 below summarizes the updated responsive complaints, field reports and lawsuit records that may relate to the alleged defect in Salt Belt states for the 1999 – 2003 MY subject vehicles. The records summarized in Table 1-1 are the records gathered since our January 6, 2012, update.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	Fire	NUMBER WITH INJURIES/FATALITIES*
Owner Reports	21	5	0	1	0	0/0
Field Reports	2	0	0	0	0	0/0
Not-In-Suit Claims	2	0	0	2	0	1/0
Subrogation Claims	0	0	0	0	0	0/0
Third Party Arbitration Proceedings	0	0	0	0	0	0/0
Product Liability Lawsuits	0	0	0	0	0	0/0
Total Reports (Including Duplicates)	25	5	0	3	0	1/0
Total Vehicles with Reports (Unique VIN)	23	5	0	2	0	1/0

TABLE 1-1: GM SALT BELT STATES UPDATED - GM RECORDS FOR 1999 – 2003 MY THAT MAY RELATE TO ALLEGED DEFECT

Table 1-2 below summarizes the responsive complaints, field reports and lawsuit records that may relate to the alleged defect in Salt Belt states for the 2004 – 2006 MY subject vehicles.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	FIRE	NUMBER WITH INJURIES/FATALITIES*
Owner Reports	49	7	0	3	0	0/0
Field Reports	4	0	0	0	0	0/0
Not-In-Suit Claims	4	0	3	4	0	1/0
Subrogation Claims	0	0	0	0	0	0/0
Third Party Arbitration Proceedings	0	0	0	0	0	0/0
Product Liability Lawsuits	0	0	0	0	0	0/0
Total Reports (Including Duplicates)	57	7	3	7	0	1/0
Total Vehicles with Reports (Unique VIN)	55	7	3	5	0	1/0

TABLE 1-2: GM SALT BELT STATES GM RECORDS FOR 2004 – 2006 MY THAT MAY RELATE TO ALLEGED DEFECT

The sources of the requested information and the last date the searches were conducted are tabulated in Table 1-3 below.

Source System	Last Date Gathered
Customer Assistance Center	05/12/2012
Technical Assistance Center	05/19/2012
Field Information Network Database (FIND)	05/22/2012
Field Product Report Database (FPRD)	05/22/2012
Company Vehicle Evaluation Program (CVEP)	05/22/2012
Captured Test Fleet (CTF)	05/22/2012
Early Quality Feedback (EQF)	05/22/2012
Legal/Employee Self Insured Services (ESIS)/Product Liability Claims/Lawsuits	05/24/2012

TABLE 1-3: DATA SOURCES

Table 1-4 summarizes the GM regular warranty claims and goodwill warranty claims that may be related to the alleged defect in Salt Belt states for the 1999 – 2003 MY subject vehicles gathered since our January 6, 2012, update.

MAKE/MODEL	MODEL YEARS					TOTAL
	1999	2000	2001	2002	2003	
Chevrolet Silverado	0	0	0	13	4	17
Chevrolet Tahoe	0	0	0	0	0	0
Chevrolet Suburban	0	0	0	0	0	0
Chevrolet Avalanche	0	0	0	0	1	1
GMC Sierra	0	0	4	0	0	4
GMC Yukon	0	0	0	0	0	0
GMC Yukon XL	0	0	0	0	0	0
Cadillac Escalade	0	0	0	0	1	1
Cadillac Escalade EXT	0	0	0	0	0	0
TOTAL	0	0	4	13	6	23

TABLE 1-4: GM SALT BELT STATES UPDATED REGULAR WARRANTY AND GOODWILL CLAIMS FOR THE 1999 – 2003 MY SUBJECT VEHICLES

Table 1-5 summarizes the Motors Insurance Corporation (MIC) and Universal Warranty Corporation (UWC) service contract claims that may be related to the alleged defect in Salt Belt states for the 1999 – 2003 MY subject vehicles gathered since our January 6, 2012, update.

MAKE/MODEL	MODEL YEARS					TOTAL
	1999	2000	2001	2002	2003	
Chevrolet Silverado	0	0	0	0	1	1
Chevrolet Tahoe	0	0	0	1	0	1
Chevrolet Suburban	0	0	0	0	0	0
Chevrolet Avalanche	0	0	0	1	0	1
GMC Sierra	0	0	0	0	0	0
GMC Yukon	0	0	0	0	0	0
GMC Yukon XL	0	0	0	0	0	0
Cadillac Escalade	0	0	0	0	0	0
Cadillac Escalade EXT	0	0	0	0	0	0
TOTAL	0	0	0	2	1	3

TABLE 1-5: GM SALT BELT STATES UPDATED MIC AND UWC SERVICE CONTRACT CLAIMS AND MIC GOODWILL CLAIMS FOR THE 1999 – 2003 MY SUBJECT VEHICLES

Table 1-6 summarizes the GM regular warranty claims and goodwill warranty claims that may be related to the alleged defect in Salt Belt states for the 2004 – 2006 MY subject vehicles.

MAKE/MODEL	MODEL YEARS			TOTAL
	2004	2005	2006	
Chevrolet Silverado	21	8	17	46
Chevrolet Tahoe	1	1	0	2
Chevrolet Suburban	2	0	0	2
Chevrolet Avalanche	2	0	0	2
GMC Sierra	19	12	5	36
GMC Yukon	0	0	0	0
GMC Yukon XL	1	0	0	1
Cadillac Escalade	2	1	0	3
Cadillac Escalade ESV	1	0	0	1
Cadillac Escalade EXT	2	0	0	2
TOTAL	51	22	22	95

TABLE 1-6: GM SALT BELT STATES REGULAR WARRANTY AND GOODWILL CLAIMS FOR THE 2004 - 2006 MY SUBJECT VEHICLES

Table 1-7 summarizes the MIC and UWC service contract claims that may be related to the alleged defect in Salt Belt states for the 2004 – 2006 MY subject vehicles.

MAKE/MODEL	MODEL YEARS			TOTAL
	2004	2005	2006	
Chevrolet Silverado	61	5	3	69
Chevrolet Tahoe	0	0	0	0
Chevrolet Suburban	1	0	0	1
Chevrolet Avalanche	2	0	0	2
GMC Sierra	14	1	1	16
GMC Yukon	1	0	0	1
GMC Yukon XL	0	0	0	0
Cadillac Escalade	1	0	0	1
Cadillac Escalade ESV	2	0	0	2
Cadillac Escalade EXT	1	0	0	1
TOTAL	83	6	4	93

TABLE 1-7: GM SALT BELT STATES MIC AND UWC SERVICE CONTRACT CLAIMS AND MIC GOODWILL CLAIMS FOR THE 2004 - 2006 MY SUBJECT VEHICLES

Refer to access database “Q\_01\_REQUEST NUMBER ONE WARRANTY DATA” for categories prescribed by the NHTSA.

The sources of the requested warranty information and the last date the searches were conducted are tabulated in Table 1-8 below.

SOURCE SYSTEM	LAST DATE GATHERED
GART - Regular Warranty	05/15/2012
Motors Insurance Corporation (MIC) - Service Contract Claims	05/18/2012
Universal Warranty Corporation (UWC) - Service Contract Claims	05/09/2012

TABLE 1-8: DATA SOURCES

The warranty data provided has limited analytical value in analyzing the field performance of a motor vehicle component. The warranty records do not contain sufficient information to establish the condition of the part at the time of the warranty correction; and service personnel may not consistently use the appropriate labor and trouble codes. Warranty numbers represent claims by our dealers for reimbursement for parts and labor costs incurred in performing warranty service for our customers.

GM is providing the number of 2004 – 2006 MY subject vehicles produced for sale or lease in the United States by make, model and model year in Table 1-9 below:

MAKE/MODEL	MODEL YEARS			TOTAL
	2004	2005	2006	
Chevrolet Silverado	738,479	665,612	624,404	2,028,495
Chevrolet Tahoe	205,297	155,403	52,656	413,356
Chevrolet Suburban	132,390	92,573	30,734	255,697
Chevrolet Avalanche	96,829	62,376	25,340	184,545
GMC Sierra	225,982	224,258	212,738	662,978
GMC Yukon	93,832	73,788	24,254	191,874
GMC Yukon XL	68,699	54,307	24,569	147,575
Cadillac Escalade	37,659	32,180	13,500	83,339
Cadillac Escalade ESV	16,818	13,453	6,210	36,481
Cadillac Escalade EXT	9,441	8,776	3,023	21,240
TOTAL	1,625,426	1,382,726	1,017,428	4,025,580

TABLE 1-9: GM 2004 – 2006 MY SUBJECT VEHICLE PRODUCTION

The GM production information is provided on the ATT\_1\_GM disk in the folder labeled “Q\_01”; refer to the Microsoft Access 2003 file labeled, “Q\_01\_2004\_2006 PRODUCTION DATA”.

PE10-010

GM

5/31/2012

QUESTION 1

<b>Field Performance Report</b>		
<b>GM Aftersales</b>		
<b>FPR Case No:</b>	63275	<b>Status:</b> Saved
		<b>Transfer:</b>
<b>Type:</b>	GMNA Truck	<b>Country:</b> United States of America
<b>VIN:</b>	2GCEK13T461 [REDACTED]	<b>Vehicle Status:</b>
<b>Make:</b>	Chevrolet	
<b>Model:</b>	Silverado	
<b>Model Year:</b>	2006	
<b>Part Name:</b>	Brake Lines	
<b>Location:</b>	Chassis	
<b>Complaint:</b>	Fluid Leak	
<b>Origination Point:</b>	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
<b>Dealer Code</b>		
<b>GM Rep ID No</b>		

<b>- Affected Vehicles -</b>	
<b>Mileage (Miles)</b>	<b>Build Date</b>
57255	09/30/2005

**No of Vehicles:** 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
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<b>- Functional Group -</b>			
<b>Level 1:</b>	<b>Level 2:</b>	<b>Level 3:</b>	<b>Level 4:</b>
20 Chassis	04 Brakes	01 Front Brake Corner	

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
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<b>Symptoms / Complaints:</b> BRAKE FLUID LEAK
<b>Probable Cause:</b> 4 BRAKE LINES TO EBCM RUSTED AND LEAKING FLUID. 1 BRAKE LINE FROM EBCM TO REAR BRAKES ALONG FRAME RAIL RUSTED. BOTH ROCKER PANELS RUSED OUT. FRAME AND RUNNING GEAR SEVERALLY RUSTED.
<b>Correction:</b> REMOVED AND REPAIRED 5 RUSTED BRAKE LINES.

<b>Sample Parts Available:</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Part No:</b>
<b>Remark/ Location of Parts:</b> BAC 111440 RO 171574	

**Attachments:** [REDACTED]



Name	Type
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**Document Information**

<b>Document Author:</b>	<b>Created by:</b> QZD1VX	<b>Date of creation:</b> 06/24/2011 12:37:18 PM	<b>Server of Creation:</b> USABHEM0DB10/A/GMS ERVER/GMC
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<b>Last Accessed on:</b>		<b>Date last accessed :</b> 05/24/2012 07:00:33 AM	

### Service Request Detail

SR No.	71-769390545	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR		
Account		Site	GW SubType		Bus. Unit	BRC		
Last Name		First Name	Approval	Not Initiated	Area	PAR		
Daytime #		Evening #	UCC	Brakes - General	Sub-Area	Initiate PAR- Collision		
Address		City	Involved Dlr		Safety	Yes		
State	CT	ZipCd	Source	Phone	Updated	11/6/2009 05:03:53 PM		
Serial #/VIN	3GNFK16T040	Model Year	2004	Priority	Medium	License #	CHEVROL	
Make	Chevrolet	Warr. Start	01/15/2004	Status	Closed	Owner	OGLESBMI	
Model	Suburban	Mileage	52000	Sub-Status	Satisfied	Opened	10/21/2009 07:13:18 P M	
Abstract	04 Suburban--Brake concern						Closed	11/6/2009 05:03:36 PM
Customer Description	This is a BRC PAR Case. Do not assume. Forward any inquiries to Michelle Oglesby at ex. 31394.							

### Pre-PAR

PAR Number	Incident Date/Time	Injuries	Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report #	Police Report #
Relative	10/21/2009 03:00:22	N	1	1	Asphalt	Dry	n/a	09-22737
Driver First Name	Height	Disabilities	Insurance Agency					
	5'8	None	USAA					
Insurance Agent Last Name	Insurance Agent First Name	Phone #						
unknown	unknown							
Incident Loc	Route 111 and Purdy Hill Rd, Monroe, CT	Incident Desc	My mother in law was driving down the road approaching a red light. She applied the brakes and they failed to slow the vehicle to a stop. The vehicle went through the light and she hit another vehicle.					
Component	Brakes	Damage Desc	Front and passenger side smashed. No repair estimate.					
Vehicle Loc	Bud's Garage, 25 Island Brook Ave, Bridgeport, CT 06462	Add'l Info	Cust did not have phone number or claim number for insurance company. Cust did not have a specific agent working on the case. Cust did not have third party property damage info available.					
Emgcy Svc Names	Monroe Police Dept responded	Maint Loc	unknown					

### PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	15	Weather Condition	dry	Prop Owner	unknown	Property Type	vehicle, unknown make	
Last Service Date		Loc Last Service		Property Location	unknown	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	unknown, cust did not have this information available	Inspected By	Inspection Not Performed	
Primary Veh Use	Personal	Inspection Type	Restraint System SIR/Seat Belt	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Front and passenger side smashed. No repair estimate.			Explain Other	n/a			

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/6/2009 05:03:36 PM	OGLESBMI	OGLESBMI	SR Closed - Satisfied		Done	11/6/2009 05:03:36 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/5/2009 03:59:03 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Done	11/6/2009 05:03:22 PM	Check for ESIS pickup THIS IS NOT A SOCC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY. FORWARD ANY QUESTIONS TO OCRS.

Check file to see if it has been picked up by ESIS. If so, close file.

Michelle Oglesby/ATX/PAR

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/3/2009 05:02:27 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Done	11/5/2009 03:59:19 PM	Check for ESIS pickup THIS IS NOT A SOCC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY. FORWARD ANY QUESTIONS TO OCRS.

Check file to see if it has been picked up by ESIS. If so, close file.

Michelle Oglesby/ATX/PAR

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 04:28:37 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Done	11/3/2009 05:02:24 PM	Check for ESIS pickup THIS IS NOT A SOCC

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY, FORWARD ANY QUESTIONS TO OCRS.

Check file to see if it has been picked up by ESIS. If so, close file.

Michelle Oglesby/ATX/PAR

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 03:49:59 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Done	10/30/2009 04:29:15 PM	Check for ESIS pickup THIS IS NOT A SOCC

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY, FORWARD ANY QUESTIONS TO OCRS.

Check file to see if it has been picked up by ESIS. If so, close file.

Michelle Oglesby/ATX/PAR

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 04:07:14 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	Done	11/8/2009 04:40:11 PM	assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
property damage, insurance involvement

680298 Nancy Johnson

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/27/2009 03:59:17 PM	OGLESBMI	AMSTUTST	Notify CRM		Done	10/27/2009 04:07:13 PM	File has been fixed

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/27/2009 01:34:18 PM	AMSTUTST	OGLESBMI	Notify CRM		Done	10/27/2009 03:59:16 PM	rejected

Contact Last Name	Contact First Name	Account	BAC Code

Comments

rejected  
- incident desc indicates the veh collided with another veh due to brake failure, but property damage is listed as N, pls explain or correct  
pls correct and return

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/27/2009 10:24:14 AM	KINZERTH	AMSTUTST	Notify CRM		Done	10/27/2009 01:34:14 PM	ESIS - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

rejected  
- incident desc indicates the veh collided with another veh due to brake failure, but property damage is listed as N, pls explain or correct  
pls correct and return

StacyAmstutz/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/26/2009 04:57:09 PM	OGLESBMI	OGLESBMI	Ownership Changed	Ownership Escalated to BRC	Done	10/26/2009 04:57:09 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/26/2009 04:56:18 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Done	10/28/2009 03:49:56 PM	Check for ESIS pickup THIS IS NOT A SOCC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY. FORWARD ANY QUESTIONS TO OCRS.

Check file to see if it has been picked up by ESIS. If so, close file.

Michelle Oglesby/ATX/PAR

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/26/2009 04:55:17 PM	OGLESBMI	KINZERTH	BRC PAR	ESIS - Insurance Involvement	Done	10/27/2009 10:24:12 AM	Escalating to ESIS, Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cust alleges a brake failure caused a collision. Cust has filed a claim with his insurance company and they are investigating it. Case is being sent to ESIS for insurance involvement.

Michelle Oglesby/ATX/PAR

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/26/2009 04:52:56 PM	OGLESBMI	OGLESBMI	Inbound Call Customer	Service Request Update	Done	10/26/2009 04:55:08 PM	alled

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
 Cust sts: My mother in law was driving down the road approaching a red light. She applied the brakes and they failed to slow the vehicle to a stop. The vehicle went through the light and she hit another vehicle. She was not injured. We filed an insurance claim on the vehicle and they are preparing to investigate it. The vehicle is at a third party body shop right now.

CRS sts: Due to the insurance claim that was filed, I will need to escalate your case to our central claims department for further handling. They will be in touch with you within 10 business days. If you don't hear from them by that time, call me and I will look up the new agent name and case #. Call me if you have any questions in the mean time.

Michelle Oglesby/ATX/PAR

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2009 03:41:50 PM	BURCHAM	OGLESBMI	Notify CRM		Done	10/23/2009 04:17:07 PM	Letter Approved

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2009 03:41:37 PM	BURCHAM	KINZERTH	Final Approval	Letter (Non Goodwill)	Done	10/23/2009 03:41:49 PM	Letter Approved

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
10/23/2009 02:42:59 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Done	10/26/2009 04:55:16 PM	-Check for contact THIS IS NOT A SOCC

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY. FORWARD ANY QUESTIONS TO OCRS.

Check file for contact with cust. If none, sched to close file on 11/2.

Michelle Oglesby/ATX/PAR

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
10/23/2009 02:42:18 PM	OGLESBMI	KINZERTH	Submit for Approval	Letter (Non Goodwill)	Done	10/23/2009 03:41:36 PM	Sending 10 day letter

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
10/23/2009 02:40:58 PM	OGLESBMI	OGLESBMI	Correspondence		Done	10/23/2009 02:40:58 PM	Created.BRCPAR_PA0005. SR#71-769390545

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

**Confidential Comments**



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2009 10:26:42 AM	OGLESBMI	OGLESBMI	Scheduled Outbound Call	Cust	Done	10/23/2009 02:40:11 PM	[REDACTED] - Call cust for initial, 3rd attempt

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

**Comments**  
Call cust for third attempt to complete initial contact.

Michelle Oglesby/ATX/PAR

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2009 10:23:52 AM	OGLESBMI	OGLESBMI	Outbound Call Customer	Left Message	Done	10/23/2009 10:24:19 AM	Called [REDACTED]

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

**Comments**  
CRS left message for cust with SR and phone #. Requesting more info/contact for case.

Michelle Oglesby/PAR/ATX

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 04:31:20 PM	OGLESBMI	OGLESBMI	Scheduled Outbound Call	Cust	Done	10/23/2009 10:28:07 AM	[REDACTED] Call cust for initial, 2nd attempt

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

**Comments**  
Call cust for second attempt to complete initial contact.

Michelle Oglesby/ATX/PAR

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 04:17:37 PM	OGLESBMI	OGLESBMI	Outbound Call Dealer	Made Contact	Done	10/22/2009 04:23:08 PM	Called Danbury Chevrolet @ 203-730-5757

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

#### Comments

Spoke with Service Manager John

CRS sts: Calling to get contact info for the cust in this case.

Dir sts: The number we have on file is [REDACTED]

CRS sts: Thank you.

Michelle Oglesby/ATX/PAR

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 12:49:45 PM	OGLESBMI	OGLESBMI	Scheduled Outbound Call	Dir	Done	10/22/2009 04:29:05 PM	[REDACTED] -Call dir for cust contact info

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

#### Comments

Call dir to find out if they have any contact info for cust.

Michelle Oglesby/ATX/PAR

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:12:39 AM	KINZERTH	OGLESBMI	Ownership Changed		Done	10/22/2009 09:12:39 AM	Service Request Ownership has changed FROM: CUENCAED TO: OGLESBMI

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

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:12:14 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- AVM	Done	10/23/2009 10:26:14 AM	Called FFOM Chris Rose

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

#### Comments

FFOM Name: Chris Rose  
 Node/Mailbox: 914055 8455  
 This is Michelle Oglesby calling from the GM Product Allegation Dept:  
 The request number is: 71-769390545  
 The Customer's name is: Marjorie Coppinger  
 The dealer involved is: no involved dlr  
 The vehicle is: 2004 Chevrolet Suburban  
 The last 8 digits of the VIN# are: 4G176325  
 This involves: Brake concern with the vehicle caused a collision

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:12:04 AM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- Dealer	Done	10/22/2009 11:53:24 AM	Called Danbury Chevrolet @ 203-730-5757

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

#### Comments

Left message for Service Manager

CRS sts: Calling to get more info on this vehicle. Provided cust name, VIN, SR, and phone #. Has it ever had concerns with the brake system? Also, is there a contact number you could provide for me? Please call me when you have a chance.

Michelle Oglesby/ATX/PAR

Confidential Comments

**Service Request Detail**

**Activities**

10/22/2009 09:11:55 AM KINZERTH OGLESBMI BRC PAR Initial Contact- 10 Day Letter Done 10/23/2009 02:39:59 PM [Redacted]

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

**Comments**

CRS left message for cust with SR and phone #. Requesting more info/contact for case.  
 Sending 10 day letter.

Michelle Oglesby/PAR/ATX

**Confidential Comments**

Created 10/22/2009 09:11:47 AM Created By KINZERTH Assigned To OGLESBMI Activity Type BRC PAR Activity Sub Type Acknowledgement Status Done Completed 10/22/2009 04:31:01 PM Description [Redacted]

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

**Comments**

CRS left message for cust with SR and phone #. Requesting more info/contact for case.  
 Michelle Oglesby/PAR/ATX

**Confidential Comments**

Created 10/22/2009 09:11:38 AM Created By KINZERTH Assigned To OGLESBMI Activity Type Notify CRM Status Done Completed 10/22/2009 11:48:37 AM Description File Assigned

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

**Comments**

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:11:23 AM	KINZERTH	OGLESBMI	Research		Done	10/22/2009 11:48:32 AM	Research VIN

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

Comments

Research

Recalls: No open recalls

Related repairs: No related repairs

Previous SRs: No previous SRs

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:11:05 AM	KINZERTH	OGLESBMI	BRC PAR	Case Assigned	Done	10/22/2009 11:47:44 AM	Assigned to Michelle Oglesby x31394

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:10:57 AM	KINZERTH	CUENCAED	SR Opened		Done	10/22/2009 09:10:57 AM	SR in Status of Closed has been Re-Opened by KINZERTH

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

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:10:55 AM	KINZERTH	CUENCAED	SR Closed - Satisfied		Done	10/22/2009 09:10:55 AM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2009 07:30:16 PM	CUENCAED	KINZERTH	Escalation	Initiate PAR	Done	10/22/2009 09:10:50 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Edward Cuenca/CAC T1/MAN/Level0

Received and assigned in PAR  
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned to	Activity Type	Activity Subtype	Status	Completed	Description
10/21/2009 07:27:17	CUENCAED	CUENCAED	Inbound Call Customer	Complex Request	Done	10/21/2009 07:32:53 PM	PAR

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

### Comments

Cust Sts:

- . Cust STS:
- . brake failed.
- . had an accident.
- . brake completely failed.
- . car towed away.
- . 100% complete brake failure

Cust Seeks:

Report the Accident

CRS Advised:

-CRS advised that a person from the PAR Department will contact the customer within 2 business days.\*

BTTC - 2032402582

Edward Cuenca/CAC T1/MAN/Level0

### Confidential Comments

## UCC Information

UCC Code	Symptoms	Description
H01	Brake Fade	Brakes - General

## GM Vehicle Inquiry System Summary

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[Help](#)

VIN :	3GNFK16T04C [REDACTED]
-------	------------------------

### VEHICLE INFORMATION

Merchandising Model :	CK15906 -2004 SUBURBAN 1500 - 4WD	Warranty Start Date :	01/15/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	DANBURY CHEVROLET CADILLAC PO BOX 2989 DANBURY, CT 06813-2989 (203) 730-5757	Selling Source :	13 - CHEVROLET
		Site Code :	02041
		Business Associate Code :	170878
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05037	SECOND ROW CENTER SAFETY BELT	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06047	DETERMINE IF ONSTAR CAN BE UPGRADED AT GM GLOBALCONNECT-SEE TSB 05-08-46-006	02/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	1VH830WV	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/15/2004	46 miles	01/15/2007	36046 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/15/2004	46 miles	01/15/2010	100046 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/15/2004	46 miles	01/15/2012	80046 miles



84/70000 CALIFORNIA SELECT COMPONENT	01/15/2004	46 miles	01/15/2011	70046 miles
36/50000 CALIFORNIA EMISSIONS	01/15/2004	46 miles	01/15/2007	50046 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/06/2009	025653	#	V1382 - 05037 - STITCH SEAT LOOP CLOSED	58934 miles
07/15/2008	014016	#	T5686 - 07187 - SPECIAL COVERAGE ADJUSTMENT - REPLACE & REPROGRAM	53663 miles
06/30/2008	013533	#	T5680 - INSTRUMENT CLUSTER ASSEMBLY, GMT 800 SPECIAL COVERAGE BULL	52786 miles
11/14/2003	A76325	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
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## GM Vehicle Inquiry System Claim History

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[Help](#)

VIN :	3GNFK16T04C [REDACTED]
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### CLAIM HISTORY

Repair Order Date :		08/06/2009	Repair Order Number :		025653	Odometer Reading :		58934 miles	
Serviced By :	DANBURY CHEVROLET CADILLAC PO BOX 2989 DANBURY, CT 06813-2989 (203) 730-5757				Selling Source :		13 - CHEVROLET		
					Site Code :		02041		
					Business Associate Code :		170878		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/08/2009	38	01	#	V1382 - 05037 - STITCH SEAT LOOP CLOSED	N/A	N/A	N/A	\$ 19.27	N

Repair Order Date :		07/15/2008	Repair Order Number :		014016	Odometer Reading :		53663 miles	
Serviced By :	DANBURY CHEVROLET CADILLAC PO BOX 2989 DANBURY, CT 06813-2989 (203) 730-5757				Selling Source :		13 - CHEVROLET		
					Site Code :		02041		
					Business Associate Code :		170878		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/25/2008	920	01	#	T5686 - 07187 - SPECIAL COVERAGE ADJUSTMENT - REPLACE & REPROGRAM	N/A	N/A	N/A	\$ 102.80	N

Repair Order Date :		06/30/2008	Repair Order Number :		013533	Odometer Reading :		52786 miles	
Serviced By :	MODEL ELECTRONICS 615 EAST CRESCENT AVE. RAMSEY, NJ 07446-1220				Selling Source :		45 - A/C DELCO		
					Site Code :		19050		
					Business Associate Code :		192106		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

07/22/2008	919	01	#	T5680 - INSTRUMENT CLUSTER ASSEMBLY, GMT 800 SPECIAL COVERAGE BULL	12241544	N/A	N/A	\$ 99.91	Y
------------	-----	----	---	--	----------	-----	-----	----------	---

Repair Order Date :		11/14/2003	Repair Order Number :		A76325	Odometer Reading :		0 miles	
Serviced By :	LOEHMANN-BLASIUS CHEVROLET, INC. PO BOX 2510 WATERBURY, CT 06723-2510 (203) 753-9261				Selling Source :		13 - CHEVROLET		
					Site Code :		02316		
					Business Associate Code :		111153		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/18/2003	431	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 110.71	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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## GM Vehicle Inquiry System Vehicle Build

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[Help](#)

VIN	3GNFK16T04G [REDACTED]
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### VEHICLE BUILD

Merchandising Model :	CK15906 -2004 SUBURBAN 1500 -4WD		
Gross Vehicle Weight Rating :	3269 kg (7208 lb)	Order Number :	GSNJ96
Build Date :	11/14/2003	Build Plant :	34G06

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

### OPTION CODES

AG1 - SIX-WAY POWER DRIVER SEAT	AG2 - 6-WAY POWER DRIVER & PASS SEATS
AJ1 - DEEP TINTED GLASS	AJ7 - SIDE IMPACT AIR BAGS
AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT FRT PASS	AN3 - FRONT BUCKETS WITH POWER ADJ.
AP9 - CARGO CONVENIENCE NET	AS3 - THIRD ROW BENCH SEAT
AT5 - FOLDING CENTER SEAT	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	A31 - POWER WINDOWS
BPH - OFF ROAD APPEARANCE PACKAGE *WHEEL FLARES *LOCKING REAR DIFFERENTIAL *SKID PLATES *17 X 7.5 ALUMINUM WHEELS *P265/70R17 BW OOR TIRES *COLOR KEYED EXTERIOR *Z71 SUSPENSION *16X6.5 ALUMINUM SPARE *SPECIAL ROCKER MOLDINGS *WHEEL CAPS & LUG NUT COVERS *LUGGAGE RACK *FOG LAMPS *FRONT AIR DAM *TUBULAR ASSIST STEPS	B30 - WHEELHOUSING & FLOOR CARPETING
B39 - COLOR KEYED FLOOR MATS/ CARPETED	B58 - COLOR-KEYED FLOOR MATS, CARPETED
B71 - WHEEL FLARES	CF5 - ELECTRIC SLIDING SUNROOF
CJ2 - AIR CONDITIONING AUTOMATIC DUAL ZONE	C25 - REAR WINDOW WIPER & WASHER
C36 - REAR HEATER	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5Z - 7,200 LB GVW RATING	C69 - AIR CONDITIONING-FRONT & REAR
DF5 - ISRV MIRROR W/COMPASS & TEMP	DH6 - LIGHTED VISOR/VANITY MIRRORS
DK8 - DELUXE OVERHEAD CONSOLE	DL3 - OSRV MIRROR W/DRIVER SIDE AUTO DIMMING, PWR FOLD & ADJ, HEAT, TURN SIGNAL

DT4 - ASHTRAY MUFFIN	D07 - CUSTOM FRONT FLOOR CONSOLE
EVA - EVAP EMISSION REQUIREMENT	E52 - LIFTGATE/LIFTGLASS
FK2 - TORSION BAR SPRING ADJUSTMENT	FK3 - TORSION BAR SPRING ADJUSTMENT
GT4 - REAR AXLE - 3.73 RATIO	G63 - ROOF PROVISIONS LUGGAGE CARRIER
G80 - LOCKING REAR DIFFERENTIAL	JF4 - POWER ADJUSTABLE PEDALS
JH2 - BRAKE HYD POWER, DISC/DISC	KG3 - 145 AMP ALTERNATOR
KNP - HD AUX TRANS. COOLING SYS	KUP - THROTTLE CONTROL ELECTRONIC
K34 - CRUISE CONTROL	K47 - HIGH CAPACITY AIR CLEANER
LM7 - VORTEC 5300 V8 SFI GAS ENGINE	MSL - SILAO, MEXICO PLANT
M30 - 4-SPD AUTOMATIC TRANSMISSION	NC7 - FEDERAL OVERRIDE
NE1 - 50-STATE EMISSIONS	NP5 - LEATHER WRAPPED STEERING WHEEL
NP8 - AUTOTRAC ACTIVE TRANSFER CASE	NU4 - CAL EMISSION SYSTEM, LEV2 PLUS
NZZ - OFF ROAD - SKID PLATES	N88 - ALUMINUM WHEEL 17 X 7.5, PREMIUM
PCR - SUN SOUND ENTERTAINMENT PKG * XM SATELLITE RADIO-100 CHNLS OF GO ANYWHERE ENTERTAINMENT * DVD REAR ENTERTAINMENT SYSTEM * POWER GLASS SUNROOF	PDC - CARGO PACKAGE INCLUDES: * CARGO NET * CARGO SHADE * CARGO AREA MAT
PDH - DRIVER CONVENIENCE PACK INCL: * HOMELINK UNIVERSAL TRANSMIT.	QJP - P265/70R17 OOR BW TIRES
RYJ - RETRACTABLE CARGO AREA COVER	R4Y - TIRE BRAND-GOODYEAR
R9U - GM ACCESS - AUTOBOOK IDENTIFIER	R9Z - POMS EXPEDITE-SOLD ORDERS
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
TRB - GRILLE RADIATOR, BODY COLOR	T9H - FRONT FOG LAMP PROVISIONS
UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, AUTO TONE CONTROL, AND ETR (REPLACES STD/OPT PKG RADIO)	UE1 - ONSTAR COMMUNICATIONS SYSTEM INCL 1 YR SAFE & SOUND PLAN AND STEERING WHEEL CONTROLS
UG1 - HOMELINK	UJ6 - TIRE PRESSURE MONITOR
UK3 - REDUNDANT RADIO CONTROLS	UK6 - REAR SEAT AUDIO CONTROLS
UQ7 - BOSE SPEAKER SYSTEM	U2K - XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL
U42 - REAR SEAT ENTERTAINMENT SYSTEM	VB5 - BUMPER FRONT PAINTED
VCT - SHIP THRU CHARGE	VVF - VIDEO FORMAT REGION 1, NTSC
VR4 - WEIGHT DISTRIB. PLATFORM HITCH	VXS - COMPLETE VEHICLE LABEL
V43 - PAINTED REAR STEP BUMPER	V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA
V76 - RECOVERY HOOKS	XJP - P265/70R17-114H BW
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GWV PL-FT AX

YD6 - BASE REAR SPRING	YE9 - LS TRIM
YJP - P265/75R17-113S BW TIRES	ZGC - P265/75R16-114S ALT BW TIRES
ZM9 - CONVENIENCE PACKAGE	ZY1 - SOLID PAINT
Z71 - Z71 EQUIPMENT PACKAGE	Z82 - TRAILERING EQUIPMENT INCLUDES: * TRAILERING HITCH PLATFORM * 7-LEAD WIRING CONNECTOR * TRANSMISSION OIL COOLER * HIGH CAPACITY AIR CLEANER
ISL - OFF-ROAD PREFERRED EQUIP. GRP: * AM/FM STEREO CD WITH RDS * FRONT HIGH BACK BUCKET SEATS * IN DASH 6 CD PLAYER * REAR SEAT AUDIO CONTROLS * BOSE PREMIUM SPEAKERS * 1ST ROW LEATHER SEATING SURFACES * 2ND ROW SEATS LEATHER APPOINTED * ONSTAR SYSTEM INCLUDES 1YR SAFE & SOUND * STEERING WHL MOUNTED CONTROLS * WHEEL FLARES * LOCKING DIFFERENTIAL * SKID PLATES * 17X7.5 ALUMINUM WHEELS * P265/70R17 ON-OFF ROAD TIRES * PWR FOLD AND ADJUST HEATED OUTSIDE MIRROR WITH TURN SIG AND DRIVER SIDE AUTO DIMMING * Z71 SUSPENSION * FRONT AIR DAM * TUBULAR ASSIST STEPS * LUGGAGE RACK WITH RR ROLLERS * FOG LAMPS * CARGO NET * CARGO SHADE * CARGO AREA MAT * TRAILERING PACKAGE * HIGH CAPACITY AIR FILTER	ISZ - PREFERRED EQUIPMENT SAVINGS
52I - TAN INTERIOR TRIM	522 - TAN/NEUTRAL
59U - SILVER BIRCH METALLIC	6XM - COMP FRT LH COMPUTER SEL SUSP
7XM - COMPONENT FRT RH COMP. SEL SUSP	

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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Bethany Tillman**  
Claims Administrator

November 17, 2009

[REDACTED]  
CARMEL, NY [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 680298  
Our Client: General Motors LLC  
Date/Event: 10/21/2009  
Subject vehicle: 2004 Chevrolet Suburban  
VIN: 3GNFK16T04G [REDACTED]

Dear Mr. [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

**\*\*\* IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING\*\*\***

1. A copy of the police and/or fire report.
2. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
3. The driver of the subject vehicle will need to contact the assigned Claims Administrator so an interview can be completed.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject

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vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Bethany Tillman  
Claims Administrator



Bethany  
Tillman/C/US/GM/GMC  
11/17/2009 01:45 PM

To [REDACTED]  
cc Bethany Tillman/C/US/GM/GMC@GM  
bcc  
Subject Re: FW: Emailing: ACCIDENT REPORT 

Mr. [REDACTED]  
I have received the police report. Please see the attached letter. Thank you.



ESIS LTR (CLMT ACK) - COPPINGER (680298)\_#2831690\_v1.DOC

Bethany J. Tillman  
Claims Administrator  
ESIS/General Motors LLC  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI, 48265  
P: 313.665.8571  
F: 313.665.0911

[REDACTED]



[REDACTED]

11/17/2009 12:33 PM

To <bethany.tillman@gm.com>  
cc  
Subject FW: Emailing: ACCIDENT REPORT

<<ACCIDENT REPORT.pdf>> Bethany,

This is the accident report!!!!!!!!!!!!!!!

[REDACTED]

-----Original Message-----

From: [REDACTED]  
Sent: Friday, November 06, 2009 3:18 PM  
To: [REDACTED]  
Subject: Emailing: ACCIDENT REPORT

The message is ready to be sent with the following file or link attachments:

ACCIDENT REPORT

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.



ACCIDENT REPORT.pdf

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CONNECTICUT UNIFORM POLICE ACCIDENT REPORT FORM PR-1 REV. 01/01



1.4

GPS READINGS: Latitude:

Time: Longitude:

FOR DOT USE ONLY

DATE OF ACCIDENT MILITARY TIME ACCIDENT SEVERITY # VEHICLES INVOLVED PAGE # POLICE CASE NUMBER  
 110211091459  Fatal  Injury  PDO 2 1 of 2 09-22737

TOWN OR CITY NAME TOWN CODE ACCIDENT OCCURRED ON (Street Name or Route #) AT ITS INTERSECTION WITH (Street Name or Route #)  
 Monroe 0815 Rt. 111 at Parley Hill Road

IF NOT AT INTERSECTION 1. MEASURE DISTANCE 2. DIRECTION 3. NAME OF NEAREST INTERSECTING STREET, TOWN LINE OR MILE MARKER  
 Feet  Tenths of Mile  Meters  Kilometers  North  South  East  West of NA  
 Accident Occurred:  On Private Property  Parking Lot

02  
2  
31  
11  
12  
11  
12

TRAFFIC UNIT #1  Vehicle  Pedestrian  Non-Contact Vehicle  
 OPERATOR #1 (Last, First, Middle Initial) [Redacted]  
 PROPER LICENSE CLASS  Yes  No

CITY OR TOWN STATE ZIP CODE SEX  
 Melbourne FL [Redacted]  M  F

OPERATOR LICENSE # STATE DATE OF BIRTH  
 [Redacted] FL [Redacted]

CITY OR TOWN STATE ZIP CODE BODY TYPE  
 Sandy Hook CT [Redacted] SUV

STATE VEHICLE YEAR AND MAKE  
 CT 2004 Chevrolet

VEHICLE IDENTIFICATION NUMBER  
 3GNEFK116T0416 [Redacted]

CARRIER NAME  
 [Redacted]

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code)  
 [Redacted]

SOURCE OF CARRIER NAME  Shipping Papers/Trip Manifest  Driver  Side of Vehicle  USDOT #  ICCMC #

GROSS VEHICLE WEIGHT RATING # HAZARDOUS MATERIAL PLACARD REQUIRED?  Yes  No 4 Digit #  Yes  No 1 Digit #

HAZARDOUS CARGO RELEASED?  Yes  No ENFORCEMENT ACTION TAKEN  None  Arrest  Written Warning  Verbal Warning

STATUTE OR ORDINANCE #S SUBJECT OF ACTION  Operator  Carrier  Owner  Pedestrian

AUTOMOBILE INSURANCE - NAME - POLICY #  
 USAA [Redacted]

PARTS OF VEHICLE DAMAGED  
 Front END

VEHICLE TOWED TO:  TOWED DUE TO DAMAGE  
 Buds

4  
1  
Y  
1  
2  
1  
AA  
11  
AA  
12  
AA  
13  
AA  
14

TRAFFIC UNIT #2  Vehicle  Pedestrian  Non-Contact Vehicle

OPERATOR #2 (Last, First, Middle Initial) [Redacted]  
 PROPER LICENSE CLASS  Yes  No

CITY OR TOWN STATE ZIP CODE SEX  
 Trumbull CT [Redacted]  M  F

OPERATOR LICENSE # STATE DATE OF BIRTH  
 [Redacted] CT [Redacted]

OWNER'S NAME (Enter SAME if Owner is Operator)  
 SAME

ADDRESS (Street Number and Name)  
 SAME

CITY OR TOWN STATE ZIP CODE BODY TYPE  
 SAME SAME Van

REGISTRATION # STATE VEHICLE YEAR AND MAKE  
 [Redacted] CT Chrysler 2003 Town

VEHICLE IDENTIFICATION NUMBER  
 2C4YG1P54L53R [Redacted]

CARRIER NAME  
 [Redacted]

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code)  
 [Redacted]

SOURCE OF CARRIER NAME  Shipping Papers/Trip Manifest  Driver  Side of Vehicle  USDOT #  ICCMC #

GROSS VEHICLE WEIGHT RATING # HAZARDOUS MATERIAL PLACARD REQUIRED?  Yes  No 4 Digit #  Yes  No 1 Digit #

HAZARDOUS CARGO RELEASED?  Yes  No ENFORCEMENT ACTION TAKEN  None  Arrest  Written Warning  Verbal Warning

STATUTE OR ORDINANCE #S SUBJECT OF ACTION  Operator  Carrier  Owner  Pedestrian

AUTOMOBILE INSURANCE - NAME - POLICY #  
 Metropolitan Group [Redacted]

PARTS OF VEHICLE DAMAGED  
 Front End

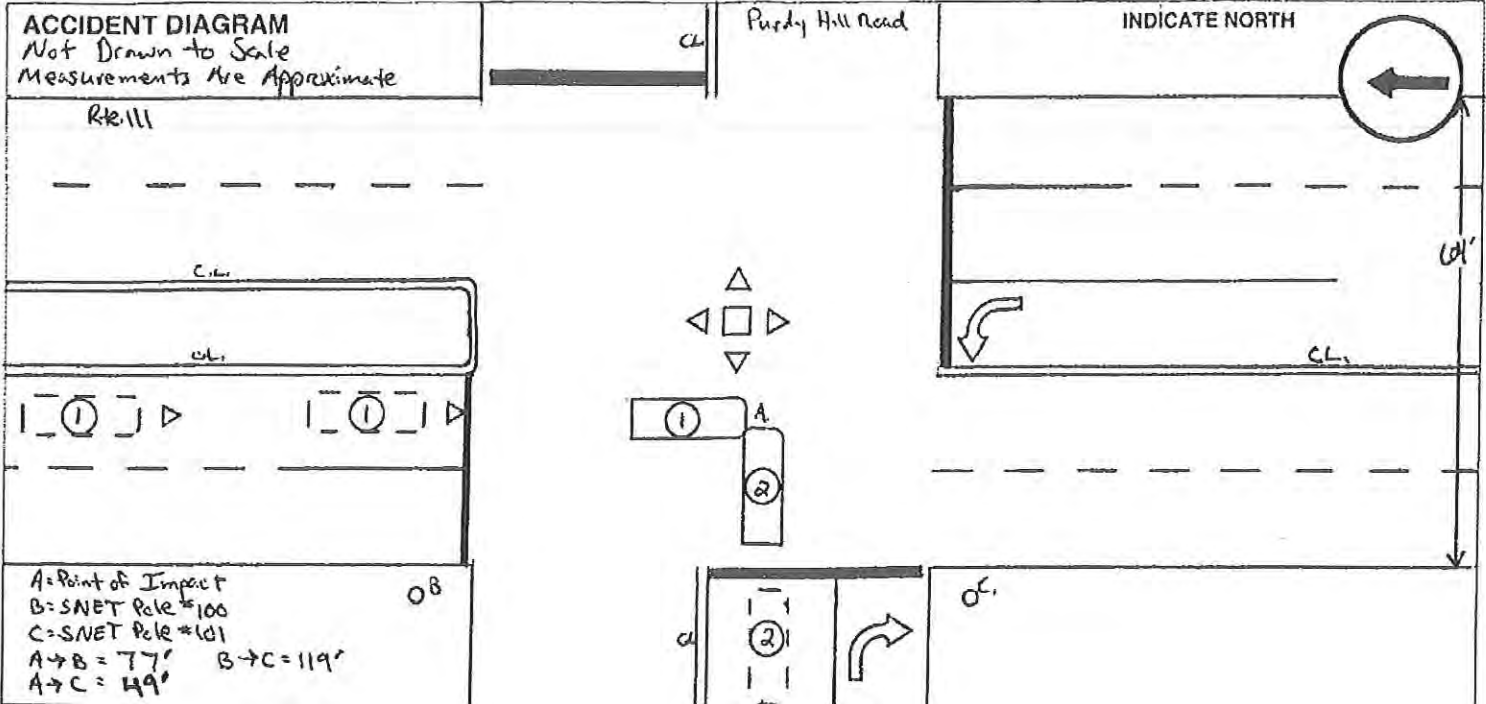
VEHICLE TOWED TO:  TOWED DUE TO DAMAGE  
 NA

08  
1  
1  
1  
1  
3  
2  
02  
1  
01  
1  
1  
1  
1  
1  
03  
2  
2  
2  
21  
22  
23  
24

L	M	N	NAME AND ADDRESS OF EACH INVOLVED PERSON	Date of Birth	O	P	O	O	
1	1	N	01	TRAFFIC UNIT #1 OPERATOR OR PEDESTRIAN #1	[Redacted]	4	2	1	1
2	2	N	01	TRAFFIC UNIT #2 OPERATOR OR PEDESTRIAN #2	[Redacted]	4	2	1	2
3	2	N	03	[Redacted] Trumbull CT [Redacted]	[Redacted]	4	2	1	3
4									4
5									5
6									6
7									7
8									8

ALL INVOLVED PERSONS

ALL INVOLVED PERSONS



TRAFFIC UNIT # 1 TRAVELING  N  S  E  W ON Rte. 111

TRAFFIC UNIT # 2 TRAVELING  N  S  E  W ON Purdy Hill Road

Veh #1 was traveling South on Rte. 111. Op #1 stated she attempted to stop for the traffic light but her brakes would not work. She pumped the brakes twice and the brake pedal went to the floor with no pressure behind it. Veh #1 proceeded to travel into the intersection and strike Veh #2.

Veh #2 was stopped at the intersection in the East bound lane on Purdy Hill Road. Op #2 said he began to enter the intersection when the traffic light turned green and his vehicle was struck by Veh #1.

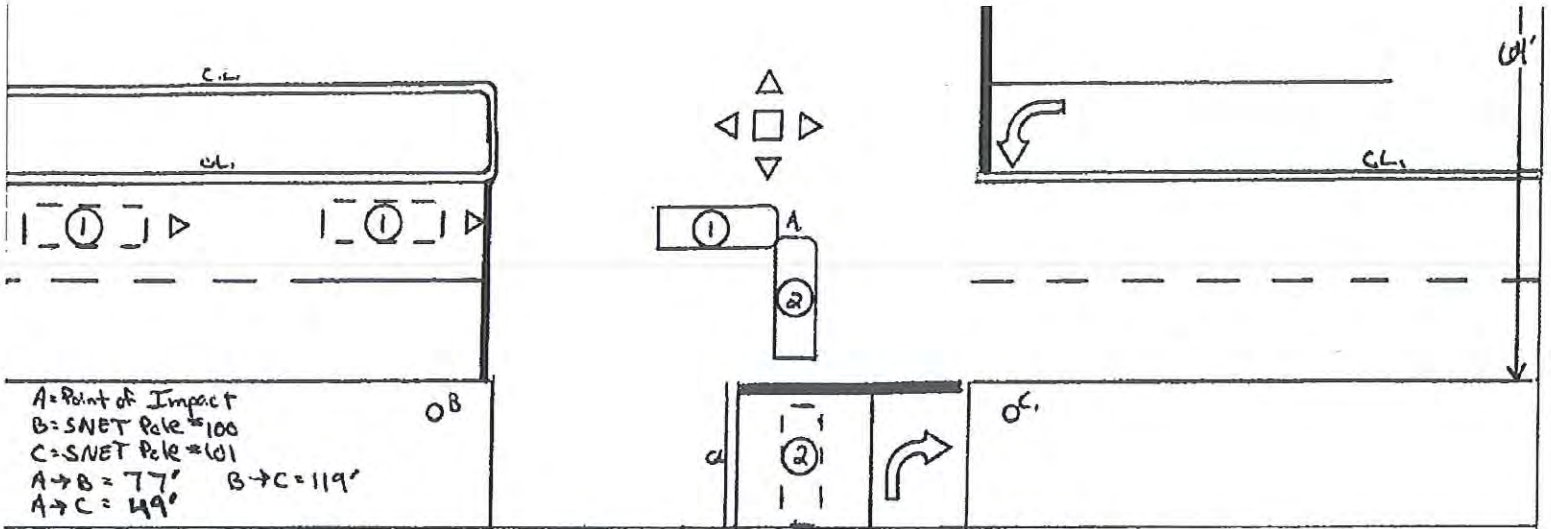
Both Op #1 and Op #2 refused medical treatment. The passenger in Veh #2 refused medical treatment.

Above diagram based on both operators statements and evidence found on scene.  
\*Note: Defective equipment was noted on the written warning for the brakes on Veh #1 requiring a D.M.V. Inspection.

DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES	1. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE
	NAME AND ADDRESS OF PROPERTY OWNER
	2. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE
	NAME AND ADDRESS OF PROPERTY OWNER

HANK AND SIGNATURE OF INVESTIGATING OFFICER <u>Off. Adams</u>	OFFICER ID# <u>26</u>	POLICE AGENCY IDENTIFICATION <u>Monroe</u>	REPORT DATE <u>10/28/09</u>	CASE STATUS OPEN <input type="checkbox"/> CLOSED <input checked="" type="checkbox"/>	SUPERVISOR <u>Sgt. Partler</u>
--	--------------------------	---	--------------------------------	---	-----------------------------------





TRAFFIC UNIT # 1 TRAVELING  N  S  E  W ON Rte. 111

TRAFFIC UNIT # 2 TRAVELING  N  S  E  W ON Purdy Hill Road

Veh #1 was traveling South on Rte. 111. Op #1 stated she attempted to stop for the traffic light but her brakes would not work. She pumped the brakes twice and the brake pedal went to the floor with no pressure behind it. Veh #1 proceeded to travel into the intersection and strike Veh #2.

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Above diagram based on both operators statements and evidence found on scene.  
 \*Note: Defective equipment was noted on the written warning for the brakes on Veh #1 requiring a D.M.V. Inspection.

DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES	1. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE
	NAME AND ADDRESS OF PROPERTY OWNER
	2. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE
	NAME AND ADDRESS OF PROPERTY OWNER

RANK AND SIGNATURE OF INVESTIGATING OFFICER <u>Off. Adams</u>	OFFICER ID# <u>26</u>	POLICE AGENCY IDENTIFICATION <u>Monroe</u>	REPORT DATE <u>10/28/09</u>	CASE STATUS OPEN <input type="checkbox"/> CLOSED <input checked="" type="checkbox"/>	SUPERVISOR <u>Sgt Bentley</u>
--	--------------------------	---	--------------------------------	---	----------------------------------



"edbarlage@maritimemotors .  
com"  
<edbarlage@maritimemotors .  
com>

11/19/2009 03:43 PM

To bethany.tillman@gm.com

cc

bcc

Subject [REDACTED] 3GNFK16T04G [REDACTED]

Bethany,

The [REDACTED] vehicle was towed into Maritime Motors on 10/27 after an accident. The vehicle sat on our lot until this past Tues Nov 17th because we were waiting for the insurance inspector to come for the body damage. On Tuesday we put the Suburban up and examined the corrosion that you can see in these pictures. The brake lines along with much of the under carriage of the vehicle had rotted. At that point we called the customer and had him come down to look at the underside of the vehicle. The customer told me that he only drives the vehicle a few times a year and that it sits for very long periods.

Sincerely,

Ed Barlage  
Service Manager  
203-259-5221

----- Original Message -----

From: david.mehelas@gm.com  
To: bethany.tillman@gm.com  
Date: November 19, 2009 at 3:07 PM  
Subject: Re: Photos Attached

Bethany, I'm just the photographer. Ed please reply to bethany.

Dave Mehelas  
District Sales Manager-Chevrolet/Hudson Valley  
Cell: 914-263-1362

**Bethany  
Tillman/C/US/G  
M/GMC**

11/19/2009 01:26 PM Mr. Mehelas,  
Please include the claim number or the owner of the subject vehicle's first and last name. Thank you!

Bethany J. Tillman  
Claims Administrator  
ESIS/General Motors LLC  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI, 48265  
P: 313.665.8571  
F: 313.665.0911

To David Mehelas/US/GM/GMC@GM  
cc ebarlage@maritimemotors.com  
Subject Re: Photos Attached [Link](#)

**David  
Mehelas/US/G  
M/GMC**

11/18/2009  
06:47 PM

Dave Mehelas  
District Sales Manager-Chevrolet/Hudson Valley  
Cell [REDACTED]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

To Bethany Tillman/C/US/GM/GMC@GM,  
ebarlage@maritimemotors.com

cc

Subje Photos Attached



ct



DSCN1732.JPG



DSCN1733.JPG



DSCN1734.JPG



DSCN1735.JPG



"edbarlage@maritimemotors .  
com"  
<edbarlage@maritimemotors .  
com>

11/20/2009 08:05 AM

To bethany.tillman@gm.com

cc

bcc

Subject Re: Photos Attached [REDACTED]

Bethany,

I really can't take any more photo's. This vehicle has no brakes and is very hard to bring in and out of the shop. The truck is completely rotted. Everything is rotted.

We don't have any previous RO's on this vehicle, we are just the lucky dealership near the accident

We didn't sell it and have never seen the customer before

Ed Barlage  
Service Manager  
Maritime Chevrolet

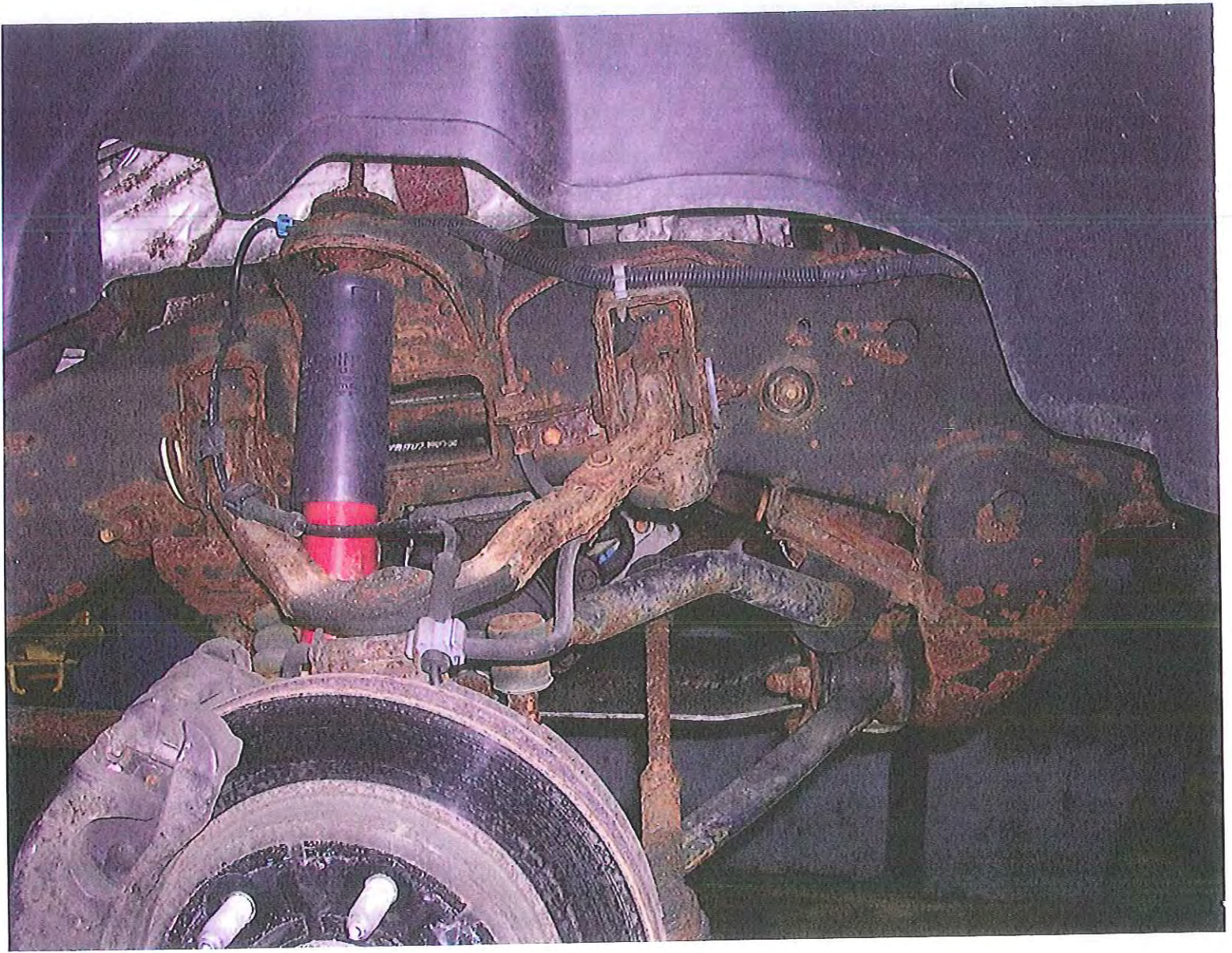
On November 20, 2009 at 7:46 AM bethany.tillman@gm.com wrote:

David and Ed,

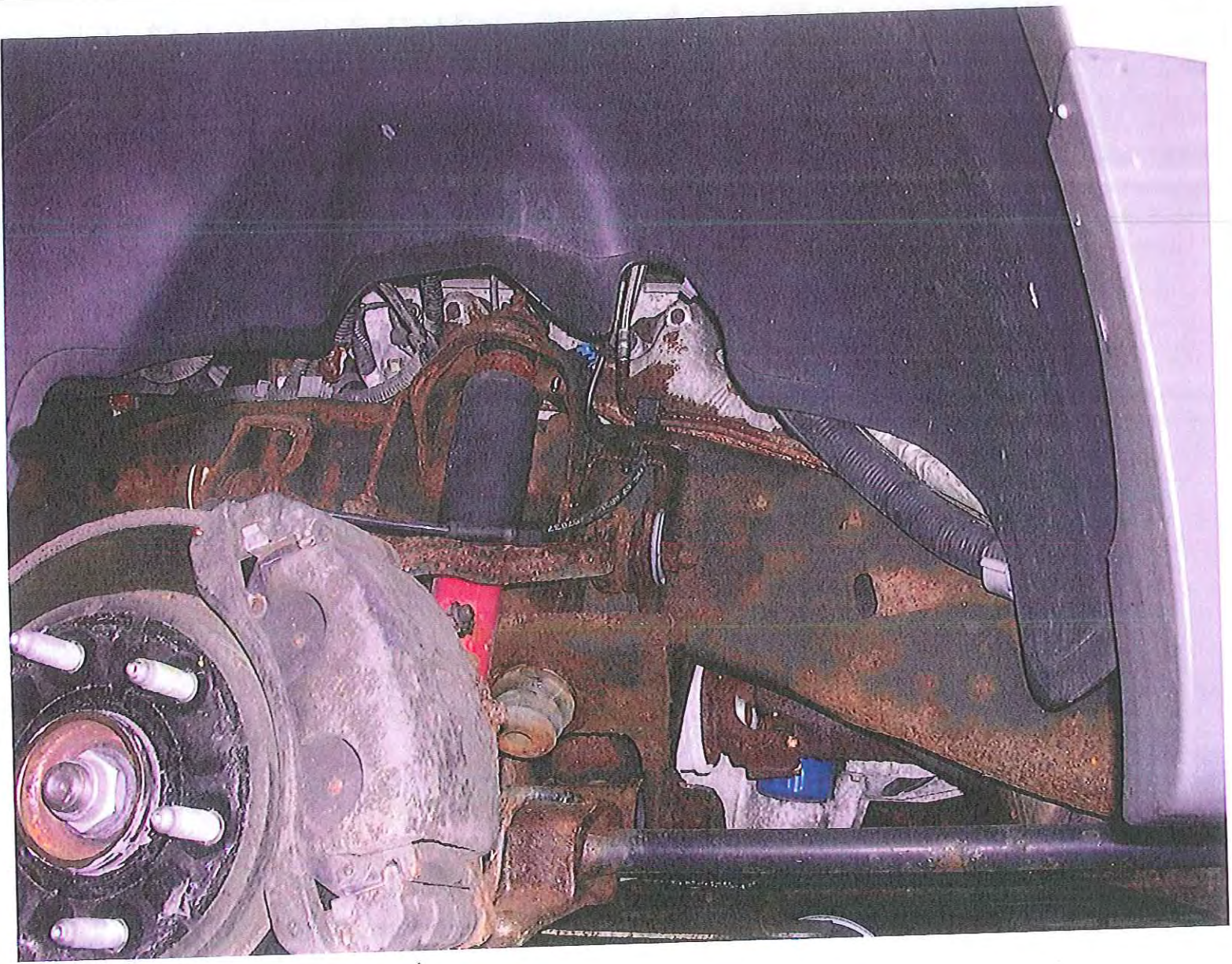
Thank you for the photos. Can you please take at least 5-10 additional photos. Please take a few of the entire subject vehicle and additional photos of the brake components. We need to be able to provide the GM engineers with enough evidence to make a determination on the file. Also, can you please email or fax any previous repair orders? Thank you so much for your assistance and have a great weekend too!

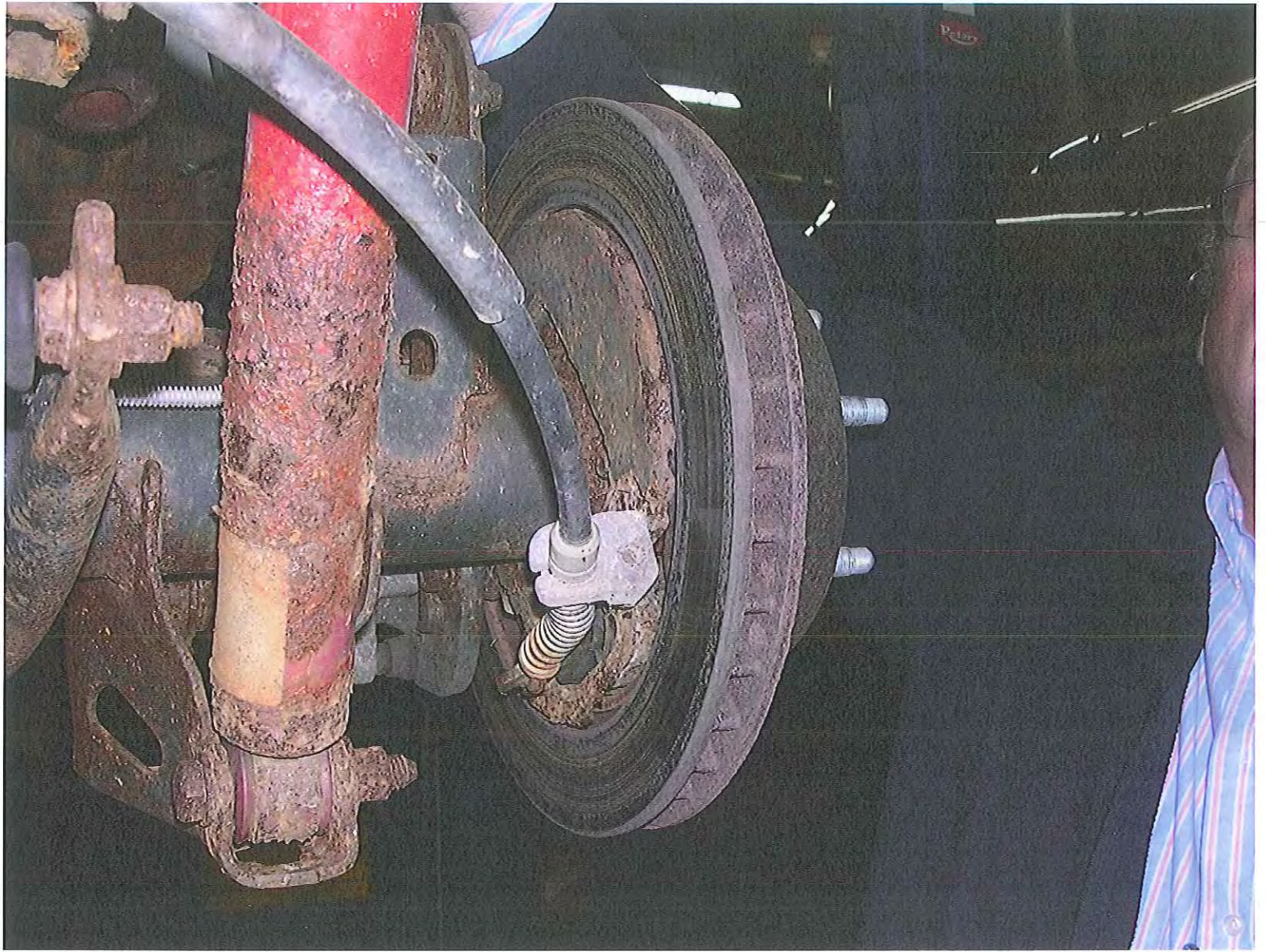
Bethany J. Tillman  
Claims Administrator  
ESIS/General Motors LLC  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI, 48265  
P: 313.665.8571  
F: 313.665.0911

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.









**BBB AUTO LINE  
Customer Claim Form**

Case number: CHV1130838  
Contact Date: 10/26/11  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Northbridge	State: MA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Silverado 1500	Year: 2004	Current mileage: 59072
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: heb connly chevrolet, framingham, MA			
<b>Primary Servicing</b> dealer/city/state: heb connly chevrolet,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 06/02/11		Mileage at purchase/lease:	
First repair attempt date: 06/24/11		First repair attempt mileage: 53216	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Customer wants the manufacturer to put out a recall on the Brake lines. Also to reimburse him for the cost to repair the vehicle & rental car \$1,100.00

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Brake lines rusted & one failed		1		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**



POSTAGE WILL BE PAID BY ADDRESSEE  
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



*11-21-11A07:43 RCVD*  
Chevrolet Motor Division  
CHEVROLET CUSTOMER ASSISTANCE CENTER  
PO BOX 33170  
DETROIT, MI 48232-5170

48232517070



November 15, 2011

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
PO BOX 33170  
Detroit, MI 48232-5170

Dear Sir:

I am writing the letter to inform you of a problem I had with my 2004 Chevrolet Suburban. On November 13, 2011 my brake system failed as I tried to come to a stop. Luckily it was not at a traffic light with other vehicles. The brake pedal went to the floor and had no effect on the braking. I coasted to a stop. Upon checking the engine, the brake fluid was leaking out and two brake lines were broken. I had to get towed to a garage where they said the lines were corroded and broken. All the lines needed replacement (I have the lines now) and the front calipers had to be replaced. I do believe there is a problem with the materials. My mechanic said they had done at least 10 vehicles with similar problems. I only have 63,200 miles on the truck. I have submitted a report to NHTSA about this matter - Complaint #10436939. I believe Chevrolet should cover the repair of the safety problem.

Sincerely,

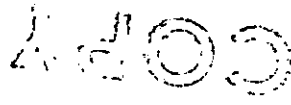
  
St James, NY  


INVOICE

ST. JAMES GULF AUTOMOTIVE CENTER  
525 NORTH COUNTRY ROAD  
ST. JAMES, NY 11780  
584-5798  
7080569

Date: 11/15/11  
Job number: 148,386  
License plate: [REDACTED]  
Year/Make: '04 CHEROLET  
Model: SUBURBAN  
V.I.N.: 1GNGK2600 4 [REDACTED]  
Mileage: In: 63,200 Out: 63,202  
Technician: KEITH DENNER  
Other: 6.0L A/T 6S V058

[REDACTED]  
ST. JAMES, NY [REDACTED]  
H [REDACTED] B



WORK PERFORMED (Labor @ 95.00)

LABOR TO REMOVE AND REPLACE FRONT BRAKE CALIPERS	0.6 hrs	57.00
LABOR TO REMOVE REAR ROTORS TO ADJUST PARKING BRAKE SHOES	0.8 hrs	76.00
LABOR TO REMOVE AND REPLACE ALL STEEL BRAKE LINES IN VEHICLE FROM MASTER CYLINDER TO ABS PUMP AND FROM ABS PUMP TO FRONT AND REAR OF VEHICLE. VEHICLE CAME IN WITH A BLOWN FRONT AND REAR LINE ALL OTHER ASSOCIATED LINES WERE EXTREMELY ROTTED.	10.0 hrs	950.00

PARTS

4 1/4 UNION		11.80
2 1/4 LINE 40"		20.46
3 1/4 LINE 60"		38.07
2 1/4 LINE 72"		28.78
2 3/16 LINE 72"		27.38
1 BRAKE FLUID		15.00
2 FRONT CALIPER		249.92
1 BRAKE CLEANER		8.95
3 1/4 TUBE NUT		4.59

TOTAL COSTS

Labor	1,083.00
Parts	404.95
-----	
Subtotal	1,487.95
Sales tax (8.63%)	128.41
-----	
Invoice total	1,616.36
Amount due	1,616.36

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK ALONG WITH NECESSARY MATERIALS AND GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE ON STREETS HIGHWAYS OR ELSEWHERE FOR TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE AMOUNT OF REPAIRS. ALL WORK IS WARRANTIED FOR 4,000 MI. OR 90 DAYS WHICHEVER COMES FIRST.

March 28, 2013

[REDACTED]  
[REDACTED]  
[REDACTED]  
Tabernacle, NJ [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2003 Chevrolet Silverado.

This offer is valid towards one service visit on VIN 1GCEC14X93Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

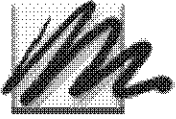
Chevrolet Customer Assistance Center  
Service Request 71-1019407417

For more information regarding the maintenance and care of your vehicle, please visit [www.gmownercenter.com](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.



Thaddeus  
Kinzer/Austin/GM1  
03/26/2012 11:21 AM

To thomas.j.scheri@gm.com  
cc  
bcc  
Subject (NJ) 71-1051988109 PAR Case Sent to ESIS - No Action  
Required

A product allegation claim has been made in your region. The customer is alleging brake failure caused collision. This case is being escalated to ESIS because of third party property damage.

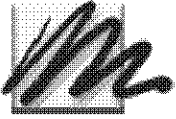
Customer [REDACTED]  
2004 Chevrolet Silverado  
1GCHK29U54E [REDACTED]  
Dealership: no dealer involved  
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

---

Thaddeus Kinzer | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 x41039 | Fax 866-775-9477 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



Thaddeus  
Kinzer/Austin/GM1  
05/04/2012 02:35 PM

To brad.bryce@gm.com  
cc  
bcc  
Subject (OH) 71-1064280448 PAR Case Sent to ESIS - No Action  
Required

A product allegation claim has been made in your region. The customer is alleging brake failure caused collision. This case is being escalated to ESIS because of property damage and insurance involvement.

Customer: [REDACTED]  
1999 Chevrolet Silverado  
2GCEC19T0X [REDACTED]  
Dealership: no dealer involved  
Dealership Contact: n/a

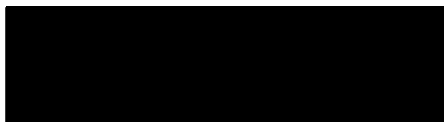
This is only a notification. No action is required on your part at this time.

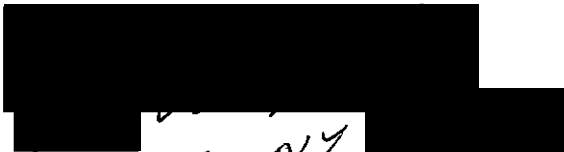
---

Thaddeus Kinzer | CRS

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7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 x41039 | Fax 866-775-9477 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

Please ReScan  
& attach to  
SR # 71-485248547





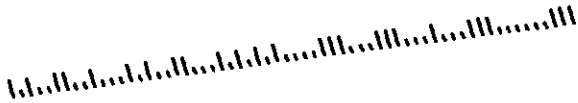
Mexico, NY

FEB 26 2007

PO Box 33170  
Detroit, MI

48232-5170

☆ ☆ ☆ UNITED STATES POSTAGE  
 111 89962052  
 1020 00.39 FEB 21 07  
 8364 MAILED FROM ZIP CODE 13090





Reference # 71-485248547

[REDACTED]

Mexico, NY [REDACTED]

[REDACTED]

Truck is registered with my wife, [REDACTED]

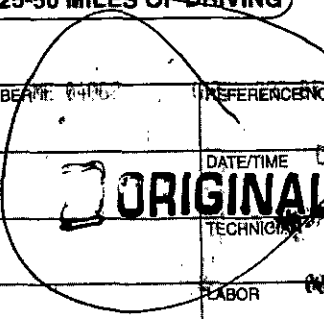
WORK ORDER ONLY, NOT A VALID RECEIPT

ALUMINUM/CUSTOM WHEELS NEED TO BE RETORQUED AFTER 25-50 MILES OF DRIVING

VIP Parts Tires & Service

NAME/ADDRESS		ACCOUNT NUMBER	REFERENCE NO.
WORK PHONE		P.O. NUMBER	DATE/TIME
VIN#		KEY TAG #	TECHNICIAN
YEAR/MAKE/MODEL		LICENSE #	LABOR
SAVED PARTS		MILEAGE	WRITTEN BY

2006 CHEVROLET SILVERADO 1500 4.8L V71 V8, NHTSA 1528551  
 \* We will, at your request, return your old parts or hold them for inspection.



ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER
ORIGINAL						
REVISED 1						
REVISED 2						

I acknowledge notice and consent approval of an increase in the original estimate price.

AUTHORIZED BY X

- Before we begin making repairs, you have the right to put in writing the total amount you agree to pay for repairs.
- You will not have to pay anything over that amount unless you agree to it when we contact you later.
- We cannot install any used or rebuilt parts unless you agree in advance
- You cannot be charged any fee for exercising these rights

PARTS & OTHERS				
Rebuilt parts specified in description.				
QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION
		*BRAKE INSPECTION		
		*SAFETY INSPECTION		
		INSPECTED CUSTOMER'S BRAKE		
		CUSTOMER SAFETY CHECK		
1	12325468	BRK LINE TUBING	3.99	3.99
1	73764432	DRIVE SHAFT	3.99	3.99
1	890	BRK SERVICE LABOR	3.00	3.00
		BE RETORQUED IN 25 MILES		
		FIXED BRAKE LIGHT		
		STILL NEEDS FRONT		
		DRIVE LINE TOY		

LABOR		
Warranty: Labor 12 months or 12,000 miles, whichever comes first, unless otherwise specified.		
QTY.	DESCRIPTION	EXTENSION
4.00	BRK LAB, OTHER	

- LIFETIME BALANCE WITH ANY TIRE PURCHASE AND INSTALLATION PACKAGE
- DOES NOT INCLUDE SEASONAL CHANGEOVER OR CUSTOM WHEELS

SAFETY INSPECTION Y N

I hereby accept the above estimate and authorize this repair work to be performed by V.I.P. with the necessary materials provided. In the event of the repairs exceeding this estimate. I also agree to pay any additional charges after V.I.P. has first obtained my approval to perform the additional work. V.I.P. employees may operate this vehicle for purposes of testing, inspection, or delivery at my risk. V.I.P. shall not be responsible for any loss or damage suffered by the customer to his/her vehicle or property damage due to theft, fire, collision, accident, or otherwise. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. No other oral, written, or implied warranties are acknowledged except warranties made by the manufacturer. A storage charge of \$5.00 per day will be charged to any vehicle left after 7 days from notification of services completed.

AUTHORIZED BY X

\*\*\* COMPLETED WORK ORDER \*\*\*

We employ ASE Certified Technicians

TOTALS	
PARTS	
LABOR	
OTHER	
SUBLET	
SUBTOTAL	
TAX	
TOTAL	



\*\*\*\*\*  
 VIP Parts Tires & Service #028  
 826 Roosevelt Trail  
 Windham ME  
 892-8477  
 2/10/07 17:49:41

\*\*\*\*\*  
 Cashier: 0000012552 Register#02  
 Counter: 0000006010 Drawer # 1

PA	1	12325460	@	3.99	3.99
		BRK LINE 1/4X60-DOR S			
PA	1	73764432	@	3.99	3.99
		BRAKE FLUID/320Z S			
LB	4.00	327	@	72.00	288.00
		NON-TAX - BRAKE LABOR, OTHER S			
PA	1	392	@	3.00	3.00
		SHOP SUPPLIES S			
		SUBTOTAL		298.98	
		TAX 5.00%		0.55	
		TOTAL		299.53	

\*\*CREDIT CARD\*\* -299.53

Transaction #00676060

\*\*\*\*\*  
 \* Fuel System Service \*  
 \* \$10.00 OFF \*  
 \* With This Coupon \*  
 \* On Your Next Visit \*  
 \* Good Thru 03-31-07 \*  
 \*\*\*\*\*

Thank You  
 For Being a VIP Customer

Receipt Required for Returns

Card holder acknowledges receipt of goods and/or services in the amount of total shown hereon and agrees to perform the obligations set forth in the cardholder's agreement with the issuer.

Transaction #00676060

CREDIT CARD SLIP

Credit Card Amount : 299.53  
 Card No : XXXXXXXXXXXX7998  
 Card Type : VISA  
 Card Name :   
 Expiration : 11/07  
 Approval : 02778A

<<CUSTOMER COPY>>

Keep this document to show to the police and courts.

NEW YORK STATE REGISTRATION DOCUMENT

2004 CHEVR NONTRANSFERABLE  
PICK RD 2GCEK19T441

JUL 11 2006

007 0TD

Expires 08/29/08

MEXICO NY

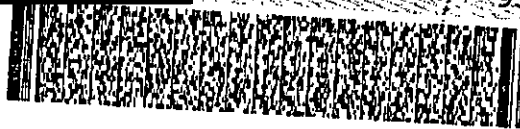
37.50

ANNUAL CHG

AMT PAID (INCL ADD CHG)

IF ALTERED EXCEPT FOR ADDRESS

95.00



**North American Operations**

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



CHECK No. 900910208

50-837  
213

DATE  
03/13/07

\*\*\*\*\*299 DOLLARS

\*\*\*\*\*53 CENTS

AMOUNT

\*\*\*\*\*299.53

PAY  
TO THE  
ORDER  
OF

MEXICO NY

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Michael Chumma*  
 SIGNATURE

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

AUDIT



**North American Operations**

DETACH BEFORE DEPOSITING CHECK

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

CHECK NO. 900910208

PAYMENT DATE 03/13/07

VENDOR DUNS NO. BB 000000007

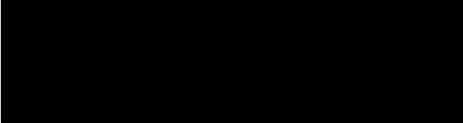
VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
2GCEK19T44 [REDACTED]	03/12/07 71-485248547	VH 1-83UXT0 1-83UXT0	00.0000	299.53	.00	299.53
<b>TOTAL</b>				299.53	.00	299.53

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

W3

43530



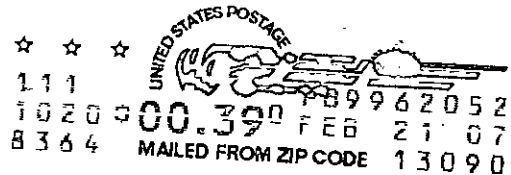
Mexico, NY



FEB 26 2007

PO Box 33170  
Detroit, MI

48232-5170



Reference # 71-485248547

[REDACTED]

Mexico, NY [REDACTED]

[REDACTED]

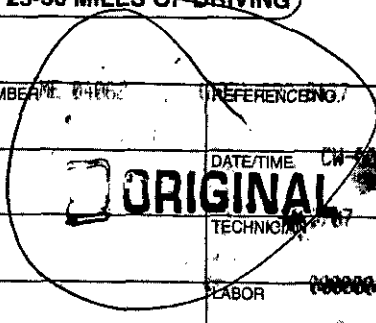
Truck is registered with my wife [REDACTED]

WORK ORDER ONLY, NOT A VALID RECEIPT

ALUMINUM/CUSTOM WHEELS NEED TO BE RETORQUED AFTER 25-50 MILES OF DRIVING

V.I.P. Parts Tires & Service

NAME/ADDRESS	PHONE	ACCOUNT NUMBER	REFERENCE NO.
[REDACTED]	(315) 234-8737		CW-2576668
WORK PHONE	P.O. NUMBER	DATE/TIME	TECHNICIAN
		07-14-00	
VIN#	KEY TAG #	LABOR	
2002K19T44		000000063	
YEAR/MAKE/MODEL	LICENSE #	MILEAGE	WRITTEN BY
SAVANA VOLVO SILVERADO 1500 4.8L F/I V8		47323JT	
* We will, at your request, return your old parts or hold them for inspection.			



ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER
ORIGINAL						
REVISED 1	255.00	2/10	14:00	000000010	315-8737	SPECTA, JASON
REVISED 2						
I acknowledge notice and oral approval of an increase in the original estimate price.						
AUTHORIZED BY X [REDACTED]						

- Before we begin making repairs, you have the right to put in writing the total amount you agree to pay for repairs.
- You will not have to pay anything over that amount unless you agree to it when we contact you later.
- We cannot install any used or rebuilt parts unless you agree in advance.
- You cannot be charged any fee for exercising these rights.

PARTS & OTHERS		Rebuilt parts specified in description.		
QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION
		*BRAKE INSPECTION		
		*SAFETY INSPECTION		
		INSPECTED CUSTOMERS BRAKE		
		CUSTOMER SAFETY CHECK		
1	12325460	BRK LINE 17X60	3.99	3.99
1	73764432	BRAKE FLUID/320Z	3.99	3.99
1	392	BRAKE SERVICE LABOR		
		SHED SUPPLIES	3.00	3.00
		BE RETORQUED IN 25-50 MILES		
		FIXED BRAKE LINE		
		STILL NEEDS TEST FOR		
		BRAKE LINES VERY NOISY		

LABOR		Warranty: Labor 12 months or 12,000 miles, whichever comes first, unless otherwise specified.	
QTY.	DESCRIPTION	EXTENSION	
4.00	BRAKE LABOR, OTHER		

- LIFETIME BALANCE WITH ANY TIRE PURCHASE AND INSTALLATION PACKAGE
- DOES NOT INCLUDE SEASONAL CHANGEOVER OR CUSTOM WHEELS

SAFETY INSPECTION. Y N

I hereby accept the above estimate and authorize this repair work to be performed by V.I.P. with the necessary materials provided. In the event of the repairs exceeding this estimate, I also agree to pay any additional charges after V.I.P. has first obtained my approval to perform the additional work. V.I.P. employees may operate this vehicle for purposes of testing, inspection, or delivery at my risk. V.I.P. shall not be responsible for any loss or damage suffered by the customer to his/her vehicle or property damage due to theft, fire, collision, accident, or otherwise. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. No other oral, written, or implied warranties are acknowledged except warranties made by the manufacturer. A storage charge of \$5.00 per day will be charged to any vehicle left after 7 days from notification of services completed.

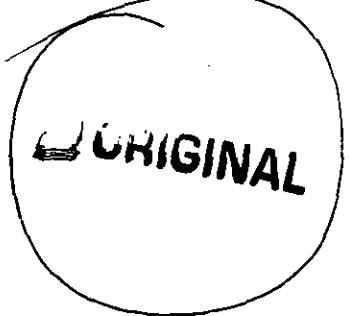
AUTHORIZED BY X

\*\*\* COMPLETED WORK ORDER \*\*\*

We employ ASE Certified Technicians

TOTALS	
PARTS	
LABOR	15.00
OTHER	9.00
SUBLET	0.00
SUBTOTAL	24.00
TAX	1.20
TOTAL	25.20





\*\*\*\*\*  
 VIP Parts Tires & Service #020  
 826 Roosevelt Trail  
 Windham ME  
 892-8477  
 2/10/07 17:49:41

\*\*\*\*\*  
 Cashier: 0000012552 Register#02  
 Counter: 000006010 Drawer # 1

PA 1 12325460 @ 3.99 3.99  
 BRK LINE 1/4X60-DOH S  
 PA 1 73764432 @ 3.99 3.99  
 BRAKE FLUID/320Z S  
 LB 4.00 327 @ 72.00 288.00  
 NON-TAX - BRAKE LABOR, OTHER S  
 PA 1 392 @ 3.00 3.00  
 SHOP SUPPLIES S

SUBTOTAL 298.98  
 TAX 5.00% 0.55  
 TOTAL 299.53

\*\*CREDIT CARD\*\* -299.53

Transaction #00676060

\*\*\*\*\*  
 \* Fuel System Service \*  
 \* \$10.00 OFF \*  
 \* With This Coupon \*  
 \* On Your Next Visit \*  
 \* Good Thru 03-31-07 \*  
 \*\*\*\*\*

Thank You  
 For Being a VIP Customer

Receipt Required for Returns

Card holder acknowledges receipt of goods and/or services in the amount of total shown hereon and agrees to perform the obligations set forth in the cardholder's agreement with the issuer.

Transaction #00676060

CREDIT CARD SLIP

Credit Card Amount : 299.53  
 Card No : XXXXXXXXXXXX7998  
 Card Type : VISA  
 Card Name : XXXXXXXXXX  
 Expiration : 1107  
 Approval : 02770A

<<CUSTOMER COPY>>

Keep this document to show to the police and courts.

NEW YORK STATE REGISTRATION DOCUMENT

COM

2004 CHEVR NONTRANSFERABLE  
PICK RD 2GCEK19T44

6400 G 8 UTD4032 JUL 11 2006  
Wt/Seats Fuel/Cyl 007 UTD

Expires 08/29/08

MEXICO NY

37.50

ANNUAL CHG

95.00

GOOD IF ALTERED EXCEPT FOR ADDRESS



March 28, 2013

[REDACTED]

Mexico, NY [REDACTED]

Service Request: 71-485248547

Customer Relationship Specialist: Kelly Squires

Dear Mrs. [REDACTED]

We sincerely regret that you experienced a concern with your 2004 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

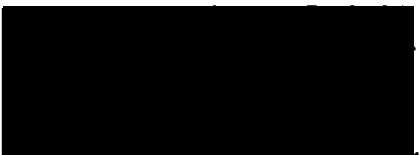
We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$299.53. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center

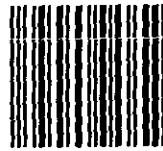
For more information regarding the maintenance and care of your vehicle, please visit [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Mullica Hill, NJ



UNITED STATES  
POSTAL SERVICE



0000

48232

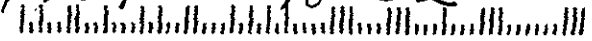
U.S. POSTAGE  
PAID  
MULLICA HILL, NJ  
08062  
AUG 25, '08  
AMOUNT

\$0.42  
00100230-03

AUG 27 2008

Divisional General Manager  
of Chevrolet  
Attn: Edward J. Pepper Jr.  
PO Box 33170  
Detroit, MI 48232

4823295170 8050



Divisional General Manager of Chevrolet  
Attn: Edward J. Pepper Jr.  
PO Box 33170  
Detroit, MI 48232

[REDACTED]  
Mullica Hill, NJ [REDACTED]  
Case # 71-653256914

Dear Mr. Pepper:

I purchased a brand new 2004 Chevrolet Silverado 2500 HD in December of 2003. The truck now has 8500 miles and the brake pedal became soft and there was brake fluid under it. I also found that most of the metal brake lines are rusty and one has corroded completely through. I contacted General Motors and they suggested that I take the truck to an authorized dealer to determine what caused the brake line to leak. The service manager decided that the leak occurred because the truck is not driven enough. No other parts of the vehicle are rusting away or corroded, therefore I do not believe that my driving habits caused the brake lines to leak. I asked the service manager to have his regional field representative to look at the truck for his opinion. The truck has been at the dealership since Wednesday, August 13<sup>th</sup>.

I would like Chevrolet to pay for the cost of this repair since I feel that it is a defect in your product and a safety issue. I look forward to your response in this matter.

[REDACTED]

March 28, 2013

[REDACTED]  
[REDACTED]  
Port Charlotte, FL [REDACTED]

Service Request Number: 71-699239931

Dear [REDACTED],

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at [Chevrolet.com](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

March 28, 2013

[REDACTED]  
Ocala, FL [REDACTED]

Dear Anthony,

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Chevrolet Silverado.

This offer is valid towards one service visit on VIN 1GCEK19B16Z [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request 71-777362562

For more information regarding the maintenance and care of your vehicle, please visit [www.gmownercenter.com](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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**ATTENTION: DEALERSHIP SERVICE MANAGER**

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

**BBB AUTO LINE  
Customer Claim Form**

Case number: CHV0950589  
Contact Date: 12/30/09  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Freehold	State: NJ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Silverado	Year: 2004	Current mileage: 34675
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , NJ			
Primary Servicing dealer/city/state: pine belt,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 12/23/03		Mileage at purchase/lease:	
First repair attempt date: 12/10/09		First repair attempt mileage: 34675	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

I believe the GM should pay for my brake line repairs due to the rust issue. Consumer Affairs.com has postings of other people, same issue. I have contacted the local dealership and GM Chevy USA and have gotten the run around. No one wants to help.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
front end damage		1		yes
brake lines		15		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**

Issued by:  
***Chevrolet***

Certificate No. 1GNEK13T66R [REDACTED]

Issue Date: March 28, 2013

Issued exclusively for:

[REDACTED]  
[REDACTED]  
Lexington, OH [REDACTED]

Valid through: February 8, 2012

Amount: Two Thousand Dollars and Zero Cents  
\*\*\*\*\$2,000.00\*\*\*\*

March 28, 2013

[REDACTED]  
[REDACTED]  
Lexington, OH [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2006 Tahoe and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting Chevrolet.com or any of our other divisional websites.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request: 71-913326648

March 28, 2013

[REDACTED]  
Newport, OH [REDACTED]

Service Request: 71-932883713

Dear [REDACTED],

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 3GCEK14XX6G [REDACTED], and will begin on 7/11/2011 at 46,267 miles and will continue until 7/11/2016 or 121,267 miles, whichever occurs first.

The following Body Hardware & Trim components will be covered: Front and rear fascia; spoilers; rear compartment lid emblems; and fender emblems.

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office

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**ATTENTION: DEALERSHIP SERVICE MANAGER**

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

**GM Dealer Empowerment - Goodwill Request Form**

Applicable ONLY for Buick, Cadillac, Chevrolet, GMC, Hummer, Pontiac, and Saturn vehicles

Region	<input type="checkbox"/> N. East	<input checked="" type="checkbox"/> S. East	<input type="checkbox"/> N. Central	<input type="checkbox"/> S. Central	<input type="checkbox"/> West
Service Manager Name, & Phone Number (APPROVER)	[REDACTED]				
Service Manager Email (Required for Goodwill Confirmation)	[REDACTED]				
If Faxing form: Service Manager Signature (APPROVER)	[REDACTED]				
Dealership BAC, Name, and City/State	113008 PIONEER CHEVROLET AND CADILLAC MARIETTA OHIO				
CAC Case Number (SR # if any)					
Customer Name (First, MI, Last)	[REDACTED]				
Customer Mailing Address	[REDACTED] NewPort Ohio, [REDACTED]				
Customer Daytime Phone	[REDACTED]				
Customer Evening Phone					
FULL VIN	3GCEK14XX6C [REDACTED]				
Current Vehicle Mileage	46267				
GM District Mgr – Aftersales' Name & Cell Phone Number	ALEXANDRA ADKINS 304 410 2305				
<b>List Vehicle Concern(s) and Business Reason(s) for Offering Goodwill to this Customer:</b>	Customer satisfaction				

7 GOODWILL TOOLS AVAILABLE – (Select only ONE) Write-in changes will NOT be accepted.

- I.  **OnStar** – Indicate length of extension of current/active plan below (2006 MY and newer only)  
 1 Year  2 Year  3 Year
- II.  **GM Motor Club** – 12 Month Membership.
- III.  **Maintenance Letter** – valid for up to \$100 towards future maintenance or repair.
- IV.  **GMPP Smart Care (\*Not available in CA)**  12/12  12/15  24/24  24/30  
Combination of current age/mileage + SC time/mileage can NOT exceed 10 years/100,000 miles.
- V.  **Component Coverage Letter (CCL)** – CCL starts on the issuance date & miles.  
Combination of current age/mileage + CCL time/mileage can NOT exceed 6 years/100,000 miles.  
 12/15  24/30  36/45  48/60  60/75

Available Automotive Categories (you may select up to **TWO** categories)

- |  |  |  |   |
|--|--|--|---|
| <input checked="" type="checkbox"/> Body Hardware & Trim | <input type="checkbox"/> Drive Systems | <input type="checkbox"/> Powertrain**      | <input type="checkbox"/> Steering               |
| <input checked="" type="checkbox"/> Body Systems         | <input type="checkbox"/> Engine        | <input type="checkbox"/> Safety & Security | <input type="checkbox"/> Suspension             |
| <input type="checkbox"/> Brakes                          | <input type="checkbox"/> HVAC          | <input type="checkbox"/> Seats             | <input type="checkbox"/> Transmission/Transaxle |
| <input type="checkbox"/> Driver Info & Entertainment     |  |  |   |

\*\*Available on 2006 and older vehicles only.

## Service Request Detail

SR No.	71-900055224	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Brakes - Hoses / Pipes / Lines (Front	Sub-Area	Initial PAR- Collision
Address		City	Involved Dlr		Safety	Yes
State	CT ZipCd	Con Acct	Source	Phone	Updated	12/20/2010 03:43:54 PM
Serial #/VIN	1GCEK19V24	Model Year	Priority	Medium License #	Owner	KINZERTH
Make	Chevrolet	Warr. Start	Status	Open	Opened	12/17/2010 12:31:38 PM
Model	Silverado	Mileage	100000	Sub-Status	Satisfied	Closed
Abstract	(ESIS 12/20) Brakes - Collision					
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039					

## Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	12/13/2010 05:30:00	Y	1	1	Asphalt	Dry	n/a	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'11"		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unknown	Dianne	(401) 244-1835	EMC Insurance Group					
Incident Loc	Merrill Parkway (exit 59) in New Haven, CT			Incident Desc	he was driving in rush hour traffic, and when he went to stop due to traffic slowed in front of him the brakes did not respond, resulting in him striking the rear of the vehicle in front of him			
Component	brake lines			Damage Desc	front end crushed in			
Vehicle Loc	Family Auto Body - 203 366 5631			Add'l Info	customer is having his insurance hold off on repairs until GM can investigate - the insurance is handling the damage to the other vehicle			
Emgcy Svc Names	CT State Police			Maint Loc	Independent			

## PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	None		
Vehicle Speed	60	Weather Condition	clear (cold)	Prop Owner	unknown	Property Type	2011 Mercedes 450 SUV			
Last Service Date		Loc Last Service		Property Location	unknown	Prop Est Repair Cost				
Veh Est Repair Cost	\$10,800.00	Spec Equip Installer	n/a	Prop Damage Description	rear end crushed in - cust does have owner info, just not with him customer does not have the repair estimate or current location as his insurance is					
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Traction Control	Inspected By	Inspection Not Performed	Inspection Date/Time				
Veh Damage Description	front end crushed in			Explain Other	file forwarded to ESIS					

## Service Request Detail

### PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type	
			Occupant of Owner's Vehicle	(203) 494-9350	Driver	Seatbelt	
Injury Description	Medical Rpt#	Treatment Location	Treated By				
seatbelt & general bruising	n/a - no medical treatment	n/a - no medical treatment	n/a - no medical treatment				
Street Address	City	State	Zip Code				
55 Red Maple Ct	Naugatuck	CT	06770-3654				

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2010 03:37:01 PM	GARCIAJR	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Property Damage - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

3rd party name unknown - cust does have info, just now with him  
2011 Mercedes 450 SUV

#### Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:44:06 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 01:15:11 PM	KINZERTH	GARCIAJR	Notify CRM		Done	12/20/2010 03:36:57 PM	ESIS - Property Damage

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Customer claims brakes lines rolled out resulting in collision with another vehicle

#### Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:57:06 PM	KINZERTH	KINZERTH	Research		Done	12/17/2010 01:11:05 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

Open Recalls:None  
Related Repairs:None  
Previous SRs:  
1-264221682 - CAC / unrelated - registering VIN  
1-311316433 - CAC / unrelated - MyGMLink password reset

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:57:00 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- AVM	Done	12/17/2010 01:15:04 PM	DVM Name Dan Terca

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

The request number is 71-900055224  
The customer's name is [REDACTED]  
The vehicle is a (year / make / model) 2004 Chevrolet Silverado  
The last 8 of the VIN are 4 [REDACTED]  
The concern involved is Customer claims brakes lines rotted out resulting in collision with another vehicle

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:56:51 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	12/17/2010 01:07:29 PM	No initial contact required - vehicle has not been to dealer in two years

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:56:43 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Phone	Done	12/17/2010 01:02:30 PM	Customer called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Spoke with customer James Brewer

- \* Customer claims brake lines corroded resulting in collision
- \* Customer states he was driving in rush hour traffic, and when he went to stop due to traffic slowed in front of him the brakes did not respond, resulting in him striking the rear of the vehicle in front of him
- \* Customer states he had minor injuries but did not receive medical treatment
- \* Vehicle has been moved to an independent repair facility who prepared a repair estimate but has not done any work on the vehicle yet - the repair shop told the customer the brake lines and hoses are rotted/rusted through - customer has notified his insurance but is having them hold off on repairs until GM can investigate
- \* Advised customer file would be forwarded to ESIS
- \* Provided contact information

Thaddeus Kinzer/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:56:30 PM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	12/17/2010 12:56:42 PM	Initial completed during acknowledgment

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:56:09 PM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	12/17/2010 12:56:28 PM	Assigned to Thaddeus Kinzer x41039

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:55:27 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	12/17/2010 12:55:27 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:45:46 PM	KINZERTH	KINZERTH	Ownership Changed		Done	12/17/2010 12:45:46 PM	Service Request Ownership has changed FROM: VALERIZE TO: KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 12:32:56 PM	VALERIZE	VALERIZE	Inbound Call Customer	Complex Request	Done	12/17/2010 12:37:41 PM	PAR-collision

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

cust sis:

- I want to know if I have a recall for brakes for my chevrolet silverado
- after december 13, 5:30pm an accident happened
- my car crashed
- I stepped on the brakes and it didnt work
- ive driven chevrolet since 2004.

cust sks:

- assistance with repair

crs adv:

source

- theres no recall for the veh
- I will initiate a case
- was anybody hurt?

cust sis:

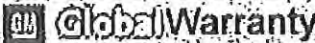
- nobody was hurt but I crashed onto another veh;
- the car is in a body shop now

Zerrina/CAC/T1/MAN/LVL0

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
H01	Inoperative	Brakes - General
H41	Corrosion / Rust	Brakes - Hoses / Pipes / Lines (Front & Rear)



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December 21, 2010

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

**INTERFACE WITH CUSTOMER**

**View Vehicle Summary** ?

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

For this vehicle:

- > [View Vehicle Summary](#)
  - > Service Contract
  - > Branded Title
  - > Warranty Block
- > [View Vehicle Build](#)
- > [View Vehicle Component Summary](#)
- > [View Vehicle Transaction History Detail](#)
- > [View Vehicle Delivery Information](#)

**Vehicle Information**

VIN 1GCEK19V24[REDACTED] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 50 - FLEET  
 Field Actions [Open](#) [REDACTED]

**Required Field Actions**

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N040007	04007	TAILGATE SUPPORT CABLE	09/17/2004	Closed

**Branded Title**

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

**Warranty Block**

Vehicle has no current record of warranty block.

**Service Information**

Vehicle has no current record of outstanding service information.

**OnStar and XM Satellite Radio Information**

Vehicle has no current record of OnStar / XM Radio information.

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	02/18/2010	10/10/2003	10 MI	10/10/2011	80,010 MI
	Corrosion Limited Warranty	02/18/2010	10/10/2003	10 MI	10/10/2009	100,010 MI
	Bumper to Bumper Limited Warranty	02/18/2010	10/10/2003	10 MI	10/10/2006	36,010 MI
	Special Coverage-07187	02/18/2010	10/10/2003	10 MI	10/10/2010	80,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/12/2006	092326	ZREG---Regular Vehicle Transaction		E7700 - Shaft, Steering Intermediate - Replace	57,828 MI
02/16/2006	089740	ZREG---Regular Vehicle Transaction		C1060 - Front Side Door Weatherstrip Replacement - Right Side	52,858 MI
08/08/2005	093539	ZREG---Regular Vehicle Transaction		F1003 - Rear Propeller Shaft Rear Universal Joint Replacement	41,314 MI
06/13/2005	056737	ZREG---Regular Vehicle Transaction		R0943 - Radio Front Side Door Speaker Replacement - Left Side	37,883 MI
06/13/2005	056737	ZREG---Regular Vehicle Transaction		F2023 - Seal, Pinion Shaft Oil - Rear Differential - Replace	37,883 MI
06/13/2005	056737	ZREG---Regular Vehicle Transaction		K4163 - Rear Output Shaft Seal Replacement	37,883 MI
05/09/2005	080274	ZREG---Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	36,866 MI
05/09/2005	080274	ZREG---Regular Vehicle Transaction		B7976 - Molding, Rear Door - Left - Side - R&R Or Replace	36,866 MI
05/09/2005	080274	ZREG---Regular Vehicle Transaction		B7866 - Molding, Front Door - Right - Side - R&R Or Replace	36,866 MI
05/09/2005	080274	ZREG---Regular Vehicle Transaction		B7966 - Rear Side Door Molding Replacement	36,866 MI
04/29/2005	079995	ZREG---Regular Vehicle Transaction		Z7410 - GOODWILL OIL CHANGE	36,382 MI
03/10/2005	078162	ZREG---Regular Vehicle Transaction		F1421 - Shaft, Front Differential Output - Front - Left - Replace	32,851 MI
03/10/2005	078162	ZREG---Regular Vehicle Transaction		F9995 - Customer Concern Not Duplicated - Driveline/Axle	32,851 MI
01/11/2005	076215	ZREG---Regular Vehicle Transaction		E7700 - Shaft, Steering Intermediate - Replace	28,756 MI
12/14/2004	075352	ZREG---Regular Vehicle Transaction		J9991 - Customer Concern Not Duplicated - Engine Mechanical	26,853 MI
11/12/2004	074320	ZREG---Regular Vehicle Transaction		C6700 - Console, Front Seat Cushion - R&R Or Replace	24,731 MI
11/12/2004	074320	ZREG---Regular Vehicle Transaction		C6574 - Cover, Front Seat Track - Right - Replace	24,731 MI
10/11/2004	049859	ZREG---Regular Vehicle Transaction		B4151 - Outside Rearview Mirror Glass Replacement - Left Side	22,643 MI
10/11/2004	049859	ZREG---Regular Vehicle Transaction		B4150 - Outside Rearview Mirror Glass Replacement - Right Side	22,643 MI
10/04/2004	072889	ZFAT---Field Action Recall		V1242 - 04007 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement If Necessary	21,815 MI
10/09/2003	A72448	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map





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December 21, 2010

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Build](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Build ?

This screen allows GMVIS users to view the initial build information on the selected VIN including option codes with descriptions (where available).

#### Vehicle Information

VIN 1GCEK19V24E [REDACTED] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status: No  
 Order Type 50 - FLEET  
 Field Actions [Open](#)

For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

#### Vehicle Build

Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD Order Number GJZJXD  
 Gross Vehicle Weight 2,805 Build Date: 10/09/2003  
 Build Plant E-

#### Option Codes

\*GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker

- |   |  |
|---|--|
| 1S8 - LS DECOR INCLUDES: * DUAL PWR HEATED OSRV MIRRORS * REAR WINDOW DEFOGGER * AM/FM STEREO W/CD PLAYER * CHROME STYLED STEEL WHEELS * POWER LOCKS & WINDOWS * REMOTE KEYLESS ENTRY WITH CONTENT THEFT ALARM * ISRV MIRROR W/COMPASS & TEMP * LEATHER WRAPPED STEERING WHL * BODY SIDE MOLDINGS OPTION PACKAGE 02 | 1S2 - PREFERRED EQUIPMENT SAVINGS                    |
| 59U - SILVER BIRCH METALLIC   | PREFERRED EQUIPMENT SAVINGS                          |
| 691 - DK PEWTER INTERIOR TRIM   | 69D - DARK CHARCOAL - CUSTOM CLOTH                   |
| 7YH - COMPONENT FRT RH COMPUTER SEL   | 6YH - COMPONENT FRT LH COMPUTER SEL                  |
| AE7 - 40/20/40 SPLIT BENCH SEAT WITH FRONT LEATHER SEATING SURFACES   | A31 - POWER WINDOWS                                  |
| AM7 - FOLDING REAR SEAT   | AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT FRT PASS |
| AU3 - POWER DOOR LOCK SYSTEM  | AUD - KEYLESS REMOTE DOOR LOCK                       |
| B32 - FRONT COLOR-KEYED FLOOR MATS  | B30 - WHEEL HOUSING & FLOOR CARPETING                |
| B85 - BRIGHT BODY SIDE MOLDINGS   | B33 - REAR COLOR KEYED FLOOR MATS                    |
| C1U - FLT-ENTERPRISE RENT A CAR   | B8Q - GM PRODUCTION WEEK #41                         |
| C7H - GVWRATING - 6,400 LB 8400 LB GVWRATING  | C49 - ELECTRIC REAR WINDOW DEFOGGER                  |
| DF5 - ISRV MIRROR W/COMPASS & TEMP  | CJ3 - AIR COND., DUAL ZONE MANUAL                    |
| DL8 - DUAL PWR HEATED OSRV MIRRORS EXT REMOTE CTRL HEATED MIRRORS   | DK7 - INTERIOR CUSTOM ROOF CONSOLE                   |
| EVA - EVAP EMISSION REQUIREMENT   | E63 - FLEETSIDE BODY                                 |
| FK2 - TORSION BAR SPRING ADJUSTMENT   | FE9 - 50-STATE EMISSIONS                             |
| FLT - FLEET PROCESSING OPTION   | FK3 - TORSION BAR SPRING ADJUSTMENT                  |
| GT4 - REAR AXLE - 3.73 RATIO  | GMC - ASSEMBLY PLANT- PONTIAC EAST                   |
| K34 - CRUISE CONTROL ELECTRONIC SPEED CONTROL WITH RESUME   | JC3 - 4 WHEEL POWER DISC BRAKES                      |
|   | K68 - 105 AMP ALTERNATOR                             |

SPEED	105 AMP DELCOTRON GENERATOR
KJP - THROTTLE CONTROL ELECTRONIC	LR4 - VORTEC 4800 V8 SFI GAS ENGINE
M30 - 4-SPD AUTOMATIC TRANSMISSION 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP2 - MANUAL SHIFT TRANSFER CASE
NP5 - LEATHER WRAPPED STEERING WHEEL	NT9 - EMISSION SYSTEM FEDERAL TIER 2 PHASE OUT FED EMIS SYS TIER 2 PHASE-OUT
P03 - CHROME CENTER WHEEL CAPS CHROME WHEEL CENTER CAPS	PY2 - CHROME STYLED STEEL WHEELS
QNK - P245/75R16 ALS BW TIRES	R6F - IDENTIFY B CODE USERS IDENTIFY B CODE USERS
R6M - NEW JERSEY COST SURCHARGE	R9Z - POMS EXPEDITE-SOLD ORDERS POMS EXPEDITE-SOLD ORDERS/TSE
TFD - RETAIL AMENITY DELETE	TR3 - CHROME GRILLE
U80 - AM/FM STEREO W/GD PLAYER	UQ3 - ENHANCED AUDIO SPEAKERS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V83 - CHROME REAR BUMPER CHROMED REAR STEP BUMPER
VG3 - CHROME FRONT BUMPER	VQ2 - FLEET ORDERING & ASSISTANCE PGM WITHOUT HOLDBACK
VX7 - LONG TERM DAILY RENTAL PROGRAM	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	XNK - P245/75R16-109S ALS BW TIRES
YD3 - BASE EQUIP FOR SCH GVV PL-FT AX	YD8 - BASE REAR SPRING
YE9 - SILVERADO	YNK - P245/75R16-109S ALS BW TIRES
Z83 - SMOOTH RIDE SUSPENSION SOLID SMOOTH CHASSIS PACKAGE	ZNK - P245/75R16-109S ALS BW TIRES
ZY1 - SOLID PAINT	

---

#### Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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December 21, 2010

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary ?

This screen allows GMVIS users to view the information on various major components added to the VIN selected during vehicle build

#### Vehicle Information

VIN 1GCEK19V24E [REDACTED] Model GK15753-2004 SILVERADO 1500 EXT CAB 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status: No  
 Order Type 50 - FLEET  
 Field Actions [Open](#)

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 032761663
Source Plant W-CPC/DDA ROMULUS, MICHIGAN	Part / Number Broadcast: SDC
Date Scanned: 10/08/2003	Time Scanned 22:21:00 Scan Station 02
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability 760642773
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: YAY
Date Scanned 10/08/2003	Time Scanned 22:51:00 Scan Station 36
Component Code 44-FRAME ASSEMBLY (ENGINE CRADLE)	Traceability 1399572
Source Plant 3-	Part / Number Broadcast: UBP
Date Scanned 10/08/2003	Time Scanned 23:33:00 Scan Station 01
Component Code 50-INSTRUMENT CLUSTER	Traceability: H1D088033
Source Plant 3-	Part / Number Broadcast: H1DF
Date Scanned 10/08/2003	Time Scanned 22:21:00 Scan Station 07
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0AW237836
Source Plant N-	Part / Number Broadcast: XH
Date Scanned 10/08/2003	Time Scanned 22:58:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 37719881
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 4KCD
Date Scanned 10/08/2003	Time Scanned 22:45:00 Scan Station 8E
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: N018470
Source Plant G-	Part / Number Broadcast: MY7
Date Scanned 10/08/2003	Time Scanned 22:56:00 Scan Station 04
Component Code 65-REAR AXLE ASSEMBLY	Traceability: 046240
Source Plant G-SAGINAW DETROIT, MICHIGAN	Part / Number Broadcast: JB4
Date Scanned 10/08/2003	Time Scanned 23:33:00 Scan Station 01
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 13276B23L
Source Plant 9-	Part / Number Broadcast: YFXL
Date Scanned 10/09/2003	Time Scanned 03:57:00 Scan Station 02
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00631480

Source Plant	K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast	6170	Time Scanned	23:43:00	Scan Station	33
Date Scanned	10/08/2003						
Component Code	AB-IR-MODULE ASM-INFLATOR	Traceability	8DQNT5Y				
Source Plant	Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast	5974	Time Scanned	00:07:00	Scan Station	35
Date Scanned	10/09/2003						
Component Code	AH-IR-SENSOR ASM-LEFT	Traceability	3274JS2D8				
Source Plant	V-DELCO ELECTRONICS REYNOSA MEXICO	Part / Number Broadcast	7508	Time Scanned	03:57:00	Scan Station	
Date Scanned	10/09/2003						
Component Code	AJ-IR-SENSOR ASM-RIGHT	Traceability	3274JS1M8				
Source Plant	V-DELCO ELECTRONICS REYNOSA MEXICO	Part / Number Broadcast	7508	Time Scanned	03:57:00	Scan Station	
Date Scanned	10/09/2003						
Component Code	AL-IR-MODULE ASM-I/P	Traceability	8XOJO46				
Source Plant	M-MORTON-THIOKOL	Part / Number Broadcast	2351	Time Scanned	22:43:00	Scan Station	07
Date Scanned	10/08/2003						
Component Code	AS-SENSING DIAGNOSTIC MODULE	Traceability	13276P5Z6				
Source Plant	K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast	2711	Time Scanned	03:57:00	Scan Station	02
Date Scanned	10/09/2003						
Component Code	BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability	032690EL1				
Source Plant	X-	Part / Number Broadcast	8674	Time Scanned	03:57:00	Scan Station	
Date Scanned	10/09/2003						
Component Code	BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability	0327203R6				
Source Plant	X-	Part / Number Broadcast	2970	Time Scanned	03:57:00	Scan Station	
Date Scanned	10/09/2003						
Component Code	CB-SEQ NUM (FLEX) BODY ASM	Traceability	0620329				
Source Plant	-	Part / Number Broadcast	1ZZ	Time Scanned	00:01:00	Scan Station	
Date Scanned	10/04/2003						
Component Code	CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability	7670330				
Source Plant	-	Part / Number Broadcast	1XB	Time Scanned	13:47:00	Scan Station	
Date Scanned	10/08/2003						
Component Code	CM-SEQ NUM (FLEX) GEN ASM	Traceability	7608127				
Source Plant	-	Part / Number Broadcast	1HP	Time Scanned	19:32:00	Scan Station	
Date Scanned	10/08/2003						
Component Code	CN-SEQ NUM (FLEX) GEN ASM	Traceability	2705904				
Source Plant	-	Part / Number Broadcast	1HA	Time Scanned	20:39:00	Scan Station	
Date Scanned	10/09/2003						
Component Code	OP-SEQ NUM (FLEX) GEN ASM	Traceability	3372350				
Source Plant	-	Part / Number Broadcast	1GA	Time Scanned	21:09:00	Scan Station	
Date Scanned	10/08/2003						

---

### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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December 21, 2010

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail



This screen allows GMVIS users to view the available information on individual transaction for the VIN selected

#### Vehicle Information

VIN 1GCEK19V24E [REDACTED] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 50 - FLEET  
 Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

- > [View Vehicle Summary](#)
  - > Service Contract
  - > Branded Title
  - > Warranty Block
- > [View Vehicle Build](#)
- > [View Vehicle Component Summary](#)
- > [View Vehicle Transaction History Detail](#)
- > [View Vehicle Delivery Information](#)

Job Card Date: 05/12/2008

Job Card Number: 092326

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading: 57,828 MI  
 Authorization Code: A

Process Date: 05/19/2008

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code: 0000-Converted Claims

Labour Op E7700-Shaft, Steering Intermediate - Replace

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 60.84

Job Card Date: 02/18/2008

Job Card Number: 089740

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading 52,858 MI  
 Authorization Code: AE

Process Date: 03/21/2008

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code: 0000-Converted Claims

Labour Op C1060-Front Side Door Weatherstrip Replacement - Right Side

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 298.09

Job Card Date: 08/08/2005

Job Card Number: 083539

Repair Service Agent 111177

Odometer Reading 41,314 MI

DWORKIN CHEVROLET, INC.  
208 SEYMOUR AVE  
DERBY CT 08418-1309  
2037356481

Authorization Code: A

Process Date  
08/12/2005

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op F1003-Rear Propeller Shaft Rear Universal Joint Replacement

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 98.34

Job Card Date: 08/13/2005

Job Card Number: 056737

Repair Service Agent 169813  
TERRYVILLE CHEVROLET, LLC  
302 MAIN ST  
TERRYVILLE CT 06786-5904  
8605827434

Odometer Reading: 37,883 MI

Authorization Code: A

Process Date  
08/09/2005

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op R0943-Radio Front Side Door Speaker Replacement - Left Side

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 51.06

Job Card Date: 08/13/2005

Job Card Number: 056737

Repair Service Agent 169813  
TERRYVILLE CHEVROLET, LLC  
302 MAIN ST  
TERRYVILLE CT 06786-5904  
8605827434

Odometer Reading: 37,883 MI

Authorization Code: A

Process Date  
08/09/2005

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op F2023-Seal, Pinion Shaft Oil - Rear Differential - Replace

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 114.90

Job Card Date: 08/13/2005

Job Card Number: 056737

Repair Service Agent 169813

Odometer Reading 37,883 MI

TERRYVILLE CHEVROLET, LLC  
302 MAIN ST  
TERRYVILLE CT 06786-5904  
8605827434

Authorization Code A

Process Date  
08/09/2005

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op K4163-Rear Output Shaft Seal Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 85.85

Job Card Date: 05/09/2005

Job Card Number: 080274

Repair Service Agent 111177  
DWORKIN CHEVROLET, INC.  
208 SEYMOUR AVE  
DERBY CT 06418-1309  
2037356481

Odometer Reading: 36,866 MI  
Authorization Code A

Process Date  
05/13/2005

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op B7876-Molding, Front Door - Left - Side - R&R Or Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 79.40

Job Card Date: 05/09/2005

Job Card Number: 080274

Repair Service Agent 111177  
DWORKIN CHEVROLET, INC.  
208 SEYMOUR AVE  
DERBY CT 06418-1309  
2037356481

Odometer Reading 36,866 MI  
Authorization Code A

Process Date  
05/13/2005

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 4                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op B7876-Molding, Rear Door - Left - Side - R&R Or Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 63.83

Job Card Date: 05/09/2005

Job Card Number: 080274

Repair Service Agent 111177

Odometer Reading 36,866 MI

DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Authorization Code A

Process Date  
 05/13/2005

Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
 Labour Op B7866-Molding, Front Door - Right - Side - R&R Or Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 79.40

Job Card Date: 05/09/2005

Job Card Number: 080274

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading 36,866 MI  
 Authorization Code A

Process Date  
 05/13/2005

Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 3                      Transaction Adjustment                      Cause Code 0000-Converted Claims  
 Labour Op B7866-Rear Side Door Molding Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 63.83

Job Card Date: 04/29/2005

Job Card Number: 079995

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading 36,382 MI  
 Authorization Code G

Process Date  
 05/06/2005

Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
 Labour Op Z7410-GOODWILL OIL CHANGE

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 28.24

Job Card Date: 03/10/2005

Job Card Number: 078162

Repair Service Agent 111177

Odometer Reading 32,651 MI

DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Authorization Code B

Process Date  
 03/18/2005

Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line # 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op F1421-Shaft, Front Differential Output - Front - Left - Replace

Causal Part Number

-See other Parts and/or Not Items

Line Total USD 180.89

Job Card Date: 03/10/2005

Job Card Number: 078162

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading: 32,851 MI

Authorization Code B

Process Date  
 03/18/2005

Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op F8995-Customer Concern Not Duplicated - Driveline/Axle

Causal Part Number

Line Total USD 23.57

Job Card Date: 01/11/2005

Job Card Number: 076216

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading: 28,758 MI

Authorization Code

Process Date  
 01/18/2005

Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op E7700-Shaft, Steering Intermediate - Replace

Causal Part Number

-See other Parts and/or Not Items

Line Total USD 138.81

Job Card Date: 12/14/2004

Job Card Number: 075352

Repair Service Agent 111177

Odometer Reading 28,853 MI

DWORKIN CHEVROLET, INC.  
208 SEYMOUR AVE  
DERBY CT 06418-1309  
2037356481

Authorization Code

Process Date  
12/24/2004

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op J9991-Customer Concern Not Duplicated - Engine Mechanical

Causal Part Number

Line Total: USD 22.91

Job Card Date: 11/12/2004

Job Card Number: 074320

Repair Service Agent 111177  
DWORKIN CHEVROLET, INC.  
208 SEYMOUR AVE  
DERBY CT 06418-1309  
2037356481

Odometer Reading 24,731 MI  
Authorization Code

Process Date  
11/19/2004

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op C6700-Console, Front Seat Cushion - R&R Or Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 246.28

Job Card Date: 11/12/2004

Job Card Number: 074320

Repair Service Agent 111177  
DWORKIN CHEVROLET, INC.  
208 SEYMOUR AVE  
DERBY CT 06418-1309  
2037356481

Odometer Reading 24,731 MI  
Authorization Code: E

Process Date  
11/19/2004

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 2                      Transaction Adjustment                      Cause Code 0000-Converted Claims

Labour Op C6574-Cover, Front Seat Track - Right - Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 41.43

Job Card Date: 10/11/2004

Job Card Number: 049959

Repair Service Agent 169813

Odometer Reading 22,643 MI



TERRYVILLE CHEVROLET, LLC  
 302 MAIN ST  
 TERRYVILLE CT 06786-5904  
 8605827434

Authorization Code

Process Date  
 10/15/2004

Transaction Type  
 ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op B4151-Outside Rearview Mirror Glass Replacement - Left Side

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 70.59

Job Card Date: 10/11/2004

Job Card Number: 049859

Repair Service Agent 169813  
 TERRYVILLE CHEVROLET, LLC  
 302 MAIN ST  
 TERRYVILLE CT 06786-5904  
 8605827434

Odometer Reading 22,643 MI

Authorization Code

Process Date  
 10/15/2004

Transaction Type  
 ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op B4150-Outside Rearview Mirror Glass Replacement - Right Side

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 75.70

Job Card Date: 10/04/2004

Job Card Number: 072969

Repair Service Agent 111177  
 DWORKIN CHEVROLET, INC.  
 208 SEYMOUR AVE  
 DERBY CT 06418-1309  
 2037356481

Odometer Reading 21,815 MI

Authorization Code

Process Date  
 10/15/2004

Transaction Type  
 ZFAT—Field Action Recall

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op V1242-04007 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement if Necessary

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 47.63

Job Card Date: 10/09/2003

Job Card Number: A72446

Repair Service Agent 111233

Odometer Reading 0 MI

SULLIVAN CHEVROLET INC  
10 W WESTFIELD AVE  
ROSELLE PARK NJ 07204-2249  
8082411414

Authorization Code:

---

Process Date  
10/14/2003

Transaction Type  
ZPDI—Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

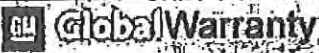
Line Total: USD 96,00

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	<p>Mr. GMVIS 2 <span style="float: right;"><a href="#">Logout</a></span></p> <p>December 21, 2010</p>
---	---

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information ?

This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:

[View Vehicle Summary](#)

- Service
- Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)

[View Vehicle](#)

[Component Summary](#)

[View Vehicle](#)

[Transaction History](#)

[Detail](#)

[View Vehicle Delivery](#)

[Information](#)

#### Vehicle Information

VIN 1GCEK19V24 [REDACTED] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]

Order Type 50 - FLEET

Field Actions [Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent 111233 Invoice Date: 10/09/2003

SULLIVAN CHEVROLET INC

10 W WESTFIELD AVE

ROSELLE PARK NJ 07204-2249 9082411414

#### Ship to Information

Invoicing Service Agent 111233 Ship to Date: N/A

SULLIVAN CHEVROLET INC

10 W WESTFIELD AVE

ROSELLE PARK NJ 07204-2249 9082411414

#### Delivery Information

Delivery Service Agent 111233 Delivery Date: 10/10/2003

SULLIVAN CHEVROLET INC Delivery Type: 020-DAILYRENTAL

10 W WESTFIELD AVE Delivery Odometer: 10

ROSELLE PARK NJ 07204-2249 9082411414

#### In Service Information

Invoicing Service Agent In Service Date: N/A

In Service Type: 0000

In Service Odometer: 0

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Dawn McGuin /C/US/GM/GMC

To james.brewer@timesmicro.com

01/06/2011 12:44 PM

cc

bcc

Subject [REDACTED] - 2004 Chevrolet Silverado

Good afternoon Mr [REDACTED]

Per our conversation of yesterday regarding your accident in your 2004 Chevrolet Silverado, please find below copies of my letters and forms that were sent to you in the mail today. Please forward the requested documentation to my attention.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911



- GML\_DMS-#3217730-v1-ESIS\_LTR\_(CLMT\_ACK)- [REDACTED] (722778).pdf



- GML\_DMS-#3217727-v1-ESIS\_MED\_AUTH\_ [REDACTED] (722778).pdf



- GML\_DMS-#3217725-v1-ESIS\_MMSEA\_MSP\_LETTER\_- [REDACTED] (722778).pdf



ESIS FORM - MEDICARE MMSEA CMS FORM\_3078648.PDF

5

ESIS/GM Central Claims Unit  
PO Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

Dawn McGuin  
Claims Administrator  
dawn.mcguin@gm.com

January 6, 2011

[REDACTED]  
Naugatuck, CT [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 722778  
Our Client: General Motors LLC  
Date/Event: December 13, 2010

Dear Mr. [REDACTED]:

I am writing to confirm our conversation of yesterday regarding your accident of December 13, 2010 in a 2004 Chevrolet Silverado Pickup. ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

So we may further investigate your claim, we request that you provide us with the following information:

1. Documentation to substantiate the amount of damages to your vehicle;
2. All medical records concerning the injuries suffered as a result of this accident. An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above incident. Please be advised that we may or may not use the medical records to evaluate your claim;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
4. Copy of the accident report;
5. Copy of all maintenance records;
6. Statement of facts of accident;
7. Current location of the vehicle.

**Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.**

# 5

Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST.

Sincerely,

Dawn McGuin  
Claims Administrator

Enclosure

5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

Dawn McGuin  
Claims Administrator

January 6, 2011

[REDACTED]  
Naugatuck, CT [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 722778  
Our Client: General Motors LLC  
Date/Event: December 13, 2010  
Subject vehicle: 2004 Chevrolet Silverado  
VIN: 1GCEK19V24E [REDACTED]

Dear Mr. [REDACTED]:

We are writing you because you have made a claim against General Motors LLC for the accident/incident referenced above.

ESIS/General Motors Central Claim Unit (on behalf of General Motors LLC) will respond to your claim once we have completed our investigation. **THAT RESPONSE MAY TAKE THE FORM OF A DENIAL OF LIABILITY, NOTICE THAT THERE IS INSUFFICIENT INFORMATION AVAILABLE WITH WHICH TO MAKE A DECISION, OR AN OFFER TO DISCUSS A SETTLEMENT. IF SETTLEMENT DISCUSSIONS ARE TO OCCUR YOU MUST PROVIDE US WITH THE INFORMATION REQUIRED IN THIS LETTER**

**A. HIPPA Authorization to Obtain Medical Information**

As part of our investigation and evaluation of your claim, we may require copies of all medical records and invoices for services provided to you as a result of the injuries you claim you suffered. These records may only be obtained with your consent. A blank medical release form is enclosed for this purpose. This information will only be used to evaluate your claim. Please complete the enclosed Authorization for Use and/or Disclosure of Confidential Medical Information Form and return it to me at the address printed above within 15 days.

**B. Verifying Medicare Beneficiary Status & Reporting**

Federal law, Section 111 of the Medicare, Medicaid and SCHIP Extension Act of 2007 (MMSEA), requires General Motors LLC and all liability insurers to report settlements with Medicare beneficiaries. As a practical matter, we have to determine whether you are a Medicare beneficiary. Medicare provides a query function to assist us in (1) verifying a Medicare Health Insurance Claim Number (or HICN) for a Medicare beneficiary; or (2) determining whether or not an individual is a Medicare beneficiary if the individual furnishes his/her Social Security Number (SSN). To assist reporting entities like General Motors LLC in complying with the law, the Centers for Medicare & Medicaid Services (CMS) has provided the enclosed form (with a picture of a Medicare Card). ESIS, on behalf of General Motors LLC, will use this information to verify your status as a Medicare beneficiary and later, to report a settlement, if any.

# 5

Please complete the enclosed CMS form and return it to me at the address printed above within 15 days. If you are refusing to provide the information requesting in Sections I and II of the enclosed CMS form, please fill out Section III of the form, and provide your reason(s) for refusing to provide the requested information.

## C. Reimbursing Medicare

The Medicare Secondary Payer (MSP) law allows Medicare to pay for medical care received by a Medicare beneficiary who has or may have a claim. The law also requires Medicare to recover those payments if a settlement, judgment, recovery or award has been or could be made. Congress passed the MSP law to ensure that Medicare Trust Funds would have enough money to pay for medical care that beneficiaries may need in the future. Congress decided that, if a recovery was available to pay for a Medicare beneficiary's medical care, then that money should be used to pay for the care. Any amounts already paid by Medicare should be refunded to the Medicare Trust Funds.

Federal law may require you to repay Medicare if: (1) you are/were a Medicare beneficiary; (2) you recover from General Motors LLC; and (3) Medicare paid for medical care you received related to your claim. You or your attorney should contact Medicare to verify your status as a Medicare beneficiary, report your potential claim, and obtain information from Medicare on payments it has made or may make on your behalf for medical services related to the incident/accident.

If we make a decision to offer you a settlement, and you accept, we will not be able to pay the settlement funds until we (1) have a final demand letter from Medicare, showing the amount of total Medicare payments it made on your behalf for medical services related to the incident/accident, if any, and (2) insure payment is made to Medicare to resolve its claim. A final demand letter cannot be obtained from Medicare until settlement terms have been reached.

## D. More Information

If you or your attorney want more information on Medicare's reporting requirements and recovery rights please contact the Medicare Secondary Payer Recovery Contractor (MSPRC) at 1-866-677-7220 (TTY/TDD: 1-866-677-7294 for any hearing and speech impaired) or at the following address:

Medicare Secondary Payer Recovery Contractor  
Auto/Liability/No-Fault  
PO BOX 33828  
Detroit, MI 48232-5828

Sincerely,

Dawn McGuin  
Claims Administrator

Encl.

Page 2/2



# AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:

I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors LLC for an incident which occurred on or about December 13, 2010.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- If my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.
- The above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

A photocopy of this Authorization can be accepted with the same authority as the original.

Printed Name of Patient* James Brewer	Date of Birth	Social Security Number
Address, City, State and Zip		Medicare Health Insurance Claim Number (HICN)
Signature of Patient or Personal Representative*		Date Signed
Relationship to individual*	Authority to act for individual*	

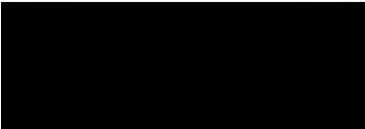
\*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

**EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS LLC IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.**

ESIS-General Motors Claims  
PO Box 300  
M/C 482-C19-B61  
Detroit, MI 48265-3000

Claim Number: XXXXXXXXXX  
Claims Administrator: Dawn McGuin

*ESIS is the third-party administrator for General Motors LLC.*



01/14/2011 09:47 AM

To "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
cc  
bcc  
Subject RE: [REDACTED] (722778) - 2004 Chevrolet Silverado

Dawn

The repairs are going slow. I just ran out of rental car insurance and have to turn the rental back in today

The brake lines with the holidays weather etc took a while to get and install.

I should have everything for you in two weeks

I was just informed the person in the other car filed a injury claim

**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]  
**Sent:** Thursday, January 06, 2011 12:44 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] (722778) - 2004 Chevrolet Silverado

Good afternoon Mr. [REDACTED]

Per our conversation of yesterday regarding your accident in your 2004 Chevrolet Silverado, please find below copies of my letters and forms that were sent to you in the mail today. Please forward the requested documentation to my attention.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

2/16/2011

To: Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

**RECEIVED**

FFR 17 2011

ESIS-GM CLAIMS UNIT

Subject: GM Claim [REDACTED] Accident December 13<sup>th</sup> 2010

[REDACTED] / 2004 Chevrolet Silverado / Merritt Parkway Southbound Close to Exit 59.

I left work at approximately 5:10 pm and proceeded to get on the Merritt Parkway in Wallingford Connecticut. I put my truck on Cruise control at 60 – 65 miles per hour. As I approached the West rock / Hamden Tunnel I noticed the cars in front of me starting to put their Brake lights on.

I stepped on the Brake the pedal Dropped to floor. So I pumped but still the truck would not stop. I needed to slow the truck all I could quickly do was drop the truck into Low. The truck started to slow down, but I impacted the car in front of me .

This is what I noticed at the accident

There was also Brake fluid leaking from under the driver's side door.

The cause of the accident was burst brake lines under the driver's side door area. There was also a line crossing over to the right front wheel which had ruptured.

Please reimburse my expenses to date. This is clearly another GM Silverado with Rotted brake lines.

Thank you

[REDACTED]



State of Connecticut  
Department of Public Safety / Division of State Police

**ACCIDENT INFORMATION SUMMARY**

State Police Troop: CSA - T

Case Number: DPS- 1 006 7756

Notations:  
Traffic: 11  
Weather: C  
Lane 2 of 2  
Direction of Travel:  
N S E W

Investigating Trooper: C. [redacted] # 1351

Date: 11/15/08 Time: 1731

No. & Type of Veh's Involved: 1 Passenger Car  
(Passenger Car, Truck, Bus, Etc.)

Related Information: \_\_\_\_\_  
(Pedestrian, Pole, Bridge Abutment, Etc.)

Town / City: New Haven

Location of Accident: Rt 15 S 1/3 mi N 155

Utility Pole Name & Number (If Applicable): \_\_\_\_\_ Other (Specify): \_\_\_\_\_

Oper #1: [redacted]  
DOB: [redacted] Gender:  M  F  
Address: [redacted]

Oper #2: [redacted]  
DOB: [redacted] Gender:  M  F  
Address: [redacted]

Town: Cheshire State: CT Zip: \_\_\_\_\_

Town: New York State: NY Zip: \_\_\_\_\_

Oper. Lic. # [redacted] Type: \_\_\_\_\_ State: CT

Oper. Lic. # [redacted] Type: \_\_\_\_\_ State: CT

Owner #1: [redacted]  
Address: [redacted]

Owner #2: [redacted]  
Address: \_\_\_\_\_

Registration Plate [redacted] State: CT

Registration Plate [redacted] State: NY

Make: Mercedes Model: SL Year: 08

Make: Subaru Model: Impreza Year: 01

VIN: \_\_\_\_\_

VIN: \_\_\_\_\_

Seatbelt(s):  Yes  No Airbag:  Yes (Deployed  Y  N)  No  N/A

Seatbelt(s):  Yes  No Airbag:  Yes (Deployed  Y  N)  No  N/A

Insurance Company: [redacted]

Insurance Company: [redacted]

Insurance Policy #: [redacted]

Insurance Policy #: [redacted]

Injuries: \_\_\_\_\_

Injuries: \_\_\_\_\_

Vehicle Damage: \_\_\_\_\_

Vehicle Damage: \_\_\_\_\_

Vehicle Towed:  No  Yes, \_\_\_\_\_

Vehicle Towed:  No  Yes, \_\_\_\_\_

Occupant(s): [Name / DOB / Address / Position in Veh]

Occupant(s): [Name / DOB / Address / Position in Veh]

Oper #3: \_\_\_\_\_

Oper #4: \_\_\_\_\_

DOB: \_\_\_\_\_ Gender:  M  F

DOB: \_\_\_\_\_ Gender:  M  F

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Town: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Oper. Lic. # \_\_\_\_\_ Type: \_\_\_\_\_ State: \_\_\_\_\_

Oper. Lic. # \_\_\_\_\_ Type: \_\_\_\_\_ State: \_\_\_\_\_

Owner #3: \_\_\_\_\_

Owner #4: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Registration Plate: \_\_\_\_\_ State: \_\_\_\_\_

Registration Plate: \_\_\_\_\_ State: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

VIN: \_\_\_\_\_

VIN: \_\_\_\_\_

Seatbelt(s):  Yes  No Airbag:  Yes (Deployed  Y  N)  No  N/A

Seatbelt(s):  Yes  No Airbag:  Yes (Deployed  Y  N)  No  N/A

Insurance Company: \_\_\_\_\_

Insurance Company: \_\_\_\_\_

Insurance Policy #: \_\_\_\_\_

Insurance Policy #: \_\_\_\_\_

Injuries: \_\_\_\_\_

Injuries: \_\_\_\_\_

Vehicle Damage: \_\_\_\_\_

Vehicle Damage: \_\_\_\_\_

Vehicle Towed:  No  Yes, \_\_\_\_\_

Vehicle Towed:  No  Yes, \_\_\_\_\_

Occupant(s): [Name / DOB / Address / Position in Veh]

Occupant(s): [Name / DOB / Address / Position in Veh]

## 2004 Chevrolet Silverado 1500 Hydraulic Brake Complaints

- |  |  |   |
|--|--|---|
| <p>1 Complaint Number: 10357120<br/>                 Description of the Complaint:</p>   | <p>Incident Date: September 21, 2010</p> | <p>Date Added to File: September 23, 2010</p> |
| <p>Complete brake failure. I went to start the pickup truck and when I stepped on the brake pedal it went to the floor. The truck had just been used a few minutes earlier and the brakes worked fine. Due to rust, a brake line burst. I thought with a dual master cylinder I would never lose both front and back brakes at the same time. This was not the case. The brakes do not stop this vehicle.</p>  |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>2 Complaint Number: 10353517<br/>                 Description of the Complaint:</p>   | <p>Incident Date: September 2, 2010</p>  | <p>Date Added to File: September 2, 2010</p>  |
| <p>Brake failure occurred on my 2004 silverado due to a ruptured brake line. Incident occurred in driveway. The leak was a pin-hole type, which shot a stream of brake fluid when the brakes were activated. The truck has 48,000 miles and was purchased new.</p>   |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>3 Complaint Number: 10351053<br/>                 Description of the Complaint:</p>   | <p>Incident Date: August 25, 2010</p>    | <p>Date Added to File: August 25, 2010</p>    |
| <p>I have a 2004 chevrolet pickup with 55,000 miles. Today I was informed while the vehicle was being inspected for the state of maine, that the brake lines are so severely rusted that they all need to be replaced at a cost of \$900. I have already replaced all the brake rotors two years ago and the front ends again this year.</p>   |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>4 Complaint Number: 10335998<br/>                 Description of the Complaint:</p>   | <p>Incident Date: December 1, 2005</p>   | <p>Date Added to File: June 13, 2010</p>      |
| <p>Faulty abs braking with 2004 chevy silverado since time of purchase. low speed braking results in pulsing and unsafe stopping distance on dry pavement. I have 40,000 miles on this 2004 truck and have had 2 full brake jobs (rotors and pads) and had the rotors turned once. I mostly use the truck for construction without much braking (mostly in gear). I have never had the abs light come on, yet the brakes are dangerous. The dealership I purchased from simply said GM went with rear drum brakes the next year to make it better, with no service by spin or recall created. Do I have any solution or recourse for this costly and dangerous braking system?</p>   |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>5 Complaint Number: 10331609<br/>                 Description of the Complaint:</p>   | <p>Incident Date: March 1, 2010</p>      | <p>Date Added to File: May 21, 2010</p>       |
| <p>Information requested pursuant to the freedom of information act (foia), 5 U.S.C. §5705(b) abs light activation at low speed, when almost stopped on 2004 chevy Silverado. Increased stopping distance almost resulted in accident. Hub corrosion causes abs failure and was subject of recall # 06v378000 (NHTSA, npszn # 0605000) covers 1999 to 2002 model years. Some dealers saying same problem on subsequent years. GM TSB # 03062007-1 covers degradation for 1999 to 2000 model years, but "special (Warrent) policy" only covers 1999 to 2002. Tried working with GM before repair and received case # 1001. After repair was completed, was told by district manager (a white) that repair would not be covered due to age of vehicle. Dealer confirmed with GM customer rep (redward) that truck was low mileage, not abused, and passed "multi-point" check without any problems. Paid \$212 out of pocket to get truck released. It is ironic that if the truck was 2 years older it would be covered. This recall needs to be expanded to cover all model years, after 2002, with this same hub design. district manager also said if recall is expanded, they would issue refunds to people who already paid out of pocket for this repair. Work was performed at the area chevrolet, the burnside, south burton, vt on 05-20-2010. Their phone # 802-658-1111, service rep was sandy, invoice # 1001, 1001</p> |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>6 Complaint Number: 10327047<br/>                 Description of the Complaint:</p>   | <p>Incident Date: March 9, 2010</p>      | <p>Date Added to File: April 22, 2010</p>     |
| <p>Vehicle was being operated in a normal manner. After stopping for a brake and preparing to leave the parking area, the brake pedal was depressed in order to shift into reverse. The pedal immediately went to the floor and the service brake system warning light and chime alarm activated. Upon exiting vehicle, brake fluid was seen pouring to the ground from an area under the driver's seat. After being towed to a repair facility and out on the lot it was discovered that a brake line mounted onto the chassis had rusted completely through. A subsequent investigation of all the brake lines showed severe rust and corrosion damage and all were replaced. Vehicle was returned to normal use, afterwards with no problems noted. Old cars are not reliable.</p>  |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>7 Complaint Number: 10326304<br/>                 Description of the Complaint:</p>   | <p>Incident Date: June 3, 2009</p>       | <p>Date Added to File: April 19, 2010</p>     |
| <p>Truck lost ability to stop effectively. Truck was taken to local repair shop, where mechanic found brake lines had ruptured because of corrosion. Brake lines were replaced.</p>  |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>8 Complaint Number: 10326312<br/>                 Description of the Complaint:</p>   | <p>Incident Date: March 30, 2010</p>     | <p>Date Added to File: April 19, 2010</p>     |
| <p>Truck lost ability to stop effectively. Truck was taken to local repair shop. Mechanic found brake lines had ruptured because of corrosion. Brake lines were replaced.</p>  |  |   |
| <p><a href="#">Details Discuss This Consumer Complaint at Forum</a></p>  |  |   |
| <p>9 Complaint Number: 10319409</p>  | <p>Incident Date: February 6, 2010</p>   | <p>Date Added to File: March 13, 2010</p>     |

Description of the Complaint:

I have a 2004 chevy silverado I have to clean my stop or I will crash I have had to swerve in on busy traffic to keep from hitting people my truck has extremely poor stopping is there a recall book. (information related pursuant to the freedom of information act (foia), 5 u.s.c. 552(b)(6).

[Details Discuss This Consumer Complaint at Forum](#)

10 Complaint Number: 10305919  
Description of the Complaint:

Incident Date: November 18, 2009

Date Added to File: February 4, 2010

My 2004 chevy silverado goes into abs mode at speeds under 10 mph increasing stopping distance. This occurs at every stop. The dealer cleaned out from the front speed sensor seat this fixed the problem. This is the same problem that 2002 and prior models had that resulted in a recall. The dealer said this recall was for the same problem but did not cover 2003 and up.

[Details Discuss This Consumer Complaint at Forum](#)

11 Complaint Number: 10260755  
Description of the Complaint:

Incident Date: June 15, 2009

Date Added to File: October 8, 2009

Abs activation upon low speed stop on dry pavement.

[Details Discuss This Consumer Complaint at Forum](#)

12 Complaint Number: 10276526  
Description of the Complaint:

Incident Date: December 24, 2008

Date Added to File: August 15, 2009

Soft service brake pedal. Pedal travels to the end of travel with minimal effort, and without full braking force. Taken to dealer 4 times, and they cannot figure it out.

[Details Discuss This Consumer Complaint at Forum](#)

13 Complaint Number: 10276932  
Description of the Complaint:

Incident Date: May 1, 2009

Date Added to File: July 7, 2009

Defective brakes on 2004 Chevrolet Silverado 1500 crew cab. At just over 50,000 miles I had to have all four rotors and pads replaced because the rotors were rusting because of bad metal (rusting from the inside out not external), and now at 79,000 I'm seeing a shaking and vibrating (probably from the abs) at low speeds.

[Details Discuss This Consumer Complaint at Forum](#)

14 Complaint Number: 10267947  
Description of the Complaint:

Incident Date: May 6, 2009

Date Added to File: May 7, 2009

I have a 2004 Chevrolet Silverado 1500 with 58,283 miles on it. I took it to the dealer for state inspection and found that the rotors are all rusted and have to be replaced. In checking these at the dealer, I discovered that the steel has a lot of carbon in it. The manufacturer is using an inferior product for these rotors. In checking the on line, I discovered that this seems to be normal for General Motors, that they are aware of it and it doesn't matter if you have 100 miles or more this is happening to these vehicles. General Motors is using inferior materials.

[Details Discuss This Consumer Complaint at Forum](#)

15 Complaint Number: 10265593  
Description of the Complaint:

Incident Date: August 18, 2004

Date Added to File: April 15, 2009

The brakes on my 2004 Silverado 1500 4x4 are terrible. Took truck to dealership while truck was still under Warranty. Replaced rear rotors. Brakes were still bad. Took truck back to dealership, was told everything was fine. Brakes still bad. Service manager drove my truck and a different truck a couple of years older to compare them. Acknowledged brakes were not near as good on my truck. They checked truck again and could not find anything wrong. Brake pedal is very spongy and when I need to make an emergency stop, I jump on the brake pedal and wait for the truck to come to a stop. There has to be a common problem. I have heard that I am not the only person with this problem. This needs fixed before someone gets hurt or worse.

[Details Discuss This Consumer Complaint at Forum](#)

16 Complaint Number: 10263608  
Description of the Complaint:

Incident Date: December 1, 2008

Date Added to File: March 28, 2009

I have had constant brake problems with rotors rusting. I have been told this is due to not driving my truck enough, that it sits too much. It's drove about 160 miles a week. This is both front and rear. For Chevrolet Silverado 1500 4x4 2004. Have had problems since it was under Warranty. Since day one of owning the truck. Contacted GM and they said they would not cover. Now GM wants \$504.00 to replace rotors and pads. Fixed the vehicle in while under warranty and they just cleaned them. Second time I complained I had 23,000 miles on the truck over warranty time under mileage.

[Details Discuss This Consumer Complaint at Forum](#)

17 Complaint Number: 10261500  
Description of the Complaint:

Incident Date: December 1, 2008

Date Added to File: March 11, 2009

Takes a bit of pedal pressure to stop the truck & w/o load & the braking is poor. Takes longer distance to stop than it should. Brake lines have rusted bad but no failure yet.

[Details Discuss This Consumer Complaint at Forum](#)

18 Complaint Number: 10250227  
Description of the Complaint:

Incident Date: November 23, 2008

Date Added to File: December 1, 2008

2004 chevrolet silverado abs breaks pulse at low speed when stopping on non slippery surfaces, greatly increasing stopping distance and control characteristics of the vehicle. This sudden change in braking performance and vehicle to pulse to the left, almost resulted in a collision. This condition is known to NHTSA as per 10004310 or TSBR 030525007. I strongly believe that this safety defect should be corrected by recall. As I understand it earlier models have a safety recall for this condition which is caused by metal corrosion.

[Details Discuss This Consumer Complaint at Forum](#)

19 Complaint Number: 10249789  
Description of the Complaint:

Incident Date: November 12, 2008

Date Added to File: November 25, 2008

My 2004 chevy silverado has low speed abs activation even on dry pavement. The pedal locks up and you cannot stop the truck. Earlier trucks were recalled for this but not mine. GM does not want to assist in the repair of the vehicle. The problem is a well known problem that greatly affects the safe operation of the vehicle. It has almost made me crash many times. It is now parked in need of repair. My other complaint is that the emergency brake will not hold the vehicle. It is a very poor design that is also well known. The brake is useless. This is also a huge safety concern. Couple these two problems together, and its death waiting to happen.

[Details Discuss This Consumer Complaint at Forum](#)

20 Complaint Number: 10246897  
Description of the Complaint:

Incident Date: October 23, 2008

Date Added to File: October 28, 2008

Normal daily driver one day the abs pump motor started running and would not shut off even with the key shut off. The only fix is to buy another abs module (very).

[Details Discuss This Consumer Complaint at Forum](#)

21 Complaint Number: 10243270  
Description of the Complaint:

Incident Date: September 23, 2008

Date Added to File: September 23, 2008

2004 chevrolet silverado abs light on making a humming noise. talked to dealer tomorrow.

[Details Discuss This Consumer Complaint at Forum](#)

22 Complaint Number: 10241891  
Description of the Complaint:

Incident Date: August 28, 2008

Date Added to File: September 11, 2008

Brake failure 2004 chevy silverado 1500. Loud grinding noise in the right rear area of my pickup led me to stop at the nearest repair location to diagnose problem. Inspection indicated brake pad on inner right rear wheel was worn down to metal and was moving into the rotor. Advised to drive as little as possible and bring truck the next day for repair. The next day I took it back and had to have a rotor replaced and all four rear brake pads, even though the other three pads still had 75% of the pad left on them. Technician who worked on my vehicle recognized common problem seen in many 1500 chevy silverado's of this age/era. I contacted dealer from chevrolet (800-55-72-056, dated may 27, 2008) stated problem with this model truck including year models 1999-2004. Solution to problem was to install mud flaps in front of rear drive to prevent road debris from being thrown up onto caliper assemblies and causing excessive wear to the right rear inner brake pad. We purchased this truck in december of 2003, well after this bulletin was published and they sold it to us with no mud flaps installed and no mention of the need for mudflaps or that there was a known design flaw in the vehicle that could cause rear brake damage. Chevrolet should have installed mud flaps on all affected truck models sold after they were aware of this flaw. They did not, nor did they later issue a recall to address this issue. Mud flaps they recommend are not longer being manufactured by them. I have attempted to resolve this issue with chevrolet and they have refused any responsibility or assistance in explaining the mud flap issue (# 15785007) or reimbursing us for the brake work that would not have had to have been done. If not for this known design flaw in our truck, I believe that there are thousands of truck owners out there that have had this same problem and perhaps did not have access to the bulletin, and are unaware of chevrolet's knowledge of the design flaw and the mud flap solution.

[Details Discuss This Consumer Complaint at Forum](#)

23 Complaint Number: 10240200  
Description of the Complaint:

Incident Date: July 10, 2008

Date Added to File: August 29, 2008

The contact owns a 2004 chevrolet silverado 1500. While driving 55 mph, the contact heard a loud grinding noise as if the brakes were dragging. The vehicle was taken to the dealer and they stated that the entire braking system needed to be replaced because the vehicle was not driven enough. The failure and current mileage were less than 8,000. Updated 09/25/08.

[Details Discuss This Consumer Complaint at Forum](#)

24 Complaint Number: 10239205  
Description of the Complaint:

Incident Date: August 18, 2008

Date Added to File: August 21, 2008

The contact owns a 2004 chevrolet silverado 1500. The contact stated that his brakes had to be completely replaced at 18,000 miles. The rotor was ruined, corroded, soft, and noisy. The dealer replaced the brakes for free. Currently, at 28,000 miles, the brakes are in worse condition than before the previous repair was performed. The contact took the vehicle back to the dealer for repair, however, they wanted to charge him for the service. The contact feels that he should not have to pay since the brakes were not properly repaired the first time. Instead, the contact took the vehicle to a private mechanic for repair. The failure mileage was 28,000.

[Details Discuss This Consumer Complaint at Forum](#)

25 Complaint Number: 10237047  
Description of the Complaint:

Incident Date: December 31, 2008

Date Added to File: August 5, 2008

The contact owns a 2004 chevrolet silverado 1500. The contact stated that he had issues with his braking system. When he began to drive and attempted to depress the brake pedal it approximately 5-10 mph, the brake would rattle. He could hear the abs motor running, but the brakes would not apply at all. In addition, the rpm would also rev and the vehicle would continue to move. While the contact removed his foot from the brake pedal and depressed the pedal again slowly, the brakes would not activate. On one occasion, the vehicle drove into a snow bank before the vehicle would stop. He was also involved in three other crashes because of the brakes. He took the vehicle to the dealer over ten times and they attempted to correct the failure approximately 3-4 times. The dealer changed the front abs hub, but the rattle would only correct the issue for approximately 1-2 weeks. The current mileage was approximately 80,369 and failure mileage was approximately 9,000. Updated 7/17/09. Updated 07/20/09.

[Details Discuss This Consumer Complaint at Forum](#)

26 Complaint Number: 10232289  
Description of the Complaint:

Incident Date: September 20, 2008

Date Added to File: June 25, 2008

Rear rotors fail at about 30,000 mls interval replaced once under Warranty --after that it was out of my pocket.

[Details Discuss This Consumer Complaint at Forum](#)

27 Complaint Number: 10229684  
Description of the Complaint:

Incident Date: May 3, 2008

Date Added to File: May 7, 2008

Brakes became weak. Upon inspection, I discovered that the inside of the rotor was wearing in only a 1" wide circle around the rotor. The rest of the rotor was rusted over inside and outside where the pad should have left them clean and shiny. Pad was almost worn out, but still serviceable. Outside pad was like new.

[Details Discuss This Consumer Complaint at Forum](#)

28 Complaint Number: 10229858  
Description of the Complaint:

Incident Date: May 1, 2008

Date Added to File: May 5, 2008

Brake rotors rusting out, this truck has 38,000 miles on it, brakes do not work well the first I had to have rotors replaced, could not turn because to much rust.

[Details Discuss This Consumer Complaint at Forum](#)

29 Complaint Number: 10217294  
Description of the Complaint:

Incident Date: March 23, 2007

Date Added to File: February 8, 2008

The contact owns a 2004 Chevrolet Silverado 1500. While driving 15 mph with the four wheel drive activated, the tires began spinning. The failure occurs when the ground is slippery due to mud, snow, or ice. When the tires begin to spin and the brake pedal is depressed, the pedal will not go down at all. The vehicle rocks and surges. The ABS motor can be heard but the brakes fail to operate. The contact was involved in three crashes due to the failure. The first crash dented the driver side. The second crash occurred when he struck a tree while driving to reverse. The bumper was bent and the quarter panel was crumpled inward. The third crash occurred when he accelerated and the vehicle rolled and tipped on wet grass. The vehicle then went off the edge of the road and down 30-40 feet into a snow bank. A tow truck had to retrieve the vehicle. The vehicle has been to the dealer approximately 5 or 6 times, but they cannot duplicate the failure. The contact has the work orders. The current mileage was 72,000 and the failure mileage was unknown.

[Details Discuss This Consumer Complaint at Forum](#)

30 Complaint Number: 10189238  
Description of the Complaint:

Incident Date: September 14, 2006

Date Added to File: August 1, 2007

The brakes on my 2004 Silverado 1500 are very poor. I have had it in 3 times, but each time I have been told the brakes are fine. The 3rd time in they told me the brakes were in GM specs, but then told me how to fix them. That tells me there is a problem and they are ignoring it.

[Details Discuss This Consumer Complaint at Forum](#)

**More Chevrolet Silverado 1500 Hydraulic Brake Complaints of Other Model Years**

2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999	1997
1996	1994											

**More Hydraulic Brake Complaints of Other 2004 Chevrolet Models**

1500	2500HD	Astro	Avalanche
Avalanche 1500	Avalanche 2500	Aveo	Cavalier
Colorado	Express	Express 1500	Express 2500
Express 3500	Impala	Malibu	Malibu Maxx
Monte Carlo	Silverado	Silverado 1500 HD	Silverado 2500
Silverado 2500 HD	Silverado 3500	Suburban	Suburban 1500
Suburban 2500	Tahoe	Trailblazer	Venture

**More Complaints of Other 2004 Chevrolet Silverado 1500 Components**

ABS Control Module (1)	Air Conditioner (2)
Airbag (5)	Airbag Sensor and Control Module (1)
Alternator (1)	Anti-Lock Braking System (ABS) (4)
Automatic Transmission (4)	Brake Caliper (1)
Brake Hose, Line and Fitting (3)	Brake Light (2)
Brake Pad (1)	Brake Rotor (10)
Cooling System (1)	Differential (1)
Digital Instrument Panel (130)	Driveline (1)
Electric Brake (1)	Electrical System (45)
Electrical Wiring (2)	Engine (3)
Engine and Engine Cooling System (7)	Equipment (5)
Exhaust Manifold, Header, Muffler and Tail Pipe (1)	Front Seat Belt (1)



Front Wheel Bearing (2)  
Fuel Pump (1)  
Headlight (1)  
Latch, Lock and Linkage (3)  
Parking Brake (1)  
Rear Axle Suspension (1)  
Sector Shaft (1)  
Steering Column (3)  
Tailgate Hinge and Attachment (1)  
Tire Tread and Bal (1)  
Under Dash Wiring (1)  
Wheel (3)  
Window (2)  
Windshield Wiper and Washer (1)

Frontal Airbag (1)  
Fuel System (1)  
Ignition System (1)  
Others (3)  
Power Train (1)  
Seat (2)  
Steering (46)  
Steering Linkage (2)  
Tire (3)  
Transfer Case (1)  
Vehicle Speed Control (5)  
Wheel Cap, Cover and Hub (1)  
Window Defroster (1)

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2004 Chevrolet Silverado Repair

dates	payment	amount
2/4/2011	Air bag and ABS sensor repairs	\$ 516.97
2/2/2011	Family Autobody	\$ 1,073.00
1/31/2011	Family Autobody	\$ 505.00
1/31/2011	Family Autobody	\$ 5,850.19
1/14/2011	enterprise rent a car	\$ 1,499.34
1/25/2011	Brake repair	\$ 2,567.51
1/3/2011	brake lines	\$ 340.40
	Total repair	\$ 12,352.41

CUSTOMER #: 677

118340

BLASIUS CHEVROLET CADILLAC, INC.

P.O. Box 2510 · 90 Scott Road  
Waterbury, CT 06723-2510

\*INVOICE\*



PARTS TOLL FREE:

1-800-317-0516

PH: (203) 753-9261

FAX: (203) 578-3035

www.blasiuschevrolet.com



PAGE 1

SERVICE ADVISOR: 403 LAWRENCE A GANEZER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	04	CHEVROLET SILVERADO	1GCEK19V24E		106607/106608		
DEL. DATE	PRODR DATE	WARR EXP.	PROMISED	PO NO:	RATE	PAYMENT	INV. DATE
10OCT03	DD09OCT03	10OCT2006	WAIT 04FEB11		118.00	CASH	04FEB11
R.O. OPENED	READY	OPTIONS:	ENG:4.8 Liter_MFI_Iron				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE SERVICE AIR BAG LIGHT IS ON. NEEDS TO BE RESET. VEHICLE WAS IN A FRONT END COLLISION DUE TO BURSTING BRAKE LINES. MANY AIR BAG PARTS WERE INSTALLED.

0103 INSPECTIONS:DIAGNOSTICS

420 CPA 1.00

118.00 118.00

TECH SERVICED THE AIR BAG LIGHT ON... HAS A NEW SDM. TECH RELEARNED THE VTD--VEHICLE THEFT DETERRENT TO REPAIR, CODE B1001 STORED IN THE SDM--SENSING DIAGNOSTIC MODULE. ALL OK.

\*\*\*\*\*

B CUSTOMER STATES THE ABS KEEPS GOING OFF AT 5 MPH AND BELOW, BULLETIN #03-05-25-007D CHECK AND ADVISE

0302 ABS REPAIR

420 CPA 2.30

271.40 271.40

2 19181873 SENSOR

56.32 39.42 78.84

TECH VERIFIED ABS GOING OFF AT 5 MPH AND BELOW. TECH REPAIRED VEHICLE USING THE TSB PROVIDED BY THE CUSTOMER. TSB# 03-05-25-007D. BOTH FRONT ABS SENSORS BROKE OFF IN HOUSING DUE TO EXCESSIVE RUST.. WAS ABLE TO REMOVE BROKEN OFF PIECES SO THE REPLACEMENT OF THE HUB BEARINGS WAS NOT NEEDED. RECHECKED WITH TECH 2. ALL OK.

\*\*\*\*\*

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

19.47

*Goodwin Charge Family Garage*  
\$ 118.00

*Could not change name but will bill Family Garage via Bpt.*

*James Brewer*  
*pd. Debit VISA*  
*\$ 398.97*

LIMITED WARRANTY

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge.

THANK YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	389.40
PARTS AMOUNT	78.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.47
TOTAL CHARGES	487.71
LESS INSURANCE	0.00
SALES TAX	29.26
PLEASE PAY THIS AMOUNT	516.97

# Body Shop Invoice

2004 Chevrolet Silverado K1500 LS 4 DR Ext Cab Short Bed  
 Claim # [REDACTED]

12/16/2010 10:45 AM

**Vehicle**

2004 Chevrolet Silverado K1500 LS 4 DR Ext Cab Short Bed  
 8cyl Gasoline 4.8  
 4 Speed Automatic

Lic. Plate [REDACTED]  
 Lic Expire: [REDACTED]  
 Prod Date:  
 Veh Insp#:  
 Condition: Good  
 Ext. Color: GREY  
 Ext. Refinish: Two-Stage

Lic State: CT  
 VIN: 1GCEK19V24E [REDACTED]  
 Mileage: 106,405  
 Mileage Type: Actual  
 Code: U8033D  
 Int. Color:  
 Int. Refinish: Two-Stage

**Options**

4-Wheel Drive	Air Conditioning	Automatic Trans
Chrome Step Bumper	Cruise Control	Heated Power Mirrors
Hinged Fourth Door	Keyless Entry System	Overhead Console
Power Door Locks	Power Windows	Rear Window Defroster

**Damages**

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
1	EU	618		Section,Front Body 3/4 LT	LIKE KIND & QUAL.PRT	\$1,900.00*	+25.00 S1	6.7	SM
				>> Bishop's Used Auto Parts, Inc. USA-CT(Middletown) 1-800-634-8733					
2	L	618		Section,Front Body 3/4 LT	Refinish			8.3	RF
					6.9 Surface				
					1.4 Two-stage				
3	EC	152	46	Defl,Front Bumper	QUALITY REPL. PART	\$80.00*		0.4	SM
4	L	152		Defl,Front Bumper	Refinish			0.7	RF
					0.7 Surface				
5	E	466	46	Brace,Front Bumper LT	15059687 GM Part	\$44.67	S1	0.1	SM
6	E	467	46	Brace,Front Bumper RT	15059688 GM Part	\$46.45	S1	0.1	SM
7	E	165		Brkt,Front Bumper Mtg LT	12335637 GM Part	\$156.05	S1	2.1	SM
8	L	165		Brkt,Front Bumper Mtg LT	Refinish			0.2	RF
					0.2 Surface				
9	E	269	46	Brkt,Front Bumper Mtg LT	15059655 GM Part	\$34.36	S1	0.1	SM
10	E	270	46	Brkt,Front Bumper Mtg RT	15059654 GM Part	\$34.36	S1	0.1	SM
11	N	973		Headlamps Alm	Additional Labor			0.4	SM
12	EC	1085		Battery LT	QUALITY REPL. PART	\$115.95*	S1	INC	SM
13	E	289		Airbag Sensor,Front LT	15057506 GM Part	\$102.98		0.1	ME
14	E	290		Airbag Sensor,Front RT	15057506 GM Part	\$102.98		0.1	ME
15	N	644		A/C Evac Rechg & Rcvr	Additional Labor			1.8	ME
16	E	231		Cover,Junction Block LT	15811689 GM Part	\$18.16	S1		ME
17	N	887		Susp Align,4 Wheel	Additional Labor	\$69.00*		INC*	ME
18	E	880		Clock Spring	26094620 GM Part	\$170.05	S1	1.2	ME
19	E	868		Module,Airbag Control	12246830 GM Part	\$430.47		1.4	ME
20	E	865	01	Airbag,Steering Wheel	15118212 GM Part	\$799.53	S1	INC	ME
21	I	209		Pnl,Front Door Outer LT	Repair			3.0*	SM
22	L	209	13	Pnl,Front Door Outer LT	Refinish			4.0	RF
					2.8 Surface				
					0.6 Two-stage setup				
					0.6 Two-stage				
23	RI	263		Mldg,Front Door Lower LT	R & I Assembly			0.3	SM
24	RI	229		Mirror,Outer R/C LT	R & I Assembly			0.3	SM
25	RI	227		Handle,Front Door Otr LT	R & I Assembly			0.6	SM
26	E			Factory Hardware	Replace OEM	\$25.00*	S1		SM
27	I			Realign Control Points	Repair			4.0*	FR*
28	I			Set-Up And Measure	Repair			2.0*	FR*
29	SB			Anti-Freeze-Coolant	Sublet Repair	\$15.00*			SM*
30	SB			Refrigerant	Sublet Repair	\$35.00*			SM*
31	I			MASK JAMBS	Sublet Repair	\$5.00*		0.2*	SM*
32	SB			Hazardous Waste Removal	Sublet Repair	\$3.50*			SM*
33	SB			Flex Additive	Sublet Repair	\$10.00*			SM*
34	SB			Rustproofing	Sublet Repair	\$10.00*		0.2*	SM*
35	L			Color Tint	Refinish			0.5*	RF*

36 SB	Cover Car Exterior	Sublet Repair	\$10.00*		SM*
37 SB	Pinstripes-Tape	Sublet Repair	\$12.00*	0.3*	SM*
37 Items					
	MC	Message			
	01	CALL DEALER FOR EXACT PART # / PRICE			
	13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE			
	46	PRINTABLE ALTERNATE PARTS COMPARE			

**Estimate Total & Entries**

Gross Parts				\$1,965.06	
Other Parts				\$2,164.95	
Paint Materials				\$342.50	
Line Item Markup				\$475.00	
Parts & Material Total					\$4,947.51
Tax on Parts & Material		@ 6.000%			\$296.85
<b>Labor</b>	<b>Rate</b>	<b>Replace Hrs</b>	<b>Repair Hrs</b>	<b>Total Hrs</b>	
Sheet Metal (SM)	\$50.00	10.8	4.1	14.9	\$745.00
Mech/Elec (ME)	\$50.00	2.8	1.8	4.6	\$230.00
Frame (FR)	\$50.00		6.0	6.0	\$300.00
Refinish (RF)	\$50.00	13.7		13.7	\$685.00
Paint Materials	\$25.00				
<b>Labor Total</b>				<b>39.2 Hours</b>	<b>\$1,960.00</b>
Tax on Labor		@ 6.000%			\$117.60
Sublet Repairs					\$100.50
Tax on Sublet		@ 6.000%			\$6.03
Towing					\$495.00
Gross Total					\$7,923.49
Less: Deductible					Unknown
Net Total					\$7,923.49
Actual Supplement Total			\$1,073.30		\$6,850.19
Less: Previous Net Total					\$1,073.30
Net Supplement Total					

Alternate Parts Y/05/00/00/05/04 CUM 05/00/00/05/04 Zip Code: 06606 EMC  
 Recycled Parts NOT REQUESTED  
 Requested Review On: 01/25/2011 07:19 PM

Audatex Estimating 6.0.514 S1 01/25/2011 07:19 PM REL 6.0.514 DT 01/01/2011  
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2.6 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

**NOTICE: THIS REPAIR ESTIMATE IS BASED IN PART ON THE USE OF REPLACEMENT PARTS WHICH ARE NOT MADE BY THE ORIGINAL MANUFACTURER OF THE DAMAGED PARTS IN YOUR MOTOR VEHICLE.**

**NOTICE: YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL BE REPAIRED.**

**Op Codes**

\*\*\* SUPPLEMENT RECONCILIATION \*\*\*

Supplement S1

Claim #: XXXXXXXXXX  
 File #: 10228303  
 Insured: XXXXXXXXXX  
 Owner Name: XXXXXXXXXX  
 Company: Duhamel & Duhamel  
 Vehicle: 2004 Chevrolet Silverado K1500 LS 4 DR Ext Cab Short Bed

Insured Policy # :  
 Claim Rep: DIANE GALOSKI  
 Inspection Date/Time: 12/16/2010


Added Lines									
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor	Rate
1	152	Defl,Front Bumper	QUALITY REPL. PART	S1	\$80.00*			0.4	SM
2	152	Defl,Front Bumper	Refinish	S1				0.7	RF
3	165	Brkt,Front Bumper Mtg LT	Replace OEM	S1	\$156.05			2.1	SM
4	165	Brkt,Front Bumper Mtg LT	Refinish	S1				0.2	RF
5	231	Cover,Junction Block LT	Replace OEM	S1	\$18.16				ME
6	269	Brkt,Front Bumper Mtg LT	Replace OEM	S1	\$34.36			0.1	SM
7	270	Brkt,Front Bumper Mtg RT	Replace OEM	S1	\$34.36			0.1	SM
8	466	Brace,Front Bumper LT	Replace OEM	S1	\$44.67			0.1	SM
9	467	Brace,Front Bumper RT	Replace OEM	S1	\$46.45			0.1	SM
10	880	Clock Spring	Replace OEM	S1	\$170.05			1.2	ME
11	1085	Battery LT	QUALITY REPL. PART	S1	\$115.95*			INC	SM
12		Factory Hardware	Replace OEM	S1	\$25.00*				SM

Changed Lines									
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor	Rate
13	618	Section,Front Body 3/4 LT	LIKE KIND & QUAL.PRT	S1	\$1,900.00*	+25.00		6.7	SM
		Section,Front Body 3/4 LT			\$1,800.00*	+25.00		8.6	SM
14	865	Airbag,Steering Wheel	Replace OEM	S1	\$799.53			INC	ME
		Airbag,Steering Wheel			\$799.53			0.3	ME

Calculation Changes				
	From		To	Difference
Gross Parts		\$1,435.96		\$1,965.06
Other Parts		\$1,869.00		\$2,164.95
Paint Materials	\$25.00	\$320.00	\$25.00	\$342.50
Line Item Markup		\$450.00		\$475.00
Tax on Parts & Material	6.000%	\$244.50	6.000%	\$296.85
SM - Sheet Metal	\$50.00	\$695.00	\$50.00	\$745.00
ME - Mech/Electrical	\$50.00	\$185.00	\$50.00	\$230.00
RF - Refinish	\$50.00	\$640.00	\$50.00	\$685.00
Tax On Labor	6.000%	\$109.20	6.000%	\$117.60

Actual Supplement 1 Net Total \$1,073.30+

Summary				
	Net Total	Date	Time	Appraiser
Original Estimate	\$6,850.19	12/16/2010	10:45 AM	Duhamel & Duhamel, LLC
Supplement 1	\$7,923.49	01/25/2011	07:10 PM	Duhamel & Duhamel



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**DIRECTION TO PAY**

To: Employers Mutual Casualty Insurance Company

Re: Claim No. [REDACTED]

Insured: [REDACTED]

Date of Collision: 12.13.10

THE UNDERSIGNED HEREBY AUTHORIZES YOU TO PAY THE SUM OF \$ \_\_\_\_\_  
FOR DAMAGES ARISING OUT OF THE ABOVE CAPTIONED CLAIM DIRECTLY TO:

[REDACTED]

DATE: \_\_\_\_\_ CLAIMANT: \_\_\_\_\_

 INSURED SIGNATURE: [REDACTED]



# BLASIUS CHEVROLET CADILLAC, INC.

P.O. Box 2510 • 90 Scott Road  
Waterbury, CT 06723-2510  
PARTS TOLL FREE: 1-800-317-0516  
PH: (203) 753-9261 FAX: (203) 578-3035  
www.blasiuschevrolet.com



- NO REFUNDS WITHOUT THIS INVOICE.
- NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS.
- NO RETURNS AFTER 10 DAYS.
- 15% CHARGE ON ALL RETURNS.

The purchaser agrees to pay all costs of collection including reasonable attorney's fee. A FINANCE CHARGE of 1 1/2 per month (which is ANNUAL PERCENTAGE RATE of 18%) on all past due accounts.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
20 DEC 10	PO-4E172446	22 DEC 10	22 DEC 10	12234

SOLD TO

ACCOUNT NO. A1768  
[REDACTED]  
BRIDGEPORT, CT [REDACTED]

SHIP TO

PAGE 1 OF 1

SHIP VIA	TERMS	F.O.B. POINT			
10	CHARGE	WATERBURY, CT			
QTY	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	15057506	SENSOR	102.98	87.54	87.54
1	15087506	SENSOR	102.98	87.54	0.00
1	15118212	MODULE AB	799.53	679.60	679.60
1	26094620	COIL KIT	170.05	144.54	144.54
1	12248830	MODULE	430.47	365.90	365.90
PO-4E172446 VIN#4E172446 PO-402373-BREWER					
ALL US FOR ALL YOUR GM PARTS NEEDS PARTS HOURS MONDAY-FRIDAY 8:00AM TO 5:00PM CLOSED NOON TO 1:00PM FOR LUNCH THANK YOU FOR YOUR BUSINESS					PARTS 1,277.58 SUBLET FREIGHT 0.00 SALES TAX 0.00 <b>TOTAL \$1,277.58</b>
CUSTOMER'S SIGNATURE					X

Thank You For Your Business!





# BLASIUS CHEVROLET CADILLAC, INC.

P.O. Box 2510 • 90 Scott Road  
Waterbury, CT 06723-2510  
PARTS TOLL FREE: 1-800-317-0516  
PH: (203) 753-9261 FAX: (203) 578-3035  
www.blasiuschevrolet.com




*Cadillac*

- NO REFUNDS WITHOUT THIS INVOICE.
- NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS.
- NO RETURNS AFTER 10 DAYS.
- 15% CHARGE ON ALL RETURNS.

The purchaser agrees to pay all costs of collection including reasonable attorney's fee. A FINANCE CHARGE of 1 1/2% per month (which is ANNUAL PERCENTAGE RATE of 18%) on all past due accounts.

DATE ENTERED 21 JAN 11	YOUR ORDER NO. [REDACTED]	DATE SHIPPED 21 JAN 11	INVOICE DATE 21 JAN 11	INVOICE NUMBER 13506
ACCOUNT NO. A1768		SHIP TO		
BRIDGEPORT, CT [REDACTED]		PAGE 1 OF 1		

SHIP VIA	BLN	BL NO	TERMS	F.O.B. POINT
11	[REDACTED]	[REDACTED]	CHARGE	WATERBURY, CT
PART NO.	DESCRIPTION	LIST	NET	AMOUNT
150261351	216 PLT-BS/NA	15.41	11.56	11.56
4E172446	2004 K1500 SILV.			
				
<b>CALL US FOR ALL YOUR GM PARTS NEEDS</b> <b>PARTS HOURS MONDAY-FRIDAY</b> <b>8:00AM TO 5:00PM</b> <b>CLOSED NOON TO 1:00PM FOR LUNCH</b> <b>THANK YOU FOR YOUR BUSINESS</b>				
CUSTOMER'S SIGNATURE			PARTS	
X			SUBLET 11.56	
			FREIGHT 0.00	
			SALES TAX 0.00	
			<b>TOTAL \$11.56</b>	

*Thank  
You  
For  
Your  
Business!*



# BLASIUS CHEVROLET CADILLAC, INC.

P.O. Box 2510 • 90 Scott Road  
Waterbury, CT 06723-2510  
PARTS TOLL FREE: 1-800-317-0516  
PH: (203) 753-9261 FAX: (203) 578-3035  
www.blasiuschevrolet.com



*Cadillac*

- NO REFUNDS WITHOUT THIS INVOICE.
- NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS.
- NO RETURNS AFTER 10 DAYS.
- 15% CHARGE ON ALL RETURNS.

The purchaser agrees to pay all costs of collection including reasonable attorney's fee. A FINANCE CHARGE of 1 1/2% per month (which is ANNUAL PERCENTAGE RATE of 18%) on all past due accounts.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
29 DEC 10	[REDACTED]	29 DEC 10	29 DEC 10	12509

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ACCOUNT NO. A1768

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PAGE 1 OF 1

BRIDGEPORT, CT [REDACTED]

SHIP VIA	SLIP	S/N NO.	TERMS	F.O.B. POINT		
	10	[REDACTED]	CHARGE	WATERBURY, CT		
QTY	UNIT	PART NO.	DESCRIPTION	LIST PRICE	NET PRICE	AMOUNT
0		15059654	BRACE	34.36	25.77	25.77
0		15059655	BRACE	34.36	25.77	25.77
0		15059687	BRACE	44.67	33.51	33.51
0		15059688	BRACE	46.45	34.84	34.84
PO-02373-BREWER VIN# 14E172446 2004 SILVERADO						
CALL US FOR ALL YOUR GM PARTS NEEDS PARTS HOURS MONDAY-FRIDAY 8:00AM TO 5:00PM CLOSED NOON TO 1:00PM FOR LUNCH THANK YOU FOR YOUR BUSINESS					CUSTOMER'S SIGNATURE X	
					PARTS	119.89
					SUBLET	
					FREIGHT	0.00
					SALES TAX	0.00
					<b>TOTALS</b>	<b>\$119.89</b>

*Thank  
You  
For  
Your  
Business!*

800-441-6000  
508-278-5600



508-278-5650

www.universalautosalvage.com

852 Millville Road, Rte. 122 • Uxbridge, MA 01569

ORDER NO. [REDACTED]      INVOICE NO. [REDACTED]  
 TERMS: CASH [ ] CHARGE [ ] C.O.D. [ ] R.O.A. [ ] CREDIT [ ]  
 PHONE NUMBER [REDACTED]      ORDER BY [REDACTED]      DEPARTMENT [REDACTED]  
 P.O. NUMBER [REDACTED]      DATE ORDER [REDACTED]  
 WORK ORDER NO. [REDACTED]      DISMANTLED [ ]      READY [ ]      GOR [ ]  
 TRUCK LINE [REDACTED]      SALES PERSON [REDACTED]      SHIPPING DATE [REDACTED]

ITEM / DESCRIPTION	STOCK NO.	LOC.	AMOUNT
<p><i>Paul A. 2596</i></p>			

20% HANDLING CHARGE • NO CASH REFUNDS • SEE REVERSE FOR TERMS AND CONDITIONS

SUB-TOTAL	7,900.00
SALES TAX	0.00
SHIPPING CHARGES	0.00
<b>TOTAL</b>	<b>7,900.00</b>

RECEIVED BY X

For and paid to:  
 UNIVERSAL AUTO SALVAGE

# CARQUEST AUTO PARTS

THE PROFESSIONAL'S CHOICE

PROUDLY SERVING A WORLD IN MOTION

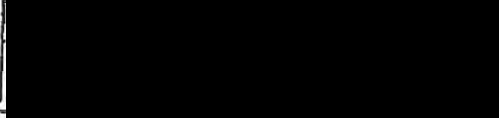
WWW.CARQUEST.COM

CARQUEST OF BRIDGEPORT  
 1988 MAIN ST  
 203-336-2522  
 OPEN 7:00 - 6:00 MON - FRI  
 8:00 - 4:00 SATURDAY

BILL TO



SHIP TO



A

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES NO.	ENTR. NO.	SHIP VIA	TERMS
12241978	392057	12/28/12	023736	06	11		SALE-CHARGE
MFG. - PART NUMBER	ORDERED	SHIPPED	BKO	LIST PRICE	NET	NET CORE	EXT. AMOUNT
1 This ticket contains parts for a 04 CHEVY TRUCK SILVERADO 1500 2004							
2 PAT 78-76 BATTERY	1	1	0	115.950	81.017	7.000	08.00
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							

FREIGHT	LABOR	SHOP	TOTAL CORE	TAXABLE AMT.	SALES TAX	SUB TOTAL
0.00	7.50	2.00	7.00	0.50	0.00	95.00
RECEIVED BY X				LIST TOTAL	102.00	PAY THIS AMOUNT 102.00

32147 100



MILFORD, CT  
 65-145 FURNITURE ROW  
 MILFORD, CT 06460  
 Phone 800-522-8364  
 Fax 888-329-8364

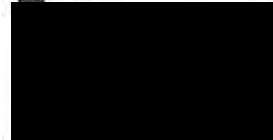
Invoice

INVOICE #	315RD552
LOCATION	315
DATE	12/28/10 09:06:24
PAGE	1 OF 1

BILL TO



SHIP TO



ORDER NUMBER T2528514	ORDER DATE 12/27/10	SALES REP K300/	CUSTOMER P/O NUMBER [REDACTED]	PAYMENT TERMS [REDACTED]
SHIP DATE 12/27/10	WRN BY 2998	CONTACT MIKE	R/O NUMBER [REDACTED]	SHIP VIA KEYSTONE TRUCK 31510

For Questions, contact DANIEL PATTON, 800-423-4006- ext 2886, LKQ-WEBSTER

2004 CHEVROLET PICKUP\_CHEVY\_SILVERADO

GM1092173PP	1	1	0	80.00	53.60	EA	53.60
BMP DEFLECT FT;W/FOG;03-7 SLVR							
03-06 AVALANCHE;W/TOW PKG							

To better serve you, we will be open from 7am to 5pm, beginning June 5th.  
 ACCOUNTS OVER 30 DAYS ARE SUBJECT TO A 1 1/2% FINANCE CHARGE - ANNUAL RATE 18%

MERCHANDISE TOTAL	HANDLING	MISC CHARGE	TAX	FREIGHT	DEPOSIT AMOUNT	DEPOSIT APPLIED	INVOICE TOTAL
53.60	0.00	0.00	0.00	0.00	0.00	0.00	53.60

Received By: \_\_\_\_\_

-Day Return Policy - The original sales receipt must accompany all returns. Returns without the original sales receipt will not be accepted. A part returned undamaged within 30 days of the original purchase date may be credited at manager's discretion, but no credit will be given for any merchandise more than 20 days after the original purchase date. Cash charges are refundable only if returned within 30 days. No returns will be accepted after 30 days. Cash charges are refundable only if returned within 30 days. All other returns will be processed by Keystone Automotive Industries.



CAMRAC, LLC, 686 RUBBER AVE, NAUGATUCK, CT 067703661 (203) 729-7177

RENTAL AGREEMENT REF#  
 [REDACTED] 8QD568

**SUMMARY OF CHARGES**

DATE & TIME OUT  
 12/16/2010 05:50 PM  
 DATE & TIME IN  
 01/14/2011 05:41 PM

BILLING CYCLE  
 CALENDAR DAY

VEH #2 2010 CHRY 300 TOXL  
 VIN# 2C3CA5CV3AH [REDACTED]  
 LIC# [REDACTED]  
 MILES DRIVEN 226

VEH #1 2011 CHEV S2HC SLT4  
 VIN# 1G1KXCG0B [REDACTED]  
 LIC# [REDACTED]  
 MILES DRIVEN 884

BILL TO ACCOUNT  
 EMC INS-WARWICK\*\*  
 ATTN: GALOSKI, DIANE  
 200 CROSSINGS BLVD STE 300  
 WARWICK, RI 02886

**CLAIM INFO**

[REDACTED]  
 INSURED: SAME  
 LOSS DATE: 12/13/2010  
 INSURED  
 SHOP: [REDACTED] 24CF  
 PHONE [REDACTED]  
 ATTN: UNKNOWN

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/16 - 01/14	30	DAY	\$44.86	\$1,345.80
REFUELING CHARGE	12/16 - 01/14				\$0.00
				<b>Subtotal:</b>	<b>\$1,345.80</b>
<b>Taxes &amp; Surcharges</b>					
CONNECTICUT STATE SALES TAX	12/16 - 01/14			6%	\$83.17
MOTOR VEHICLE RENTAL SURCHARGE	12/16 - 01/14			3%	\$40.37
TOURISM TAX	12/16 - 01/14	30	DAY	\$1.00	\$30.00
				<b>Total Charges:</b>	<b>\$1,499.34</b>
<b>Bill-To / Deposits</b>					
EMC INS-WARWICK**					
TIME & DISTANCE	12/16 - 01/14	30	DAY		
REFUELING CHARGE	12/16 - 01/14				
CONNECTICUT STATE SALES TAX	12/16 - 01/14	1	PERCENT	6%	
MOTOR VEHICLE RENTAL SURCHARGE	12/16 - 01/14	1	PERCENT	3%	
TOURISM TAX	12/16 - 01/14	30	DAY		
				<b>Subtotal:</b>	<b>(\$1,499.34)</b>

Total Amount Due \$0.00

**PAYMENT INFORMATION**  
 AMOUNT PAID TYPE

CREDIT CARD NUMBER

# Fedell's Servicer, Inc.

1408 North Avenue  
Bridgeport, CT 06604  
(203) 335-5529

33942

"Family Owned Since 1952"

QTY.	PART NUMBER - DESCRIPTION	PRICE
2	REAR backing plates - Dealer	5600
1	E brake cable	3858
1	E brake cable	4299
1	set E brake shoes	14398
2	Front brake hoses	10636
2	Front disc caliper with brake fluid	20062
	brake fluid	995
1	set REAR ADD pads	10538
2	REAR UP disc rotors	24786
10	Fender Retainer clips	3790
1	LR, E brake plate Dealer	6762
1	set Front ADD pads	13878
2	Front UP disc rotors	21216
	synthetic DIFFERENTIAL gear oil	5400
1	set premium brake lines custom	146218
<b>PAID</b>		
* NOTE *		
Complete Brake system HAD		
Very Heavy Rust		
TOTAL PARTS		
SUBLET REPAIRS	PO. NO.	
TOTAL SUBLET		
RECOMMENDED REPAIRS		
REPAIR Anti lock brakes system - SEE ATTACHED Tech bulletin 03-05-25-00TD		
* NEEDS 2 wheel speed sensors + hubs to cure problem		

DATE	12/30/10	MILEAGE	106405	LICENSE NO.	
YR.	04	MAKE	Chevy	MODEL	SILVERADO
CITY/STATE/ZIP	Nauvatche CT		BUSINESS PHONE	HOME PHONE	
VEHICLE ID. NO.	1GC EK19V248	TIME RECEIVED	7:45 AM	TECH.	J
		TIME PROMISED	3:00 PM	CUST. ORDER NO.	BREWEL

REPAIR INSTRUCTIONS	LABOR
Inspect + No brakes - brake lines rusted out	
R+R 4 wheels Inspect all brakes	
Inspect E brake operation	
R+R REAR DIFFERENTIAL COVER / CLEAN / REGRIND	
Replace 2 Front disc caliper/pads/rotors	
Replace 2 front brake hoses	
Replace 2 REAR E brake cables	960.00
Replace 2 REAR backing plates	
Replace E brake shoes L+R	
Replace L-R E brake plate	
Replace REAR disc rotors + pads	
Install new DIFFERENTIAL gear oil	
Fillad brake system + bleed brake systems	
ROAD TESTED	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		LABOR	960.00
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.		PARTS	1462.18
		SUBLET REPAIRS	
		TIRES	
		GAS	
		OIL & GREASE	
		TOWING	
		TAX	145.33
		TOTAL	2567.51

**WAIVER OF ADVANCE ESTIMATE**

I VOLUNTARILY REQUEST THAT REPAIRS BE PERFORMED ON MY VEHICLE WITHOUT AN ADVANCE ESTIMATE OF THEIR COST. BY SIGNING THIS FORM, I AUTHORIZE REASONABLE AND NECESSARY COST TO REMEDY THE PROBLEMS COMPLAINED OF UP TO MAXIMUM OF \$ \_\_\_\_\_ THE REPAIR SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL CONSENT.

Identification of this vehicle: \_\_\_\_\_  
DATE: \_\_\_\_\_ X  
TIME: \_\_\_\_\_

ORIGINAL EST. \$	AUTH. ADD. REP. \$
DATE	TIME
ADDL. REP. OK'D BY	EMPLOYEE REC. AUTHORIZATION
SPECIFIC AUTHORIZATION GIVEN:	



# Invoice

15066 Technology Dr.  
Shelby Twp., MI 48315  
586.532.1338 phone  
586.532.1339 fax

## inline tube .com

### Brake Plumbing Products

DATE	INVOICE #
1/3/2011	159399

26

<b>BILL TO</b>
[REDACTED]
Nagatuck, CT

<b>SHIP TO</b>
Fell's Service Center 1408 N. Ave. Bridgeport, CT 06604

PO NUMBER	REP	TERMS	Customer Phone #
	CM	Credit	[REDACTED]

QTY	PART #	PART DESCRIPTION	RETAIL	PRICE	ITEM TOTAL
1	SC1B2344	2004 Chevy/GMC Truck 4wd, 1/2 ton, NON HD, Extended Cab-Shortbed, 4 Wheel Disc Brake Set 7pc, Stainless Flex From Master To Prop And After To ABS	309.00		309.00
1	FED G25-4	OUTSIDE OF FRAME, T ON AXLE TUBE, IN MIDDLE OF A ARM SHIPPING & HANDLING GROUND	31.81		31.81
<b>TOTAL</b>			<b>\$340.81</b>		

INLINE TUBE .COM  
15066 TECHNOLOGY DR  
SHELBY TWP, MI 48315

TERMINAL ID: 001213908  
MERCHANT #: 321868970

ORDER # 090723  
DATE: JAN 06, 11  
SST 030  
CITY X

INVOICE: 159399  
LINE: 15121  
QUO NO: 144160

SALE #XXXXXXXXXXXX1915

CUSTOMER COPY

All return orders are subject to a 20% restocking fee.  
Over 60 days no return - exchange only.  
Non stock items, custom made, No Return.

<b>Total</b>	<b>\$340.81</b>
--------------	-----------------

**ORDER VERIFICATION**

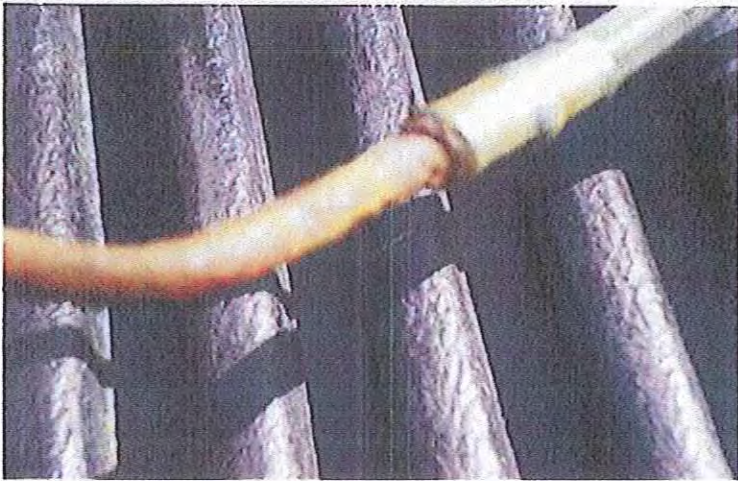
Your order was filled by: \_\_\_\_\_

Your order was double checked by: \_\_\_\_\_

Your order was packed by: \_\_\_\_\_

Thank you for your business. If you have any questions with your order, please contact your sales representative at phone number 586-532-1338.

**Brake Lines photographs and samples**

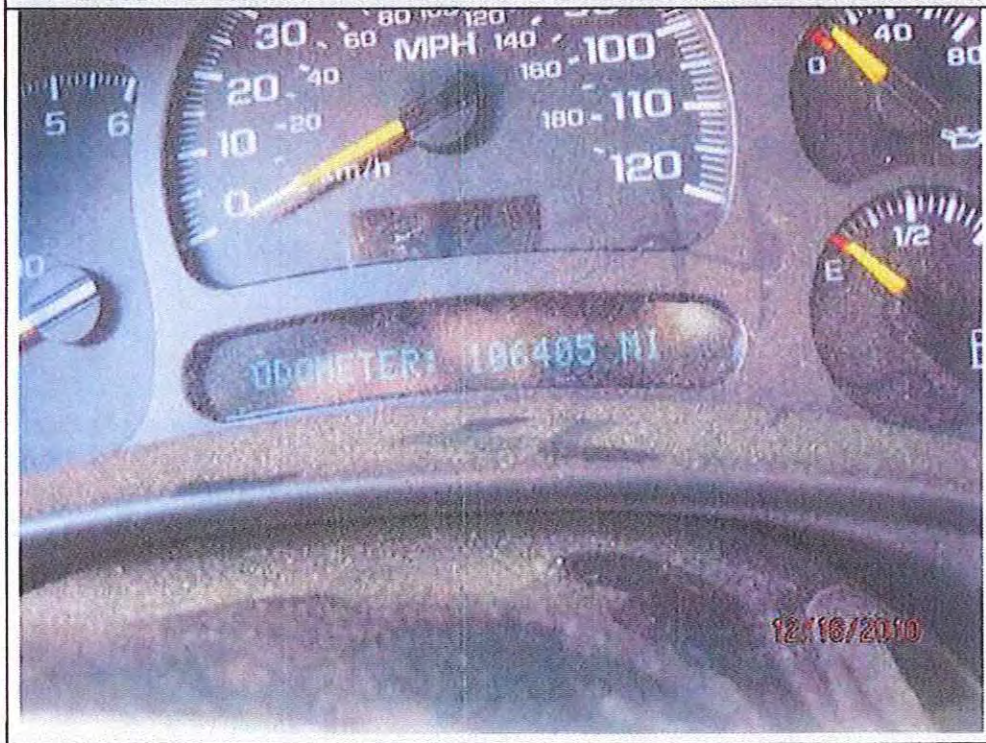
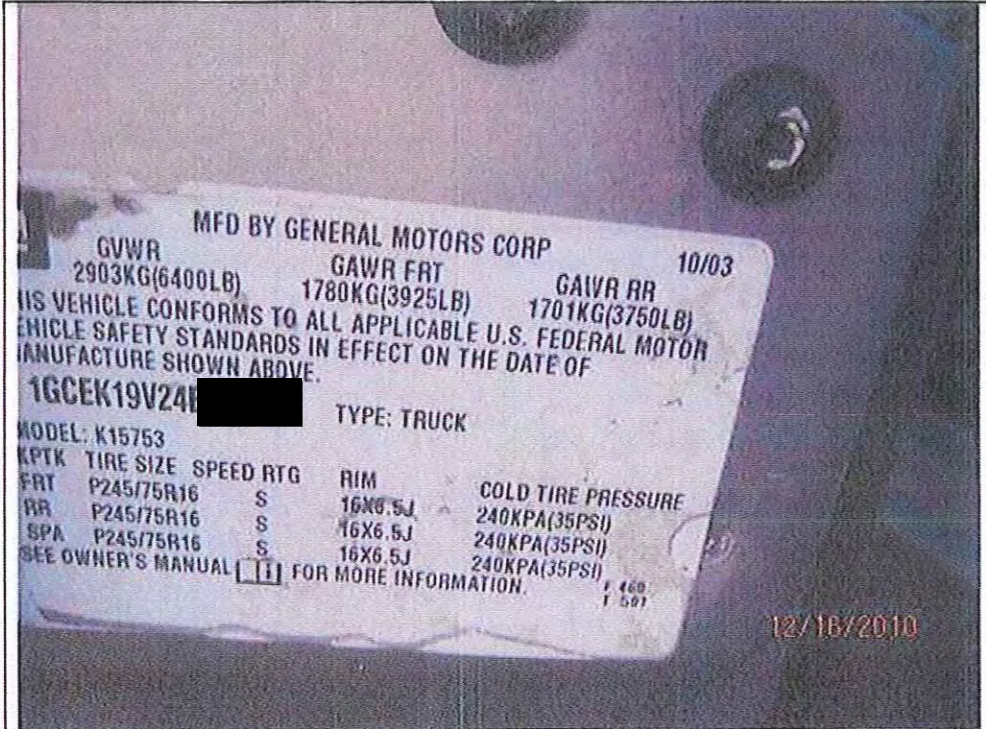




BEFORE

Adjuster Name: Linda Miozza  
Claim#: [REDACTED]  
Insured: [REDACTED]  
Address: [REDACTED]

Date Photos Taken: 12/16/10  
Photos Taken By: Duhamel & Duhamel  
Date Of Loss: 12/13/10



Adjuster Name: Linda Miozza  
Claim#: [REDACTED]  
Insured: [REDACTED]  
Address: [REDACTED]

Date Photos Taken: 12/16/10  
Photos Taken By: Duhamel & Duhamel  
Date Of Loss: 12/13/10



Adjuster Name: Linda Miozza  
Claim#: [REDACTED]  
Insured: [REDACTED]  
Address: [REDACTED]

Date Photos Taken: 12/16/10  
Photos Taken By: Duhamel & Duhamel  
Date Of Loss: 12/13/10



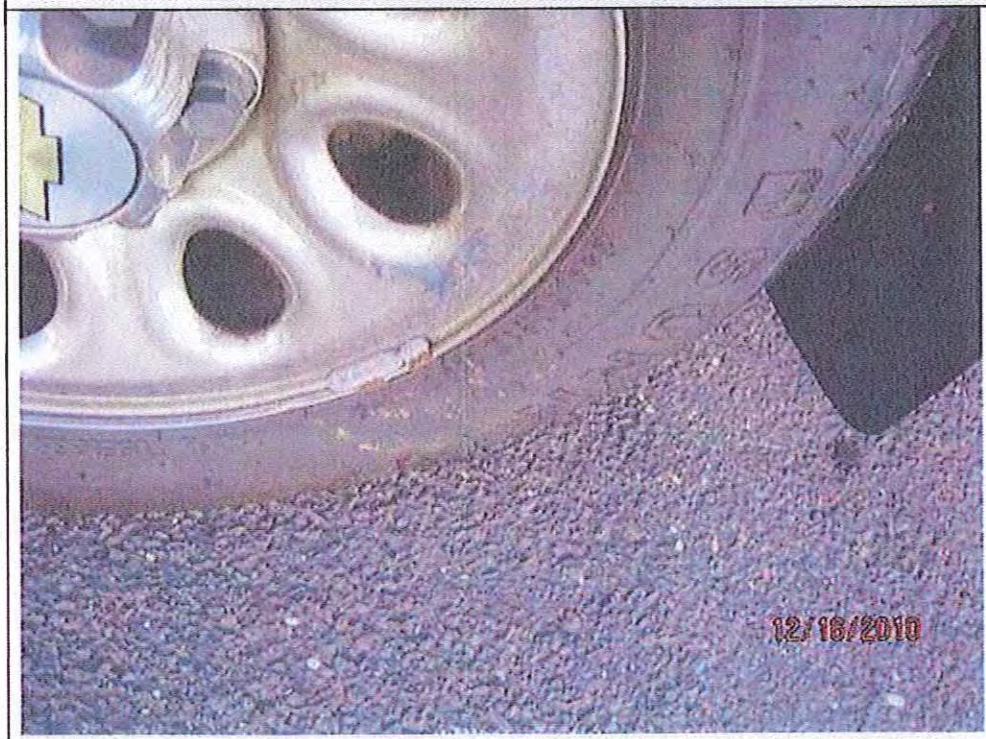
Adjuster Name: Linda Miozza

Claim#: [REDACTED]

Insured: [REDACTED]

Address: [REDACTED]

Date Photos Taken: 12/16/10  
Photos Taken By: Duhamel & Duhamel  
Date Of Loss: 12/13/10



Adjuster Name: Linda Miozza

Claim#: [REDACTED]

Insured: [REDACTED]

Address: [REDACTED]

Date Photos Taken: 12/16/10

Photos Taken By: Duhamel & Duhamel

Date Of Loss: 12/13/10





**Adjuster Name: Linda Miozza**

**Claim#:** [REDACTED]

**Insured:** [REDACTED]

**Address:** [REDACTED]

**Date Photos Taken: 12/16/10**

**Photos Taken By: Duhamel & Duhamel**

**Date Of Loss: 12/13/10**



EMPLOYERS MUTUAL CASUALTY COMPANY  
PROVIDENCE BRANCH  
60 JEFFERSON PARK ROAD  
WARWICK, RI 02888  
(800)247-2128

\*\*\* PRELIMINARY SUPPLEMENT 1 \*\*\*

12/16/2010 10:45 AM

Owner

Owner: [REDACTED]  
Address: [REDACTED]  
City State Zip: NAUGATUCK, CT

Work/Day:  
FAX:

Control Information

Claim #: [REDACTED]  
Loss Date/Time: 12/13/2010  
Deductible: Unknown  
File #: 10228303

Insured Policy # :  
Loss Type: Collision

Accounting # :

Ins. Company: EMPLOYER'S MUTUAL  
Address: P. O. Box 7911  
City State Zip: Warwick, RI

Work/Day: (800)556-7010  
FAX: (888)992-6212

Insured: [REDACTED]

Claim Rep: DIANE GALOSKI  
Contact: DIANE GALOSKI

Inspection

Inspection Date: 12/16/2010  
Inspection Location: SHOP  
City State Zip: 06813  
Primary Impact: Front

Inspection Type: I.A.

Contact:  
FAX:

Secondary Impact:

First Contact Date/Time:

Appointment Date/Time: 12/16/2010

Company: Duhamel & Duhamel  
Contact: MIKE SARDILLI  
Address: 40 North st  
City State Zip: Danbury, CT 06810

Appraiser License # : 800023713

Work/Day: (203)374-0103  
FAX: (203)345-7066

Orig Company: Duhamel & Duhamel, LLC  
Contact: SARDILLI MICHAEL  
Address: 40 NORTH ST  
City State Zip: DANBURY, CT 06813

Appraiser License # : 800023713

Work/Day: (203)792-2150  
FAX: (203)791-8066

Repairer

Repairer: FAMILY GARAGE  
Address: 88 NORTH AVENUE  
City State Zip: BRIDGEPORT, CT  
License # :

Contact: SCOTT  
Work/Day: (203)366-5631  
FAX:  
Regulation ID: 060847772

Target Complete Date/Time:

Days To Repair: 10

Remarks

SUPPLEMENT WITH DIRECTION OF PAY ATTACHED PAY SUPPLEMENT TO SHOP  
SHOP REQUESTED SUPP ON 1/24 ARRIVED AT SHOP AND COMPLETED SUPP ON 1/25  
FOR ADDITIONAL ITEMS NEEDED TO COMPLETE REPAIRS THAT WERE NOT VISABLE UNTIL  
AFTER VEHICLE WAS AT SHOP AND DISASSEMBLED  
COPY GIVEN TO SHOP BY STATE LAW, SHOP IS AWARE APPRAISAL IS OPEN FOR REVIEW  
AND POSSIBLE CHANGES

After

Adjuster Name: Linda Miozza

Claim#: [REDACTED]

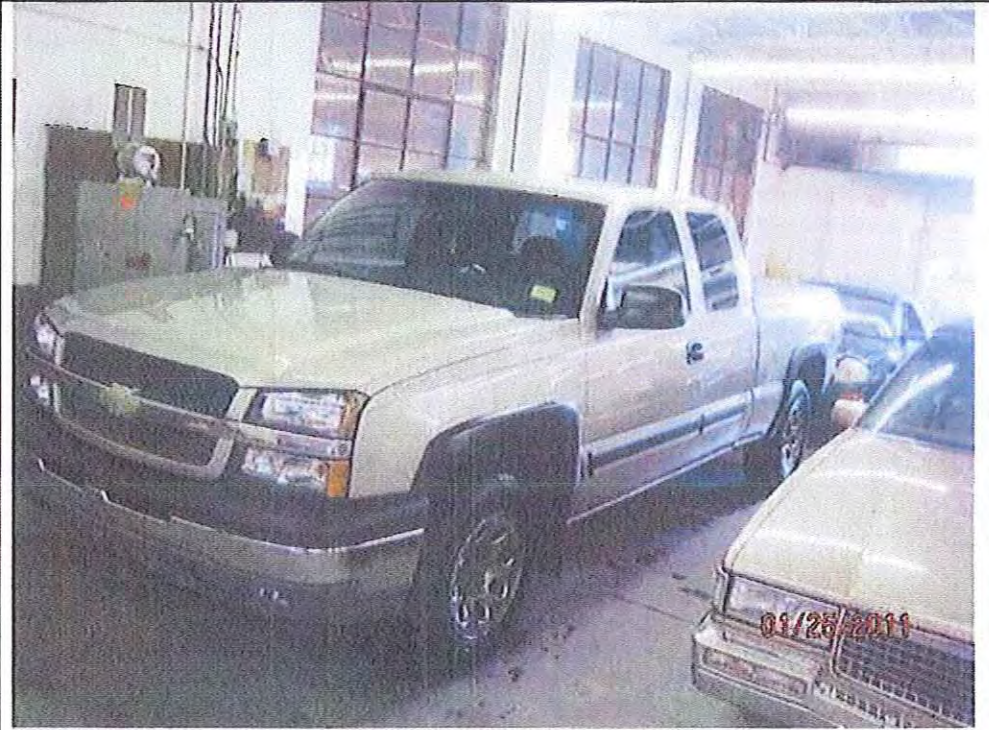
Insured:  
12/13/10

Address:

Date Photos Taken: 1/26/11

Photos Taken By: Duhamel & Duhamel

Date Of Loss:



Adjuster Name: Linda Miozza

Claim#: [REDACTED]

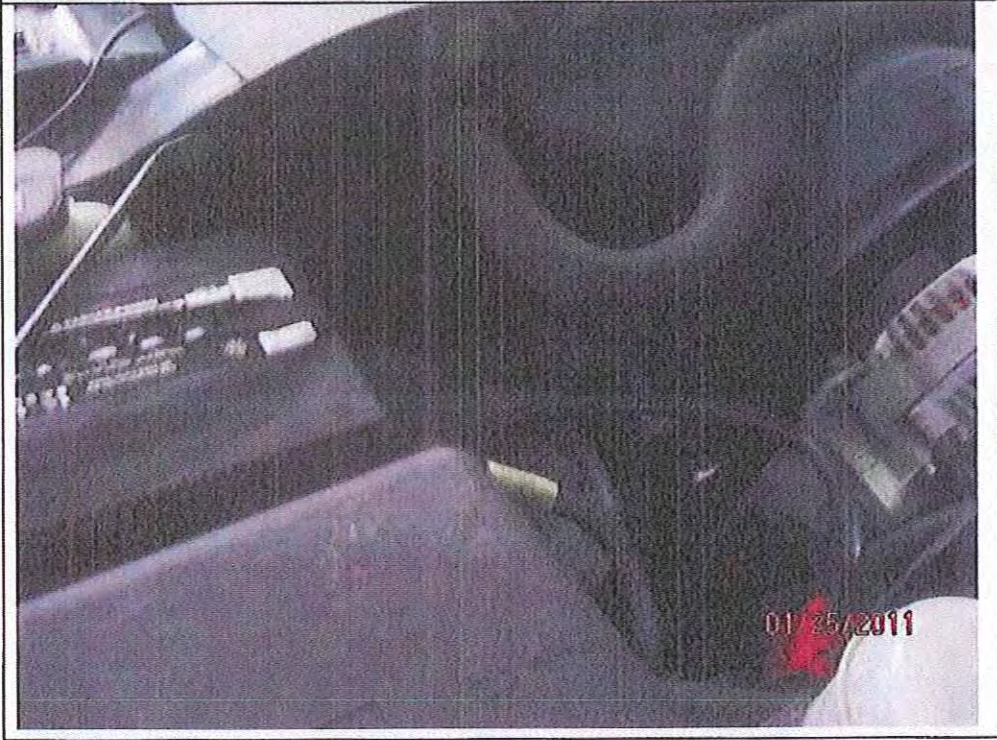
Insured:  
12/13/10

Address:

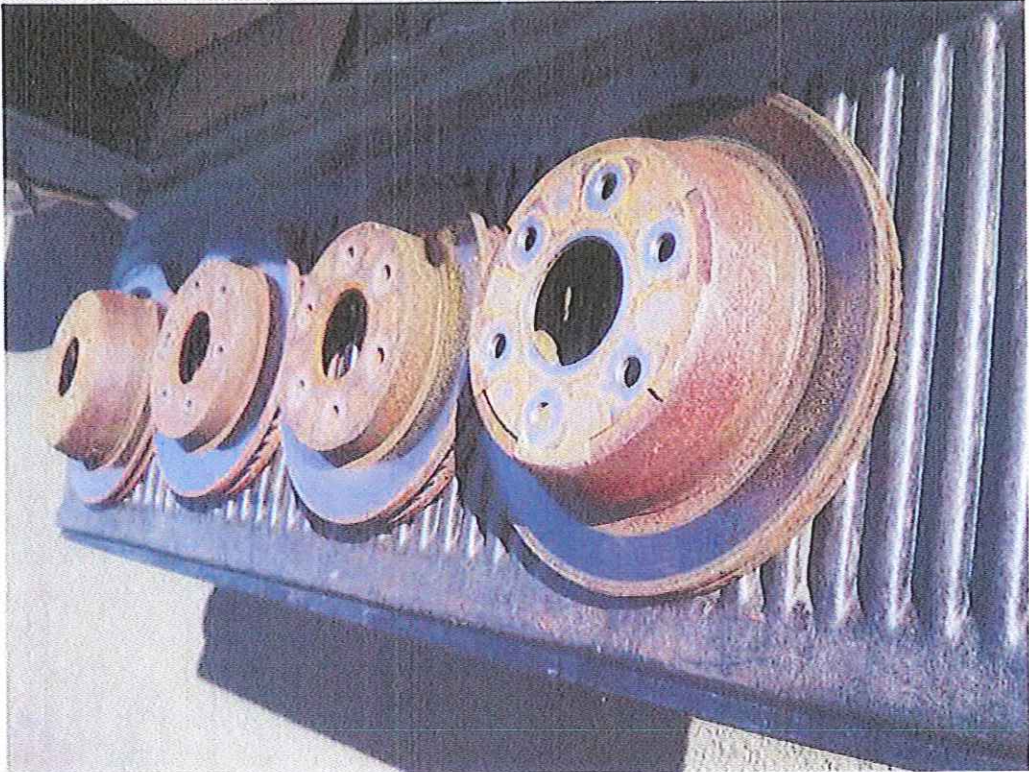
Date Photos Taken: 1/26/11

Photos Taken By: Duhamel & Duhamel

Date Of Loss:

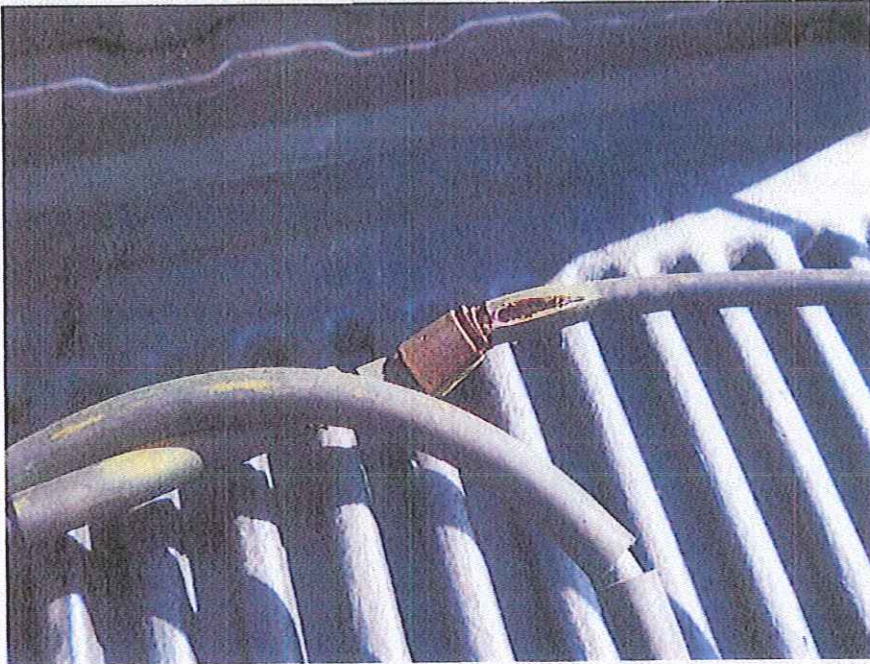


Brake component replaced 8/19/2011

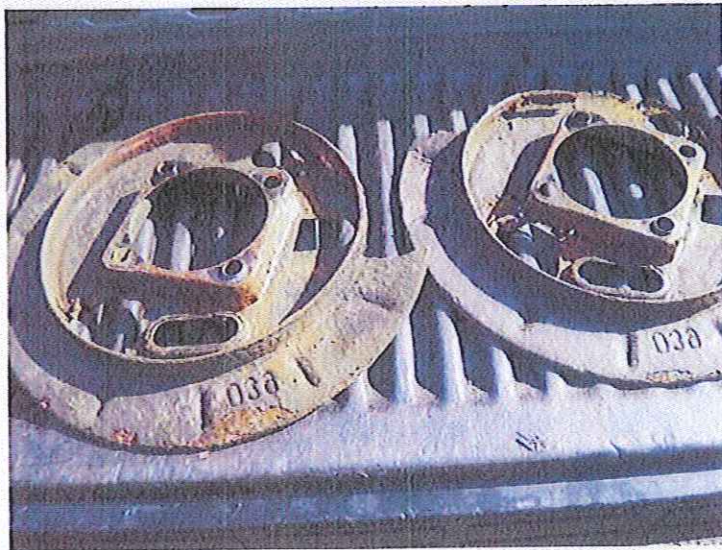


**Parts replaced during brake job**

Emergency brake cable passenger side



**Backing Plates**



Emergency brake shoes



Emergency cable driver side





ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Dawn McGuin**  
Claims Administrator

March 3, 2011

[REDACTED]  
Naugatuk, CT [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 722778  
Our Client: General Motors LLC  
Date/Event: December 13, 2010  
VIN: 1GCEK19V24E [REDACTED]

Dear Mr. [REDACTED]:

I am writing to confirm your email of March 1, 2011 during which you agreed to allow us to inspect your 2004 Chevrolet Silverado Pickup and retrieve data from the air bag system. I estimate the inspection will take about 2 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:00 PM, EST.

Sincerely,

Dawn McGuin  
Claims Administrator





RE: [REDACTED] - 2004 Chevrolet Silverado   
Dawn McGuin to: [REDACTED]

03/03/2011 11:43 AM

Mr. [REDACTED]

I just sent him the assignment a few minutes ago.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

[REDACTED]

Dawn No one has contact...

03/03/2011 11:05:28 AM

From: [REDACTED]  
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 03/03/2011 11:05 AM  
Subject: RE: [REDACTED] - 2004 Chevrolet Silverado

Dawn

No one has contacted me so far

Jim

**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]  
**Sent:** Thursday, March 03, 2011 9:33 AM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] - 2004 Chevrolet Silverado

Good morning Mr. [REDACTED]

I just found out that the investigator assigned to work your claim will be Jack Keher instead of Karol Sullivan. I will be giving him the assignment this morning, he should be contacting your shortly.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380

Direct: (313)665-3380  
Fax: (313)665-0911

From: [REDACTED]  
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 03/03/2011 08:59 AM  
Subject: RE: [REDACTED] 2004 Chevrolet Silverado

Dawn

Thank you

Please have her contact me

Jim

**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]  
**Sent:** Wednesday, March 02, 2011 3:28 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] - 2004 Chevrolet Silverado

Good afternoon Mr. [REDACTED]

I just wanted to confirm that I received your message yesterday along with the below email. I will have my investigator contact you to make the appointment. I am waiting to find out which investigator will be assigned to your claim but I believe it will probably be Ms. Karol Sullivan.

We have a service that we use for police reports, I will have them locate a copy of the accident report. I thought you might have a different copy because the copy I have is very light and hard to read.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

From: [REDACTED]  
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 03/01/2011 01:24 PM  
Subject: RE: [REDACTED] - 2004 Chevrolet Silverado

Dawn

1, Accident report.

I sent you the original from the scene of the accident

Please give me the number on it and Ill request a front page copy from the state of Connecticut .

I believe the instructions are on the back of what I sent to you please send that over .

Airbag.

Yes your tech can come over anytime. Have him call me at [REDACTED] The vehicle is at [REDACTED]

Naugatuck Ct [REDACTED]

Please remember the battery was smashed and replaced at the body shop .

The new Airbag was reset at Loehman Blasius Chevrolet you have the receipt.

Repair records

All of the vehicle repair records were at Dworkin Chevrolet ( Now Closed ) with the exception of oilchanges every 3000 miles they should be online at Chevrolet.com

Use the vin number.

[REDACTED]

**From:** dawn.mcguin@gm.com [<mailto:dawn.mcguin@gm.com>]

**Sent:** Tuesday, March 01, 2011 12:08 PM

**To:** [REDACTED]

**Subject:** BREWER (722778) - 2004 Chevrolet Silverado

Good afternoon Mr. [REDACTED]

GM is currently reviewing your claim and have requested that I obtain the air bag data that was stored in the air bag sensing and diagnostic module. The information stored in the SDM should have information regarding the speed, rpm and brakes during the collision. I am requesting authority to have one of our investigator come to your vehicle to retrieve the information stored in the SDM and also to complete a diagnostic reading of the vehicle computer also.

Please let me know if you would allow us to do this. Also GM was wondering if you had any more repair records and a cleaner copy of the accident report.

Thank you

Dawn McGuin

Claims Administrator

ESIS/GM Central Claims Unit

300 Renaissance Center

Mail Code 482 C19 B61

Detroit, MI 48265

Office: (800)888-0164 ext 53380

Direct: (313)665-3380

Fax: (313)665-0911

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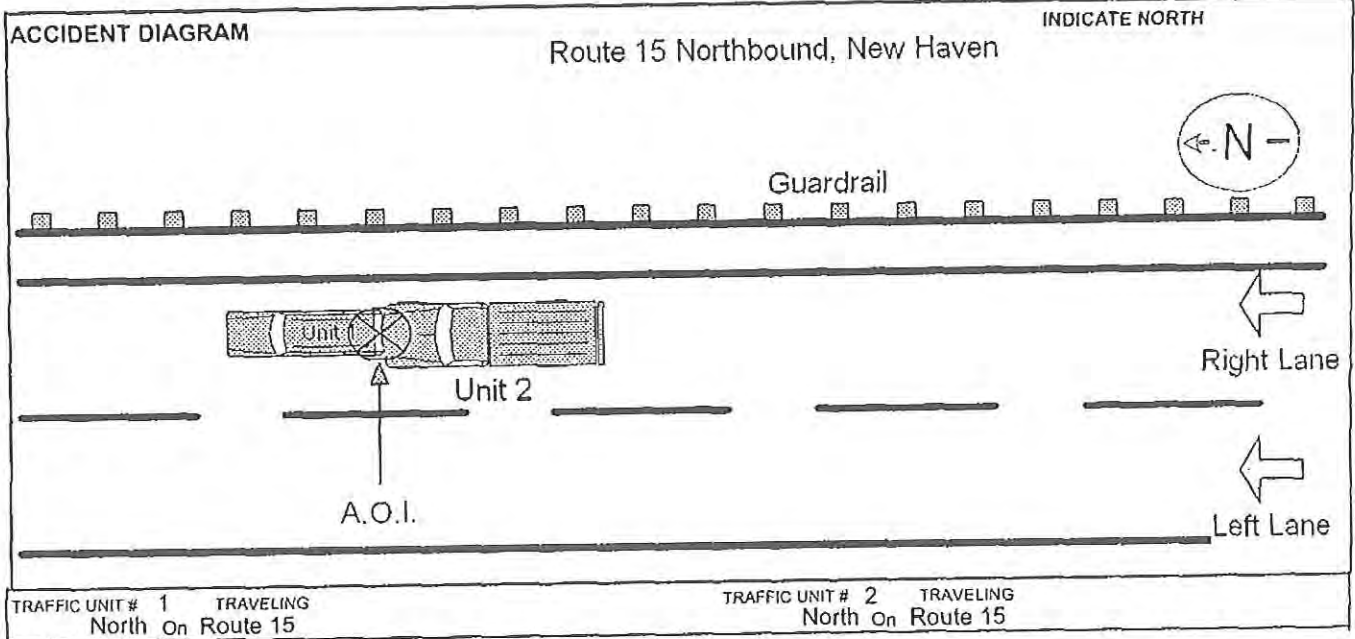
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Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.





Vehicle #1 was traveling southbound on Route 15, in the right lane of two, north of exit 59, in the city of New Haven. Vehicle #2 was traveling directly behind vehicle #1. Vehicle #1 stopped for traffic. Vehicle #2 struck the rear of vehicle #1. No injuries were reported.

Operator # 1, [REDACTED] stated that he was operating in the right northbound lane of Route 15 when he slowed for traffic and his vehicle was then struck from behind.

Operator # 2, [REDACTED] stated he was operating in the right northbound lane of Route 15 when the vehicle in front of him slowed for traffic. Operator # 2 [REDACTED] stated he applied his brakes with no response. He stated he began pumping his brakes and his vehicle's response was sluggish and the brake peddle went directly to the floor. He stated he began braking at the end of the tunnel but could not stop his vehicle and just prior to exit 59 his vehicle struck the rear bumper of the vehicle in front of him.

Upon arriving at the scene I observed vehicle # 1 parked on the right shoulder of Route 15 northbound. Vehicle # 1 had moderate damage rear end (denting). Vehicle # 2 was parked directly behind vehicle #1. Vehicle #2 had severe damage to the front end (intrusion).

It is the conclusion of this trooper, based on physical evidence and operator statements that operator #2 is at fault for this collision due to malfunction of his braking system. His vehicle failed to stop and he was unable to avoid collision with vehicle #1. Operator #2 was issued a written warning for Ineffective Brakes 14-80H(B) in

DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES	1. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE					
	NAME AND ADDRESS OF PROPERTY OWNER					
	2. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE					
	NAME AND ADDRESS OF PROPERTY OWNER					
RANK AND SIGNATURE OF INVESTIGATING OFFICER	OFFICER ID	POLICE AGENCY IDENTIFICATION	REPORT DATE	CASE STATUS	SUPERVISOR	
Trooper CLABBY, COREY T.	1054	TROOP 1	12/14/2010	PR-1 (closed)		



TRAFFIC UNIT #      TRAVELING On	TRAFFIC UNIT #      TRAVELING On

violation of the Connecticut General Statutes.

DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES	1. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE				
	NAME AND ADDRESS OF PROPERTY OWNER				
	2. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE				
	NAME AND ADDRESS OF PROPERTY OWNER				
RANK AND SIGNATURE OF INVESTIGATING OFFICER Trooper CLABBY, COREY T.	OFFICER ID 1054	POLICE AGENCY IDENTIFICATION TROOP I	REPORT DATE 12/14/2010	CASE STATUS PR-1 (closed	SUPERVISOR





ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Dawn McGuin**  
Claims Administrator

March 23, 2011

[REDACTED]  
Naugatuck, CT [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 722778  
Our Client: General Motors LLC  
Date/Event: December 13, 2010  
VIN: 1GCEK19V24E [REDACTED]

Dear Mr. [REDACTED]:

Please find enclosed a copy of the air bag data retrieved from the above vehicle. This copy is for your records.

We are still in the process of evaluating your claim and will contact you once it has been completed.

Sincerely,

*Dawn McGuin*

Dawn McGuin  
Claims Administrator

Enclosure

**IMPORTANT NOTICE:** Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

### CDR File Information

User Entered VIN	1GCEK19V24E [REDACTED]
User	John Keher
Case Number	[REDACTED]
EDR Data Imaging Date	03/12/2011
Crash Date	12/13/2010
Filename	1GCEK19V24E [REDACTED]
Saved on	Saturday, March 12 2011 at 16:10:59
Collected with CDR version	Crash Data Retrieval Tool 3.6
Reported with CDR version	Crash Data Retrieval Tool 3.6
EDR Device Type	airbag control module
Event(s) recovered	None

### Comments

Downloaded through the DLC  
 Air bag lamp flashed and went out upon keyed power up  
 Vehicle has been repaired. SDM and sensors have been replaced  
 Odometer 106923  
 Vehicle downloaded at 55 Red Maple Ct in Naugatuck, CT  
 Powery supplied via vehicle's battery.

### Data Limitations

#### Recorded Crash Events:

There are two types of Recorded Crash Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle longitudinal velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as a Deployment Level Event, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds before a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM. The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. If multiple Non-Deployment Events occur within five seconds prior to a Deployment Event, then the most severe Non-Deployment Event will be recorded and locked. If multiple Non-Deployment Events precede a Deployment Event, and occur within five seconds of each other (but not necessarily all within five seconds of the Deployment Event), then the most severe of the Non-Deployment Events (which may have occurred more than five seconds prior to the Deployment Event) will be recorded and locked. If a Deployment Level Event occurs within five seconds after the Deployment Event, the Deployment Level Event will overwrite any non-locked Non-Deployment Event. If multiple Non-Deployment Events occur within five seconds prior to a Deployment Event, and one or more of those events was a Pretensioner Deployment Event, then the most recent Pretensioner Deployment Event will be recorded and locked. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

#### Data:

- SDM Recorded Vehicle Longitudinal Velocity Change reflects the change in longitudinal velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Longitudinal Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 100 milliseconds of data after deployment criteria is met and up to 50 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 150 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
  - significant changes in the tire's rolling radius
  - final drive axle ratio changes
  - wheel lockup and wheel slip
- Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- Pre-Crash data is recorded asynchronously.

- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
  - the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
  - no data is received from the module sending the pre-crash data
  - no module present to send the pre-crash data
- Engine Speed is reported at two times the actual value in the following vehicles, if the vehicle is equipped with a 6.6L Duramax diesel engine (RPO LB7, LBZ, LLY, or LMM):
  - 2001-2006 Chevrolet Silverado
  - 2007 Chevrolet Silverado Classic
  - 2001-2006 GMC Sierra
  - 2007 GMC Sierra Classic
  - 2006-2007 Chevrolet Express
  - 2006-2007 GMC Savana
  - 2003-2009 Chevrolet Kodiak
  - 2003-2009 GMC Topkick
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. If the vehicle's electrical system is compromised during a crash, the state of the Driver's Belt Switch Circuit may be reported other than the actual state.
- The Time between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than 25.4 seconds, "N/A" is displayed in place of the time.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- Multiple Events will indicate whether one or more associated events preceded the recorded event.
- Multiple Events Not Recorded can be used in the following senieos:
  - If a single event is recorded, this parameter will indicate whether one or more associated events prior to the recorded event was not recorded due to insufficient record space (because there were more events than there were available event records).
  - If two associated events are recorded, this parameter for the first event will indicate whether one or more associated events prior to the first event was not recorded due to insufficient record space.
  - If two associated events are recorded, this parameter for the second event will indicate whether one or more associated events between the first and second events was not recorded due to insufficient record space.
- All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

**Data Source:**

- All SDM recorded data is measured, calculated, and stored internally, except for the following:
- Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted by the Powertrain Control Module (PCM), via the vehicle's communication network, to the SDM.
  - Brake Switch Circuit Status data is transmitted by either the ABS module or the PCM, via the vehicle's communication network, to the SDM.
  - The Belt Switch Circuit is wired directly to the SDM.

01027\_SDMGF\_r003

## Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 F0 39 33 A9 AE C6
$02 F1 F1 00 00 B8 00
$03 41 53 30 31 38 31
$04 4B 30 48 36 42 32
$05 30 32 57 4A 33 36
$06 15 13 06 08 00 00
$07 32 03 31 56 00 00
$08 41 44 75 06 58 02
$09 74 4A 58 36 53 42
$0A 41 44 75 06 56 32
$0B 74 4A 53 31 4D 38
$0C 00 00 00 00 00 00
$0D 00 00 00 00 00 00
$0E 00 00 00 00 00 00
$0F 00 00 00 00 00 00
$10 FF F6 80 00 00 00
$11 80 7F 80 82 81 83
$12 99 00 00 3A 3D 00
$13 00 01 00 00 00 00
$14 1D 1D 00 00 64 40
$15 FA FA FA FA FA FA
$16 FA FA FA FA FA FA
$17 FA FA 00 00 00 00
$18 00 0F 05 EC F5 00
$19 09 00 0A 00 00 64
$1A 00 00 00 00 00 00
$1B 00 00 00 00 00 00
$1C 00 0C 00 00 00 00
$1D 00 00 00 00 00 00
$1F FF 00 00 00 00 00
$20 FF FF FF FF FF FF
$21 FF FF FF FF FF FF
$22 FF FF FF FF FF FF
$23 FF FF FF FF FF FF
$24 FF FF FF FF FF FF
$25 FF FF FF FF FF FF
$26 FF FF FF FF FF FF
$27 FF FF FF FF FF FF
$28 FF FF FF FF FF FF
$29 FF FF FF FF FF FF
$2A FF FF FF FF FF FF
$2B FF FF FF FF FF FF
$2C FF FF FF FF FF FF
$2D FF FF 00 00 00 00
$30 FF FF FF FF FF FF
$31 FF FF FF FF FF FF
$32 FF FF FF FF FF FF
$33 FF FF FF FF FF FF
$34 FF FF FF FF FF FF
$35 FF FF FF FF FF FF
$36 FF FF FF FF FF FF
$37 FF FF FF FF FF FF
$38 FF FF FF FF FF FF
$39 FF FF FF FF FF FF
$3A FF FF FF FF FF FF
$3B FF FF FF FF FF FF
```

\$3C FF FF FF FF FF FF  
\$3D FF FF 00 00 00 00  
\$40 FF FF FF FF FF FF  
\$41 FF FF FF FF FF FF  
\$42 FF FF FF FF FF FF  
\$43 FF FF FF FF 00 00  
\$44 FF FF FF FF FF FF  
\$45 FF FF FF FF FF FF  
\$46 FF FF FF FF FF FF  
\$47 FF FF FF FF 00 00  
\$48 FF FF FF FF FF FF  
\$49 FF FF FF FF FF FF  
\$4A FF FF FF FF FF FF  
\$4B FF FF FF FF 00 00  
\$4C FF FF FF FF FF FF  
\$4D FF FF FF FF FF FF  
\$4E FF FF FF FF FF FF  
\$4F FF FF FF FF 00 00  
\$50 FF FF FF FF FF FF  
\$51 FF FF FF FF FF FF  
\$52 FF FF FF FF FF FF  
\$53 FF FF FF FF FF FF  
\$54 FF FF FF FF FF FF

### Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.



RE: [REDACTED] // Weekend decision.

[REDACTED] to: dawn.mcguin@gm.co  
m

04/08/2011 11:27 AM

---

Dawn

Your welcome // I have to apologize for my curt email.

I know you are trying to help me through this. It's very upsetting that GM knew of this problem it is all over the internet

I did not have to have this accident. The more I read the harder it is to accept.

Have a great weekend

[REDACTED]

**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]

**Sent:** Friday, April 08, 2011 8:14 AM

**To:** [REDACTED]

**Subject:** RE: [REDACTED] Weekend decision.

Good morning Mr. [REDACTED]

Thank you very much for the information. Your insurance company would have to submit a subrogation claim for the amount that they have paid out related to the damage to your vehicle and the other vehicle. I will discuss your claim with GM at our next meeting and will let you know what they say.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

From: [REDACTED] m>  
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 04/08/2011 08:10 AM  
Subject: RE: [REDACTED] / Weekend decision.

---

Dawn

The family autobody is what my insurance company paid.  
I paid the brake job the brake lines the 1000 dollar deductible.  
The fact of who paid for what is Mute. This is the damage to my vehicle caused by the brake lines bursting under my truck.

Now I will have increased rates etc.

My insurance is being sued for the other car's owner \$15,000 injury and 19,000 damages to his vehicle.

[REDACTED]

**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]  
**Sent:** Thursday, April 07, 2011 2:38 PM  
**To:** [REDACTED]  
**Subject:** Re: [REDACTED] / Weekend decision.

Good afternoon Mr. [REDACTED]

I have discussed your below email with GM and have been requested to obtain some clarification. You advised that the damage to your truck was \$12,352.41. Did you insurance company pay to have the damage repaired or is this an expense that you had to pay? Please let me know, I would greatly appreciate it.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

From: [REDACTED]  
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 04/04/2011 11:35 AM  
Subject: [REDACTED] / Weekend decision.

---

Dawn

The total Damage for my truck is 12,352.41

I am also going to have increased insurance rates for the foreseeable future due to the Brake lines that caused my accident.

My family as I was exposed to this potential accident for over 6 years, Bare steel brake lines rust period.

I feel as does my Wife that the Bill is the Bill and GM needs to reimburse me for expenses to date.

Thanks

[REDACTED]



Program Manager



Times Microwave Systems  
358 Hall Ave.  
Wallingford Ct.203-949-8508

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[Redacted] - Insurance deductible  
Dawn McGuin to: [Redacted]

04/12/2011 10:48 AM

Good morning Mr. [Redacted]

I just met with GM regarding your demand and have been requested to obtain a copy of the insurance policy showing that you do have the \$1000 deductible. Please forward me a copy of your policy declaration page to verify the deductible.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911



[REDACTED] Insurance deductible

to: dawn.mcguin@gm.co  
m

04/12/2011 12:33 PM

Dawn

My auto Policy is attached

Thanks

[REDACTED]

**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]  
**Sent:** Tuesday, April 12, 2011 10:49 AM  
**To:** [REDACTED]  
**Subject:** [REDACTED] - Insurance deductible

Good morning Mr [REDACTED]

I just met with GM regarding your demand and have been requested to obtain a copy of the insurance policy showing that you do have the \$1000 deductible. Please forward me a copy of your policy declaration page to verify the deductible.


Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380

Direct: (313)665-3380

Fax: (313)665-0911

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message in error, please contact the sender and delete it from your computer.  - hpsc2791.pdf

VEHICLE SCHEDULE

VEH	LOC	YEAR/MAKE/MODEL	VEHICLE ID NUMBER	LSym	M/PSym	CPSym	CLSsym	CLASS	USE/DAY/MILE	DR
003	01	2004 CHEV SILVERADO 1500	1GCEK19V24F [REDACTED]	300	465	14	14	815220	WORK/ 5/	4 01

VEHICLE DISCOUNTS

003 MULTI-CAR, ABS(5%), AIR BAGS(30%), ANTI-THEFT(15%)

COVERAGES AND LIMITS OF LIABILITY

PREMIUMS

Coverage is provided only where a premium is shown.

		VEH 003	
		TERR 021	
<b>A. LIABILITY</b>			
BODILY INJURY	\$ 100,000 EACH PERSON	\$ 289.50	
	\$ 300,000 EACH ACCIDENT	INCLUDED	
PROPERTY DAMAGE	\$ 100,000 EACH ACCIDENT	212.50	
<b>C. UNINSURED MOTORISTS</b>			
(INCLUDES UNDERINSURED MOTORISTS COVERAGE)			
BODILY INJURY	\$ 100,000 EACH PERSON	51.00	
	\$ 300,000 EACH ACCIDENT	INCLUDED	
<b>D. DAMAGE TO YOUR AUTO</b>	(ACTUAL CASH VALUE MINUS DEDUCTIBLE)		
OTHER THAN COLLISION: DEDUCTIBLE:	\$ 1,000 VEH 003	106.00	
FULL SAFETY GLASS:	VEH 003		
COLLISION: DEDUCTIBLE:	\$ 1,000 VEH 003	288.00	
TOWING AND LABOR PER DISABLEMENT:	UNLTD VEH 003	6.00	
TRANSPORTATION EXPENSES	\$ 50 PER DAY/ \$ 1500 MAXIMUM	22.00	
	VEHICLE SUBTOTAL	975.00	
	ACCIDENT FREE DISCOUNT	- 97.50	
	CUSTOMER PLUS DISCOUNT	- 219.38	
	COMBINATION POLICY DISCOUNT	- 65.81	
	VEHICLE PREMIUM	\$ 592.31	
	TOTAL VEHICLE PREMIUM	\$ 1,817.03	
	TOTAL POLICY PREMIUM	\$ 1,817.03	

(CONTINUED)



[REDACTED]  
[REDACTED]

to: dawn.mcguin@gm.co  
m

04/18/2011 09:51 AM

---

Dawn

The verbal offer you made settles my out of pocket expenses to date on my Silverado.

I am requesting 1 additional requirement from GM

1. No charge Service appointment 1 at Loehman Blasius Chevrolet Waterbury Ct.
  - a. Replace a brake line from the master cylinder to the junction block This should be in the report from your inspector.

The mechanic had to use a original line due to the replacement leaking.

- b. Service the transmission. Since the accident it is shifting slower and jumping into reverse.

Please process my reimbursement and let me know about the Service appointment for my truck.

Thank you

[REDACTED]



ESIS/GM Central Claims Unit  
PO Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

Dawn McGuin  
Claims Administrator  
dawn.mcguin@gm.com

April 27, 2011

VIA EMAIL ONLY (james.brewer@timesmicro.com)

[REDACTED]  
Naugatuck, CT [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: December 13, 2010

Dear Mr [REDACTED]

I am writing to you to confirm our conversation of today in which an offer of four thousand three hundred seven dollars and twenty nine cents (\$4,307.29) was made to you and you have accepted it. Enclosed is a *Release of All Claims* form, please have this form signed, witnessed and notarized and return it to my attention. Once this form has been returned, a check will be issued to you in the amount of four thousand three hundred seven dollars and twenty nine cents (\$4,307.29).

Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST

Sincerely,

*Dawn McGuin*

Dawn McGuin  
Claims Administrator

Enclosure



[REDACTED] - Release

Dawn McGuin to [REDACTED]

04/27/2011 02:00 PM

Good afternoon Mr [REDACTED]

Per our earlier discussion, please find below my offer letter along with the property damage release. Please have the release signed, witnessed and notarized and returned to my attention for payment.



ESIS LTR (OFFER [REDACTED] 3330015.PDF




ESIS RELEASE [REDACTED] 3329999.DOC

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911





RE: Signed Release 


Dawn McGuin to 

04/28/2011 11:44 AM


Mr 

Thank you very much for letting me know that you do not require the parts be sent back to you. I will have our parts department dispose of them. You should expect the check in about 7-10 business days.

Thank you.  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

 Dawn You have my permi...

04/28/2011 11:34:05 AM

From:   
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 04/28/2011 11:34 AM  
Subject: RE: Signed Release

Dawn

You have my permission to throw the brakeline samples away that I supplied.

No reason to spend money on sending them back to me.

I was hoping them would do some good with GM engineering and they would fix other vehicles with a recall.



**From:** dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]

**Sent:** Thursday, April 28, 2011 11:24 AM

To: [REDACTED]  
Subject: Re: Signed Release

Good morning Mr. [REDACTED]

Thank you very much for the executed release. I have submitted the request to have the payment issued. I will have the parts that were sent in regarding your vehicle sent back to you.

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

From: [REDACTED] m>  
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 04/28/2011 09:24 AM  
Subject: Signed Release

---

Dawn

I have attached the executed release for case 722778.

Thank you for your attention to this.

It was a pleasure working with you.

[REDACTED]

[REDACTED]

Program Manager



[REDACTED]

Wallingford Ct [REDACTED]

[REDACTED]


[attachment "GM Release executed.pdf" deleted by Dawn McGuin/C/US/GM/GMC]

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Re: Signed Release 


Dawn McGuin t 

04/28/2011 11:23 AM


Good morning Mr. 

Thank you very much for the executed release. I have submitted the request to have the payment issued. I will have the parts that were sent in regarding your vehicle sent back to you .

Thank you  
Dawn McGuin  
Claims Administrator  
ESIS/GM Central Claims Unit  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Office: (800)888-0164 ext 53380  
Direct: (313)665-3380  
Fax: (313)665-0911

 Dawn I have attached the...

04/28/2011 09:24:39 AM

From:   
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>  
Date: 04/28/2011 09:24 AM  
Subject: Signed Release

Dawn

I have attached the executed release for case 722778.

Thank you for your attention to this.

It was a pleasure working with you.



[REDACTED]

Program Manager



[REDACTED]

Wallingford C [REDACTED]

[REDACTED]

[attachment "GM Release executed.pdf" deleted by Dawn McGuin/C/US/GM/GMC]

## Service Request Detail

SR No.	71-1011770417	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Silo		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UGC	Brakes - General	Sub-Area	Initiate PAR- Collision
Address		City		Involved Dir	Alex Montgomery, Inc.	Safety	Yes
State	ZipCd	Con Acct		Source	Phone	Updated	11/23/2011 06:16:21 PM
Serial #/VIN	1GKFK162X4	Model Year	2004	Priority	Medium License # GMC	Owner	GARCIAJR
Make	GMC	Warr. Start	02/21/2004	Status	Closed	Opened	11/22/2011 04:53:00 PM
Model	Yukon XL Denali	Mileage	86501	Sub-Status	Dissatisfied	Closed	11/23/2011 06:16:19 PM
Abstract	Brakes - 04 Yukon XL Denali						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

## Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Firo Report#	Police Report#
Owner	8/25/2011 05:00:09 PM	N	0	1	Asphalt	Wet	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities	none			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Incident Loc	Authority Dam	Incident Desc	Driving down a ramp to pul boat in water, steep decline. Lost brakes					
Component	brakes	Damage Desc	brake line dmg					
Vehcdo Loc	Alex Montgomery	Add'l Info						
Emgcy Svc Names	n/a	Maint Loc						

## PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	none	
Vehicle Speed	0	Weather Condition	dry	Prop Owner	n/a	Property Type	n/a		
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost	\$1,151.00	Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspection Date/Time			
Primary Veh Use	Personal	Inspection Type		Inspected By		Explain Other			
Veh Damage Description	brake line dmg								

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/23/2011 06:15:19 PM	GARCIAJR	GARCIAJR	SR Closed - Dissatisfied		Done	11/23/2011 06:15:19 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:37:54 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Done	11/23/2011 06:15:17 PM	Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:36:28 PM	GARCIAJR	TOPOROW M	Escalation	ESIS - Ally Involvement	Done	11/23/2011 12:58:23 PM	Attorney Involvement - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Attorney Involvement

Jemela.price@gm.com  
313.685.3383

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:35:39 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	11/22/2011 05:36:27 PM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Veh Involved in a situation where concern w/brake caused dmg to brake system, Attorney representation, file being sent to ESIS.

Joe G/PAW/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:32:29 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	11/22/2011 05:33:16 PM	FYI email sent to DMA, Greg Gilchrist

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

A product allegation claim has been made in your region. The customer is alleging brake concern caused damage to vehicle. This case is being escalated to ESIS because of attorney involvement.

2004 GMC Yukon XL Denali  
1GKFK16Z4

No Involved dealer

This is only a notification. No action is required on your part at this time.

Best wishes,

Joe Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:18:42 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	11/22/2011 05:18:42 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:16:38 PM	GARCIAJR	GARCIAJR	Ownership Changed		Done	11/22/2011 05:16:38 PM	Service Request Ownership has changed FROM: ESTRADDU TO: GARCIAJR

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:16:23 PM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact - Field	Done	11/22/2011 05:24:01 PM	email attached to file

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

Comments: [REDACTED]  
FYI email sent to DMA

Joe G/PAR/ATX

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:16:15 PM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact - Dealer	Done	11/22/2011 05:23:32 PM	no dir ct needed

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

Comments: [REDACTED]  
No Initial Contact required. Vehicle beyond warranty and has not been to dealer in two years.

Joe G/PAR/ATX

Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:18:07 PM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	11/22/2011 05:35:38 PM	made initial ct w/lawyer
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

Callr transfered by CAC:

Third party, Attorney (David Bale), stated he was calling on behalf of his client. TP stated veh was involved in a situation where there was a concern w/the brakes, caused dmg to brake system.

Crn world pre-par & par detail screen info.

Crn also advised that will refer this file to our central claim dept, they will fu w/cust w/in 7-10 business days.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:16:01 PM	GARCIAJR	GARCIAJR	BRC PAR	Acknowledgement	Done	11/22/2011 05:22:07 PM	acknowledgement made
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

see initial ct activity

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:15:53 PM	GARCIAJR	GARCIAJR	Research		Done	11/22/2011 05:21:43 PM	Research vln
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:04:21 PM	GARCIAJR	GARCIAJR	BRC PAR	Case Assigned	Done	11/22/2011 05:20:32 PM	File assigned to Joe Garcia x11291
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:04:08 PM	GARCIAJR	ESTRADDU	SR Opened		Done	11/22/2011 05:04:08 PM	SR in Status of Closed has been Re-Opened by GARCIAJR
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:04:06 PM	GARCIAJR	ESTRADDU	SR Closed - Dissatisfied		Done	11/22/2011 05:04:06 PM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 04:53:02 PM	ESTRADDU	ESTRADDU	Inbound Call Customer	Complex Request	Done	11/22/2011 05:02:05 PM	PAR brake corrosion causing accident
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Inbound Call Customer

Cust s/s I am an attorney David Bale my number is 614-8955600, I am calling on behalf of my client, who was in a near death experience due to brake failure while cust was towing a boat up a steep incline and the brakes gave out

Cust s/s My customer is looking for GM to help with reimbursement of repairs done to vehicle

CRS adv I would like to get this over to our PAR dept for further assistance

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
H01	Corrosion / Rust	Brakes - General



**BALE & ASSOCIATES, LTD.**

140 Commerce Park Drive • Suite A • Westerville, Ohio 43082-7935

Telephone: (614) 895-5600 • Facsimile: (614) 895-6899

David G. Bale  
dbale@balelaw.com  
Lisa D. Moore  
lmoore@balelaw.com

November 27, 2011

General Motors Corporation  
GMC Division  
P. O. Box 33172  
Detroit MI 43232-5172

Re: Service Request # 71-1011770417

Gentlemen:

I represent [REDACTED] the former owner of a 2004 GMC Yukon XL K VIN#1GKFK16ZX4 [REDACTED] Mr. [REDACTED] while pulling a boat trailer with his Yukon at a TVA Dam in Southern Kentucky attempted to drive a steep declivity to the TVA Dam Lake to retrieve his boat from the water. At the top of the hill, just as he was entering the decline, he lost his brakes and no brake pedal. The decline was precipitous and long. Due to quick thinking and his reactions he was able to avert what may have been a fatal event by maneuvering his vehicle to a stop.

While Mr. [REDACTED] avoided injury or vehicle damage, he was at that point without a vehicle. He was able to have the vehicle towed to a repair garage in Burkesville KY, the Alex Montgomery dealership. Mr. [REDACTED] had to arrange for transportation to his home in Columbus Ohio while they repaired the vehicle. Later, he flew to Nashville, and took a taxi to the garage to pick up his vehicle. On the way, there were other expenses. These are attached for your review.

On discussing the event with the garage, he was informed that GMC's engineers had designed the brake line for the Yukon to sit on a brace under the carriage of the vehicle in such a way that the brake lines sit in salt and water during the winter, and water during the summer, spring and fall. As such, the failure rate for the brakes are high according to the dealership garage.

On behalf of Mr. [REDACTED] I am writing to request that GMC pick up the cost for this poor design which most certainly caused the brake failure and the expenses as attached. The design seems most certainly to have been poorly considered, and with reasonable consideration would have been avoided easily enough.

Let us know if your company will reimburse Mr. [REDACTED] for the attached expense.

Sincerely,

DGB  
Eno.: Expense and Spreadsheet



Thank you for your purchase!

Columbus, OH - CMH to Nashville, TN - BNA

Air

Confirmation #WIR3YY

Columbus, OH - CMH to Nashville,  
TN - BNA  
Thursday, September 1, 2011

Air Total: \$169.70

Amount Paid  
\$169.70

Trip Total  
\$169.70

SEP 1 09/01/11 ~ Nashville.

AIR

Columbus, OH - CMH to Nashville, TN - BNA  
09/01/2011  
Confirmation # WIR3YY

Adult Passenger(s)

Rapid Rewards #  
0000090283185

DEPART 7:15 AM Columbus, OH (CMH) to  
SEP 1 7:30 AM Nashville, TN (BNA)

Flight #1284 Thursday, September 1, 2011  
Travel Time 1:15 m  
(NoStop)

Passenger Type	Trip	Routing	Fare Type	Base Fare	Govt Taxes and Fees	Quantity	Total
Adult	Depart	CMH-BNA	Wynona Get Away	\$147.91	\$21.79	1	\$169.70
Please read the fare rules associated with this purchase.				\$147.91	\$21.79	1	\$169.70

Air Total:  
\$169.70

Purchaser Name Robert Clark Billing Address 972 Dayton Avenue  
Westwood, OH 43081

Form of Payment Amount Applied  
Discover - XXXXXXXXXX101-5340 \$169.70

Amount Paid  
\$169.70

Trip Total  
\$169.70

**Customer Receipt**

Date: \_\_\_\_\_ Amount: \$260.00

From: Nashville To: Buckeyeville Ky

Thank You For Your Business!

**American Music City Taxi**  
723 Coburn Ave. Nashville, TN 37210

4-5 YC

# Tim Hortons



WWW.YELLOWCAB  
DECOLOMBUS.COM

TEL: 614-444-4444

TERMINAL: 441  
DRIVER : 446922  
9/1/2011 5:35:48 AM

Card \*\*\*\*\*9055  
EXPIRY 1  
REF #: 1395634  
AUTH #: 03553C

FARE 1 \$ 34.64  
EXTRA 1 \$  
TIP 1 \$ 5.20  
-----  
TOTAL 1 \$ 39.84

APPROVED AMOUNT:  
\$ 39.84

X \_\_\_\_\_

TRANS. APPROVED

IMPORTANT: Retain a  
copy for your records

Restaurant #14147  
4600 International Gateway  
Columbus, OH 14147

1 Brk Sand Heat Conbo \$4.99  
1 Brk Sand Bacon  
1 Homestyle Biscuit / Brk \$0.00  
1 Hashbrown  
1 Med-Diet Pepsi

Subtotal: \$4.99  
Total: \$4.99  
TAX: \$0.00  
CASH: \$4.99  
Change Due: \$0.61

Order #: 256  
Take-out

Order Started: 5:41:26 AM  
Cashier: 106 Cashier

Thank You! Please Come Again!!!  
Register and reload your Tim Card  
online at [www.timhortons.com](http://www.timhortons.com)  
Thu Sep 1, 2011 05:41:58  
Receipt #: 1297392

Guest Copy

REPRINT RECEIPT



Thanks for shopping  
#900

9/1/11 10:57 AM

Term: 091156190  
Appr: 01104Z

PUMP# 07 CREDIT/  
UNL @ \$3.459/G  
VOLUME 22,280 GAL

GAS TOTAL \$77.07

GRAND TOTAL \$77.07

YOU SAVED \$0.15 PER GAL

Master Card  
XXXXXXXXXXXX2522

09/01/2011 10:53:54

I agree to pay the  
above total amount  
according to Card  
Issuer Agreement.

THANK YOU  
FOR YOUR BUSINESS

HMSH0ST  
STARBUCKS COFFEE A  
PORT COLUMBUS INT'L AIRPORT

10071 BERNABAS

CHK 5462 SEP01'11 6:02AM GST 2

T O G O

1 COD T 1.80  
1 SCONE 2.29

SUBTOTAL 4.09

TAX 0.15

AMOUNT 4.24

CASH 5.00

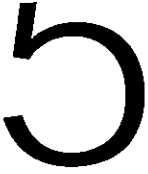
CHANGE 0.76

Your order number is: 5462

Repair 2004 Yukon XL - Brake Lines

\$	169.70
\$	260.00
\$	39.84
\$	4.39
\$	4.24
\$	77.07
\$	<u>595.79</u>

\$ 1,151.03



ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Jemeia Price**  
Claims Administrator

January 6, 2012

David Bale, Esquire  
Bale and Associates LLC  
140 Commerce Park Drive  
Suite A  
Westerville, OH 43082  
VIA FAX (614) 895-6899

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: 8/25/11  
Subject vehicle: 2004 GMC Yukon  
VIN: 1GKFK16ZX4J [REDACTED]

Dear Mr. Bale:

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

This letter is a follow-up to our telephone discussion on January 5, 2012. In order to evaluate your client's claim we may need the following information:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

5

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

*Jemeia Price*

Jemeia Price  
Claims Administrator

140 Commerce Park Drive, Westerville OH 43082-7935  
614.895.5600 Voice // 614.895.8899 Fax  
dbale@balelaw.com // David G. Bale, Esq.  
lmoore@balelaw.com // Lisa D. Moore, Esq.

**Bale & Associates, Ltd.**

# Fax

**To:** Jemeia Price, Claims Adm. GMC **From:** David Bale  
**Fax:** 1.313.665.0911 **Pages:** 11  
**Phone:** 1.313.665.3383 **Date:** 1/6/2012  
**Re:** 2004 GMC Yukon brake failure **CC:** [REDACTED]

Urgent  For Review  Please Comment  Please Reply  Please Recycle

Dear Ms. Price:

This fax is in response to your fax received 1/6/2012 regarding Mr. [REDACTED] 2004 GMC Yukon, as indicated in the attached documents. This matter relates to a brake failure on a 2004 GMC Yukon. Responding to your letter of 1/6/2012, we have the following:

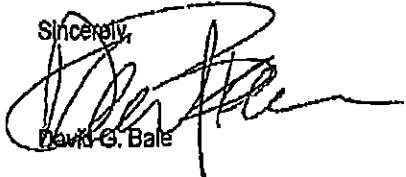
- Expert:** After the incident of August 2011, Mr. [REDACTED] spoke to your GMC authorized dealer on repair of the vehicle regarding the Yukon experiencing a chronic problem with brake failure due to the brake line design where brake lines were reported by your dealer/garage to have failed due to corrosion caused by salt and water accumulating under the vehicle at a point where the lines passed over a structural support for the vehicle. The lines were designed to lay in water and salt on the top of the supporting member for the vehicle, causing corrosion of the brake line, as reported by the GMC garage mechanic and the dealership. The garage replaced the brake lines; see the attached invoice and work description.
- Police and/or Fire Report:** None exists; the event did not happen on a public road.
- Vehicle Operator's statement:** See the attached materials previously provided to GMC.
- Vehicle Performance before incident:** If the incident is described as "brake failure", then there was nothing unusual about the operation of the vehicle before the brakes failed. The incident was the sudden and total loss of brake function due to a corroded brake line. Without prior warning, the brake pedal depressed to the floor board without resistance when the brake pedal was applied on a steep declivity while pulling a boat and trailer. My client narrowly avoided a serious injury and damage to the vehicle by 'jack knifing' the vehicle with its attached trailer to bring it to a stop before descending off a precipice.
- Maintenance Work related to the brake failure:** See the attached.
- After Market Equipment:** There is no after market equipment installed on the vehicle related to the brakes or brake function.

January 6, 2012

8. **Recall Notices:** None on the brakes.
9. **Prior Accidents:** None.
10. **Proof of Payments for Repair:** See the attached.
11. **Personal Injuries:** None.
12. **Property Damage:** None. The vehicle in question was not damaged either; the only repairs performed were on the brake lines due to excessive corrosion caused by the GMC engineering design.
13. **Mileage:** See the attached materials which note the mileage.

The claim in this case is for my client's costs of remedying a design problem created by the poor GMC engineering design, and travel costs related to a narrowly averted and potentially serious accident caused by the poorly designed brake lines. (See the attached description.) After the repair was completed by a GMC approved garage, the vehicle was sold. We are providing GMC a chance to make good on its customer relations by reimbursing the costs to their customer caused by the poor design, as it was reported to the customer by the GMC garage. On reimbursement for out of pocket expenses, the matter may be closed except as it may relate to GMC's interest in problem.

Please advise.

Sincerely,  
  
David G. Bale

Dear Ms. Price:

I am responding to your fax of today regarding the information discussed yesterday; please advise.

Regards...David

David G. Bale  
Bale & Associates, Ltd.  
140 Commerce Park Drive  
Westerville, OH 43082-7935  
(614) 895 5600  
(614) 895 6899 Fax  
[dbale@balelaw.com](mailto:dbale@balelaw.com)

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9000 Highway 44 East - Mt Washington, KY 40047 1465 S Main Street - Burkesville, KY 42717 200 North Bypass Rd - Campbellsville, KY 42718 915 Meader Street - Campbellsville, KY 42718  
 Toll Free: 800-466-1203 - Phone: 502-455-6800 Toll Free: 800-760-8600 - Phone: 270-433-5465 Toll Free: 800-522-4461 - Phone: 270-465-4731 Toll Free: 800-522-4461 - Phone: 270-465-8112

NO 11444	VIN LGKFK16ZX4J	DATE 08/25/11
YR 2004	MAKE GMC	TIME 09:17
MODEL YUKON XL K	COLOR WHITE	FEES 18.50
REG 86501	REG 00/00/00	DATE 08/31/11
REG ALSO	REG OH OH	DATE 3786
R: ( ) W: ( )		DATE GREG

(1) C/S BRAKE PEDAL GOES TO FLOOR FOUND BRAKE LINES LEAKING OUT FLUID UNDER DRI VERS DOOR LINE RUSTED UP FROM BRAKE MODULE TO FRONT OF TRUCK REPLACE BRAKE LINES FROM MODULE TO FRONT OF T RUCK BLEED OUT BRAKES. TEST DROVE	Labor	T93	372.00
	H8472 (BRAKE LINE)	1	12.10
	162400 (1/4 UNION)	2	10.96
	1336 (CLEANER)	1	9.89
	121045 (FITTING)	2	5.86
	H8460 (BRAKE LINE)	2	14.80
	H8440 (BRAKE LINE)	2	11.30
	H8451 (BRAKE LINE)	1	6.90
	62X4 (1/4 UNION)	6	24.36
	12377967 (FLUID)	3	20.01
	H8430 (BRAKE LINE)	1	5.86
	12377967 (FLUID)	1	6.89
	CARTER'S W 223818		85.00
	Total Labor		372.00
	Total Parts		130.93
	Total Sublet		85.00
	Total Repair (Customer)		587.93

(33-2080 MATHEW-) X

Next Service	Lube-Oil-Filter				
DISCLAIMER OF WARRANTIES					
X CUSTOMER SIGNATURE					
Page 1 of 1	Job 11444				
11444	Customer Copy				

Labor	372.00
Parts	130.93
Sublet	85.00
Shop supplies	.00
Oil/Grease	.00
Sub Total	587.93
Tax	7.86
Total (Cash)	595.79

Pa USA



ALEX MONTGOMERY BUKESVILLE  
1485 S MAIN ST  
BUKESVILLE KY 42717  
270-433-5885



*Alex*  
**MONTGOMERY**

CHRYSLER



Jeep

1485 S Main Street - Bukesville, KY 42717 200 North Bypass Rd - Campbellsville, KY 42718 815 Meader Street - Campbellsville, KY 42718  
Toll Free: 800-766-0600 • Phone: 270-433-5885 Toll Free: 800-523-4481 • Phone: 270-485-4731 Toll Free: 800-523-4481 • Phone: 270-465-8111

Original ID: 00702710 0002  
1/1/11 0144 AM

#ISA  
VCT #: ANXXXXXXXXXXXX9085  
CREDIT SALE

BATCH #: 082

REF #: 001  
AUTH #: 045330

X 4 J				08/25/11
XL K	WHITE	U	WESTERVILLE OH	09:17
/00	OR OR			15:50
				08/31/11
				3706
				GREG

AMOUNT

APPROVED

CUSTOMER COPY

\$595.79

NO FLOOR	Labor	T33	372.00
DRING OUT FLUID UNDER DRI	H8472 (BRAKE LINE)	1	12.10
IP FROM BRAKE MODULE	162400 (1/4 UNION)	2	10.96
	1336 (CLEANER)	1	9.99
IN MODULE TO FRONT OF T	121048 (FITTING)	2	5.86
EST DROVE	H8460 (BRAKE LINE)	2	14.80
	H8440 (BRAKE LINE)	2	11.30
	H8451 (BRAKE LINE)	1	6.90
	62X4 (1/4 UNION)	6	24.36
	12377967 (FLUID)	3	20.01
	H8430 (BRAKE LINE)	1	5.86
	12377967 (FLUID)	1	8.89
	CARTER'S W 223518		85.00
	Total Labor		372.00
	Total Parts		130.93
	Total Sublet		85.00
	Total Repair (Customer)		587.93

(33-2880 MATTHEW-)

A

Next Service	Lube-Oil-Filter	V/C	UNIT	CUSTOMER
<p>DISCLAIMER OF WARRANTIES The only warranties applying to this vehicle are those which may be provided by the manufacturer. The dealer does not warrant any work done on this vehicle, with the exception of the parts and materials used in the repair. The dealer does not warrant any work done on this vehicle, with the exception of the parts and materials used in the repair. The dealer does not warrant any work done on this vehicle, with the exception of the parts and materials used in the repair.</p>				Labor 372.00 Parts 130.93 Sublet 85.00 Shop Supplies .00 Oil/Grease .00 Sub Total 587.93 Tax 7.86 Total (Cash) 595.79
X CUSTOMER SIGNATURE				.00
Page 1 of 1		Job 11444		
11444		Customer Copy		Pa USA



**RE: GENERAL MOTORS CLAIM # 736468**  
David Bale to: jemeia.price

02/28/2012 11:32 AM

Ms. Price – see the attached on behalf of Mr. [REDACTED] please send the GMAC payment here to the address listed below, without my name or firm on the payment as a payee. Make the payment to [REDACTED]  
[REDACTED] Thank you.

David G. Bale, Esq.

Bale & Associates, Ltd.

140 Commerce Park Drive, Suite A

Westerville, OH43082-7935

(614) 895 5600

(614) 895 6899 Fax

dbale@balelaw.com

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---

**From:** jemeia.price@gm.com [mailto:jemeia.price@gm.com]  
**Sent:** Monday, February 27, 2012 3:52 PM  
**To:** David Bale  
**Subject:** RE: GENERAL MOTORS CLAIM # [REDACTED]

Mr. Bale,

The release does require at least one witness as well as a notary.

JEMEIA PRICE  
ESIS/GENERAL MOTORS LLC  
300 RENAISSANCE CENTER  
MC482C19B61  
DETROIT, MI 48265  
(800) 888-0164 phone  
(313) 665-0911 fax

From: "David Bale" <DBale@balelaw.com>  
To: <jemeia.price@gm.com>  
Date: 02/27/2012 01:54 PM  
Subject: RE: GENERAL MOTORS CLAIM # [REDACTED]

---

Jemeia – a notary is not required on a contract such as this, but if GMAC requires it, does it also require witnesses as are set out in the form?

David G. Bale, Esq.  
Bale & Associates, Ltd.  
140 Commerce Park Drive, Suite A  
Westerville, OH43082-7935  
(614) 895 5600  
(614) 895 6899 Fax  
dbale@balelaw.com

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---

**From:** jemeia.price@GM.COM [mailto:jemeia.price@GM.COM]  
**Sent:** Monday, February 27, 2012 1:24 PM  
**To:** David Bale  
**Subject:** RE: GENERAL MOTORS CLAIM # [REDACTED]

Mr. Bale,

I just noticed that the release provided is not notarized. Please provide a notarized copy of the release. Once that has been received I can process the settlement check.

JEMEIA PRICE  
ESIS/GENERAL MOTORS LLC  
300 RENAISSANCE CENTER  
MC482C19B61  
DETROIT, MI 48265  
(800) 888-0164 phone  
(313) 665-0911 fax

From: "David Bale" <DBale@balelaw.com>  
To: <jemeia.price@gm.com>  
Date: 02/27/2012 11:22 AM  
Subject: RE: GENERAL MOTORS CLAIM # [REDACTED]

---

Dear Ms. Price:

I am attaching the requested forms; please forward the payment as discussed.

Regards...David

David G. Bale, Esq.

Bale & Associates, Ltd.

140 Commerce Park Drive, Suite A

Westerville, OH43082-7935

(614) 895 5600

(614) 895 6899 Fax

dbale@balelaw.com

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---

**From:** jemeia.price@gm.com [mailto:jemeia.price@gm.com]  
**Sent:** Thursday, February 23, 2012 1:25 PM  
**To:** David Bale  
**Subject:** GENERAL MOTORS CLAIM # 736468

February 23, 2012

David Bale, Esquire  
Bale and Associates LTD  
140 Commerce Park Drive  
Suite A  
Westerville, OH43082

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: 8/25/11  
Subject vehicle: 2004 GMC Yukon  
VIN: 1GKFK16ZX4J[REDACTED]

Dear Mr. Bale:


Attached please find a release pertaining to our agreed upon settlement of the above-captioned matter. Please return the properly executed release to my attention and I will promptly request the settlement draft. Thank you for your

assistance in this regard. Should you have any questions, please do not hesitate to contact me.

Sincerely,

*Jemeia Price*

JEMEIA PRICE  
ESIS/GENERAL MOTORS LLC  
300 RENAISSANCE CENTER  
MC482C19B61  
DETROIT, MI48265  
(800) 888-0164 phone  
(313) 665-0911 fax

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Notarized Release signature-120228.PDF

## Service Request Detail

SR No.	71-1027813471	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Brakes - General	Sub-Area	Initiate PAR - Collision
Address		City	Involved Dir		Safety	Yes
State	NJ	ZipCd	Source	Phone	Updated	1/12/2012 08:28:16 AM
Serial #/VIN	1GCEK19T81	Model Year	Priority	Medium	Owner	DUFFYWM
Make	Chevrolet	Warr. Start	Status	Open	Opened	1/11/2012 01:02:50 PM
Model	Silverado	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS) Property Damage- Brakes - General					
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all Inquiries to William Duffy @ ext.31244					

## Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	1/7/2012 10:30:00 AM	N	2	1	Asphalt	Dry	unk	unk
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'9"	9/29/1958	none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Broom	Tom	(610) 746-5156	New Jersey Manufacturers Insurance					
Incident Loc	Route 519 Holland Township, NJ	Incident Desc	driving uphill, about 2 1/2 mile hill, saw veh. start braking hard ahead and began to brake, pedal went straight to the floor, cust. hit veh. in front of him, that veh. hit another veh. ahead of them. Veh. that hit brakes and started it all took off. Cust. exited veh. and noticed brake fluid all over					
Component	brake line	Damage Desc	front end, bumper					
Vehicle Loc	w/ cust.	Add'l Info	n/a					
Emgcy Svc Names	Holland Township P.D.	Maint Loc	self service					

## PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	none	
Vehicle Speed	35	Weather Condition	clear		Prop Owner	unk	Property Type	unk	
Last Service Date		Loc Last Service			Property Location	unk	Prop Est Repair Cost		
Veh Est Repair Cost		Spec Equip Installer	unk		Prop Damage Description	unk			
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Tractlon Control		Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	front end, bumper, brake line	Explain Other	cust. doesn't recall last maint. date.						

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 05:05:00 PM	MERCADTO	MERCADYO	Inbound Call Thrd Party	Voice Mail Received	Done	1/12/2012 05:05:11 PM	PAR Voice Mail
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Sts: Hi, 71-1027813471.  
Sent 01/11/2012 @ 110PM

Tonle/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 08:28:23 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Property Damage
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

cust claims brakes failed causing a collision with two other vehs resulting in damage

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 04:06:16 PM	DUFFYWI	DUFFYWI	Scheduled Follow-up	Scheduled Alarm			check if ESIS has picked up file
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 04:04:53 PM	DUFFYWI	AMSTUTST	Notify CRM		Done	1/12/2012 08:28:22 AM	please escalate file to ESIS for property damage
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

cust. alleging brake line defect caused a coll. involving at least 3 vehs. total and resulting in unk amount of property damage.

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 04:02:08 PM	DUFFYWM	DUFFYWM	BRC PAR	Business Case	Done	1/11/2012 04:04:51 PM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Business Case

- \* Cust. alleging the brake line on his veh. is defective and caused a coll.
- \* Cust. claims to have seen where his brake line burst, leaving brake fluid at the scene of the incident
- \* mult. vehs. involved in coll.
- \* property damage involved

forwarding file to ESIS for further consideration

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 03:42:38 PM	DUFFYWM	DUFFYWM	Outbound Email	DVM/CAM/Field	Done	1/11/2012 04:01:39 PM	e-mail to DMA thomas.j.scherf@gm.com

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

A product allegation claim has been made in your region. The customer is alleging a defect in the brake line caused a collision. This case is being escalated to ESIS because there is property damage involved as a result of the collision.

Fleischmann

2001 Chevrolet Silverado

1GCEK19T81E

There is currently no involved dir.

This is only a notification. No action is required on your part at this time.

Best wishes,  
William Duffy | PAR Agent

Aditya Birla Minacs | inspired every day  
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William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 03:26:33 PM	DUFFYWI	DUFFYWI	Ownership Changed	Ownership Escalated to BRC	Done	1/11/2012 03:26:33 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:52:04 PM	MERCADTO	DUFFYWI	Ownership Changed		Done	1/11/2012 01:52:04 PM	Service Request Ownership has changed FROM: LEGASPEI TO: DUFFYWI

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:51:55 PM	MERCADTO	DUFFYWI	BRC PAR	Initial Contact - Field	Done	1/11/2012 03:32:09 PM	e-mail to DMA

Contact Last Name	Contact First Name	Account	BAC Code

Comments

sending e-mail to notify DMA of local cust. making a product allegation

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:51:52 PM	MERCADTO	DUFFYWI	BRC PAR	Initial Contact- Dealer	Done	1/11/2012 03:32:00 PM	no dir. call made

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Veh. has not been to a GM dlr. in over 2 yrs.

William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:51:06 PM	MERCADTO	DUFFYWI	BRC PAR	Initial Contact- Phone	Done	1/11/2012 03:28:59 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Crs verified customer contact information.

Cust. states: driving uphill, about 2 1/2 mile hill, saw veh. start braking hard ahead and began to brake, pedal went straight to the floor, cust. hit veh. in front of him, that veh. hit another veh. ahead of them. Veh. that hit brakes and started to look off. Cust. exited veh. and noticed brake fluid all over the ground, steel brake line had burst. Cust. alleging brake defect caused accident

Original owner? Yes

Currently in a rental or loaner vehicle? No

Who placed you in a rental or loaner vehicle? n/a

Cust. sustained injuries? No

Did the injured party seek medical attention? No

Are cust/injured party in the medical field? No

Crs gathered prePAR and PAR Detail Info.  
CRS advised customer of required verbiage as stated in d\_1075834

Cust requested the file to be referred to the Central Claims dept.  
Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.  
Crs provided contact information and the case number

William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:51:01 PM	MERCADTO	DUFFYWI	BRC PAR	Acknowledgement	Done	1/11/2012 03:07:27 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs Adv: This is William calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sis: Yes

Continued in Initial

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:50:58 PM	MERCADTO	DUFFYWI	Notify CRM		Done	1/11/2012 03:02:33 PM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:50:50 PM	MERCADTO	DUFFYWI	Research		Done	1/11/2012 03:02:27 PM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

S/R's: 1-81249428 3-14-03 mice in veh.

Recalls: Product Safety Recall N050068 05068 FRONT WHEEL SPEED SENSOR CORROSION 09/22/2005 Closed

Product Safety Recall N040007 04007 TAILGATE SUPPORT CABLE 09/17/2004 Closed

Branded: No

Warranty Block: No

Repairs: None related to current concern

research complete

William Duffy/PARVATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:50:09 PM	MERCADTO	DUFFYWI	BRC PAR	Case Assigned	Done	1/11/2012 02:14:40 PM	File assigned to William Duffy @ ext 31224
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:50:02 PM	MERCADTO	LEGASPEI	SR Opened		Done	1/11/2012 01:50:02 PM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:50:01 PM	MERCADYO	LEGASPEI	SR Closed - Dissatisfied		Done	1/11/2012 01:50:01 PM	Service Request has been Closed Dissatisfied.
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:13:41 PM	LEGASPEI	MERCADYO	Notify CRM		Done	1/11/2012 01:49:57 PM	Collision due to Product failure Received and assigned in PAR Tonie/BRC PARATX
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:09:07 PM	LEGASPEI	LEGASPEI	Outbound Call Thrd Party	Left Message	Done	1/11/2012 01:13:40 PM	PAR
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

-left message  
-SR, cus's name and tel number

-Adv cusl that they will recdve a callback in two business days

Eileen/Cac/Tier1/Man/Lvl1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 01:02:53 PM	LEGASPEI	LEGASPEI	Inbound Call Customer	Complex Request	Done	1/11/2012 01:08:57 PM	Collision due to Product failure

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

#### Comments

##### Cus sls:

- had a brake failure on the truck
- brake line got
- got into an accident
- was going down the hill
- saw brake lights coming on
- when I hit the brakes, the pedal went to the floor
- I had it towed to my shop
- original owner of the veh

##### Cus sks:

- PAR

##### Crs adv:

- we have a special dept who handles these types of situations and they'd be able to assist you further regarding this
- provided SR and then we'll get you a rep

\*\*place cust on hold\*\*

Eileen/CacTier1/Man/Lvl1

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
H01	Inoperative	Brakes - General



[Logout](#)

January 13, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

### View Vehicle Summary ?

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 1GCEK19T81E [REDACTED] Model CK15753-2001 SILVERADO 1500 EXT CAB 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050088	05068	FRONT WHEEL SPEED SENSOR CORROSION	09/22/2005	Closed
Product Safety Recall	N040007	04007	TAILGATE SUPPORT CABLE	09/17/2004	Closed

#### Branded Title

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	02/22/2010	12/07/2000	12 MI	12/07/2008	80,012 MI
	Bumper to Bumper Limited Warranty	02/22/2010	12/07/2000	12 MI	12/07/2003	36,012 MI
	Corrosion Limited Warranty	02/22/2010	12/07/2000	12 MI	12/07/2008	100,012 MI



**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/05/2008	000737	ZREG---Regular Vehicle Transaction		S5253 - Door - Rear - Left - Corrosion Perforation Repair	58,104 MI
08/05/2008	000737	ZREG---Regular Vehicle Transaction		S5252 - Door - Rear - Right - Corrosion Perforation Repair	58,104 MI
03/08/2006	098033	ZFAT---Field Action Recall		V1410 - 05068 - Inspect Wheel Sensor (Inc. cleaning)	54,446 MI
10/13/2004	087459	ZFAT---Field Action Recall		V1242 - 04607 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement If Necessary	41,877 MI
07/23/2003	W77986	ZREG---Regular Vehicle Transaction		K4123 - Transfer Case Shift Control Switch Replacement	29,065 MI
07/23/2003	W77986	ZREG---Regular Vehicle Transaction		E7700 - Intermediate Steering Shaft Replacement	29,065 MI
06/13/2003	W77121	ZREG---Regular Vehicle Transaction		H2820 - Cable And Handle Assembly, Parking Brake Release - R&R Or Replace	26,700 MI
06/06/2003	W76959	ZREG---Regular Vehicle Transaction		K4122 - Transfer Case Shift Control Module Replacement	26,651 MI
05/21/2001	063669	ZREG---Regular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	3,520 MI

Global Warranty Management Site Map

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January 13, 2012

[Logout](#)

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Build](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Build ?

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available)

#### Vehicle Information

VIN 1GCEK19T81[REDACTED] Model CK15753-2001 SILVERADO 1500 EXT CAB 4WD  
 Service Contract: No Branded Title No Warranty Block: No PDI Status: No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

#### Vehicle Build

Model CK15753-2001 SILVERADO 1500 EXT CAB 4WD Order Number CWFF9N  
 Gross Vehicle Weight 2,908 Build Date: 11/21/2000  
 Build Plant: E-

#### Option Codes

\*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker

- |                                       |   |
|---------------------------------------|---|
| 11U - LT PEWTER METALLIC TRIM         | 12D - GRAPHITE CUSTOM CLOTH   |
| 12I - GRAPHITE INTERIOR TRIM          | 1S8 - LS DECOR INCLUDES: * AIR CONDITIONING W/AIR FILTRATION SYSTEM * DUAL POWER MIRRORS * AM/FM STEREO W/CD PLAYER * CHROME GRILLE & CHROME STEEL WHEELS * ELECTRONIC SPEED CONTROL * POWER LOCKS & WINDOWS * LEATHER WRAPPED STEERING WHL * BODY SIDE MOLDINGS * 40/20/40 SEATING WIRECLINE AND ARMREST STORAGE |
| 1S2 - PREFERRED EQUIPMENT SAVINGS     | 6YH - COMPONENT FRT LH COMPUTER SEL   |
| 7YH - COMPONENT FRT RH COMPUTER SEL   | A31 - POWER WNDWS   |
| A95 - 6-WAY POWER BUCKET SEATS        | AG1 - SIX-WAY POWER DRIVER SEAT   |
| AG2 - 6-WAY POWER DRIVER & PASS SEATS | AJ1 - DEEP TINTED GLASS   |
| AM7 - FOLDING REAR SEAT               | AU0 - KEYLESS REMOTE DOOR LOCK AND TRUNK OPENER   |
| AU3 - POWER DOOR LOCK SYSTEM          | B30 - WHEELHOUSING & FLOOR CARPETING  |
| B32 - FRONT COLOR-KEYED FLOOR MATS    | B33 - REAR COLOR KEYED FLOOR MATS   |
| B85 - BLACK BODY SIDE MOLDINGS        | C80 - AIR CONDITIONING WITH AIR FILTRATION SYSTEM   |
| C7H - 6,400 LB GVW RATING             | D07 - CUSTOM FRONT FLOOR CONSOLE  |
| D48 - ELECTRIC EXTERIOR MIRRORS       | DF5 - INT RV MIRROR, LIGHT SENSITIVE W/OUTSIDE TEMP & COMPASS   |
| DK6 - OVERHEAD CONSOLE                | E63 - FLEETSIDE BODY  |
| EVA - EVAP EMISSION REQUIREMENT       | FE9 - FEDERAL/NY/MARINE/T EMISSIONS   |
| FK2 - TORSION BAR SPRING ADJUSTMENT   | FK3 - TORSION BAR SPRING ADJUSTMENT   |
| G80 - LOCKING DIFFERENTIAL-REAR AXLE  | GMC - ASSEMBLY PLANT-PONTIAC EAST   |
| GT4 - REAR AXLE - 3.73 RATIO          | JC5 - 4 WHEEL POWER DISC BRAKES   |
| K34 - ELECTRONIC SPEED CONTROL        | K47 - HIGH CAPACITY AIR CLEANER   |
| K88 - 105 AMP DELCOTRON GENERATOR     | KNP - HD AUX TRANSMISSION COOLING SYS   |

LM7 - VORTEC 5300 V8 SFI GAS ENGINE	M30 - 4-SPD AUTOMATIC TRANSMISSION WITH TOW HAUL MODE
NF2 - FEDERAL EMISSION SYSTEM	NP5 - LEATHER WRAPPED STEERING WHEEL
NP8 - AUTOTRAC ACTIVE TRANSFER CASE	NZZ - OFF-ROAD SKID PLATE PACKAGE
PF9 - CAST ALUMINUM WHEELS	QGD - P285/75R16-114S ALT WOL TIRES
R6M - NEW JERSEY COST SURCHARGE	SLM - STOCK ORDERS
UP0 - AM/FM STEREO W/CASS & CD PLAYER (REPLACES RADIO IN OPTION PKG)	UQ3 - ENHANCED AUDIO SPEAKERS
UY7 - HD 7-LEAD TRAIL WIRING HARNESS	V22 - DELUXE FRONT APPEARANCE PKG.
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	VB3 - CHROME REAR STEP BUMPER
VG3 - FRONT DELUXE CHROMED BUMPER	VR4 - WEIGHT DISTRIB. PLATFORM HITCH
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
XGD - P285/75R16-114S ALT WOL TIRES	YD3 - BASE EQUIP FOR SCH GWV PL-FT AX
YD5 - BASE REAR SPRING	YE9 - SILVERADO
YGD - P285/75R16-114S ALT WOL TIRES	Z71 - OFF-ROAD SUSPENSION PKG INCLS: * SKID PLATES * HIGH CAPACITY AIR CLEANER
Z82 - TRAILERING SPECIAL EQUIPMENT INCLUDES: * TRAILER HITCH PLATFORM * 8-WIRE TRAILER HARNESS	ZGD - P285/75R16-114S ALT WOL TIRES
ZY1 - SOLID PAINT	

---

#### Added Option Codes

Vehicle has no current record of SAIO codes.

---

Logout



January 13, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build

For this vehicle:

- > [View Vehicle Summary](#)
  - > Service Contract
  - > Branded Title
  - > Warranty Block
- > [View Vehicle Build](#)
- > [View Vehicle Component Summary](#)
- > [View Vehicle Transaction History Detail](#)
- > [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 1GCEK19T81E [REDACTED] Model CK15753-2001 SILVERADO 1500 EXT CAB 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Source Plant: W-CPC/DDA ROMULUS, MICHIGAN Date Scanned: 11/20/2000	Traceability: 003171056 Part / Number Broadcast: PHA Time Scanned: 18:07:00 Scan Station: 02
Component Code: 35-STEERING COLUMN - SIR SYSTEM Source Plant: S-SAGINAW DIVISION SAGINAW,MI Date Scanned: 11/20/2000	Traceability: 442063200 Part / Number Broadcast: UFU Time Scanned: 18:56:00 Scan Station: 36
Component Code: 44-FRAME ASSEMBLY (ENGINE CRADLE) Source Plant: 5- Date Scanned: 11/20/2000	Traceability: 0711099 Part / Number Broadcast: TCH Time Scanned: 19:43:00 Scan Station: 01
Component Code: 50-INSTRUMENT CLUSTER Source Plant: 3- Date Scanned: 11/20/2000	Traceability: DHR133959 Part / Number Broadcast: DHRK Time Scanned: 18:07:00 Scan Station: 07
Component Code: 80-TRANSFER CASE (4 WHEEL DRIVE) Source Plant: N- Date Scanned: 11/20/2000	Traceability: DAG479753 Part / Number Broadcast: SM Time Scanned: 18:39:00 Scan Station: 03
Component Code: 61-TRANSMISSION Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Date Scanned: 11/20/2000	Traceability: 29977546 Part / Number Broadcast: 1KCD Time Scanned: 18:32:00 Scan Station: 6E
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Source Plant: G- Date Scanned: 11/20/2000	Traceability: L887907 Part / Number Broadcast: US9 Time Scanned: 18:36:00 Scan Station: 04
Component Code: 65-REAR AXLE ASSEMBLY Source Plant: G-SAGINAW DETROIT, MICHIGAN Date Scanned: 11/20/2000	Traceability: 067305 Part / Number Broadcast: DA5 Time Scanned: 19:43:00 Scan Station: 01
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Source Plant: 9- Date Scanned: 11/20/2000	Traceability: 10319PKT0 Part / Number Broadcast: DLAC Time Scanned: 23:54:00 Scan Station: 02
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00072181

Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 8562
Date Scanned 11/20/2000	Time Scanned 19:51:00 Scan Station: 33
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 6UJVE27
Source Plant I-INLAND	Part / Number Broadcast 7245
Date Scanned 11/20/2000	Time Scanned 20:29:00 Scan Station: 35
Component Code AD-IR-SENSOR-FORWARD	Traceability: 020QDE
Source Plant H-HAMLIN INC, LAKE MILLS WISCONSIN	Part / Number Broadcast: 6305
Date Scanned 11/20/2000	Time Scanned 21:14:00 Scan Station 39
Component Code AL-IR-MODULE ASM-I/P	Traceability: 2UVCC63
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2834
Date Scanned 11/20/2000	Time Scanned: 18:52:00 Scan Station: 07
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 30315C2XT
Source Plant K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast 3180
Date Scanned 11/20/2000	Time Scanned 23:54:00 Scan Station 02
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 0860197
Source Plant: -	Part / Number Broadcast 1ZZ
Date Scanned 11/14/2000	Time Scanned 00:02:00 Scan Station:
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 6955447
Source Plant: -	Part / Number Broadcast: 1XB
Date Scanned 11/14/2000	Time Scanned: 18:20:00 Scan Station:
Component Code CK-SEQ NUM (FLEX) GEN ASM	Traceability: 6808663
Source Plant: -	Part / Number Broadcast: 1MP
Date Scanned 11/20/2000	Time Scanned: 11:04:00 Scan Station:
Component Code CM-SEQ NUM (FLEX) GEN ASM	Traceability: 6846708
Source Plant: -	Part / Number Broadcast: 1HP
Date Scanned 11/20/2000	Time Scanned 15:29:00 Scan Station:
Component Code CN-SEQ NUM (FLEX) GEN ASM	Traceability 2001434
Source Plant: -	Part / Number Broadcast: 1HA
Date Scanned 11/20/2000	Time Scanned: 16:56:00 Scan Station:
Component Code CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2603426
Source Plant: -	Part / Number Broadcast: 1GA
Date Scanned 11/20/2000	Time Scanned: 17:12:00 Scan Station:

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

[Logout](#)



January 13, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected

#### Vehicle Information

VIN 1GCEK19T81[REDACTED] Model CK15753-2001 SILVERADO 1500 EXT CAB 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

- For this vehicle:
- > [View Vehicle Summary](#)
    - > Service Contract
    - > Branded Title
    - > Warranty Block
  - > [View Vehicle Build](#)
  - > [View Vehicle Component Summary](#)
  - > [View Vehicle Transaction History Detail](#)
  - > [View Vehicle Delivery Information](#)

Job Card Date: 08/05/2008

Job Card Number: 000737

Repair Service Agent: 113841  
 MULLER CHEVROLET, INC.  
 164 ROUTE 173  
 STEWARTSVILLE NJ 08866-2529  
 9084543100

Odometer Reading: 58,104 MI  
 Authorization Code:

Process Date  
 08/11/2008

Transaction Type  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims  
 Labour Op S5253-Door - Rear - Left - Corrosion Perforation Repair  
 Causal Part Number  
 - See other Parts and/or Net Items

Job Card Date: 08/05/2008

Job Card Number: 000737

Repair Service Agent: 113841  
 MULLER CHEVROLET, INC.  
 164 ROUTE 173  
 STEWARTSVILLE NJ 08866-2529  
 9084543100

Odometer Reading: 58,104 MI  
 Authorization Code: PW

Process Date  
 09/15/2008

Transaction Type  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment Cause Code: 0000-Converted Claims  
 Labour Op S5252-Door - Rear - Right - Corrosion Perforation Repair  
 Causal Part Number  
 - See other Parts and/or Net Items

Job Card Date: 03/08/2008

Job Card Number: 098033

Repair Service Agent: 113841

Odometer Reading: 54,446 MI

MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
9084543100

Authorization Code:

Process Date  
03/10/2006

Transaction Type  
ZFAT---Field Action Recall  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op V1410-05068 - Inspect Wheel Sensor (inc. cleaning)  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 10/13/2004

Job Card Number: 087459

Repair Service Agent: 113841  
MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
9084543100

Odometer Reading 41,877 MI  
Authorization Code:

Process Date  
10/26/2004

Transaction Type  
ZFAT---Field Action Recall  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op V1242-04007 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement if Necessary  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 07/23/2003

Job Card Number: W77986

Repair Service Agent: 113841  
MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
9084543100

Odometer Reading 29,065 MI  
Authorization Code:

Process Date  
08/01/2003

Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op K4123-Transfer Case Shift Control Switch Replacement  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 07/23/2003

Job Card Number: W77986

Repair Service Agent: 113841

Odometer Reading 29,065 MI

MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
9084543100

Authorization Code:

Process Date  
08/01/2003

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op E7700-Intermediate Steering Shaft Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/19/2003

Job Card Number: W77121

Repair Service Agent 113841  
MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
9084543100

Odometer Reading: 26,700 MI  
Authorization Code:

Process Date  
08/20/2003

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op H2820-Cable And Handle Assembly, Parking Brake Release - R&R Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/09/2003

Job Card Number: W76959

Repair Service Agent 113841  
MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
9084543100

Odometer Reading: 28,651 MI  
Authorization Code: B

Process Date  
09/09/2003

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op K4122-Transfer Case Shift Control Module Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 05/21/2001

Job Card Number: 063669

Repair Service Agent: 113841

Odometer Reading: 3,520 MI



MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529  
8084543100

Authorization Code:

---

Process Date:  
06/28/2001

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J0890-Pulley, Accessory Drive Belt Idler - Replace

Causal Part Number

→ See other Parts and/or Net Items

---

Global Warranty Management: Site Map

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[Logout](#)



January 13, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

#### Vehicle Information

VIN 1GCEK19T81[REDACTED] Model CK15753-2001 SILVERADO 1500 EXT CAB 4WD  
Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No [REDACTED] PDI Status No [REDACTED]  
Order Type: 70 - RETAIL - STOCK  
Field Actions: [Open](#)

- For this vehicle:
- > [View Vehicle Summary](#)
    - > Service Contract
    - > Branded Title
    - > Warranty Block
  - > [View Vehicle Build](#)
  - > [View Vehicle Component Summary](#)
  - > [View Vehicle Transaction History Detail](#)
  - > [View Vehicle Delivery Information](#)

#### Invoice Information

Invoicing Service Agent: 113841 Invoice Date: 11/21/2000  
MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529 9084543100

#### Ship to Information

Invoicing Service Agent: 113841 Ship to Date: N/A  
MULLER CHEVROLET, INC.  
164 ROUTE 173  
STEWARTSVILLE NJ 08886-2529 9084543100

#### Delivery Information

Delivery Service Agent: 113841 Delivery Date: 12/07/2000  
MULLER CHEVROLET, INC. Delivery Type: 010--INDIVIDUAL  
164 ROUTE 173 Delivery Odometer: 12  
STEWARTSVILLE NJ 08886-2529 9084543100

#### In Service Information

Invoicing Service Agent In Service Date: N/A  
In Service Type: 0000  
In Service Odometer: 0

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ESIS/GM CLAIM [REDACTED]

Lawrence Harrington to: kurtfleischmann

01/19/2012 02:09 PM

Good Afternoon Mr. [REDACTED]

As we discussed this afternoon, 1/19/12, I have attached the claim acknowledgement letter. Please provide as much of the requested information as you are able to gather. Again, please forward all information to my attention via either email, FAX (highlighted below), or USPS. Please confirm receipt of this correspondence, thank you for your time.

Kind Regards,



GML\_DMS-#3610786-v1-ESIS\_LTR\_PD\_ACK\_-\_FLEISCHMANN\_738375\_.PDF

Lawrence Harrington  
ESIS/General Motors, LLC  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000  
TEL : 313.665.3387  
FAX : 313.665.0911



Re: ESIS/GM CLAIM [REDACTED]  
[REDACTED] to: lawrence.harrington

01/19/2012 04:28 PM

Yes, I recieved it.

--- On **Thu, 1/19/12**, lawrence.harrington@gm.com <lawrence.harrington@gm.com>  
wrote:

From: lawrence.harrington@gm.com <lawrence.harrington@gm.com>  
Subject: ESIS/GM CLAIM - [REDACTED]  
To: kurtfleischmann@yahoo.com  
Date: Thursday, January 19, 2012, 2:09 PM

Good Afternoon Mr. [REDACTED]

As we discussed this afternoon, 1/19/12, I have attached the claim acknowledgement letter. Please provide as much of the requested information as you are able to gather. Again, please forward all information to my attention via either email, FAX (highlighted below), or USPS. Please confirm receipt of this correspondence, thank you for your time.

Kind Regards,

Lawrence Harrington  
ESIS/General Motors, LLC  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000  
TEL : 313.665.3387  
FAX : 313.665.0911

# 5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**LAWRENCE HARRINGTON**  
Claims Administrator

1/19/12

KURT FLEISCHMANN  
372 BELLIS RD  
BLOOMSBURY, NJ 08804

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: 1/7/12  
Subject vehicle: 2001 CHEVROLET SILVERADO  
VIN: 1GCEK19T81E [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

**\*\*\* IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING\*\*\***

1. Please provide **color copies** of photos taken of the damaged area of the subject vehicle. Please do not send originals, as they may not be returned.
2. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
3. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
4. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
5. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

# 5

6. Please provide a repair estimate relative to the damages claimed.
7. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

*Lawrence Harrington*

LAWRENCE HARRINGTON  
Claims Administrator



Re: ESIS/GM CLAIM - [REDACTED]  
[REDACTED] to: lawrence.harrington

01/22/2012 04:28 PM

I will send pictures in separate emails as the first came back as too large.

--- On Thu, 1/19/12, lawrence.harrington@gm.com <lawrence.harrington@gm.com> wrote:

From: lawrence.harrington@gm.com <lawrence.harrington@gm.com>  
Subject: ESIS/GM CLAIM - [REDACTED]  
To: [REDACTED]  
Date: Thursday, January 19, 2012, 2:09 PM

Good Afternoon Mr. [REDACTED]

As we discussed this afternoon, 1/19/12, I have attached the claim acknowledgement letter. Please provide as much of the requested information as you are able to gather. Again, please forward all information to my attention via either email, FAX (highlighted below), or USPS. Please confirm receipt of this correspondence, thank you for your time.

Kind Regards,

Lawrence Harrington  
ESIS/General Motors, LLC  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000  
TEL : 313.665.3387  
FAX : 313.665.0911

 - P1020787.JPG  - P1020788.JPG  - P1020789.JPG  - P1020790.JPG



ESIS/GM Claim [REDACTED]

[REDACTED] to: lawrence.harrington

01/22/2012 04:35 PM

ESIS/GM Claim [REDACTED]

More Pictures. [REDACTED]

Am sending Police Report and the estimates I have in a Fax.



- P1020797.JPG



- P1020798.JPG



- P1020799.JPG



- P1020800.JPG



Page 1 of 5  Fatal **New Jersey Police Crash Investigation Report**  Reportable  Non-Reportable  Change Report

1 Case Number: 12-0017 10 Crash Occurred On: 1/13/12 11 Speed Limit: 51-59 - 22.9 118a 25  
 2 Police Dept of: Holland Township Code 1 12 Route No. 13 Milepost 18 Speed Limit 21.5 118b -  
 3 Station/Product: 1/0 14 15 16 17 Cross Road Name: Dennis Road (North) 18 19 20 21 22 Longitude 118c 25  
 4 Date of Crash: 01/07/12 5 Day of Week: Su M Tu W Th F Sa 6 Time (Use 2400 hrs): 1023 7 Municipality Code: 1613 8 Total Killed: 0 9 Total Injured: 0 118d 25  
 23 Veh No: 1 24 Policy No: 25 Inj Code: 426 26 Veh No: 2 27 Policy No: 28 Inj Code: 0317 29 Inj Code: 054 118e 25  
 26 Name: 27 Sex: M 28 Eyes: Brn 29 Sex: M 30 Eyes: Brn 119 01  
 31 State: NJ 32 Drivers License No: 33 DOB: 34 Expires: 35 State: NJ 36 Drivers License No: 37 DOB: 38 Expires: 120 01  
 39 Owner's First Name: 40 Initial: 41 Last Name: 42 Owner's First Name: 43 Initial: 44 Last Name: 121 01  
 45 Number and Street: 46 Number and Street: 122 08  
 47 City: Milford State: NJ Zip: 47 City: Frenchtown State: NJ Zip: 123 08  
 39 Make: Volkswagen 39 Model: Beetle 40 Color: silver 41 Year: 2008 42 State: NJ 43 Make: Mazda 44 Model: 3 45 Color: Grey 46 Year: 2004 47 State: NJ 124 08  
 44 VIN: 4 3VVCR31C857 48 Expires: 0912 49 VIN: 2JMLBK143342 50 Expires: 1112 125 04  
 46 Vehicle Removed To: 47 Authority: 48 Vehicle Removed To: 49 Authority: 126 04  
 48 Alcohol/Drug Test: Given: No Yes Refused 49 Type: Breath Blood Urine 50 Results: 0 % Pending 51 Indicate North 127 04  
 49 Hazardous Material: On Board Spill 50 Name or Placard No. 51 See Attached Diagram 128a 210  
 50 Carrier No. 51 USDOT 52 Other: 53 Carrier No. 54 USDOT 55 Other: 128b 210  
 51 Commercial Vehicle Weight: 52 ≤ 10,000 lbs 53 10,001 - 26,000 lbs 54 ≥ 26,001 lbs 55 Carrier name: 128c 210  
 52 Carrier name: 128d 210  
 138 Crash Description: 118a (Pg 2): Brake system failure 129a 210  
 See Attached for narrative 129b 210  
 138 Damage To Other Property: None 129c 210  
 137 Charge: 138 Summons No.: 139 Charge: 140 Summons No.: 129d 210  
 141 Officer's Signature: 142 Badge No.: 143 Reviewed By: 144 Case Status: 129e 210  
 145 Names & Addresses of Occupants - If Deceased, Date & Time of Death: 129f 210  
 A 1 1 01 - 45 M - - - 09 04 - - - Milford, NJ  
 B 2 1 01 - 38 M - - - 09 04 - - - Frenchtown, NJ  
 C  
 D  
 E

COPY

Page 2 of 5  Fatal **Now Jersey Police Crash Investigation Report**  Reportable  Non-Reportable  Change Report

1 Case Number 12-007 10 Crash Occurred On: 1/10/12 11 Speed Limit 519 22.9 118a

2 Police Dept of Holland Township Code 1  At Intersection with Road Name Dennis Road (North) Dir N 12 Route No. 519 18 Milepost 22.9 118b

8 Station/Precinct 110  Feet  N  E of: Dennis Road (North) 18 Speed Limit 21.5 118c

4 Date of Crash 01/07/12 5 Day of Week W 6 Time (Use 2400 hrs) 1023 7 Municipality 1015 8 Total Killed 0 9 Total Injured 1 10  To: 17 Cross Road Name  NB  SB  WB 118d

23 Veh No 3 24 Police 110 25 Ins Code 426 53 Veh No 3 54 Police No. 110 55 Ins Code 426 119a

28 Sex M 56 Driver's First Name BRN Initial B Last Name R 58 Sex M 119b

30 Eyes BRN 57 Number and Street Milford 60 Eyes BRN 119c

31 State NY 32 Drivers License No. NY 33 NY 61 State NY 62 Drivers License No. NY 63 DOB NY 64 Expires NY 119d

35 Owner's First Name NY Initial NY Last Name NY 65 Owner's First Name NY Initial NY Last Name NY 120

58 Number and Street NY 68 Number and Street NY 121

67 City NY State NY Zip NY 67 City NY State NY Zip NY 122

38 Make Chevy 39 Model Silverado 40 Color Green 41 Year 2001 42 Plate No. NY 43 State NY 68 Make NY 69 Model NY 70 Color NY 71 Year NY 72 Plate No. NY 73 State NY 123

44 VIN 1GCEK19T81E 45 Expires 0512 74 VIN NY 75 Expires NY 124

46 Vehicle Removed To Bridge Street Service Center  Driven  Left at Scene  Towed  Impound  Disabled 47 Authority Police 76 Vehicle Removed To NY  Driven  Left at Scene  Towed  Impound  Disabled 77 Authority NY  Owner  Driver  Police 125

48 Alcohol/Drug Test Given:  No  Yes  Refused 118 04  
Type:  Breath  Blood  Urine  Indicate North  78 Alcohol/Drug Test Given:  No  Yes  Refused 127 13  
Type:  Breath  Blood  Urine  Pending 79 Hazardous Material Name or Placard No. See Attached Diagram 128a 26  
Results: 0. %  Pending 80 Carrier No.  USDOY  Other\* 128b 26  
128c 26

49 Hazardous Material Name or Placard No. See Attached Diagram 79 Hazardous Material Name or Placard No. See Attached Diagram 128d 26  
On Board  Spill  80 Carrier No.  USDOY  Other\* 128e 26  
128f 26

50 Carrier No.  USDOY  Other\* 81 Commercial Vehicle Weight  ≤ 10,000 lbs  10,001 - 26,000 lbs  ≥ 26,001 lbs 128g 26  
51 Commercial Vehicle Weight  ≤ 10,000 lbs  10,001 - 26,000 lbs  ≥ 26,001 lbs 128h 26  
82 Carrier name NY 128i 26

135 Crash Description See Attached Diagram 129a 26  
129b 26  
129c 26  
129d 26  
129e 26  
129f 26  
129g 26  
129h 26  
129i 26  
129j 26  
129k 26  
129l 26  
129m 26  
129n 26  
129o 26  
129p 26  
129q 26  
129r 26  
129s 26  
129t 26  
129u 26  
129v 26  
129w 26  
129x 26  
129y 26  
129z 26

136 Damage To Other Property None 132 12  
133 12

Open 3 137 Charge  Multiple Charges None 138 Summons No. None Open 3 139 Charge  Multiple Charges None 140 Summons No. None 133 12

141 Officer's Signature Paul D. B. 142 Badge No. 3 143 Reported By NY 144 Case Status  Pending  Complete 133 12

	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants - If Deceased, Date & Time of Death
A	3	1	01	-	53	M	-	-	-	09	04	-	-	Milford, NJ
B														
C														
D														
E														

COPY

<b>New Jersey Police Crash Investigation Report</b> <b>Motor Vehicle Crash Description</b>	Police Dept: <u>Holland Township</u> Code: <u>1</u> Station: _____ Case No: <u>12-0012</u>
---	---

(Refer to vehicle by number)


	Veh Occ	Pos In/Dn	Eject	Phys Cond	Age	Sex	Inv Inj	Type Inj	Ref Med	Equip Avail	Equip Used	Bag Depl	Hosp Code	Names & Address of Occupants - If Deceased, Date & Time of Death
	83	84	85	86	87	88	89	90	91	92	93	94	95	
ALL INVOLVED	F													
	G													
	H													
	I													
	J													

135 Crash Description

Driver #1 stated, "I was following the train of cars coming down 519. I was going very slow, probably about 20-25 mph. There was a red pick up truck parked on the right side of the road, on the north bound side. There was another red pick up truck in front of the train of cars. He looked like he stopped to talk to the other red truck on the side of the road. I then looked into my rear view mirror and saw the guy behind me get hit by the third vehicle (Vehicle #3) and then I got hit. The red truck on the road then pulled to the side of the road, saw us getting out of our vehicles, and then took off with the other red truck."

Driver #2 stated, "we were coming down this road (519). I saw a red ford limo truck on the side of the road. I saw another red truck in front of the first vehicle in line (vehicle #1). The red truck on the road stopped to talk to the red ford on the side of the road, blocking the road in the meantime. Car #1 came to a stop along with me for the truck. Then I saw a truck in my rear view mirror not slowing down. Then the actual accident happened. I got rear ended, then I rear ended the first car. After we all came to a stop and got out of our vehicles, the two red trucks drove away."

Driver #3 stated, "I was following the cars in front of me. Then as we were coming down the hill I saw their brake lights and them stopping. As I jammed on my brakes, the pedal went to

  
 Officer's Signature

#3  
 Badge Number

<b>New Jersey Police Crash Investigation Report</b> <b>Motor Vehicle Crash Description</b>	Police Dept: <u>Holland Township</u> Code: <u>1</u> Station: _____ Case No: <u>12-0017</u>
---	---

(Refer to vehicle by number)

	Veh	Pos	Eject	Phys	Age	Sex	Loc	Type	Ref	Equip	Equip	Bag	Hosp	Names & Address of Occupants - If Deceased, Date & Time of Death
	Occ	In/On		Cond			Inj	Inj	Med	Avail	Usert	Depl	Code	
ALL INVOLVED	83	84	85	86	87	88	89	90	91	92	93	94	95	
F														
G														
H														
I														
J														

135 Crash Description

the floor. I had no where to go and hit the vehicle in front of me (vehicle #2). Then that vehicle hit the one in front of him. The red truck then pulled off the road in front of the other one already on the side of the road. As I got out of my truck, the two red trucks took off."

Investigation at the scene revealed that all three vehicles were traveling north on County Route 519, when vehicles #1 and #2 stopped for a truck stopped in the roadway. As vehicle #3 approached the line of stopped vehicles and attempted to stop, his brakes failed, causing him to impact vehicle #2 in the rear. Vehicle #2 then impacted vehicle #1 in the rear. Vehicle #1 had a cracked rear bumper. Vehicle #2 had heavy damage to the rear bumper and towed lid, as well as front bumper damage. Vehicle #3 had front bumper damage. Vehicle #3 also had visible brake fluid leaking from the main brake line. Driver #3 also stepped on the brake pedal to show me the inoperability of the brakes. I witnessed a large amount of brake fluid squirt out of the line. Also several small blotches of brake fluid were found on the road leading up to vehicle #3's resting place. Vehicle #3 was towed to a private shop by Bridge Street Service Center. Nobody was hurt and all stated they did not need any medical attention. No other information is available on the two red trucks.

PH. [Signature] **COPY**

#3  
Bodge Number

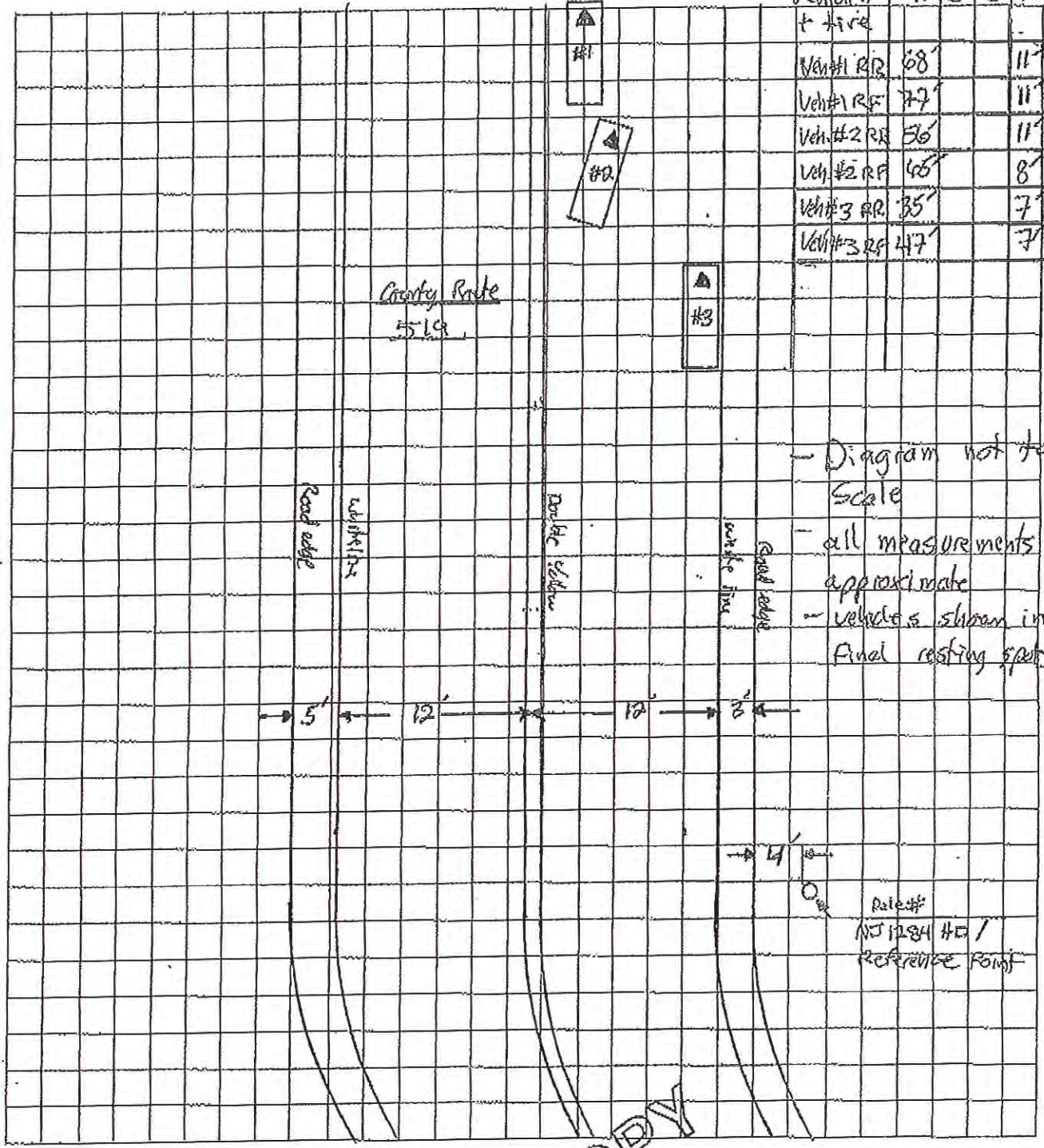
New Jersey Police Crash Investigation Report  Motor Vehicle Crash Diagram	Police Dept: <u>Holland Township</u> Code: <u>1</u>
	Station: <u>                    </u> Case No: <u>12-0017</u>

134 Crash Diagram (NOT TO SCALE)

↑ Indicate North

Reference Point Pole below

Vehicle#	N	S	E	W
+ tire				
Veh #1 RR	68'		11'	
Veh #1 RF	77'		11'	
Veh #2 RR	56'		11'	
Veh #2 RF	66'		8'	
Veh #3 RR	35'		7'	
Veh #3 RF	47'		7'	



PH. [Signature] **COPY**

Officer's Signature

#3

Badge Number

000109

### BRIDGE STREET SERVICE CENTER

736 Frenchtown Rd.  
MILFORD, NJ 08848  
Phone (908) 988-3731

### TOWING REPORT

Name		Date	
[Redacted]		1-7-12	
Address		City	State
[Redacted]		Milford	NJ
Home Phone	Insurance Company	Insurance Phone	
Business Phone	Year	Make	Model
	01	Chev	Silverado
			Color
			Grey
Mileage		105899	
CALL NO.	TOWED FROM		
	WARREN Glen +		
TYPE OF CALL	Dennis Rd		
	Accident		
EXTRA MAN	TOWED TO		
	173 RT		
MILEAGE START	Bloombury		
	170014		
REMARKS	<input type="checkbox"/> START	<input checked="" type="checkbox"/> CHECK	
	<input type="checkbox"/> BATTERY	<input type="checkbox"/> TOW	
	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> CARRIER	
	<input type="checkbox"/> GAS	<input type="checkbox"/> FLAT BED	
	<input type="checkbox"/> LOCKOUT	<input type="checkbox"/> INSURED	
PAID	TOWING CHARGE		
check	125		
	STORAGE CHARGE		
	SUB TOTAL		
	156.50		
	TOTAL		

(KURT)

(BRAKE WORK)

# HUFF'S AUTO BODY L.L.C.

Federal Tax ID: 201-104-339-000

Registration #: 00028A

10 HUFF LANE

Asbury, NJ 08802

Phone #: (908) 479-4655

Fax #: (908) 479-4655

E-Mail: huff\_ab@comcast.net

Customer No: 359

Report No: 300

Claim #:

Assign No:

## Estimate

1/16/2012

### Vehicle Information

2001 Chev-GMC Truck 1/2 Ton Pickup (Silver)

Style:

Color:

Color Code:

Production Date: / / 0

License: State: NJ

VIN:

Miles In: 0

Miles Out: 0

Condition:

Estimator: Jim

Date Assigned: 1/16/2012

### Owner:

Asbury, NJ

Home Phone:

Work Phone:

Fax #: (908) -

Insured:

Home Phone: (908) -

Work Phone: (908) -

Fax #: (908) -

Date of Loss: 1/16/2012

### BRAKE LINE #

### Accident Location

Phone #1: -

Phone #2: -

Claimant:

Home Phone: (908) -

Work Phone: (908) -

Fax #: (908) -

Date of Inspection: 1/16/2012

Description of Work	Part Number	Price	Labor	Paint	Other
* Replace complete stainless brake lines (pre-bent kit)		\$351.00 *	6.0* body*		
* SHIPPING		\$25.00 *			
* Replace brake fluid		\$20.00 *			
* bleed brakes + additional labor routed bleeder 's			1.5* body*		
* ADDITIONAL LABOR MAY BE NEEDED TO REPLACE LINES)					
* Replace brake hose r/f.		\$39.02 *			
* Replace brake hose r/r.		\$39.02 *			
* Replace brake hose inner rear		\$31.22 *			
* Replace brake hose l/s rear		\$26.08 *			
* Replace brake hose r/s rear		\$29.48 *			
<b>Sub Totals</b>		<b>\$560.80</b>	<b>7.6</b>		

	Hours	Rate	Total
Body Labor	7.5 hrs	\$80.00/hr	\$450.00 †
OEM Parts			\$560.80 †
Tax		\$1010.80 @ 7.0000%	\$70.78
<b>Grand Total</b>			<b>\$1,081.56</b>

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Guide used is (DR1GH5Q), 11/11

\* Indicates Estimator's Judgment

† Indicates Taxed Item

*(Inv. Work)*

**HUFF'S AUTO BODY L.L.C.**

Federal Tax ID: 201-104-339-000

Registration #: 00028A

10 HUFF LANE

Asbury, NJ 08802

Phone #: (908) 479-4888

Fax #: (908) 479-4888

E-Mail: huff\_ab@mbaremail.com

Customer No: 358

Report No: 358

Claim #:

Assign No:

**Estimate**

1/18/2012

**Vehicle Information**

2001 Chev-GMC Truck 1/2 Ton Pickup (Silver)

Style:

Color:

Color Code:

Production Date: 10

License: State: NJ

VIN:

Miles In: 0

Miles Out: 0

Condition:

Estimator: Jim

Date Assigned: 1/18/2012

**Owner**

Asbury, NJ

Fax #:

Work #:

Fax #: (908) -

(blanked)

Home Phone: (908) -

Work Phone: (908) -

Fax #: (908) -

Date of Loss: 1/18/2012

**Accident Location**

Phone #1: -

Phone #2: -

**Claimant:**

Home Phone: (908) -

Work Phone: (908) -

Fax #: (908) -

Date of Inspection: 1/18/2012

Description of Work	Part Number	Price	Labor	Paint	Other
<b>FRONT BUMPER, CHEVROLET - BUMPER &amp; COMPONENTS</b>					
Overhaul bumper easy			1.0 body		
Replace Aftermarket BMP FACE BAR	GM1002376R1	\$379.00 *	Included		
FT:OHR:09-02 SLVR 00-0					
Replace Front Air deflector, 4WD (? For Lamps)	16005284	\$110.55	Included		
Replace Aftermarket BMP CAP/COV UPR FT:09-02	GM1051103PP1	\$89.00 *	Included	1.2	
SLVRD EXC (?BLACK OR PAINTED)					
+Clearcoat (0.5)				0.5	
<b>FRONT SUSPENSION, 4WD - BRAKE COMPONENTS, 1/2 TON</b>					
* R&I bleed brake system +additional lab. rusted bleeder's)			2.0* mesh		
* Replace frt.brake line (master cyl. to abs valve)		\$75.00 *	1.0* body*		\$5.00* taxed
Hazardous Waste Disposal					
<b>Sub Totals</b>		<b>2083.55</b>	<b>4.0</b>	<b>1.7</b>	

	Hours	Rate	Total
Body Labor	2.9hrs	\$80.00/hr	\$174.00 T
Paint Labor	1.2hrs	\$80.00/hr	\$72.00 T
Clearcoat Labor	0.5hrs	\$60.00/hr	\$30.00 T
Mesh Labor	2.0hrs	\$70.00/hr	\$140.00 T
OEM Parts			\$185.55 T
Aftermarket Parts			\$478.00 T
Paint Supplies	1.2hrs	\$35.00/hr	\$42.00 T
Clearcoat	0.5hrs	\$35.00/hr	\$17.50 T
Misc Taxed			\$5.00 T
Tax		\$1144.05 @ 7.0000%	\$80.08
<b>Grand Total</b>			<b>\$1,224.13</b>

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Guide used is (DR1GMA), 11/11

\* Indicates Estimator's Judgment  
 Y Indicates Taxed Item  
 1-Indicates aftermarket part taken from Kayatone- Bethlehem pricing guide. Call (800) 441-4200 to order.



**Customer Quotes**

Customer Name: [Redacted]

Date: 1/11/12

Vehicle: 2001 Chevy Silverado

Mileage: \_\_\_\_\_

VIN# 1GCBK19T81E [Redacted]

Repair Description	Parts Needed	Labor Time & Estimate	Total Amount
to replace all brake lines with stainless steel	349.95	\$389.95	739.90
to replace damaged front bumper links	119.59 430.83 110.55	\$250.00	910.47

Notes:

Sorry for the delay.

Laorene Hamilton

GM

313-665-3387



1990070  
CE

Frame Code (N)	75T	SWO	HV010B
		Model No.	

75  
K

Caster/Camber Code (N) 090094098111C

Document # OSA-0007 Revision

Part No.

15761849

IP:



CE

775

Frame Code

(M)

75T

EWO

HV010B

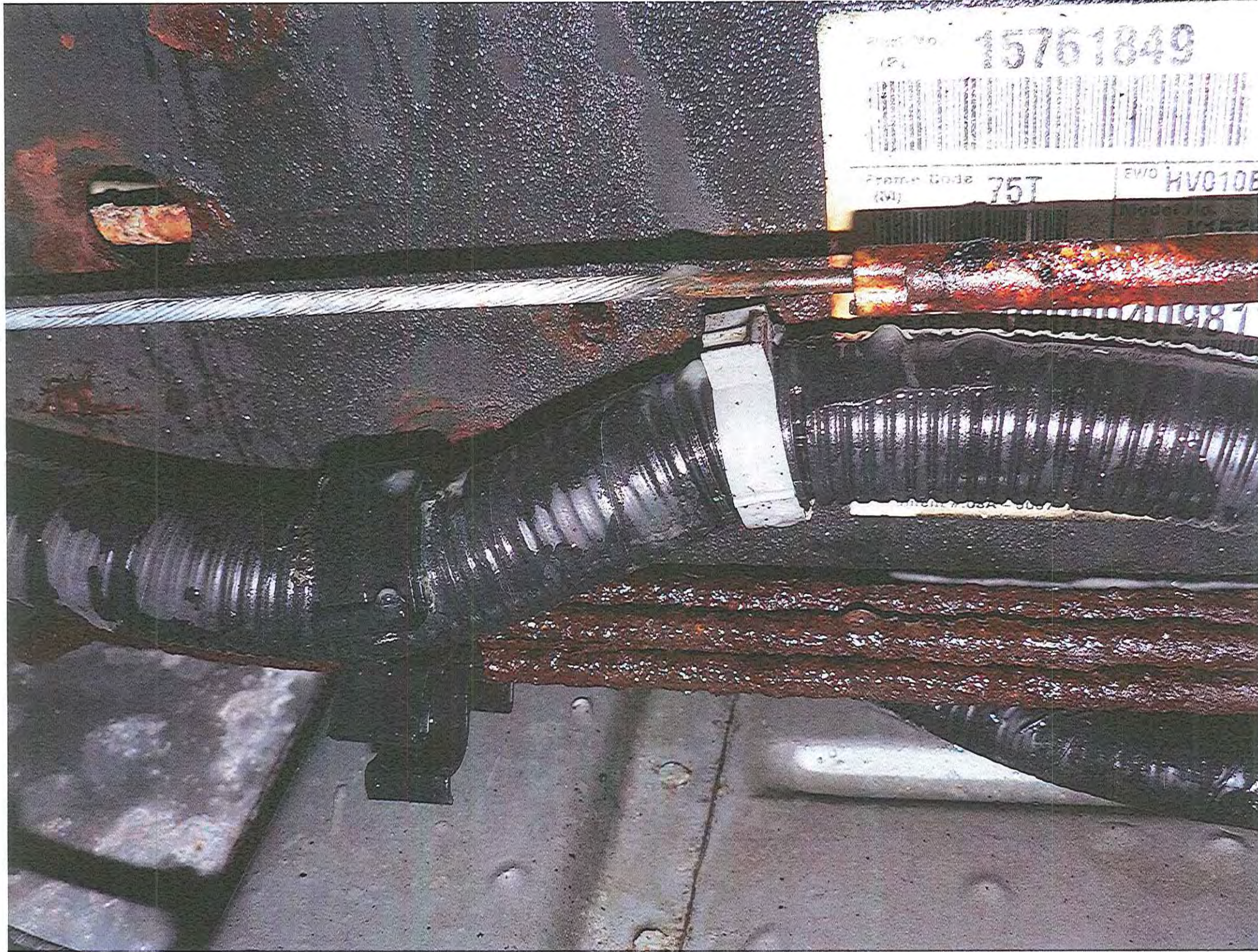
Model No.

K

Serial Number

000004098111C

ument #.08A-0007



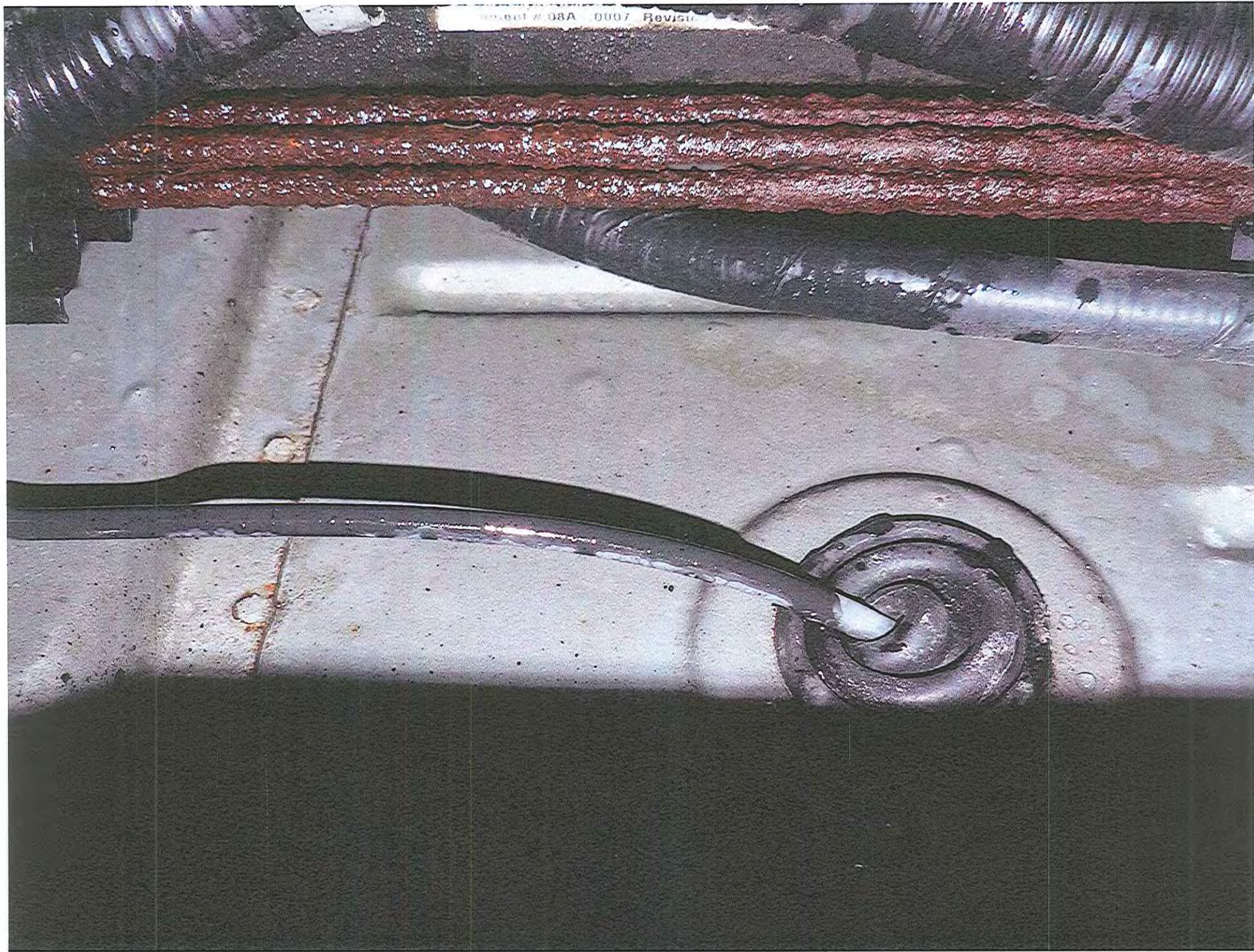
15761849

Frame Code (34) 75T

EWO HVC10E

7/19/87

document # 08A 0007 Revision



Chevrolet 1500





Chevrolet 1500

CHEVROLET  
1500







### Service Request Detail

SR No.	71-1051988109	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Brakes - General	Sub-Area	ESIS Escalation
Address		City	Jackson	Involved Dir	Pine Belt Enterprises Inc.	Safety	Yes
State	NJ ZipCd	Con Acct		Source	Phone	Updated	3/27/2012 02:16:03 PM
Serial #/VIN	1GCHK28U54E	Model Year	2004	Priority	Medium License #	Owner	KINZERTH
Make	Chevrolet	Warr. Start	03/13/2004	Status	Open	Opened	3/28/2012 10:19:40 AM
Model	Silverado	Mileage	27000	Sub-Status	Satisfied	Closed	
Abstract	• (ESIS) Brakes - Collision						
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						

### Pre-PAR

PAR Number	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/20/2012 05:00:00 PM	N	1	1	Asphalt	Dry	n/a	n/a
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
				6'2"	5/1/1954	None		
Insurance Agent Last Name		Insurance Agent First Name		Phone #	Insurance Agency			
n/a		n/a			n/a - not involved			
Incident Loc	County Road 537 in Jackson Township in NJ				Incident Desc	he was driving on the highway when the light ahead turned red - he stepped on the brake but the pedal fell to the floor and the vehicle did not slow - he then pulled the emergency brake and it locked up the rear wheels and he skidded into the back of a tractor-trailer cab (no trailer) that was		
Component	brakes				Damage Desc	front end collision damage		
Vehicle Loc	with customer				Add'l Info	n/a		
Emergency Svc Names	n/a				Maint Loc	Pine Bell Chevrolet		

### PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	Spray In bedliner
Vehicle Speed	50	Weather Condition	clear	Prop Owner	unknown	Property Type	tractor-trailer cab	
Last Service Date		Loc Last Service		Property Location	with owner	Prop Est Repair Cost		
Veh Est Repair Cost		Spec Equip Installer	RHno Liner	Prop Damage Description	rear end damage	Inspection Date/Time		
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Traction Control	Inspected By	Inspection Not Performed			
Veh Damage Description	front end collision damage			Explain Other	file forwarded to ESIS			

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 11:28:40 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Property Damage
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Customer claims brake failure caused collision with another vehicle							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:24:30 AM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:22:57 AM	KINZERTH	AMSTUTST	Notify CRM		Done	3/27/2012 11:26:31 AM	ESIS - Property Damage
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Customer claims brake failure caused collision with another vehicle							
Forwarding file to ESIS							
Thaddeus Kinzer/PAR/ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:22:12 AM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	3/28/2012 11:22:55 AM	Business Case
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Customer claims brake failure caused collision with another vehicle							
Forwarding file to ESIS							
Thaddeus Kinzer/PAR/ATX							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2012 11:14:36 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	3/28/2012 11:14:36 AM	Ownership Escalated to BRC

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

Comments: [REDACTED]

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2012 11:08:17 AM	KINZERTH	KINZERTH	Research		Done	3/28/2012 11:08:09 AM	Research VIN

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

Comments: [REDACTED]

Open Recalls:None

Related Repairs:

08/16/2006 834336 ZREG—Regular Vehicle Transaction H2505 - Electronic Brake and Traction Control Module Replacement 14,034 MI

Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2012 11:00:07 AM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	3/26/2012 11:21:59 AM	(NJ) 71-1051988109 PAR Case Sent to ESIS - No Action Required

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

### Comments

A product allegation claim has been made in your region. The customer is alleging brake failure caused collision. This case is being escalated to ESIS because of third party property damage.

Customer: [REDACTED]

2004 Chevrolet Silverado

1GCHK28U54E [REDACTED]

Dealership: no dealer involved

Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2012 11:05:57 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact - Field	Done	3/28/2012 11:21:30 AM	Field notification sent
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
A product allegation claim has been made in your region. The customer is alleging brake failure caused collision. This case is being escalated to ESIS because of third party property damage.

Customer: [REDACTED]  
2004 Chevrolet Silverado  
1GCHK29U548 [REDACTED]  
Dealership: no dealer involved  
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2012 11:05:47 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact - Dealer	Done	3/28/2012 11:11:53 AM	No initial contact required - vehicle has not been to dealer in two years
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:05:38 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact-Phone	Done	3/26/2012 11:11:46 AM	Customer called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Spoke with customer Wayne Alexander

- \* Customer claims brake failure caused collision
- \* Customer states he was driving on the highway when the light ahead turned red - he stopped on the brake but the pedal fell to the floor and the vehicle did not slow - he then pulled the emergency brake and it locked up the rear wheels and he skidded into the back of a tractor-trailer cab (no trailer) that was already stopped at the light
- \* Verified no injuries, property damage consists of the damages to the other vehicle that was struck
- \* Vehicle is currently at customer's home - he has started taking parts apart in order to perform repairs himself - no insurance involvement
- \* Advised customer file would be forwarded to ESIS and read ESIS scripting
- \* Provided contact information

Thaddeus Kinzer/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:05:24 AM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	3/26/2012 11:05:38 AM	Initial completed during acknowledgment
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:05:03 AM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	3/26/2012 11:05:23 AM	Assigned to Thaddeus Kinzer x41039
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 11:03:38 AM	KINZERTH	KINZERTH	Ownership Changed		Done	3/28/2012 11:03:38 AM	Service Request Ownership has changed FROM: TANJU TO: KINZERTH

Contact Last Name	Contact First Name	Account	DAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 10:43:21 AM	TANJU	TANJU	Outbound Call Dealer	Made Contact	Done	3/28/2012 10:46:34 AM	Svc. Dept - Pine Belt

Contact Last Name	Contact First Name	Account	DAC Code

#### Comments

TL spoke with Barbara, phone operator.

TL explained the reason for the call.

Dir said she asked the svc. people and gave a diag. fee \$75/hour.

TL thanked the dir.

JorVTWCAC/Ma/Level 1 Emp

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2012 10:40:23 AM	TANJU	TANJU	Inbound Call Customer	Escalation	Done	3/28/2012 10:53:34 AM	Supervisor call

Contact Last Name	Contact First Name	Account	BAG Code

#### Comments

##### Escalation:

- rust on brake lines
- 2004 Silverado, 26,000 miles
- purchased new
- had an accident
- last Tuesday
- applied my brake, went to the floor
- hit another vehicle
- usually go to Pine Bell Chevrolet
- 2-3 mos. ago
- Chevy owner
- truck is in driveway

##### Owens other GM vehicles:

- 2001 S10 Blazer
- 2004 Cavalier
- 2010 Camaro

Cust seeks:  
cost assistance

TL advise:  
Escalate to PAR

\*Customer claims vehicle was involved in a collision due to product failure.

BNTC: 7329052841 home, 9082161346 cellphone  
BITC: afternoon, after 3:15PM EST

Jon/TM/CAC/Tier 1/MA/Level 1 Emp

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
3/28/2012 10:20:18 AM	TANJU	TANJU	Inbound Call Customer	Complex Request	Done	3/28/2012 10:53:59 AM	rusted brake lines

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

name  
phon  
Mtl: 26000  
VIN: 1GCHK29U94E

#### Cust Sts:

- have a complaint
- own a 2004 silverado 2500 heavy duty
- rusting brake lines, last thursday
- will be spending \$5,000 for the damage because the brakes failed , brake lines blown
- cant afford to insurance company and im in the middle of fixing it myself
- no way unless its towed
- cant afford to have it towed to the drship
- if i take to drship, look at it, hows that going to, theyre
- owned chevrolet all my life
- my wife got cavalier
- owned 30 chevrolts my life
- i cant put off 5000 dollars out of my pocket
- not afford to look at it to dir and say its rusted
- spent two or three hundred dollars at dir and diagnose, no way
- can i talk to your supervisor

#### Cust Sks:

- rusted brake lines
- needs repair cost assistance

#### CRS Adv:

- recommended to have the veh diagnose at dir
- since dir in the best position to determine which component causing failure
- adv of the warranty on veh
- no recall on veh
- educated about recall being vin specific
- adv cust that diagnostic be out of pocket
- forwarded call to sup as requested

#### Source: GWM

Junaid/CAC T1MNLA,level1

Confidential Comments

## Service Request Detail

### UCC Information

UCC Code	Symptom	Description
H41 H01	Corrosion / Rust Inoperative	Brakes - Hoses / Pipes / Lines (Front & Rear) Brakes - General

[Logout](#)



March 28 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

INTERFACE WITH CUSTOMER

### View Vehicle Summary ?

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

For this vehicle:

- [View Vehicle Summary](#)
  - [Service Contract](#)
  - [Branded Title](#)
  - [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 1GCHK29U54E [REDACTED] Model: CK26753-2004 SILVERADO 2500 EXT 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PD Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/15/2011	03/13/2004	5 MI	03/13/2010	100,005 MI
	Special Coverage-07187	08/15/2011	03/13/2004	5 MI	03/13/2011	80,005 MI
	Special Coverage 10240	08/15/2011	03/13/2004	5 MI	03/13/2014	150,005 MI
	Emission Select State Component Lty Wty	08/15/2011	03/13/2004	5 MI	03/13/2011	70,005 MI
	Emission Limited Warranty	08/15/2011	03/13/2004	5 MI	03/13/2009	50,005 MI
	Bumper to Bumper Limited Warranty	08/14/2011	03/13/2004	5 MI	03/13/2007	38,005 MI

**Service Contract**

Vehicle has no current record of service contracts.

Transaction History					<a href="#">View Details</a>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/07/2007	846830	ZREG---Regular Vehicle Transaction		E7700 - Intermediate Steering Shaft Replacement	14,659 MI
08/24/2008	834813	ZREG---Regular Vehicle Transaction		N4180 - Instrument Cluster Replacement	14,258 MI
08/18/2008	834336	ZREG---Regular Vehicle Transaction		N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	14,034 MI
08/18/2008	834336	ZREG---Regular Vehicle Transaction		B4150 - Outside Rearview Mirror Glass Replacement	14,034 MI
08/18/2008	834336	ZREG---Regular Vehicle Transaction		H2505 - Electronic Brake and Traction Control Module Replacement	14,034 MI
02/22/2005	789800	ZREG---Regular Vehicle Transaction		C0547 - Hinge, Quarter Glass Swing Out - Left - Replace	10,279 MI
02/17/2005	789570	ZSCT---Service Contracts		M0014 - Lube, Oil And Filter	10,268 MI
02/17/2005	789570	ZSCT---Service Contracts		M0021 - Tire Rotation	10,268 MI
10/11/2004	776314	ZSCT---Service Contracts		M0014 - Lube, Oil And Filter	8,091 MI
09/07/2004	772808	ZSCT---Service Contracts		M0014 - Lube, Oil And Filter	5,982 MI
09/07/2004	772808	ZSCT---Service Contracts		M0021 - Tire Rotation	5,982 MI
09/07/2004	772808	ZREG---Regular Vehicle Transaction		B7868 - Molding, Front Door - Right - Side - R&R Or Replace	5,982 MI
09/07/2004	772808	ZREG---Regular Vehicle Transaction		N8621 - Transfer Case Shift Control Module Reprogramming with SPS	5,982 MI
08/25/2004	771471	ZREG---Regular Vehicle Transaction		B7878 - Molding, Front Door - Left - Side - R&R Or Replace	8,258 MI
08/25/2004	771471	ZREG---Regular Vehicle Transaction		B4151 - Outside Rearview Mirror Glass Replacement - Left Side	8,258 MI
07/01/2004	765960	ZREG---Regular Vehicle Transaction		B7876 - Molding, Rear Door - Left - Side - R&R Or Replace	4,608 MI
07/01/2004	765960	ZREG---Regular Vehicle Transaction		B4151 - Outside Rearview Mirror Glass Replacement - Left Side	4,608 MI
07/01/2004	765960	ZREG---Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	4,608 MI
07/01/2004	765960	ZREG---Regular Vehicle Transaction		B7866 - Molding, Rear Door - Right - Side - R&R Or Replace	4,608 MI
06/24/2004	785116	ZSCT---Service Contracts		M0014 - Lube, Oil And Filter	1,850 MI
06/24/2004	785116	ZREG---Regular Vehicle Transaction		N8995 - Customer Concern Not Duplicated - Electrical	1,850 MI
12/11/2003	A27093	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI



March 28, 2012

Global Warranty Management: [Home](#) > [Interface With Customer](#) > [View Vehicle Build](#)

**INTERFACE WITH CUSTOMER**

**View Vehicle Build**

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available)

**Vehicle Information**

VIN 1GCHK2BU54E [REDACTED] Model CK25753-2004 SILVERADO 2500 EXT 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

- For this vehicle:
- [View Vehicle Summary](#)
    - [Service Contract](#)
    - [Branded Title](#)
    - [Warranty Block](#)
  - [View Vehicle Build](#)
  - [View Vehicle Component Summary](#)
  - [View Vehicle Transaction History Detail](#)
  - [View Vehicle Delivery Information](#)

**Vehicle Build**

Model CK25753-2004 SILVERADO 2500 EXT 4WD Order Number GRFWD8  
 Gross Vehicle Weight: 4,177 Build Date: 12/11/2003  
 Build Plant E

**Option Codes**

\*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker

- |   |   |
|---|---|
| 1SB - LS DECOR INCLUDES: * DUAL PWR HEATED OSRV MIRRORS * REAR WINDOW DEFOGGER * AM/FM STEREO W/CD PLAYER * CHROME STYLED STEEL WHEELS * POWER LOCKS & WINDOWS * REMOTE KEYLESS ENTRY WITH CONTENT THEFT ALARM * ISRV MIRROR W/COMPASS & TEMP * LEATHER WRAPPED STEERING WHL * BODY SIDE MOLDINGS OPTION PACKAGE 02 | 1S2 - PREFERRED EQUIPMENT SAVINGS PREFERRED EQUIPMENT SAVINGS     |
| 59U - SILVER BIRCH/CARBON METALLIC  | 60D - DARK CHARCOAL - CUSTOM CLOTH                                |
| 691 - DK PEWTER INTERIOR TRIM   | 6GK - FRONT SPRING  |
| 7GK - FRONT SPRING  | A31 - POWER WINDOWS   |
| AE7 - 40/20/40 SPLIT BENCH RECLINING FRONT SEAT 40/20/40 SPLIT BENCH RECLINING FRONT SEAT   | AJ1 - DEEP TINTED GLASS   |
| AM7 - FOLDING REAR SEAT   | AU0 - KEYLESS REMOTE DOOR LOCK                                    |
| AU3 - POWER DOOR LOCK SYSTEM  | B30 - WHEELHOUSING & FLOOR CARPETING                              |
| B32 - FRONT COLOR-KEYED FLOOR MATS  | B33 - REAR COLOR KEYED FLOOR MATS                                 |
| B71 - WHEEL FLARES WHEEL OPENING FLARES   | B85 - BLACK BODY SIDE MOLDINGS BRIGHT BODY SIDE MOLDINGS          |
| C49 - ELECTRIC REAR WINDOW DEFOGGER   | C6W - GVW RATING - 9200 LBS                                       |
| CJ3 - AIR COND., DUAL ZONE MANUAL   | DF5 - ISRV MIRROR W/COMPASS & TEMP                                |
| DK7 - INTERIOR CUSTOM ROOF CONSOLE  | DL8 - DUAL PWR HEATED OSRV MIRRORS EXT REMOTE CTRL HEATED MIRRORS |
| E63 - FLEETSIDE BODY  | EVA - EVAP EMISSION REQUIREMENT                                   |
| F60 - HEAVY DUTY FRONT SPRINGS  | FT2 - ARM TORS BAR SPRING ADJ                                     |
| FT3 - ARM TORS BAR SPRING ADJ   | G80 - LOCKING REAR DIFFERENTIAL LOCKING DIFFERENTIAL-REAR AXLE    |
| GMC - ASSEMBLY PLANT-PONTIAC EAST   | GT5 - REAR AXLE - 4.10 RATIO                                      |
| HVY - IDEN 2 INCH BODY RAISEHD MODEL  | JH6 - 4 WHEEL POWER DISC BRAKES HD                                |
| K34 - CRUISE CONTROL ELECTRONIC SPEED CONTROL WITH RESUME SPEED   | K47 - HIGH CAPACITY AIR CLEANER                                   |
| KC4 - ENGINE OIL COOLING SYSTEM   | KG3 - 145 AMP ALTERNATOR  |
| KNP - HD AUX TRANS. COOLING SYS   | KUP - THROTTLE CONTROL  |

LQ4 - VORTEC 6000 V8 SFI GAS ENGINE	ELECTRONIC MT1 - HD 4-SPD AUTOMATIC TRANSMISSION 4-SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE
NA4 - HEAVY DUTY EMISSIONS	NC1 - CALIFORNIA EMISSIONS LEV
NE1 - MA/ME/NY/VT EMISSIONS MA / ME EMISSIONS	NP2 - MANUAL SHIFT TRANSFER CASE
NP5 - LEATHER WRAPPED STEERING WHEEL	NZ2 - OFF ROAD - SKID PLATES
PY0 - POLISHED ALUMINUM WHEELS	Q1W - LT245/75R18/E OOR BW TIRES
R02 - POMS EXPEDITE-SOLD ORDERS POMS EXPEDITE-SOLD ORDERS/TSE	SLM - STOCK ORDERS
T96 - FRONT FOG LAMPS	TR3 - CHROME GRILLE
TRW - PROVISIONS-ROOF MOUNTED LAMP	UB0 - AM/FM STEREO W/CD PLAYER
U03 - ENHANCED AUDIO SPEAKERS	UY2 - CAMPER/5TH WHEEL TRAILER WIRING PROVISIONS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V83 - CHROME REAR BUMPER CHROMED REAR STEP BUMPER
VG3 - CHROME FRONT BUMPER	VR4 - WEIGHT DISTRIB. PLATFORM HITCH
VXS - COMPLETE VEHICLE LABEL	VYU - SNOW PLOW PREP PKG INCLUDES * INCREASED CAPACITY SPRINGS * ROOF LAMP PROVISIONS * 145 AMP ALTERNATOR * SKID PLATES * HIGH CAPACITY AIR CLEANER
X88 - CHEVROLET CONVERSION	XGK - LT245/75R18/E OOR BW TIRES- FRNT
Y03 - BASE EQUIP FOR SCH GWV PL-FT AX	YD6 - BASE REAR SPRING
Y09 - SILVERADO	YGK - LT245/75R18/E OOR BW TIRES- REAR
Z82 - HD TRAILERING EQUIPMENT HD TRAILERING EQUIPMENT	Z85 - HEAVY DUTY SUSPENSION INCREASED CAPACITY CHASSIS PACK
ZHH - LT245/75R18/E ALS BW SPARE TIRE	ZY1 - SOLID PAINT

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**Added Option Codes**

-80 -

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March 28, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary ?

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

### Vehicle Information

VIN 1GCHK29U64E [REDACTED] Model CK25753-2004 SILVERADO 2500 EXT 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Q](#) [OP](#) [EN](#)

### Vehicle Component

Component Code 10-ENGINE ASSEMBLY Source Plant W-CPQ/DDA ROMULUS, MICHIGAN Date Scanned 12/11/2003	Traceability: 033427057 Part / Number Broadcast SSC Time Scanned 04:58:00 Scan Station 02
Component Code 35-STEERING COLUMN - SIR SYSTEM Source Plant S-SAGINAW DIVISION SAGINAW, MI Date Scanned 12/11/2003	Traceability: 245133433 Part / Number Broadcast YBC Time Scanned 05:28:00 Scan Station 36
Component Code 44-FRAME ASSEMBLY (ENGINE CRADLE) Source Plant 1-	Traceability 0419162 Part / Number Broadcast TMZ Time Scanned 06:16:00 Scan Station 01
Component Code 50-INSTRUMENT CLUSTER Source Plant 3- Date Scanned 12/11/2003	Traceability: H1D143580 Part / Number Broadcast H1DH Time Scanned 04:58:00 Scan Station 07
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE) Source Plant N- Date Scanned 12/11/2003	Traceability 0AX304077 Part / Number Broadcast XK Time Scanned: 05:30:00 Scan Station 03
Component Code 61-TRANSMISSION Source Plant H-HYDRAMATIC YPSILANTI, MICHIGAN Date Scanned 12/11/2003	Traceability: 00067244 Part / Number Broadcast 4BSP Time Scanned 05:21:00 Scan Station 6E
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Source Plant G-	Traceability C006413 Part / Number Broadcast XN8 Time Scanned 05:15:00 Scan Station 04
Component Code 65-REAR AXLE ASSEMBLY Source Plant G-SAGINAW DETROIT, MICHIGAN Date Scanned 12/11/2003	Traceability 047982 Part / Number Broadcast XJD Time Scanned 08:18:00 Scan Station 01
Component Code 88-ELECTRONIC CONTROL MODULE (ECM) Source Plant 9-	Traceability: 13340GDR7 Part / Number Broadcast YFXL Time Scanned 10:20:00 Scan Station 02
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00207852

Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 0863
Date Scanned 12/11/2003	Time Scanned 06:26:00 Scan Station 33
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 9DSOEYW
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 5382
Date Scanned 12/11/2003	Time Scanned 07:08:00 Scan Station 35
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 33150R7ZR
Source Plant V-DELCO ELECTRONICS REYNOSA MEXICO	Part / Number Broadcast 7607
Date Scanned 12/11/2003	Time Scanned 10:20:00 Scan Station
Component Code AL-IR-MODULE ASM-IP	Traceability 8XSGE21
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 2351
Date Scanned 12/11/2003	Time Scanned 05:28:00 Scan Station 07
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 133397HY0
Source Plant K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast 3145
Date Scanned 12/11/2003	Time Scanned 10:20:00 Scan Station 02
Component Code BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability 039280H93
Source Plant X-	Part / Number Broadcast 9674
Date Scanned 12/11/2003	Time Scanned 10:20:00 Scan Station
Component Code BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability 033300MP2
Source Plant X-	Part / Number Broadcast 2970
Date Scanned 12/11/2003	Time Scanned 10:20:00 Scan Station
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 1050121
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 12/09/2003	Time Scanned 00:01:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 7726440
Source Plant -	Part / Number Broadcast 1XB
Date Scanned 12/09/2003	Time Scanned 13:46:00 Scan Station
Component Code CK-SEQ NUM (FLEX) GEN ASM	Traceability 7481488
Source Plant -	Part / Number Broadcast 1MP
Date Scanned 12/11/2003	Time Scanned 01:13:00 Scan Station
Component Code CM-SEQ NUM (FLEX) GEN ASM	Traceability 7686931
Source Plant -	Part / Number Broadcast 1HP
Date Scanned 12/11/2003	Time Scanned 03:34:00 Scan Station
Component Code CN-SEQ NUM (FLEX) GEN ASM	Traceability 2760544
Source Plant -	Part / Number Broadcast 1HA
Date Scanned 12/11/2003	Time Scanned 04:33:00 Scan Station
Component Code CP-SEQ NUM (FLEX) GEN ASM	Traceability 3427002
Source Plant -	Part / Number Broadcast 1GA
Date Scanned 12/11/2003	Time Scanned 04:41:00 Scan Station

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.





March 28, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail



This screen allows IVH users to view the available information on individual transaction for the VIN selected

#### Vehicle Information

VIN 1GCHK29U64E [REDACTED] Model CK25753-2004 SILVERADO 2500 EXT 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Job Card Date: 02/07/2007

Job Card Number: 846830

Repair Service Agent: 111215  
 PINE BELT CHEVROLET  
 1088 RTE 88  
 LAKEWOOD NJ 08701-4512  
 7323632900

Odometer Reading 14,659 MI  
 Authorization Code

Process Date 02/13/2007

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op E7700-Intermediate Steering Shaft Replacement

Causal Part Number

- See other Parts and/or Net Items

Job Card Date: 08/24/2006

Job Card Number: 834913

Repair Service Agent: 111215  
 PINE BELT CHEVROLET  
 1088 RTE 88  
 LAKEWOOD NJ 08701-4512  
 7323632900

Odometer Reading 14,258 MI  
 Authorization Code

Process Date 08/29/2006

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op N4180-Instrument Cluster Replacement

Causal Part Number

- See other Parts and/or Net Items

Job Card Date: 08/18/2006

Job Card Number: 834336

Repair Service Agent: 192108

Odometer Reading 14,034 MI

MODEL ELECTRONICS  
815 EAST CRESCENT AVE.  
RAMSEY NJ 07446-1220

Authorization Code

Process Date  
08/29/2008

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N4187-INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/16/2008

Job Card Number: 834336

Repair Service Agent 111215

Odometer Reading 14,034 MI

PINE BELT CHEVROLET

Authorization Code

1088 RTE 88

LAKEWOOD NJ 08701-4512

7323832900

Process Date  
08/22/2008

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op B4160-Outside Rearview Mirror Glass Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/16/2008

Job Card Number: 834336

Repair Service Agent: 111215

Odometer Reading 14,034 MI

PINE BELT CHEVROLET

Authorization Code

1088 RTE 88

LAKEWOOD NJ 08701-4512

7323832900

Process Date  
08/22/2008

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op H2505-Electronic Brake and Traction Control Module Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 02/22/2005

Job Card Number: 789900

Repair Service Agent: 111215

Odometer Reading: 10,279 MI

PINE BELT CHEVROLET

Authorization Code

1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323832900

Process Date  
02/25/2005

Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op C0547-Hinge, Quarter Glass Swing Out - Left - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 02/17/2005

Job Card Number: 789570

Repair Service Agent: 111215

Odometer Reading: 10,266 MI

PINE BELT CHEVROLET

Authorization Code

1088 RTE 88

LAKEWOOD NJ 08701-4512

7323832900

Process Date  
02/25/2005

Transaction Type:  
ZSCT—Service Contracts

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op M0014-Luba, Oil And Filter

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 02/17/2005

Job Card Number: 789570

Repair Service Agent: 111215

Odometer Reading: 10,266 MI

PINE BELT CHEVROLET

Authorization Code

1088 RTE 88

LAKEWOOD NJ 08701-4512

7323832900

Process Date  
02/25/2005

Transaction Type:  
ZSCT—Service Contracts

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op M0021-Tire Rotation

Causal Part Number

Job Card Date: 10/11/2004

Job Card Number: 778314

Repair Service Agent: 111215

Odometer Reading: 8,091 MI

PINE BELT CHEVROLET

Authorization Code

1088 RTE 88

LAKEWOOD NJ 08701-4512

7323632900

Process Date:  
10/15/2004  
Transaction Type:  
ZSCT---Service Contracts  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line #: 1                      Transaction Adjustment:                      Cause Code 0000-Converted Claims  
Labour Op M0014-Lube, Oil And Filter  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 09/07/2004                      Job Card Number: 772808  
Repair Service Agent 111215                      Odometer Reading 5,982 MI  
PINE BELT CHEVROLET                      Authorization Code  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

Process Date:  
09/14/2004  
Transaction Type:  
ZSCT---Service Contracts  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line #: 3                      Transaction Adjustment:                      Cause Code 0000-Converted Claims  
Labour Op M0014-Lube, Oil And Filter  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 09/07/2004                      Job Card Number: 772808  
Repair Service Agent 111215                      Odometer Reading 5,982 MI  
PINE BELT CHEVROLET                      Authorization Code  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

Process Date:  
09/14/2004  
Transaction Type:  
ZSCT---Service Contracts  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line #: 4                      Transaction Adjustment                      Cause Code 0000-Converted Claims  
Labour Op M0021-Tire Rotation  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 09/07/2004                      Job Card Number: 772808  
Repair Service Agent: 111215                      Odometer Reading 5,982 MI  
PINE BELT CHEVROLET                      Authorization Code.  
1088 RTE 88  
LAKEWOOD NJ 08701-4512

7323632800

---

Process Date  
09/14/2004  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line # 2                      Transaction Adjustment                      Cause Code 0000-Converted Claims  
Labour Op B7866-Molding, Front Door - Right - Side - R&R Or Replace  
Causal Part Number

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---

Job Card Date: 09/07/2004                      Job Card Number: 772808  
Repair Service Agent 111215                      Odometer Reading 8,982 MI  
PINE BELT CHEVROLET                      Authorization Code  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

---

Process Date  
09/14/2004  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line # 1                      Transaction Adjustment                      Cause Code 0000-Converted Claims  
Labour Op N8521-Transfer Cass Shift Control Module Reprogramming with SPS  
Causal Part Number

---



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Job Card Date: 08/25/2004                      Job Card Number: 771471  
Repair Service Agent 111215                      Odometer Reading 8,256 MI  
PINE BELT CHEVROLET                      Authorization Code B  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

---

Process Date  
11/02/2004  
Transaction Type:  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line # 1                      Transaction Adjustment                      Cause Code 0000-Converted Claims  
Labour Op B7876-Molding, Front Door - Left - Side - R&R Or Replace  
Causal Part Number  
*\*See other Parts and/or Net Items*

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Job Card Date: 08/25/2004                      Job Card Number: 771471  
Repair Service Agent 111215                      Odometer Reading 8,256 MI  
PINE BELT CHEVROLET                      Authorization Code B  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

---

Process Date:  
11/02/2004

Transaction Type:  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op B4151-Outside Rearview Mirror Glass Replacement - Left Side

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/01/2004

Job Card Number: 765860

Repair Service Agent 111215  
PINE BELT CHEVROLET  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

Odometer Reading 4,608 MI  
Authorization Code

Process Date:  
08/20/2004

Transaction Type:  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 3                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op B7876-Molding, Rear Door - Left - Side - R&R Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/01/2004

Job Card Number: 765960

Repair Service Agent 111215  
PINE BELT CHEVROLET  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

Odometer Reading 4,606 MI  
Authorization Code

Process Date:  
08/20/2004

Transaction Type:  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 4                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op B4151-Outside Rearview Mirror Glass Replacement - Left Side

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/01/2004

Job Card Number: 765960

Repair Service Agent 111215  
PINE BELT CHEVROLET  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323632900

Odometer Reading 4,608 MI  
Authorization Code

Process Date  
08/20/2004

Transaction Type:  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment              Cause Code 0000-Converted Claims  
Labour Op B7878-Molding, Front Door - Left - Side - R&R Or Replace

Causal Part Number

--See other Parts and/or Net Items

---

Job Card Date: 07/01/2004

Job Card Number: 765980

Repair Service Agent: 111215  
PINE BELT CHEVROLET  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323832800

Odometer Reading 4,608 MI  
Authorization Code

---

Process Date  
08/20/2004

Transaction Type:  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment              Cause Code: 0000-Converted Claims  
Labour Op B7988-Molding, Rear Door - Right - Side - R&R Or Replace

Causal Part Number

--See other Parts and/or Net Items

---

Job Card Date: 06/24/2004

Job Card Number: 765118

Repair Service Agent: 111215  
PINE BELT CHEVROLET  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323832800

Odometer Reading: 1,850 MI  
Authorization Code

---

Process Date:  
06/29/2004

Transaction Type:  
ZSCT—Service Contracts  
Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment              Cause Code 0000-Converted Claims  
Labour Op M0014-Lube, Oil And Filter

Causal Part Number

--See other Parts and/or Net Items

---

Job Card Date: 06/24/2004

Job Card Number: 765118

Repair Service Agent: 111215  
PINE BELT CHEVROLET  
1088 RTE 88  
LAKEWOOD NJ 08701-4512  
7323832800

Odometer Reading 1,850 MI  
Authorization Code:

---

Process Date  
06/29/2004  
Transaction Type:  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line #: 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op N9995-Customer Concern Not Duplicated - Electrical  
Causal Part Number

---

---

Job Card Date: 12/11/2003                      Job Card Number: A27093  
Repair Service Agent: 186292                      Odometer Reading: 0 MI  
STAFFORD CHEVROLET INC.                      Authorization Code:  
79 NORTH ST  
DRYDEN NY 13053-9553  
6078448113

---

Process Date:  
12/18/2003  
Transaction Type:  
ZPD1---Pre-Delivery Inspection  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op Z7000-Pre-Delivery Inspection - Base Time  
Causal Part Number

---





[Logout](#)

March 28, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

#### Vehicle Information

VIN 1GCHK29U54E	Model: CK25753-2004 SILVERADO 2500 EXT 4WD
Service Contract: No	Branded Title: No
Order Type: 70 - RETAIL - STOCK	Warranty Block: No
Field Actions: <a href="#">Open</a>	PDI Status: No

- For this vehicle:
- > [View Vehicle Summary](#)
    - > Service Contract
    - > Branded Title
    - > Warranty Block
  - > [View Vehicle Build](#)
  - > [View Vehicle Component Summary](#)
  - > [View Vehicle Transaction History Detail](#)
  - > [View Vehicle Delivery Information](#)

#### Invoice Information

Invoice Service Agent: 166292	Invoice Date: 12/11/2003
STAFFORD CHEVROLET INC.	
79 NORTH ST	
DRYDEN NY 13053-9553 6078448113	

#### Ship to Information

Ship to Service Agent: 166292	Ship to Date: N/A
STAFFORD CHEVROLET INC.	
79 NORTH ST	
DRYDEN NY 13053-9553 6078448113	

#### Delivery Information

Delivery Service Agent: 111215	Delivery Date: 03/13/2004
PINE BELT CHEVROLET	Delivery Type: 010--INDIVIDUAL
1088 RTE 88	Delivery Odometer: 6
LAKEWOOD NJ 08701-4612 7323832900	

#### In Service Information

Invoicing Service Agent	In Service Date: N/A
	In Service Type: 0000
	In Service Odometer: 0

#### Registration Information

Registration Service Agent: N/A	Registration Date: N/A
	Registration Number: N/A
	Registration Odometer: 0

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ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Jemeia Price**  
Claims Administrator

April 4, 2012

[REDACTED]  
Jackson, NJ [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 741040  
Our Client: General Motors LLC  
Date/Event: 3/20/12  
Subject vehicle: 2004 Chevrolet Silverado  
VIN: 1GCHK29U54E [REDACTED]

Dear Mr. [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

**\*\*\* IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING \*\*\***

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

*Jemeia Price*

Jemeia Price  
Claims Administrator

## Service Request Detail

SR No.	71-1084280448	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account		Slla	GW SubType		Bus. Unit	BRC	
Last Name		First Name	Approval	Not Initiated	Area	PAR	
Daytime #		Evening #	UCC	Brakes - Hoses / Pipes / Lines (Front	Sub-Area	ESIS Escalation	
Address		City	Involved Dir		Safety	Yes	
State	OH ZipCd	Con Acct	Source	Phone	Updated	5/17/2012 04:23:44 PM	
Serial #/VIN	2GCEC19T0	Model Year	1999	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start		Status	Open	Owner	KINZERTH
Model	Silverado	Mileage	150000	Sub-Status	Satisfied	Opened	5/14/2012 10:45:57 AM
Abstract	• (ESIS) Brakes - Collision						Closed
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						

### Pre-PAR

PAR Reflector	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	5/2/2012 03:50:00 PM	Y	1	1	Asphalt	Dry	n/a	unknown	
Driver Last Name	Driver First Name	Height	DOB	Disabilities					
		52"	12/21/1973	None					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency						
Portale	Mark	(814) 442-7777	Allstate						
Incident Loc	1-670 headed east - onramp in Columbus OH				Incident Desc	she was driving on a highway on ramp when she needed to slow down, but the brake pedal went to the floor and her vehicle did not stop - she struck the rear of the vehicle in front of her, and then went off the road in order to stop the vehicle			
Component	brake lines				Damage Desc	front end collision damage			
Vehicle Loc	customers home				Add'l Info	n/a			
Emgcy Svc Names	Columbus City Police				Maint Loc	Independent			

### PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	None		
Vehicle Speed	25	Weather Condition	clear	Prop Owner	Barbara Acton		Property Type	2010 light blue volkwagon ELS		
Last Service Date		Loc Last Service		Property Location	with owner		Prop Est Repair Cost			
Veh Est Repair Cost		Spec Equip Installer	n/a	Prop Damage Description	rear end collision damage - being handled by customers insurance					
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Traction Control	Inspected By	Inspection Not Performed		Inspection Date/Time			
Veh Damage Description	front end collision			Explain Other	file forwarded to ESIS					

## Service Request Detail

### PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle	(814) 832-1634	Driver	Seatbelt
Injury Description	Medical Ref#	Treatment Location	Treated By			
mild whiplash	n/a - no medical treatment	n/a - no medical treatment	n/a - no medical treatment			
Street Address	City	State	Zip Code			
10988 Adams Rd	Galena	OH	43021			

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 04:18:13 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Property Damage, Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				
Comments	cust claims brake failure caused a collision with another veh resulting in damage, cust insurance is involved with repairs						
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:40:48 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:40:23 PM	KINZERTH	AMSTUTST	NoUy CRM		Done	5/4/2012 04:18:10 PM	ESIS - Property Damage / Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				
Comments	Customer claims brake failure caused collision with another vehicle Customer's insurance is covering damages to the other vehicle Forwarding file to ESIS						
Confidential Comments	Thaddeus Kinzer/PAR/ATX						

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:38:32 PM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	5/4/2012 02:40:21 PM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Customer claims brake failure caused collision with another vehicle  
Customer's insurance is covering damages to the other vehicle  
Forwarding file to ESIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:37:22 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	5/4/2012 02:37:22 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:38:48 PM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	5/4/2012 02:37:17 PM	(OH) 71-1084280448 PAR Case Sent to ESIS - No Action Required

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

A product allegation claim has been made in your region. The customer is alleging brake failure caused collision. This case is being escalated to ESIS because of property damage and insurance involvement.

Customer: Shada  
1999 Chevrolet Silverado  
2GCEC19T0X  
Dealership: no dealer involved  
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:21:41 PM	AMSTUTST	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	5/4/2012 02:22:04 PM	PAR VM
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Hi, this is for the PAR dept, this is Sheri from CAC T1, new SR: 71-1064280448, cust is Rhonda Shade, veh is under Michael Shade, phone 6148321634, 71-1064280448, they just got into an accident, the cust rear ended another veh and they are saying the reason for this is the brake lines were corroded, thanks

5/4/2012 10:53 AM

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:42:46 PM	MERCADTO	KINZERTH	Ownership Changed		Done	5/4/2012 01:42:46 PM	Service Request Ownership has changed FROM: LAMORECH TO: KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:42:15 PM	MERCADTO	KINZERTH	BRC PAR	Initial Contact - Field	Done	5/4/2012 02:36:46 PM	Field notification sent
Contact Last Name	Contact First Name	Account	UAC Code				

#### Comments

A product allegation claim has been made in your region. This customer is alleging brake failure caused collision. This case is being escalated to ESIS because of property damage and insurance involvement.

Customer:

1999 Chevrolet Silverado

2GCEC19T0X

Dealership: no dealer involved

Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:42:08 PM	MERCADYO	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	5/4/2012 02:06:37 PM	No initial contact required - vehicle has not been to dealer in two years.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:42:00 PM	MERCADYO	KINZERTH	BRC PAR	Initial Contact- Phone	Done	5/4/2012 02:31:13 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Spoke with customer

- \* Customer claims brake failure caused collision
- \* Customer states she was driving on a highway on ramp when she needed to slow down, but the brake pedal went to the floor and her vehicle did not stop - she struck the rear of the vehicle in front of her, and then went off the road in order to stop the vehicle
- \* Customer reports minor injuries but has not received medical treatment - no injuries in other vehicle that customer is aware of
- \* Customer's vehicle has been towed to her home - no repairs or estimate - customer has had a mechanic look at it who told her the brake lines are corroded - customer has not decided if she will have her insurance repair her vehicle
- \* Customer's insurance is covering the damages to the other vehicle
- \* Advised customer file would be forwarded to ESIS and read ESIS scripting
- \* Provided contact information

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:41:29 PM	MERCADYO	KINZERTH	BRC PAR	Acknowledgement	Done	5/4/2012 02:27:20 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Initial completed during acknowledgment

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:41:22 PM	MERCADTO	KINZERTH	Research		Done	5/4/2012 02:08:02 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Open Recalls:None

Related Repairs:

11/16/2005 068368 ZFAT—Field Action Recall V1410 - 05068 - Inspect Wheel Sensor (inc. cleaning) 02,088 MI  
12/28/2001 309997 ZREG—Regular Vehicle Transaction H2605 - Electronic Brake and Traction Control Module Replacement 37,636 MI  
04/16/2001 286437 ZFAT—Field Action Recall V0809 - INSPECT BRAKE PIPE & INSTALL SPACER CLIP 27,468 MI

Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:41:15 PM	MERCADTO	KINZERTH	Notify CRM		Done	5/4/2012 02:06:52 PM	File assigned to Thaddeus Kinzer @ x41039

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 01:40:48 PM	MERCADTO	KINZERTH	BRC PAR	Case Assigned	Done	5/4/2012 02:06:48 PM	File assigned to Thaddeus Kinzer @ x41039

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2012 01:40:46 PM	MERCADTO	LAMORECH	SR Opened		Done	6/4/2012 01:40:46 PM	SR In Status of Closed has been Re-Opened by MERCADTO

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2012 01:40:44 PM	MERCADTO	LAMORECH	SR Closed - Dissatisfied		Done	6/4/2012 01:40:44 PM	Service Request has been Closed Dissatisfied.

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2012 10:56:21 AM	LAMOREGH	AMSTUTST	Notify CRM	Need to Assume SR	Done	6/4/2012 01:40:40 PM	cust veh involved in an accident Recovered and Assigned in PAR Slacy/ATX/PAR

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 10:50:38 AM	LAMORECH	LAMORECH	Outbound Call Customer	Made Contact	Done	5/4/2012 10:56:20 AM	6148321634
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust sts:  
I hit the wrong button

CRS sts:  
need you to be on the line before I connect you over as adv by PAR

\*\* after calling PAR  
-adv that they're with other customers  
left them a message and they will be reviewing your file for you  
-you'll hear from them within 24 business hours

Cust sts:  
thank you

Chad-MLA/CAC-T1-LM 1

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 10:50:10 AM	WOODSOTA	WOODSOTA	Inbound Call Customer	Complex Request	Done	5/4/2012 10:51:31 AM	assisting
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

cust sts- I was on the line with an agent who was about to transfer to another department and we were disconnected

crs sts- I can get you to your agent

cust sts- thats ok I see that they are calling me bback on the other line thank you

Jamesha woodsota/at/dac/t1/fv0

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
5/4/2012 10:47:14 AM	LAMORECH	LAMORECH	Inbound Call Customer	Complex Request	Done	5/4/2012 10:52:18 AM	brake lines

Contact Last Name	Contact First Name	Account	BAG Code

#### Comments

Name: [REDACTED]  
Address: [REDACTED] Galena OH [REDACTED]  
Phone: [REDACTED]  
VIN: 2GCEC19T0X [REDACTED]  
1999 Chevrolet Silverado  
Mileage: 160000

cust s/s:  
brakes lines had corroded  
caught in accident  
apply my brakes and nothing there and I rear ended a lady  
I have a little bit of whiplash- needed to ditch  
the veh is at home  
it was determined brakes lines were corroded

cust seeks:  
PAR- brakeline

CRS advised:  
adv will have this noted  
adv will have your case forwarded to a PAR

cust d/c while on contacting PAR  
Charl-MAN-CAC-T1-Lvl 1

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
H41	Corrosion / Rust	Brakes - Hoses / Pipes / Lines (Front & Rear)

[Logout](#)



May 7 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH CUSTOMER

### View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 2GCEC19T0[REDACTED] Model: ZZUSV-1970  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: N/A  
 Field Actions: [Open](#)

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050068	05068	FRONT WHEEL SPEED SENSOR CORROSION	09/22/2005	Closed
Product Safety Recall	N000093	00093	FRONT BRAKE PIPE CONTACT WITH BODY CROSS SILL	01/09/2001	Closed
Noncompliance Recall	N000046	00046	FRONT SAFETY BELT COMPLIANCE	09/13/2000	Closed
Customer Satisfaction Program	N000024	00024	FRONT BRAKE HOSE ABRASION	05/19/2000	Closed
Product Safety Recall	N060019	06019	TAILGATE SUPPORT CABLE REPLACEMENT	04/03/2008	Closed

#### Branded Title

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

#### Applicable Warranties

Valid warranties are highlighted

Vehicle has no current record of applicable warranties.

**Service Contract**

Vehicle has no current record of service contracts.

<b>Transaction History</b>					<a href="#">View Details</a>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/21/2008	016026	ZFAT—Field Action Recall		V1402 - 06019 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement if Necessary	97,805 MI
11/16/2005	088368	ZFAT—Field Action Recall		V1410 - 05008 - Inspect Wheel Sensor (inc. cleaning)	92,088 MI
12/28/2001	309867	ZREG—Regular Vehicle Transaction		H2505 - Electronic Brake and Traction Control Module Replacement	37,638 MI
05/03/2001	288237	ZREG—Regular Vehicle Transaction		N0528 - Bulbs, Lamp - Exterior - Replace	28,332 MI
05/03/2001	288237	ZFAT—Field Action Recall		V0523 - REPLACE DRIVERS & PASS SEAT BELT RETRACTORS	28,332 MI
04/16/2001	288565	ZREG—Regular Vehicle Transaction		N0528 - Bulbs, Lamp - Exterior - Replace	27,473 MI
04/16/2001	288437	ZREG—Regular Vehicle Transaction		B7640 - Windshield Reveal Molding Replacement	27,468 MI
04/16/2001	288437	ZREG—Regular Vehicle Transaction		J5490 - Throttle Body Assembly Replacement	27,468 MI
04/16/2001	288437	ZFAT—Field Action Recall		V0808 - INSPECT BRAKE PIPE & INSTALL SPACER CLIP	27,468 MI

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May 7, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build



This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available)

For this vehicle:

- > [View Vehicle Summary](#)
  - > Service Contract
  - > Branded Title
  - > Warranty Block
- [View Vehicle Build](#)
- > [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- > [View Vehicle Delivery Information](#)

Vehicle Information

VIN 2GCEC1ST0X [REDACTED] Model ZZUSV-1970  
 Service Contract No. Branded Title: No Warranty Block No PDI Status: No  
 Order Type: N/A  
 Field Actions: [Open](#) [REDACTED]

Vehicle Build

Model ZZUSV-1970 Order Number  
 Gross Vehicle Weight 0 Build Date: N/A  
 Build Plant

Option Codes

\*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

Vehicle has no current record of option codes.

Added Option Codes

Vehicle has no current record of SAIO codes.

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May 7 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary



This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build

#### Vehicle Information

VIN: 2GCEC19T0X [REDACTED] Model: ZZUSV-1970  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: N/A  
 Field Actions: [0 Open](#) [REDACTED]

- For this vehicle:
- > [View Vehicle Summary](#)
    - > Service Contract
    - > Branded Title
    - > Warranty Block
  - > [View Vehicle Build](#)
  - > [View Vehicle Component Summary](#)
  - > [View Vehicle Transaction History Detail](#)
  - > [View Vehicle Delivery Information](#)

#### Vehicle Component

Vehicle has no current record of vehicle component.

#### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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May 7, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail ?

This screen allows IVH users to view the available information on individual transaction for the VIN selected

#### Vehicle Information

VIN 2GCEC19Y0X [REDACTED] Model ZZUSV-1970  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: N/A  
 Field Actions: [Open](#)

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Job Card Date: 04/21/2006

Job Card Number: 015025

Repair Service Agent: 112796  
 JACK MAXTON CHEVROLET, INC.  
 700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000  
 6148855301

Odometer Reading: 97,605 MI  
 Authorization Code:

Process Date:  
 04/25/2006

Transaction Type:  
 ZFAT—Field Action Recall  
 Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims  
 Labour Op V1462-00019 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement if Necessary

Causal Part Number  
 -See other Parts and/or Nel Items

Job Card Date: 11/18/2005

Job Card Number: 068368

Repair Service Agent: 112788  
 JACK MAXTON CHEVROLET, INC.  
 700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000  
 6148855301

Odometer Reading: 92,088 MI  
 Authorization Code:

Process Date:  
 11/22/2005

Transaction Type:  
 ZFAT—Field Action Recall  
 Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims  
 Labour Op V1410-05088 - Inspect Wheel Sensor (inc. cleaning)

Causal Part Number

Job Card Date: 12/28/2001

Job Card Number: 309967

Repair Service Agent: 112788  
 JACK MAXTON CHEVROLET, INC.

Odometer Reading: 37,036 MI  
 Authorization Code: AE

700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000  
 6148855301

## Process Date:

01/04/2002

## Transaction Type:

ZREG---Regular Vehicle Transaction

## Transaction Expense Category

## Customer Complaint Code:

0000-Converted Claim

## Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op H2505-Electronic Brake and Tracilon Control Module Replacement

## Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 05/03/2001

Job Card Number: 288237

Repair Service Agent 112796

Odometer Reading: 28,332 MI

JACK MAXTON CHEVROLET, INC.

Authorization Code: B

700 E GRANVILLE RD

WORTHINGTON OH 43085-0000

6148855301

## Process Date:

05/11/2001

## Transaction Type:

ZREG---Regular Vehicle Transaction

## Transaction Expense Category

## Customer Complaint Code:

0000-Converted Claim

## Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N0528-Bulbs, Lamp - Exterior - Replace

## Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 05/03/2001

Job Card Number: 288237

Repair Service Agent 112796

Odometer Reading 28,332 MI

JACK MAXTON CHEVROLET, INC.

Authorization Code:

700 E GRANVILLE RD

WORTHINGTON OH 43085-0000

6148855301

## Process Date:

05/08/2001

## Transaction Type:

ZFAT---Field Action Recall

## Transaction Expense Category

## Customer Complaint Code:

0000-Converted Claim

## Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op V0523-REPLACE DRIVERS &amp; PASS SEAT BELT RETRACTORS

## Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/16/2001

Job Card Number: 288565

Repair Service Agent 112766

Odometer Reading: 27,473 MI

JACK MAXTON CHEVROLET, INC.

Authorization Code

700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000  
 6148855301

Process Date: 04/27/2001  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
 Labour Op N0528-Bulbs, Lamp - Exterior - Replace  
 Causal Part Number  
 --See other Parts and/or Nel Items

Job Card Date: 04/16/2001                      Job Card Number: 286437  
 Repair Service Agent: 112786                      Odometer Reading: 27,488 MI  
 JACK MAXTON CHEVROLET, INC.                      Authorization Code: E  
 700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000  
 6148855301

Process Date: 04/20/2001  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
 Labour Op B7540-Windshiled Reveal Molding Replacement  
 Causal Part Number

Job Card Date: 04/16/2001                      Job Card Number: 286437  
 Repair Service Agent: 112786                      Odometer Reading: 27,488 MI  
 JACK MAXTON CHEVROLET, INC.                      Authorization Code:  
 700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000  
 6148855301

Process Date: 04/20/2001  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line #: 3                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
 Labour Op J5490-Throttle Body Assembly Replacement  
 Causal Part Number  
 --See other Parts and/or Nel Items

Job Card Date: 04/16/2001                      Job Card Number: 286437  
 Repair Service Agent: 112786                      Odometer Reading: 27,488 MI  
 JACK MAXTON CHEVROLET, INC.                      Authorization Code:  
 700 E GRANVILLE RD  
 WORTHINGTON OH 43085-0000

6146056301

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**Process Date**

04/20/2001

**Transaction Type**

ZFAT---Field Action Recall

**Transaction Expense Category**

Customer Complaint Code:

0000-Converted Claim

**Job Card Line #**

2

**Transaction Adjustment**

Cause Code: 0000-Converted Claims

Labour Op V0808-INSPECT BRAKE PIPE &amp; INSTALL SPACER CLIP

**Causal Part Number**-See other Parts and/or Nat Items

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May 7, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information



This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

#### Vehicle Information

VIN 2GCEC19T0X [REDACTED] Model ZZUSV-1970  
 Service Contract No [REDACTED] Branded Title: No Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: N/A  
 Field Actions: [0 Open](#) [REDACTED]

- For this vehicle:
- [View Vehicle Summary](#)
    - [Service Contract](#)
    - [Branded Title](#)
    - [Warranty Block](#)
  - [View Vehicle Build](#)
  - [View Vehicle Component Summary](#)
  - [View Vehicle Transaction History Detail](#)
  - [View Vehicle Delivery Information](#)

#### Invoice Information

Invoicing Service Agent [REDACTED] Invoice Date: N/A

#### Ship to Information

Ship to Service Agent [REDACTED] Ship to Date: N/A

#### Delivery Information

Delivery Service Agent [REDACTED] Delivery Date: N/A  
Delivery Odometer: 0

#### In Service Information

Invoicing Service Agent [REDACTED] In Service Date: N/A  
In Service Type [REDACTED] In Service Odometer: 0

#### Registration Information

Registration Service Agent: N/A  
Registration Date: N/A  
Registration Number: N/A  
Registration Odometer: 0

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