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

EA11-001

GM

5/31/2012

Q_01 Tables

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.

		Subcategories				
Type of Report	GM Reports	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.

		Subcategories				
Type of Report	GM Reports	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.

	MODEL YEARS					
MAKE/MODEL	1999	2000	2001	2002	2003	TOTAL
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.

	Model Years					
Make/Model	1999	2000	2001	2002	2003	Total
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.

	Model Years			
Make/Model	2004	2005	2006	Total
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.

	Model Years			
Make/Model	2004	2005	2006	Total
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:

	Model Years			
Make/Model	2004	2005	2006	Total
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".

EA11-001

GM

5/31/2012

Q_01

Field Performance Report
GM Aftersales

FPR Case No:	63275	**Status:** Saved **Transfer:**	
Type:	GMNA Truck	**Country:** United States of America	
VIN:	2GCEK13T461[redacted]		
Make:	Chevrolet	**Vehicle Status:**	
Model:	Silverado		
Model Year:	2006		

Part Name:	Brake Lines
Location:	Chassis
Complaint:	Fluid Leak
Origination Point:	● Dealer ○ GM Internal
Dealer Code	
GM Rep ID No	

- Affected Vehicles -

Mileage (Miles)	Build Date
57255	09/30/2005

No of Vehicles: 1

Engine:	Transmission:	Axle:	Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
20 Chassis	04 Brakes	01 Front Brake Corner	

Trouble Category:	Trouble:
Z - Not assignable	Not Assignable (Add new Code)

Symptoms / Complaints:
BRAKE FLUID LEAK

Probable Cause:
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.

Correction:
REMOVED AND REPAIRED 5 RUSTED BRAKE LINES.

Sample Parts Available:	Part No:
○ Yes ● No	

Remark/ Location of Parts:
BAC 111440
RO 171574

Attachments:

Name	Type

Document Information

Document Author:	Created by: QZD1VX	Date of creation: 06/24/2011 12:37:18 PM	Server of Creation: USABHEM0DB10/A/GMSERVER/GMC
Last Modified by:	Last modified by: QZD1VX	Date of modification:	Server of Modification: USABHEM0DB10/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 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	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Brakes - General	Sub-Area	Initiate PAR- Collision
Address	[redacted]	City	Sandy Hook	Involved Dlr		Safety	Yes
State	CT ZipCd [redacted]	Con Acct		Source	Phone	Updated	11/6/2009 05:03:53 PM
Serial #/VIN	3GNFK16T04G[redacted]	Model Year	2004	Priority	Medium License # CHEVROL	Owner	OGLESBMI
Make	Chevrolet	Warr. Start	01/15/2004	Status	Closed	Opened	10/21/2009 07:13:18 PM
Model	Suburban	Mileage	52000	Sub-Status	Satisfied	Closed	11/6/2009 05:03:36 PM
Abstract	04 Suburban--Brake concern						
Customer Description	This is a BRC PAR Case. Do not assume. Forward any inquiries to Michelle Oglesby at ex. 31394.						

Pre-PAR

PAR Notifier	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 Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'8	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
unknown	unknown		USAA

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		
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 [redacted] 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	[redacted] Check for ESIS pickup

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

THIS IS NOT A SOCC

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	[redacted] Check for ESIS pickup

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

THIS IS NOT A SOCC

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	[redacted]-Check for ESIS pickup THIS IS NOT A SOCC

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

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	[redacted] Check for ESIS pickup THIS IS NOT A SOCC

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

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	11/6/2009 04:40:11 PM	assigned to ESIS

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

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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	[redacted] Check for ESIS pickup THIS IS NOT A SOCC

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

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
[redacted]	[redacted]		

Comments

Cust alledges 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	[redacted] called

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

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 prepairing 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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

Comments

Confidential Comments

Service Request Detail

Activities

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

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

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 Sub-Type	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
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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
[redacted]	[redacted]		

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]		

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]		

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] all cust for initial, 2nd attempt

Contact Last Name	Contact First Name	Account	BAC Code
[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]		

Comments

Spoke with Service Manager John

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

Dlr 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 Dlr		Done	10/22/2009 04:29:05 PM	[redacted]-Call dlr for cust contact info

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

Comments

Call dlr 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]		

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]		

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 [redacted]
The dealer involved is: no involved dlr
The vehicle is: 2004 Chevrolet Suburban
The last 8 digits of the VIN# are: 4C[redacted]
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]		

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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	Contact First Name	Account	BAC Code
[redacted]	[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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2009 09:11:47 AM	KINZERTH	OGLESBMI	BRC PAR	Acknowledgement	Done	10/22/2009 04:31:01 PM	[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[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 09:11:38 AM	KINZERTH	OGLESBMI	Notify CRM		Done	10/22/2009 11:48:37 AM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code
[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 09:11:23 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]		

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]		

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]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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 Sub-Type	Status	Completed	Description
10/21/2009 07:27:17 PM	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]		

Comments

Cust Sts:

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

Cust Seeks:
Repot 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	Symptom	Description
H01	Brake Fade	Brakes - General

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

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	IVH830WV	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

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	3GNFK16T04G[redacted]

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

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	3GNFK16T04G[redacted]

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	VFF - 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 GVW 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
1SL - 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	1SZ - 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

TOM COPPINGER
12 BROOKVIEW DR.
CARMEL, NY 10512

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[redacted](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]
m>
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: 'Coppinger, Marjorie'
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

CONNECTICUT UNIFORM POLICE ACCIDENT REPORT

FORM PR-1 REV. 01/01

1. w

GPS READINGS: Latitude:

Time: Longitude:

FOR DOT USE ONLY

DATE OF ACCIDENT	MILITARY TIME	ACCIDENT SEVERITY	# VEHICLES INVOLVED	PAGE #	POLICE CASE NUMBER
10/21/09	1459	☐ 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	085	Rte. 111 at Purdy Hill Road

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

TRAFFIC UNIT #1 ☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

[redacted] (Last, First, Middle Initial)

PROPER LICENSE CLASS ☒ Yes ☐ No

CITY OR TOWN	STATE	SEX
Melbourne	FL	☐ M ☒ F

[redacted] STATE FL DATE OF BIRTH [redacted]

[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
Sandy Hook	CT		SUV

REGISTRATION #	STATE	VEHICLE YEAR AND MAKE
[redacted]	CT	2004 Chevrolet

VEHICLE IDENTIFICATION NUMBER: 3GNFK16T04G[redacted]

CARRIER NAME:

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code):

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 # DISPLAYED? ☐ Yes ☐ No 1 Digit #
HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No	ENFORCEMENT ACTION TAKEN ☐ None ☐ Arrest ☒ Written Warning ☐ Verbal Warning
STATUTE OR ORDINANCE #'S: 14-299	SUBJECT OF ACTION ☒ Operator ☐ Carrier ☐ Owner ☐ Pedestrian

AUTOMOBILE INSURANCE — NAME — POLICY #: USAA [redacted]

PARTS OF VEHICLE DAMAGED: Front END

VEHICLE TOWED TO: Buds ☐ TOWED DUE TO DAMAGE

TRAFFIC UNIT #2 ☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR #2 or PEDESTRIAN NAME (Last, First, Middle Initial): [redacted]

PROPER LICENSE CLASS ☒ Yes ☐ No

CITY OR TOWN	STATE	ZIP CODE	SEX
Trumbull	CT	[redacted]	☒ M ☐ F

OPERATOR LICENSE # [redacted] STATE CT DATE OF BIRTH [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
711SWD	CT	Chrysler 2003 Town

VEHICLE IDENTIFICATION NUMBER: 2C4GP54L53R[redacted]

CARRIER NAME:

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code):

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 # DISPLAYED? ☐ Yes ☐ No 1 Digit #
HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No	ENFORCEMENT ACTION TAKEN ☒ None ☐ Arrest ☐ Written Warning ☐ Verbal Warning
STATUTE OR ORDINANCE #'S: NA	SUBJECT OF ACTION ☐ Operator ☐ Carrier ☐ Owner ☐ Pedestrian

AUTOMOBILE INSURANCE — NAME — POLICY #: Metropolitan Group [redacted]

PARTS OF VEHICLE DAMAGED: Front End

VEHICLE TOWED TO: NA ☐ TOWED DUE TO DAMAGE

ALL INVOLVED PERSONS

	L	M	N.	NAME AND ADDRESS OF EACH INVOLVED PERSON	Date of Birth	O.	P	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

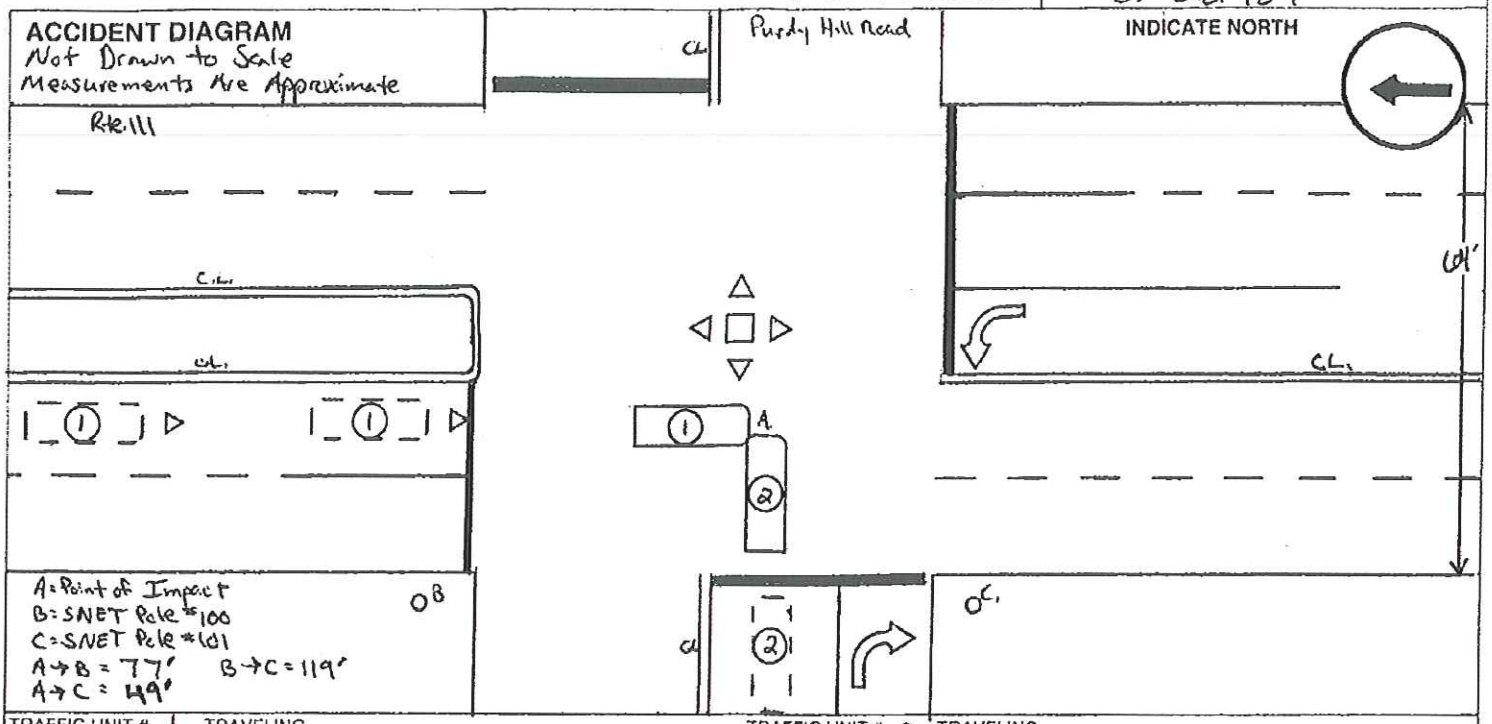
ALL INVOLVED PERSONS

FORM PR-1

Page # 2 of 2

Police Case Number: 09-22737

ACCIDENT DIAGRAM
Not Drawn to Scale
Measurements Are Approximate



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

RANK AND SIGNATURE OF INVESTIGATING OFFICER	OFFICER ID#	POLICE AGENCY IDENTIFICATION	REPORT DATE	CASE STATUS OPEN ☐ CLOSED ☒	SUPERVISOR
OFC. Adams	26	Monroe	10/28/09		SGT Bartlett

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

F 3 | G 2 | H 202 | S 2 1 | T 201

TRAFFIC UNIT #1 ☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR #1 or PEDESTRIAN NAME (Last, First, Middle Initial) [redacted]

PROPER LICENSE CLASS ☒ Yes ☐ No

CITY OR TOWN: Melbourne | STATE: FL | ZIP CODE: [redacted] | SEX ☐ M ☒ F

OPERATOR LICENSE # [redacted] | STATE: FL | DATE OF BIRTH [redacted]

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

ADDRESS (Street Number and Name) [redacted]

CITY OR TOWN: Sandy Hook | STATE: CT | ZIP CODE | BODY TYPE: SUV

REGISTRATION # [redacted] | STATE: CT | VEHICLE YEAR AND MAKE: 2004 Chevrolet

VEHICLE IDENTIFICATION NUMBER: 3GNFK16T046[redacted]

CARRIER NAME

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

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 # DISPLAYED? ☐ Yes ☐ No 1 Digit #

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

STATUTE OR ORDINANCE #'S: 14-299 | SUBJECT OF ACTION ☒ Operator ☐ Owner ☐ Carrier ☐ Pedestrian

AUTOMOBILE INSURANCE — NAME — POLICY #: USAA [redacted]

PARTS OF VEHICLE DAMAGED: Front END

VEHICLE TOWED TO: Buds | ☐ TOWED DUE TO DAMAGE

TRAFFIC UNIT #2 ☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR #2 or PEDESTRIAN NAME (Last, First, Middle Initial) [redacted]

PROPER LICENSE CLASS ☒ Yes ☐ No

CITY OR TOWN: Trumbull | STATE: CT | ZIP CODE [redacted] | SEX ☒ M ☐ F

OPERATOR LICENSE # [redacted] | STATE: CT | DATE OF BIRTH [redacted]

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

ADDRESS (Street Number and Name): SAME

CITY OR TOWN: SAME | STATE: SAME | ZIP CODE | BODY TYPE: Van

REGISTRATION # [redacted] | STATE: CT | VEHICLE YEAR AND MAKE: 2003 Town

VEHICLE IDENTIFICATION NUMBER: 2C4GP54L53R[redacted]

CARRIER NAME

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

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 # DISPLAYED? ☐ Yes ☐ No 1 Digit #

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

STATUTE OR ORDINANCE #'S: NA | SUBJECT OF ACTION ☐ Operator ☐ Owner ☐ Carrier ☐ Pedestrian

AUTOMOBILE INSURANCE — NAME — POLICY #: Metropolitan Group [redacted]

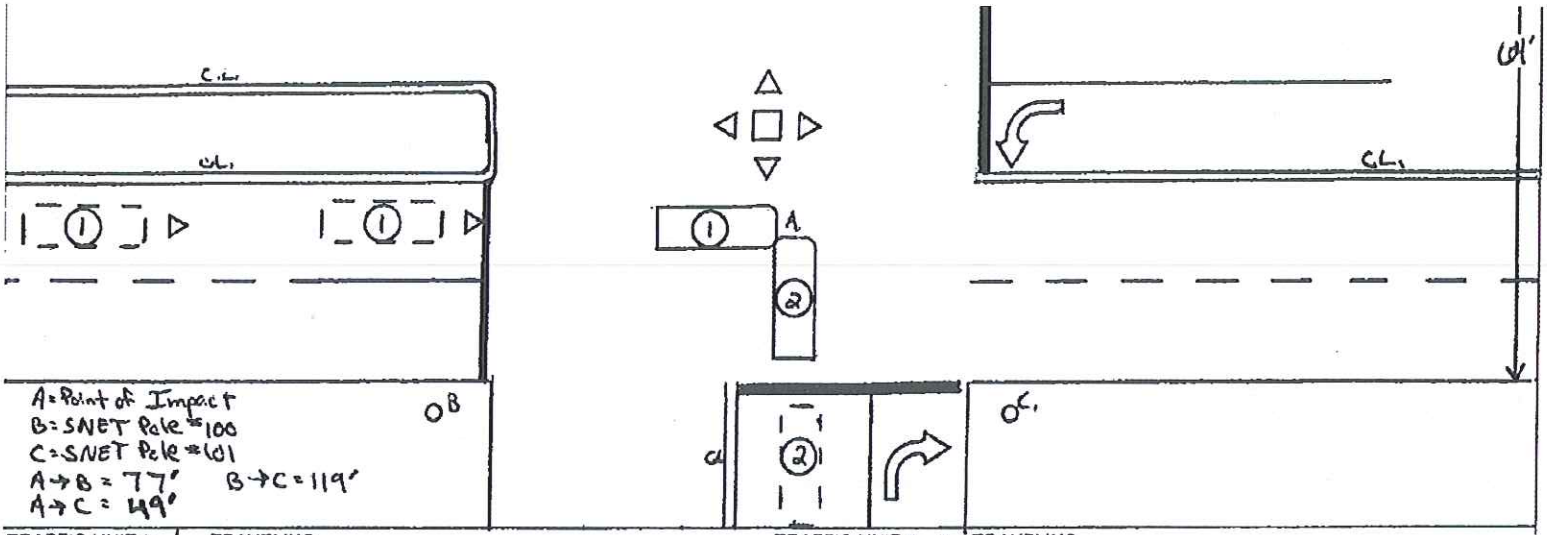
PARTS OF VEHICLE DAMAGED: Front End

VEHICLE TOWED TO: NA | ☐ TOWED DUE TO DAMAGE

ALL INVOLVED PERSONS

	L	M.	N.	NAME AND ADDRESS OF EACH INVOLVED PERSON	Date of Birth	O.	P.	Q.	
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		4	2	1	2
3	2	N	03	[redacted] Trumbull CT [redacted]		4	2	1	3
4									4
5									5
6									6
7									7
8									8

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.

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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.
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DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES

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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 OPEN	CASE STATUS CLOSED	SUPERVISOR
Ofc. Adams	26	Monroe	10/28/09	☐	☒	Sgt Bartlett

"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/GM/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 AttachedLink

David Mehelas/US/GM/GMC

11/18/2009
06:47 PM

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

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

"edbarlage@maritimemotors.com" <edbarlage@maritimemotors.com>
11/20/2009 08:05 AM

To bethany.tillman@gm.com
cc
bcc
Subject Re: Photos Attached [redacted] (680298)

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

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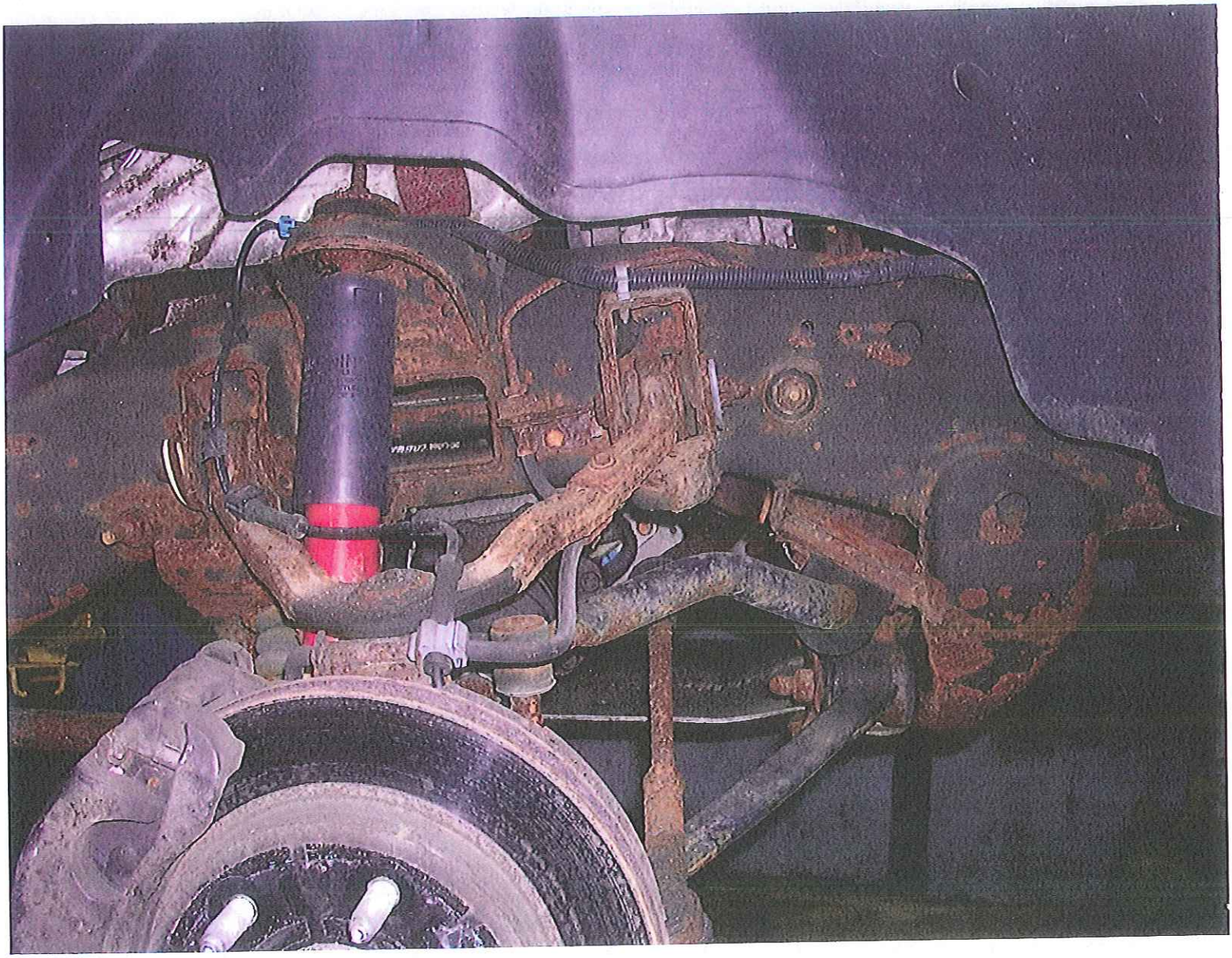
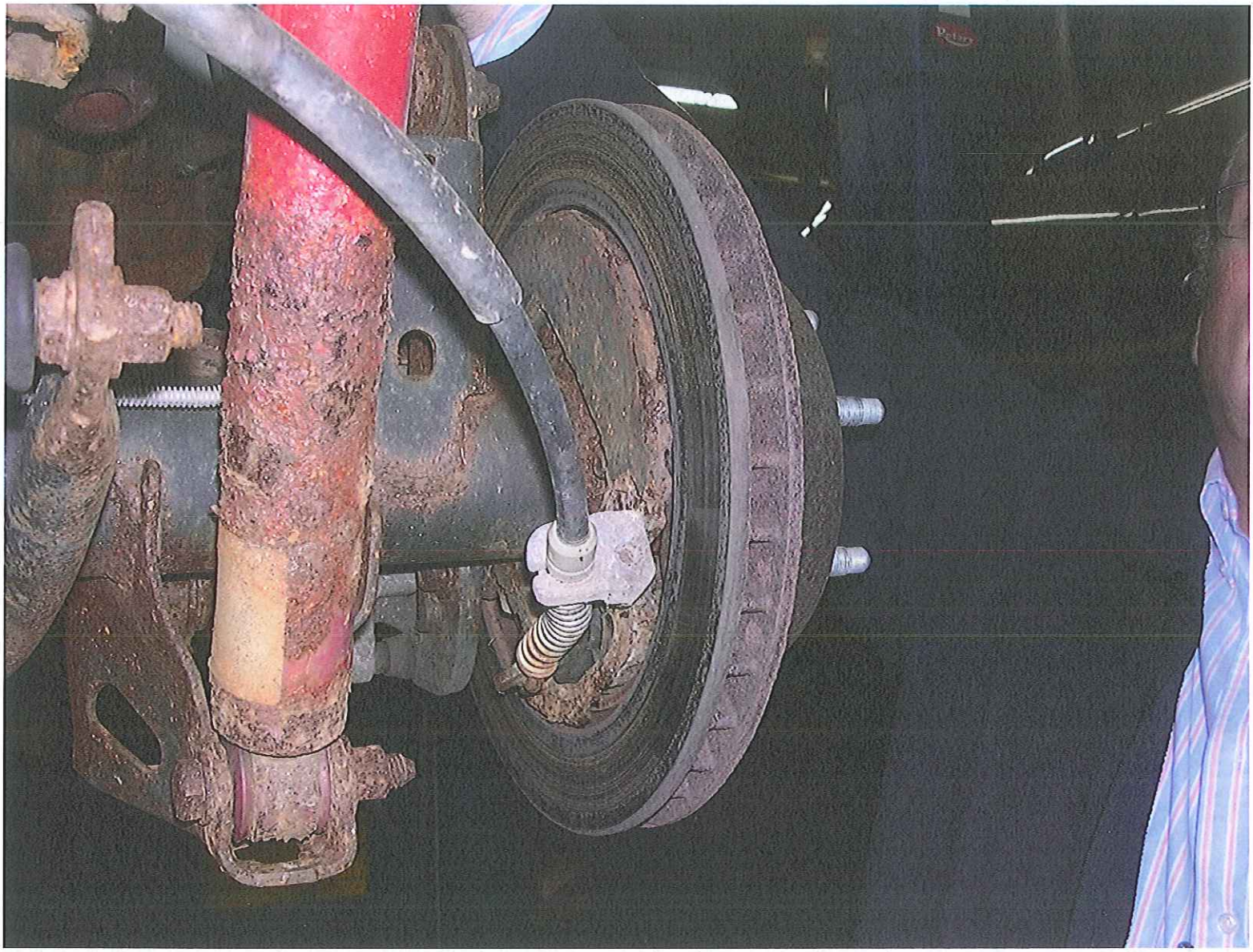




BBB AUTO LINE
Customer Claim Form

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]

Selling dealer/city/state: heb connlly chevrolet, framingham, MA

Primary Servicing dealer/city/state: heb connlly chevrolet,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ 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: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ 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.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

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?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
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 <u>copies</u> 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

[redacted]
Saint James NY [redacted]

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,

[redacted]

St James, NY [redacted]

INVOICE

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

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

Date: 11/15/11
Job number: 148,386
License plate: [redacted]
Year/Make: '04 CHEROLET
Model: SUBURBAN
V.I.N.: 1GNGK26U0 4R[redacted]
Mileage: In: 63,200 Out: 63,202
Technician: KEITH DENNER
Other: 6.0L A/T 6S V058

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 FORNT AND REAR OF VEHICLE. VEHICLE CAME IN WITH A BLOWN FRONT AND REAR LINE ALL OTHER ASSOCIATED LINES WERE EXTREMELLY 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 ACKNOWLEGED ON THE ABOVE VEHICLE TO SECURE AMOUNT OF REPAIRS. ALL WORK IS WARRANTIED FOR 4,000 MI. OR 90 DAYS WHICHEVER COMES FIRST.

October 10, 2012

[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 1GCEC14X93Z159786. 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.

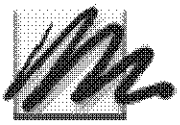
We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

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. 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

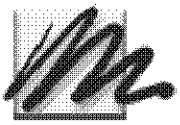
A product allegation claim has been made in your region. The customer is alleging brake failure caused collision. This case is being escalated to ESIS because of third party property damage.

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



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

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

Please Re-scan
& attach to
SR # 71-485248547

Jason Sperry

[redacted]
Mexico, NY

FEB 26 2007

PO Box 33170
Detroit, MI
48232-5170

UNITED STATES POSTAGE
FB9962052
111
10203 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

V.I.P. Parts Tires & Service

ORIGINAL

NAME/ADRESS	LOCATION	ACCOUNT NUMBER	REFERENCE NO.
[redacted]	Roosevelt Trail		
	WORK PHONE (315) 254-8737	P.O. NUMBER	DATE/TIME
	VIN# 2GCEK19T441 [redacted]	KEY TAG #	TECHNICIAN
YEAR/MAKE/MODEL		LICENSE #	LABOR
SAVE? Y N	PROMISED DATE/TIME	MILEAGE 47383JT	WRITTEN BY

• 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 oral 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 CUSTOMERS BRAKE		
		CUSTOMER SAFETY CHECK		
1	12325468	BRK LINE [illegible]	3.99	3.99
1	73764432	BRAKE FLUID DOT3	3.99	3.99
		BRAKE SERVICE LABOR		
1	202	ENDP SERVICE	3.00	3.00
		BE RETORQUED @ 25 MILES		
		FLUSH BRAKE LINE		
		STILL NEED'S FRONT BRK		
		BRAKE LINE LEFT FRONT		

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

LABOR

Warranty: Labor 12 months or 12,000 miles, whichever comes first, unless otherwise specified.

QTY.	DESCRIPTION	EXTENSION
1.00	BRAKE LABOR, OTHER	

ALUMINUM WHEELS NEED TO BE RETORQUED @ 25 MILES
ADDITIONAL PARTS & LABOR

SAFETY INSPECTION Y N

ALUMINUM WHEELS NEED TO

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 ***

VIP PARTS – TIRES – SERVICE

We employ ASE Certified Technicians

TOTALS	
PARTS	
LABOR	
OTHER	
SUBLET	
SUBTOTAL	
TAX	
TOTAL	

FORM NO. 9667 REV 01/04

White Copy - Office Canary Copy - Store Pink Copy - Customer

ORIGINAL

****
VIP Parts Tires & Service #028
826 Roosevelt Trail
Windhan 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-DOM S

PA 1 73764432 @ 3.99 3.99
BRAKE FLUID/32OZ 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

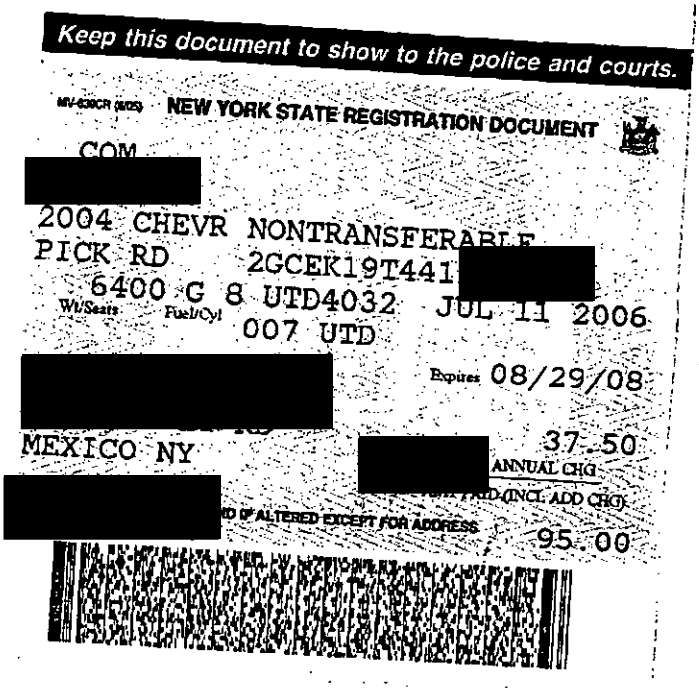
Card holder acknowledges receipt of goods and/or services in the amount of total shown hereon and agrees to perform the obligations set forth in the cardholder's agreement with the issuer.

Transaction #00676060

CREDIT CARD SLIP

Credit Card Amount : 299.53
Card No : XXXXXXXXXXX7998
Card Type : VISA
Card Name : SPERRY, JASON
Expiration : 1107
Approval : 02770A

<<CUSTOMER COPY>>



Keep this document to show to the police and courts.

MV-630CR (6/05) NEW YORK STATE REGISTRATION DOCUMENT

COM [redacted]

2004 CHEVR NONTRANSFERABLE
PICK RD 2GCEK19T441 [redacted]
6400 G 8 UTD4032 JUL 11 2006
Wt/Seats Fuel/Cyl 007 UTD

[redacted] Expires 08/29/08

MEXICO NY [redacted] 37.50
ANNUAL CHG

[redacted] ID (INCL. ADD CHG)
ID OR ALTERED EXCEPT FOR ADDRESS 95.00

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

GM

CHECK **No.** 900910208

50-837
213

VOID VOID VOID VOID VOID VOID VOID

DATE
03/13/07

**********299 DOLLARS ****53 CENTS AMOUNT **********299.53

PAY TO THE ORDER OF
[redacted]
MEXICO NY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000007 1
VENDOR NAME JASON SPERRY

CHECK NO. 900910208
PAYMENT DATE 03/13/07

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

VOID VOID VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 W3

TOTAL	299.53	.00	299.53

AP330C

[redacted]

Mexico, NY [redacted]

FEB 26 2007

UNITED STATES POSTAGE
111 1020 8364
00.39⁰ FEB 21 07
PB99620052
MAILED FROM ZIP CODE 13090

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

Vip Parts Tires & Service

NAME/ADRESS [redacted]	CUST PHONE evell Trail	ACCOUNT NUMBER	REFERENCE NO.
	WORK PHONE [redacted]	P.O. NUMBER	DATE/TIME CW-[redacted]
	VIN# [redacted]	KEY TAG #	TECHNICIAN 07 14:00
YEAR [redacted]		LICENSE #	LABOR
SAVE PARTS CHEVROLET SILVERADO 1500 4.8L F/I V8, VIN [redacted] Y N	PROMISED DATE/TIME	MILEAGE 47323JT	WRITTEN BY

• We will, at your request, return your old parts or hold them for inspection.

ORIGINAL

ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER
ORIGINAL						
REVISED 1	[illegible]	2/10	14:00	[illegible]	[illegible]	[illegible]
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	12325468	BRK LINE [illegible]	3.99	3.99
1	73764432	BRAKE FLUID/3607	3.99	3.99
		BRAKE SERVICE LABOR		
1	392	SHOP SUPPLIES	3.00	3.00
		BE RETORQUED IN [illegible] MILES		
		FIXED BRAKE LINE		
		STILL NEEDS TEST DRIVE		
		BRAKE LINES VERY NICELY		

LABOR

Warranty: Labor 12 months or 12,000 miles, whichever comes first, unless otherwise specified.

QTY.	DESCRIPTION	EXTENSION
1.00	BRAKE LABOR, OTHER	[illegible]

ALUMINUM WHEELS [illegible]
BE RETORQUED IN [illegible] MILES
ADDITIONAL PARTS & LABOR

SAFETY INSPECTION Y N

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

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 ***

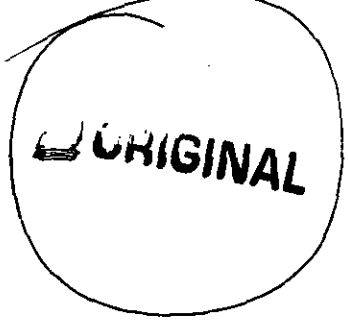
VIP PARTS - TIRES - SERVICE

We employ ASE Certified Technicians

TOTALS	
PARTS	
LABOR	[illegible]
OTHER	[illegible]
SUBLET	[illegible]
SUBTOTAL	[illegible]
TAX	[illegible]
TOTAL	[illegible]

FORM NO. 9667 REV 01/04

White Copy - Office Canary Copy - Store Pink Copy - Customer



****
VIP Parts Tires & Service #028
826 Roosevelt Trail
Windhan ME
892-8477
2/10/07 17:49:41
****
Cashier: 0000012552 Register#002
Counter: 0000006010 Drawer # 1

PA 1 12325460 @ 3.99 3.99
BRK LINE 1/4X60-DOM S

PA 1 73764432 @ 3.99 3.99
BRAKE FLUID/32OZ 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

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Card No : XXXXXXXXXXXX7998
Card Type : VISA
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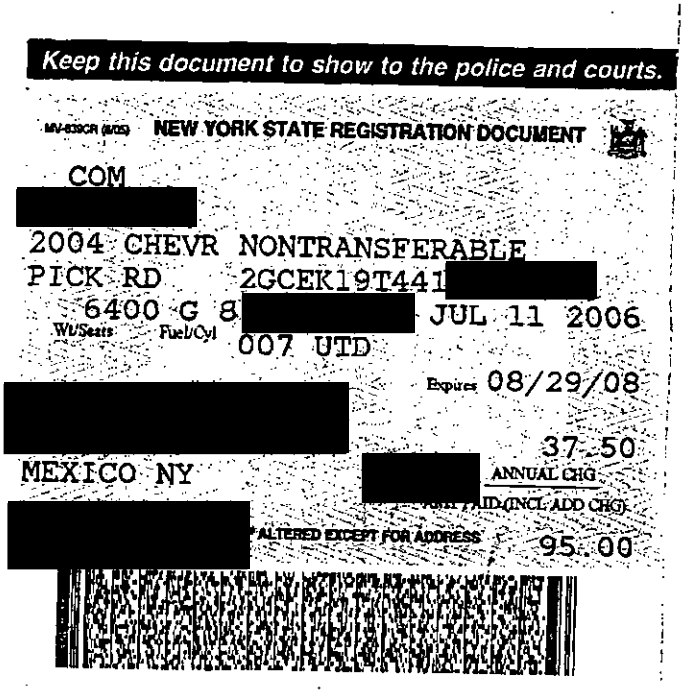

Keep this document to show to the police and courts.

MV-83GCR (8/05) NEW YORK STATE REGISTRATION DOCUMENT

COM
[redacted]
2004 CHEVR NONTRANSFERABLE
PICK RD 2GCEK19T441[redacted]
6400 G 8 [redacted] JUL 11 2006
Wt/Seats Fuel/Cyl 007 UTD
Expires 08/29/08
[redacted]
37.50
MEXICO NY [redacted] ANNUAL CHG
[redacted] ALTERED EXCEPT FOR ADDRESS 95.00

October 10, 2012

[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. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

[redacted]

Mullica Hill, NJ [redacted]

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

48232$5170 B050

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 13th.

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]

October 10, 2012

[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 or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

October 10, 2012

[redacted]
Ocala, FL [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 2006 Chevrolet Silverado.

This offer is valid towards one service visit on VIN 1GCEK19B16Z206880. 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. 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.

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: 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 ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ 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: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ 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.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

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?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
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 <u>copies</u> 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: **Certificate No. 1GNEK13T66R**[redacted]

Chevrolet

Issue Date: October 10, 2012

Issued exclusively for: [redacted]

Lexington, OH [redacted]

Valid through: February 8, 2012

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

October 10, 2012

[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

October 10, 2012

[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

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	☐ N. East	☒ S. East	☐ N. Central	☐ S. Central	☐ West

Service Manager Name, & Phone Number (APPROVER)	JASON BAILES 740 373 9127
Service Manager Email (Required for Goodwill Confirmation)	jason_bailes@hotmail.com
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	3GCEK14XX6G[redacted]
Current Vehicle Mileage	46267
GM District Mgr – Aftersales' Name & Cell Phone Number	ALEXANDRA ADKINS 304 410 2305
List Vehicle Concern(s) and Business Reason(s) for Offering Goodwill to this Customer:	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)

☒ Body Hardware & Trim	☐ Drive Systems	☐ Powertrain**	☐ Steering
☒ Body Systems	☐ Engine	☐ Safety & Security	☐ Suspension
☐ Brakes	☐ HVAC	☐ Seats	☐ Transmission/Transaxle
☐ 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	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #	[redacted]	UCC	Brakes - Hoses / Pipes / Lines (Front	Sub-Area	Initiate PAR- Collision
Address	[redacted]	City	Naugatuck	Involved Dlr		Safety	Yes
State	CT ZipCd [redacted]	Con Acct		Source	Phone	Updated	12/20/2010 03:43:54 PM
Serial #/VIN	1GCEK19V24E[redacted]	Model Year	2004	Priority	Medium License # CHEVROL	Owner	KINZERTH
Make	Chevrolet	Warr. Start	10/10/2003	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
[redacted]	[redacted]	5'11"	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
unknown	Dianne	(401) 244-1835	EMC Insurance Group

Incident Loc	Merritt 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	Addt 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 Mercades 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
[redacted]			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
[redacted]	[redacted]		

Comments

3rd party name unknown - cust does have info, just now with him
2011 Mercades 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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

Comments

Open Recalls:None
Related Repairs:None
Previous SRs:
1-264221682 - CAC / unrelated - registering VIN
1-311315433 - 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 Tarca

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

Comments

The request number is Z1-900055224
The customer's name is [redacted]
The vehicle is a (year / ma[redacted]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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

Comments

cust sts:
-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 sonce 2004.

cust sks:
-assistance with repair

crs adv:
source
-theres no recall for the veh
-I will initiate a case
-was anybody hrt?

cust sts:
-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)

Global Warranty

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Logout

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 1GCEK19V24E[redacted] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Service Contract No Branded Title No Warranty Block No PDI Status No

Order Type 50 - FLEET

Field Actions 0 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	083539	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	049959	ZREG---Regular Vehicle Transaction		B4151 - Outside Rearview Mirror Glass Replacement - Left Side	22,643 MI
10/11/2004	049959	ZREG---Regular Vehicle Transaction		B4150 - Outside Rearview Mirror Glass Replacement - Right Side	22,643 MI
10/04/2004	072969	ZFAT---Field Action Recall		V1242 - 04007 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement If Necessary	21,615 MI
10/09/2003	A72446	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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Global Warranty

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Logout

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).

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 1GCEK18V24[redacted]

Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type 50 - FLEET

Field Actions 0 Open

[redacted]

Vehicle Build

Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Gross Vehicle Weight 2,006

Order Number GJZJXD

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

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

1SZ - PREFERRED EQUIPMENT SAVINGS PREFERRED EQUIPMENT SAVINGS

59U - SILVER BIRCH METALLIC

69D - DARK CHARCOAL - CUSTOM CLOTH

69I - DK PEWTER INTERIOR TRIM

6YH - COMPONENT FRT LH COMPUTER SEL

7YH - COMPONENT FRT RH COMPUTER SEL

A31 - POWER WINDOWS

AE7 - 40/20/40 SPLIT BENCH SEAT WITH FRONT LEATHER SEATING SURFACES

AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT FRT PASS

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

B85 - BRIGHT BODY SIDE MOLDINGS

B8Q - GM PRODUCTION WEEK #41

C1U - FLT-ENTERPRISE RENT A CAR

C49 - ELECTRIC REAR WINDOW DEFOGGER

C7H - GVW RATING - 6,400 LB 6400 LB GVW RATING

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

FE9 - 50-STATE EMISSIONS

FK2 - TORSION BAR SPRING ADJUSTMENT

FK3 - TORSION BAR SPRING ADJUSTMENT

FLT - FLEET PROCESSING OPTION

GMC - ASSEMBLY PLANT-PONTIAC EAST

GT4 - REAR AXLE - 3.73 RATIO

JC3 - 4 WHEEL POWER DISC BRAKES

K34 - CRUISE CONTROL ELECTRONIC SPEED CONTROL WITH RESUME

K68 - 105 AMP ALTERNATOR

SPEED	105 AMP DELCOTRON GENERATOR
KUP - 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
UB0 - AM/FM STEREO W/CD PLAYER	UQ3 - ENHANCED AUDIO SPEAKERS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VB3 - 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 GVW PL-FT AX	YD6 - 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.

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Global Warranty

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Logout

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

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 1GCEK19V24E[redacted] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Service Contract No Branded Title No Warranty Block: No PDI Status: No

Order Type 50 - FLEET

Field Actions 0 Open

[redacted]

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 22:56:00 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 6E

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 13276823L
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
Date Scanned 10/08/2003
Time Scanned 23:43:00 Scan Station 33

Component Code AB-IR-MODULE ASM-INFLATOR
Traceability 9DQNT5Y
Source Plant Q-RIMIR MATAMORS MEXICO
Part / Number Broadcast 5374
Date Scanned 10/09/2003
Time Scanned 00:07:00 Scan Station 35

Component Code AH-IR-SENSOR ASM-LEFT
Traceability 3274JS2D8
Source Plant V-DELCO ELECTRONICS REYNOSA MEXICO
Part / Number Broadcast 7506
Date Scanned 10/09/2003
Time Scanned 03:57:00 Scan Station

Component Code AJ-IR-SENSOR ASM-RIGHT
Traceability 3274JS1M8
Source Plant V-DELCO ELECTRONICS REYNOSA MEXICO
Part / Number Broadcast 7506
Date Scanned 10/09/2003
Time Scanned 03:57:00 Scan Station

Component Code AL-IR-MODULE ASM-I/P
Traceability 8XOJO46
Source Plant M-MORTON-THIOKOL
Part / Number Broadcast 2351
Date Scanned 10/08/2003
Time Scanned 22:43:00 Scan Station 07

Component Code AS-SENSING DIAGNOSTIC MODULE
Traceability 13276P5Z6
Source Plant K-DELCO ELECTRONICS KOKOMO,IN
Part / Number Broadcast 2711
Date Scanned 10/09/2003
Time Scanned 03:57:00 Scan Station 02

Component Code BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
Traceability 032690EL1
Source Plant X-
Part / Number Broadcast 9674
Date Scanned 10/09/2003
Time Scanned 03:57:00 Scan Station

Component Code BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
Traceability 0327203R6
Source Plant X-
Part / Number Broadcast 2970
Date Scanned 10/09/2003
Time Scanned 03:57:00 Scan Station

Component Code CB-SEQ NUM (FLEX) BODY ASM
Traceability 0620329
Source Plant -
Part / Number Broadcast 1ZZ
Date Scanned 10/04/2003
Time Scanned 00:01:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS
Traceability 7670330
Source Plant -
Part / Number Broadcast 1XB
Date Scanned 10/08/2003
Time Scanned 13:47:00 Scan Station

Component Code CM-SEQ NUM (FLEX) GEN ASM
Traceability 7608127
Source Plant -
Part / Number Broadcast 1HP
Date Scanned 10/08/2003
Time Scanned 19:32:00 Scan Station

Component Code CN-SEQ NUM (FLEX) GEN ASM
Traceability 2705904
Source Plant -
Part / Number Broadcast 1HA
Date Scanned 10/08/2003
Time Scanned 20:39:00 Scan Station

Component Code CP-SEQ NUM (FLEX) GEN ASM
Traceability 3372350
Source Plant -
Part / Number Broadcast 1GA
Date Scanned 10/08/2003
Time Scanned 21:09:00 Scan Station

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Global Warranty

Mr. GMVIS 2

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Logout

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

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 1GCEK19V24E[redacted] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Service Contract No Branded Title No Warranty Block No PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

[redacted]

Job Card Date: 05/12/2006 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:
05/19/2006

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 E7700-Shaft, Steering Intermediate - Replace

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 60.84

Job Card Date: 02/16/2006 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:
03/21/2006

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 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: 06/13/2005 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: 06/13/2005 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: 06/13/2005 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 B7676-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 B7976-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 B7986-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 Net Items
Line Total USD 180.69

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: 076215

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

Odometer Reading 28,756 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 Net Items
Line Total USD 136.91

Job Card Date: 12/14/2004 Job Card Number: 075352

Repair Service Agent 111177

Odometer Reading 26,853 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 Odometer Reading 24,731 MI
DWORKIN CHEVROLET, INC. Authorization Code
208 SEYMOUR AVE
DERBY CT 06418-1309
2037356481

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 Odometer Reading 24,731 MI
DWORKIN CHEVROLET, INC. Authorization Code: E
208 SEYMOUR AVE
DERBY CT 06418-1309
2037356481

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: 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 # 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

Odometer Reading 21,815 MI

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

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
9082411414

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

Global Warranty Management Site Map

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Global Warranty

Mr. GMVIS 2

December 21, 2010

Logout

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 1GCEK19V24E[redacted] Model CK15753-2004 SILVERADO 1500 EXT CAB 4WD

Service Contract No Branded Title No Warranty Block No PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

[redacted]

Invoice Information

Invoicing Service Agent 111233
SULLIVAN CHEVROLET INC
10 W WESTFIELD AVE
ROSELLE PARK NJ 07204-2249 9082411414

Invoice Date 10/09/2003

Ship to Information

Invoicing Service Agent 111233
SULLIVAN CHEVROLET INC
10 W WESTFIELD AVE
ROSELLE PARK NJ 07204-2249 9082411414

Ship to Date N/A

Delivery Information

Delivery Service Agent 111233
SULLIVAN CHEVROLET INC
10 W WESTFIELD AVE
ROSELLE PARK NJ 07204-2249 9082411414

Delivery Date 10/10/2003
Delivery Type 020—DAILYRENTAL
Delivery Odometer 10

In Service Information

Invoicing Service Agent

In Service Date N/A
In Service Type 0000
In Service Odometer 0

Global Warranty Management Site Map

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Dawn McGuin /C/US/GM/GMC

01/06/2011 12:44 PM

To [redacted]
cc
bcc
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

- 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]22778).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.

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: 722778
Claims Administrator: Dawn McGuin

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

"Brewer, James (Times Microwave, US)" <James.Brewer@timesmicro.com>
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
FEB 17 2011
ESIS-GM CLAIMS UNIT

Subject: GM Claim 722778/Accident December 13th 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: CSP - T Case Number: DPS- 1 [illegible] 7756

Notations:
Traffic: [illegible]
Weather: [illegible]
Lane 2 of 2
Direction of Travel:
N (S) E W

Investigating Trooper: [illegible] # 1251 Date: [illegible] Time: 1731

No. & Type of Veh's Involved: 1 Pass Car 1 Tru... Related Information:
(Passenger Car, Truck, Bus, Etc.) (Pedestrian, Pole, Bridge Abutment, Etc)

Town / City: New Haven Location of Accident: [illegible] S/B [illegible] mi. N [illegible]

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

Oper #1: [redacted]
DOB: [redacted] Gender: ☐M ☐F
Address: [redacted]
Town: Cheshire State: CT Zip:
Oper. Lic. #: [redacted] Type: State: CT
Owner #1: [redacted]
Address: Same
Registration Plate: [redacted] State: CT
Make: Mazda Model: MX-5 Year: 06
VIN:
Seatbelt(s): ☐Yes ☐No Airbag: ☐Yes (Deployed ☐Y ☐N) ☐No ☐N/A
Insurance Company: Hartford
Insurance Policy #: [redacted]
Injuries:
Vehicle Damage:
Vehicle Towed: ☐No ☐Yes,
Occupant(s): *[Name / DOB / Address / Position in Veh]*

Oper #2: [redacted]
DOB: [redacted] Gender: ☐M ☐F
Address: [redacted]
Town: Norwalk State: CT Zip:
Oper. Lic. # [redacted] Type: State: CT
Owner #2: Same
Address:
Registration Plate: [redacted] State: CT
Make: Ford Model: Escape Year: 01
VIN:
Seatbelt(s): ☐Yes ☐No Airbag: ☐Yes (Deployed ☐Y ☐N) ☐No ☐N/A
Insurance Company: Geico
Insurance Policy #: [redacted]
Injuries:
Vehicle Damage:
Vehicle Towed: ☐No ☐Yes,
Occupant(s): *[Name / DOB / Address / Position in Veh]*

Oper #3:
DOB: Gender: ☐M ☐F
Address:
Town: State: Zip:
Oper. Lic. #: Type: State:
Owner #3:
Address:
Registration Plate: State:
Make: Model: Year:
VIN:
Seatbelt(s): ☐Yes ☐No Airbag: ☐Yes (Deployed ☐Y ☐N) ☐No ☐N/A
Insurance Company:
Insurance Policy #:
Injuries:
Vehicle Damage:
Vehicle Towed: ☐No ☐Yes,
Occupant(s): *[Name / DOB / Address / Position in Veh]*

Oper #4:
DOB: Gender: ☐M ☐F
Address:
Town: State: Zip:
Oper. Lic. #: Type: State:
Owner #4:
Address:
Registration Plate: State:
Make: Model: Year:
VIN:
Seatbelt(s): ☐Yes ☐No Airbag: ☐Yes (Deployed ☐Y ☐N) ☐No ☐N/A
Insurance Company:
Insurance Policy #:
Injuries:
Vehicle Damage:
Vehicle Towed: ☐No ☐Yes,
Occupant(s): *[Name / DOB / Address / Position in Veh]*

2004 Chevrolet Silverado 1500 Hydraulic Brake Complaints

1 Complaint Number: 10357120 Incident Date: September 21, 2010 Date Added to File: September 23, 2010

Description of the Complaint:

Complete brake failure. I went to start the pickup truck and when I steped 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 loose both front and back brakes at the sme time. This was not the case. The brakes do not to stop this vehicle.

Details Discuss This Consumer Complaint at Forum

2 Complaint Number: 10353517 Incident Date: September 2, 2010 Date Added to File: September 2, 2010

Description of the Complaint:

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 49,000 miles and was purchased new.

Details Discuss This Consumer Complaint at Forum

3 Complaint Number: 10351983 Incident Date: August 25, 2010 Date Added to File: August 25, 2010

Description of the Complaint:

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 severally 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 ones again this year.

Details Discuss This Consumer Complaint at Forum

4 Complaint Number: 10335998 Incident Date: December 1, 2005 Date Added to File: June 13, 2010

Description of the Complaint:

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 commuting without much braking (highway miles). 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 bulletin or recall created. Do I have any solution or recourse for this costly and dangerous braking system?

Details Discuss This Consumer Complaint at Forum

5 Complaint Number: 10331609 Incident Date: March 1, 2010 Date Added to File: May 21, 2010

Description of the Complaint:

Information redacted pursuant to the freedom of information act (foia), 5 u.s.c. 552(b)(6). abs false 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 # 05v379000 (NHTSA action # mc05200) covering 1999 to 2002 model years. Same design seeing same problem on subsequent years. GM TSB # 03062007-d covers description for 1999 to 2006 model years, but "special (Warranty) policy" only covers 1999 to 2002. Tried working with GM before repair and received case # [xxx]. After repair was completed, was told by district manager (patrick) that repair would not be covered due to age of vehicle. Dealer confirmed with GM customer rep (edward) 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 shearer chevrolet, shelburne rd., south burlington, vt on 05-20-2010. Their phone # 802-658-1111, service rep was sandy. Invoice # [xxx]. [xxx]

Details Discuss This Consumer Complaint at Forum

6 Complaint Number: 10327047 Incident Date: March 9, 2010 Date Added to File: April 22, 2010

Description of the Complaint:

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 put on the lift 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 usage afterward with no problems noted. Old parts are not available.

Details Discuss This Consumer Complaint at Forum

7 Complaint Number: 10326304 Incident Date: June 3, 2009 Date Added to File: April 19, 2010

Description of the Complaint:

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.

Details Discuss This Consumer Complaint at Forum

8 Complaint Number: 10326312 Incident Date: March 30, 2010 Date Added to File: April 19, 2010

Description of the Complaint:

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.

Details Discuss This Consumer Complaint at Forum

9 Complaint Number: 10319409 Incident Date: February 9, 2010 Date Added to File: March 13, 2010

Description of the Complaint:

I have a 2004 chevy silverado I have to plan my stop or I will crash I have had to swerve in on going traffic to keep from hitting people my truck has extremely poor stopping is there a recall [xx]. Information redacted pursuant to the freedom of information act (foia), 5 u.S.C. 552(bX6).

Details Discuss This Consumer Complaint at Forum

10 Complaint Number: 10305819 Incident Date: November 18, 2009 Date Added to File: February 4, 2010
Description of the Complaint:

My 2004 chevy silverado goes into abs mode at speeds under 10 mph increasing stopping distance . This occurs at every stop. The dealer cleaned rust from the front speed sensor seal 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: 10268755 Incident Date: June 15, 2009 Date Added to File: October 8, 2009
Description of the Complaint:

Abs activation upon low speed stop on dry pavement.

Details Discuss This Consumer Complaint at Forum

12 Complaint Number: 10279526 Incident Date: December 24, 2008 Date Added to File: August 5, 2009
Description of the Complaint:

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 Incident Date: May 1, 2009 Date Added to File: July 7, 2009
Description of the Complaint:

Defective brakes on 2004 chevrolet silverado 1500 crew cab. At just over 50,000 miles I had to have all four rotors and pads replace because the rotors were rusting because of bad metal(rusting from the inside out and pitting), and now at 79000 I am getting a shaking and vibrating (probably from the abs) at low speeds.

Details Discuss This Consumer Complaint at Forum

14 Complaint Number: 10267947 Incident Date: May 6, 2009 Date Added to File: May 7, 2009
Description of the Complaint:

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: 10265393 Incident Date: August 18, 2004 Date Added to File: April 15, 2009
Description of the Complaint:

The brakes on my 2004 silverado 1500 4 x 4 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 stand 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: 10263508 Incident Date: December 1, 2008 Date Added to File: March 28, 2009
Description of the Complaint:

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 $904.00 to replace rotors and pads. Had 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: 10261509 Incident Date: December 1, 2008 Date Added to File: March 11, 2009
Description of the Complaint:

Takes a lot of pedal pressure to stop the truck & w/ no 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 Incident Date: November 28, 2008 Date Added to File: December 1, 2008
Description of the Complaint:

2004 chevrolet silverado abs brakes pulse at low speed when stopping on non slippery surfaces, greatly increasing stopping distance and control characteristics of the vehicle. This sudden change in breaking performance and vehicle to pulling to the left, almost resulted in a collision. This condition is known to NHTSA as id# 10004310 or TSB# 03052520071 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: 10249769 Incident Date: November 12, 2008 Date Added to File: November 25, 2008

Description of the Complaint:

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 ebrake is useless. this is also a large safety concern. Couple these two problems together, and its deaths waiting to happen.

Details Discuss This Consumer Complaint at Forum

20 Complaint Number: 10246887 Incident Date: October 23, 2008 Date Added to File: October 28, 2008

Description of the Complaint:

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 (faulty).

Details Discuss This Consumer Complaint at Forum

21 Complaint Number: 10243270 Incident Date: September 23, 2008 Date Added to File: September 23, 2008

Description of the Complaint:

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

Details Discuss This Consumer Complaint at Forum

22 Complaint Number: 10241891 Incident Date: August 28, 2008 Date Added to File: September 11, 2008

Description of the Complaint:

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 grooving into the rotor. Advised to drive as little as possible and bring truck the next day for repairs. 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 pads left on them. Technicians who worked on my vehicle recognized common problem seen in many 1500 chevy silverado's of this system. Technical bulletin from chevrolet (00-05-23-005b, dated may 27,2003) states problem with this model truck including year models 1999-2004. Solution to problem was to install mud flaps in front of rear tires 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 obtaining the mud flaps (part # 15765007) 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 chevrolets knowledge of the design flaw and the mud flap solution.

Details Discuss This Consumer Complaint at Forum

23 Complaint Number: 10240208 Incident Date: July 10, 2008 Date Added to File: August 29, 2008

Description of the Complaint:

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 9,000. Updated 09/25/08 updated 09/25/08.

Details Discuss This Consumer Complaint at Forum

24 Complaint Number: 10239205 Incident Date: August 18, 2008 Date Added to File: August 21, 2008

Description of the Complaint:

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 rusted, corroded, soft, and spongy. 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 28,300.

Details Discuss This Consumer Complaint at Forum

25 Complaint Number: 10237047 Incident Date: December 31, 2003 Date Added to File: August 5, 2008

Description of the Complaint:

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 at approximately 5-10 mph, the brakes would resist. 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. Unless 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 remedy would only correct the issue for approximately 1-2 weeks. The current mileage was approximately 90,360 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: 10232299 Incident Date: September 20, 2005 Date Added to File: June 25, 2008

Description of the Complaint:

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

Details Discuss This Consumer Complaint at Forum

27 Complaint Number: 10226834 Incident Date: May 3, 2008 Date Added to File: May 7, 2008

Description of the Complaint:

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 rear 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: 10226858 Incident Date: May 1, 2008 Date Added to File: May 5, 2008

Description of the Complaint:

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

Details Discuss This Consumer Complaint at Forum

29 Complaint Number: 10217294 Incident Date: March 23, 2007 Date Added to File: February 6, 2008

Description of the Complaint:

The contact owns a 2004 chevrolet silverado 1500. While driving 15 mph with the four wheel drive activated, the tires begin spinning. The failure occurs when the ground is slippery due to mud, snow, or ice. When the tires regain traction and the brake pedal is depressed, the pedal will not go down at all. The vehicle revs 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 in reverse. The bumper was bent and the quarter panel was caved inwards. The third crash occurred when he accelerated and the vehicle revved and slipped 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: 10188238 Incident Date: September 14, 2006 Date Added to File: August 1, 2007

Description of the Complaint:

The brakes on my 2004 silverado k1500 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 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 Belt (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

[redacted]

118340

INVOICE

PAGE 1

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

CHEVROLET

Cadillac

SERVICE ADVISOR: 403 LAWRENCE A GANEZER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	04	CHEVROLET SILVERADO	1GCEK19V24E[redacted]		106607/106608	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT03 DL	09OCT03	10OCT2006	WAIT 04FEB11		118.00	CASH	04FEB11

R.O. OPENED	READY	OPTIONS:
08:01 04FEB11	11:35 04FEB11	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

[redacted]

Could not change name but will bill Family Garage in Bpt.

[redacted]

pd. Debit VISA $ 398.97

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

LIMITED WARRANTY

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

[redacted]

ANK YOU

Body Shop Invoice

Vehicle

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

Lic.Plate: [redacted]
Lic Expire:
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*		S1	0.4	SM
4	L	152		Defl,Front Bumper	Refinish			S1	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			S1	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 Aim	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 Rechrg & 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

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
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				

Labor Total			39.2 Hours	$1,960.00
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		
Less: Previous Net Total				$6,850.19-
Net Supplement Total				$1,073.30

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

* = User-Entered Value E = Replace OEM NG= Replace NAGS

*** SUPPLEMENT RECONCILIATION ***

Supplement S1

Claim # : 737983
File # : 10228303
Insured: [redacted]
Owner Name: [redacted]
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	$529.10+
Other Parts		$1,869.00		$2,164.95	$295.95+
Paint Materials	$25.00	$320.00	$25.00	$342.50	$22.50+
Line Item Markup		$450.00		$475.00	$25.00+
Tax on Parts & Material	6.000%	$244.50	6.000%	$296.85	$52.35+
SM - Sheet Metal	$50.00	$695.00	$50.00	$745.00	$50.00+
ME - Mech/Electrical	$50.00	$185.00	$50.00	$230.00	$45.00+
RF - Refinish	$50.00	$640.00	$50.00	$685.00	$45.00+
Tax On Labor	6.000%	$109.20	6.000%	$117.60	$8.40+

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

Audatex a Solera company

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DIRECTION TO PAY

To: Employers Mutual Casualty Insurance Company

Re: Claim No [redacted]

Insured:

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:

FAMILY GARAGE, INC.
88 North Avenue
Bridgeport, CT 06606

DATE: _____ CLAIMANT: _____

INSURED SIGNATURE: X [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 1½ 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 [redacted]

ACCOUNT NO. A1768

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	P.O. NO.	TERMS	F.O.B. POINT
	10	[redacted]	CHARGE	WATERBURY, CT

			PART NO.		DESCRIPTION	LIST	NET	AMOUNT
3	0	1	15057506	214	SENSOR	102.98	87.54	87.54
1	1	0	15087506	214	SENSOR	102.98	87.54	0.00
1	1	0	15118212	GM	MODULE AB	799.53	679.60	679.60
1	1	0	25094620	GM	COIL KIT	170.05	144.54	144.54
1	1	0	12246830	GM	MODULE	430.47	365.90	365.90

PO-4E172446
VIN-1[redacted]
PO-02373-BREWER

Thank You For Your Business!

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

CUSTOMER'S SIGNATURE
X

PARTS	1,277.58
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$1,277.58

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

CHEVROLET

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 1½ 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
21 JAN 11	02373 [redacted]	21 JAN 11	21 JAN 11	13506

SOLD TO [redacted]

ACCOUNT NO. A1768

SHIP TO

PAGE 1 OF 1

SHIP VIA

		TERMS	F.O.B. POINT
11	[redacted]	CHARGE	WATERBURY, CT

QUANTITY	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	15036135 216	PLT-BS/NA	15.41	11.56	11.56
	4E [redacted]	2004 K1500 SILV.			

Thank You For Your Business!

LL 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	11.56
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$11.56

CUSTOMER COPY

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 1½ 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	PO-02373-BRE	29 DEC 10	29 DEC 10	12509

SOLD TO [redacted]

ACCOUNT NO. A1768

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSMN	SO NO.	TERMS	F.O.B. POINT
	10	[redacted]	CHARGE	WATERBURY, CT

			PART NO.		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	15059654	374	BRACE	34.36	25.77	25.77
1	1	0	15059655	374	BRACE	34.36	25.77	25.77
1	1	0	15059687	376	BRACE	44.67	33.51	33.51
1	1	0	15059688	376	BRACE	46.45	34.84	34.84

PO-02373-BRE[illegible]
VIN#1[redacted]
2004 SILVERADO

Thank You For Your Business!

LL 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
TOTAL	$119.89

CUSTOMER COPY

800-441-6000
508-278-5600

UNIVERSAL
Auto Salvage Inc.
Since 1976

508-278-5650
www.universalautosalvage.com

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

[redacted] ACCT. NO. [redacted] SHIP TO [redacted] Invoice No.

TERMS | CASH | CHARGE | C.O.D. | R.O.A. | CREDIT | PHONE NUMBER | ORDER BY | DEPARTMENT | P.O. NUMBER | DATE ORDERED

WORK ORDER NO. | MAIL COPY | DISMANTLER | READY | [redacted] | TRUCK LINE | SALES PERSON | SHIPPING DATE

ITEM / DESCRIPTION	STOCK NO.	LOC.	AMOUNT

Part # 2526

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

SUB TOTAL	
SALES TAX	0.00
SHIPPING CHARGES	
TOTAL	

RECEIVED BY X

CARQUEST AUTO PARTS

THE PROFESSIONAL'S CHOICE

PROUDLY SERVING A WORLD IN MOTION

www.CARQUEST.com

CARQUEST OF BRIDGEPORT
1488 MAIN ST
203-336-8582
OPEN 7:00 - 6:00 MON - FRI
8:00 -- 4:00 SATURDAY

BILL TO [redacted]

SHIP TO [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES NO.	ENTR. NO.	SHIP VIA	TERMS
[illegible]	[illegible]	12/28/18	[redacted]	38	14		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 6L [illegible]							
2	BAT 78-7G BATTERY	1	-1	0	115.950	81.017	7.000	88.02
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	0.03	0.00	95.42
82.47 Cr	RECEIVED BY X			LIST TOTAL ▶	102.97	PAY THIS AMOUNT ▶	88.47

KEYSTONE
An LKQ Company

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

[redacted]

SHIP TO

[redacted]

ORDER NUMBER	ORDER DATE	SALES REP	CUSTOMER P/O NUMBER	PAYMENT TERMS
T2526514	12/27/10	K300/	[redacted]	[redacted]
SHIP DATE	WRTN BY	CONTACT	R/O NUMBER	SHIP VIA
12/27/10	2998	MIKE		KEYSTONE TRUCK 31510

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

[redacted]

2004 CHEVROLET PICKUP_CHEVY_SILVERADO

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

To better serve you, we will be open from 7am to 5pm, begining 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	[redacted]

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 ginal purchase date may be credited at management's discretion, but no credit will be given for any part returned more than 30 days after the original purchase date. Core charges are refundable he appropriate core is returned within 30 days. No returns will be accepted after 30 days. [illegible]
und Policy - Cash Purchases returned on the same day as delivered will be refunded by your local branch. All other refunds will be processed by Keystone Automotive Industries' [illegible]
ce and sent via U.S. mail within seven (7) working days.

ROBERT EMBER

THORNTON J. SCOTT

FAMILY GARAGE INC.

203-335-8644 203-366-5631

88 NORTH AVE.
BRIDGEPORT, CT 06606

WE TAKE THE DENTS OUT OF ACCIDENTS
60 DAY GUARANTEE ON PARTS AND LABOR

24 HOUR TOWING

SOLD BY [redacted] 20

CUSTOMER

EMC Insurance

QTY.	DESCRIPTION	PRICE	AMOUNT
	2006 Chevy Tahoe		
	CK# 1036243		
	$850.00		
	SALES TAX		
	TOTAL		$850.00

5933

Tel. 366-5631

STATEMENT

FAMILY GARAGE, INC.

88 NORTH AVENUE BRIGEPORT, CONN.

DATE 1/31/11

[redacted]

PLEASE DETACH AND RETURN THIS STUB WITH YOUR REMITTANCE. AMOUNT ENCLOSED $_____

DATE	DESCRIPTION	CHARGES	CREDIT	BALANCE
	BALANCE FORWARD			
1/31	2006 Chevy Tahoe	850.00		850.00

FAMILY GARAGE INC
88 NORTH AVENUE
BRIDGEPORT CT 06606

MONDAY, JANUARY 31, 2011 @ 03:13P

MERCHANT ID . . . : M3681696881001
CARD NUMBER . . . : A4147897869884693
EXPIRATION. . . . : 1101
INVOICE NUM . . . : 9396486
TOTAL . . . . . : 505.00 CREDIT SALE
AUTH CODE . . . . : 077320

X _____
SIGNATURE

THANK YOU
COME AGAIN

RETAIN THIS COPY FOR YOUR RECORDS
TOP COPY-MERCHANT BOTTOM COPY-STORE

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

RENTAL AGREEMENT 103686 **REF#** 8QD568

RENTER [redacted]

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# 1GC1KXCG0B[redacted]
LIC# 3267CF
MILES DRIVEN 884

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

CLAIM INFO
737983
INSURED: SAME
LOSS DATE: 12/13/2010
INSURED
SHOP: [redacted]
PHONE
ATTN: UNKNOWN

SUMMARY OF CHARGES

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
			Subtotal:		$1,345.80
Taxes & Surcharges					
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
			Total Charges:		$1,499.34
Bill-To / Deposits					
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		
			Subtotal:		($1,499.34)
Total Amount Due					$0.00

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

Fedell's Servicenter, Inc.

33942

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

"...nce 1952"

QTY.	PART NUMBER - DESCRIPTION	PRICE
2	REAR backing plates — Dealer	56 00
1	E brake cable	38 58
1	E brake cable	42 99
1	set E brake shoes	143 98
2	Front brake hoses	106 36
2	Front disc calipers with brake Fluid	200 62
		9 95
1	SET REAR ADD PADS	105 38
2	REAR UP disc rotors	247 86
10	Fender Retainer clips	37 90
1	LR E brake Plate Dealer	67 62
1	set Front ADD pads	138 78
2	Front UP disc rotors	212 16
	synthetic DIFFERENTIAL gear oil	54 00
1	SET premade brake Lines	customer
		1462 18
	PAID Visa	
	* NOTE *	
	Complete Brake system HAD	
	Very Heavy Rust	
	TOTAL PARTS	
	SUBLET REPAIRS — P.O. NO.	
	TOTAL SUBLET	

RECOMMENDED REPAIRS

Repair Anti lock brakes System — SEE Attached Tech bulletin 03-05-25-007D
* NEEDS 2 wheel speed SENSORS + hubs To cure problem

DATE 12/30/10 | MILEAGE 106 405 [redacted]

YR 04 | MAKE Chevy | MODEL Silverado

CITY/STATE/ZIP Naugatuck CT | HOME PHONE [redacted]

VEHICLE ID. NO. 1GCEK19V24[redacted] 4.8 Liter | TIME RECEIVED [illegible] | TIME PROMISED [illegible] 3:46 | TECH. 1631 J | CUST. ORDER NO. BREWER

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 / RESEAL	
Replace 2 Front disc calipers / 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	
Bleed 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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 [redacted]

TIME: _____

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

LABOR	960 00
PARTS	1462 18
SUBLET REPAIRS	
TIRES	
GAS	
OIL & GREASE	
TOWING	
TAX	145 33
TOTAL	2567 51

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

inline tube.com
Brake Plumbing Products

Invoice

DATE	INVOICE #
1/3/2011	159399

26

BILL TO	SHIP TO
[redacted]	Fell'sService Center 1408 N. Ave. Bridgeport, CT 06604

PO NUMBER	REP	TERMS	Customer Phone #
	CM	Credit	203-494-9350

QTY	PART #	PART DESCRIPTION	RETAIL	PRICE	ITEM TOTAL
1	SCTB2344	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 OUTSIDE OF FRAME, T ON AXLE TUBE, IN MIDDLE OF A ARM	309.00		309.00
1	FED G25-4	SHIPPING & HANDLING GROUND	31.81		31.81

INLINE TUBE-INC
15066 TECHNOLOGY DR
SHELBY TWP, MI 48315

TERMINAL ID:
MERCHANT #: 001713868
3211868870

AMER
#XXXXXXXXXXXX1015
SALE
BATCH: 000283
DATE: JAN 06, 11
SEQ: 033
CC: X

INVOICE: 159399
TIME: 15:21
AUTH NO: 144160

TOTAL $340.81

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.

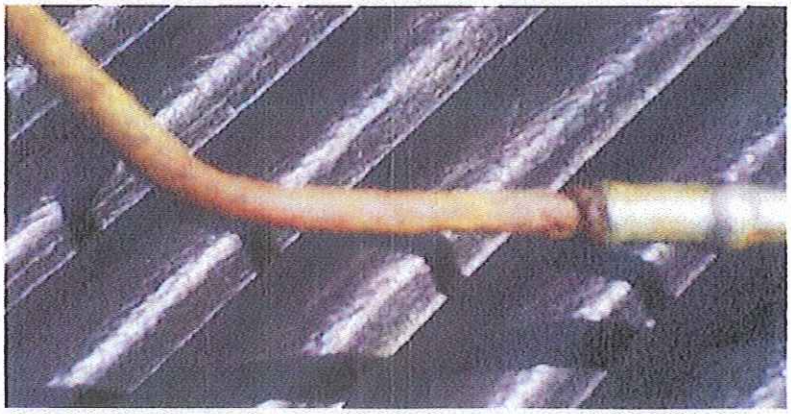
Total $340.81

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.

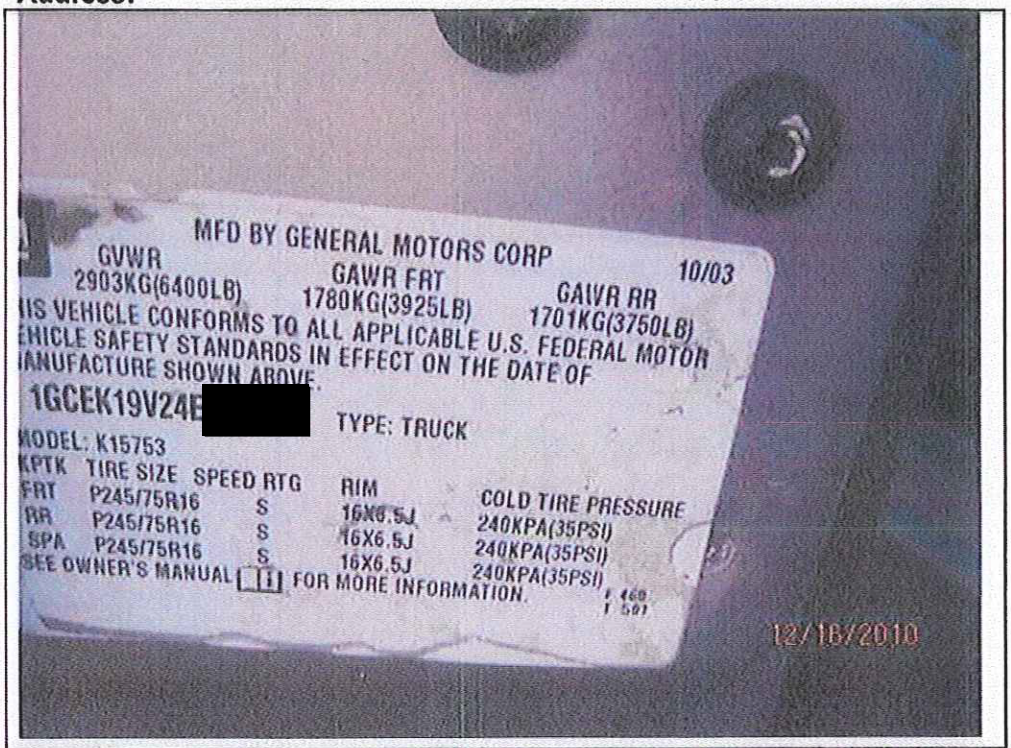
Brake Lines photographs and samples



BEFORE

Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name: [redacted]
Address:

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



Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name: [redacted]
Address:

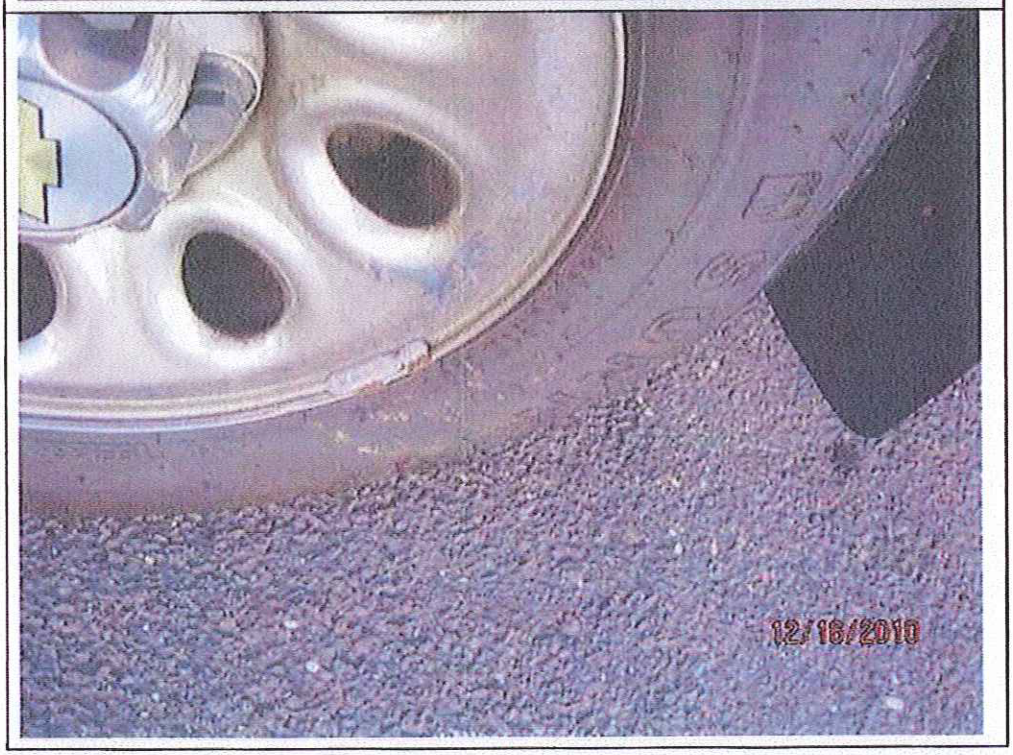
Date Photos Taken: 12/16/10
Photos Taken By: Duhamel & Duhamel
Date Of Loss: 12/13/10

Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name [redacted]
Address:

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

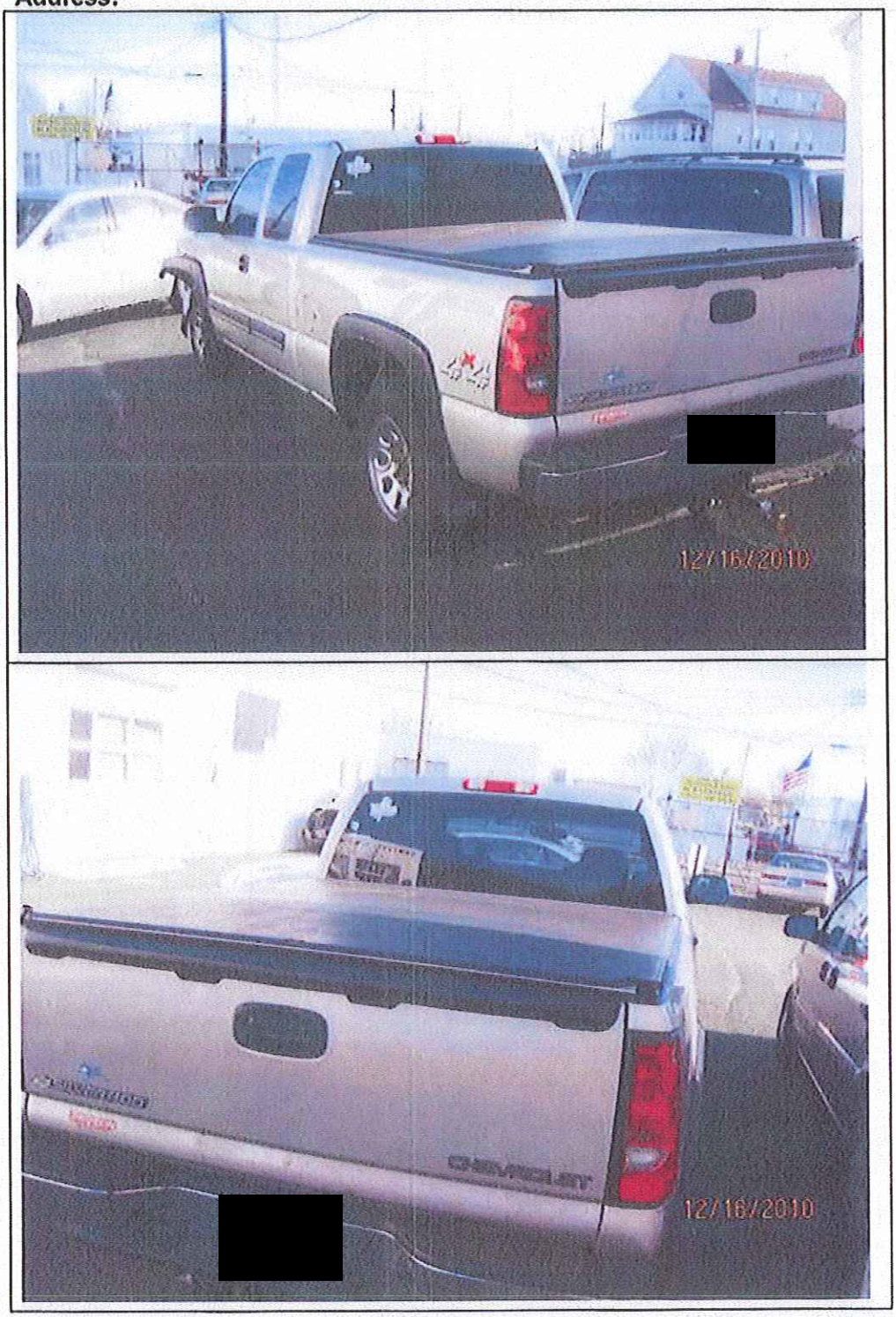
Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name: [redacted]
Address:

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



Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name [redacted]
Address:

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



Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name: [redacted]
Address:

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:
City State Zip: NAUGATUCK, CT

Work/Day:
FAX:

Control Information

Claim # : 737983
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: [redacted]
FAX:

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 [redacted]
Address
City State Zip
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#: 737983
Insured's Name: [redacted]
12/13/10
Address:

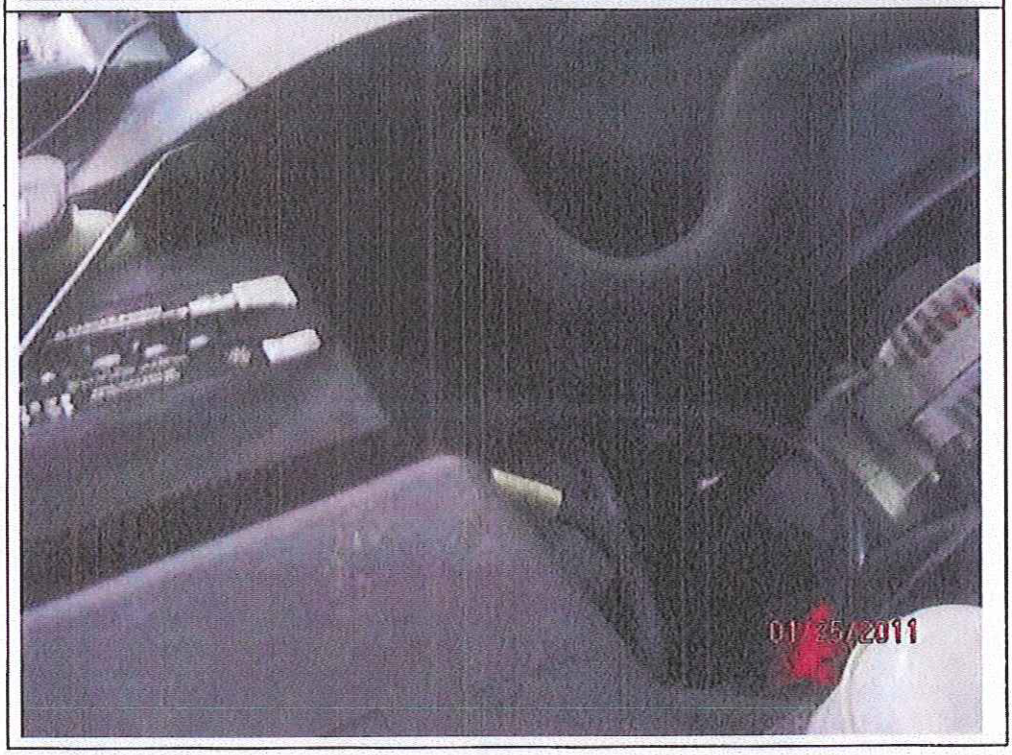
Date Photos Taken: 1/26/11
Photos Taken By: Duhamel & Duhamel

Date Of Loss:

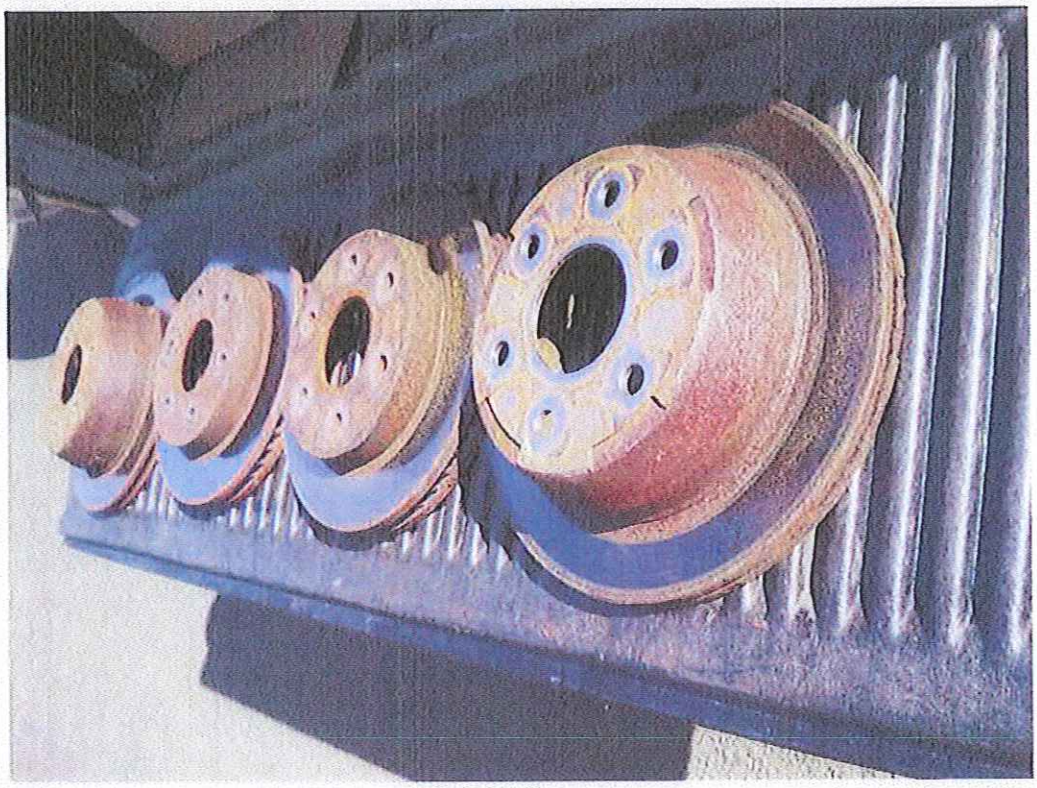
Adjuster Name: Linda Miozza
Claim#: 737983
Insured's Name: [redacted]
12/13/10
Address:

Date Photos Taken: 1/26/11
Photos Taken By: Duhamel & Duhamel

Date Of Loss:

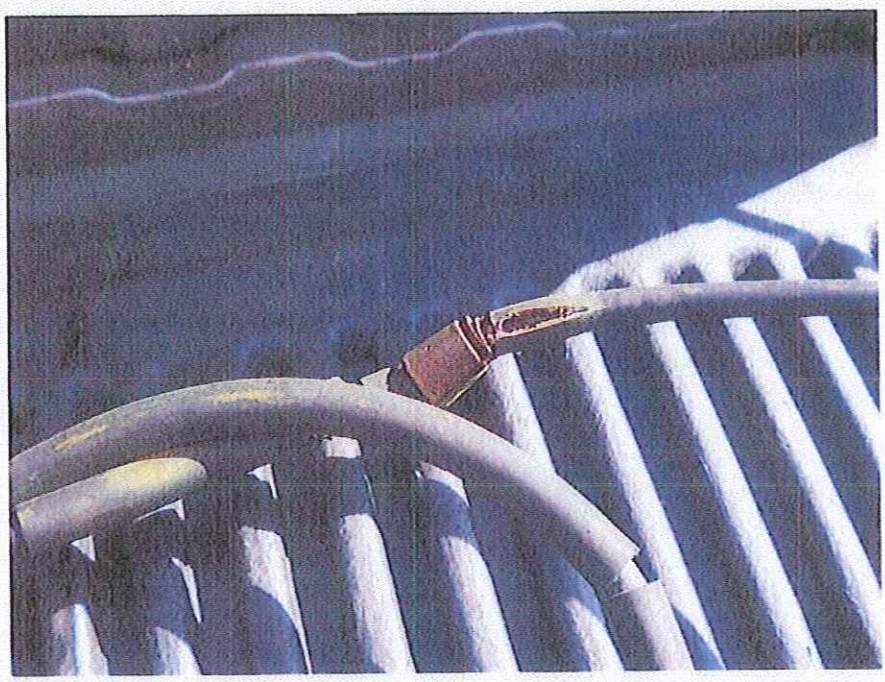


Brake component replaced 8/19/2011

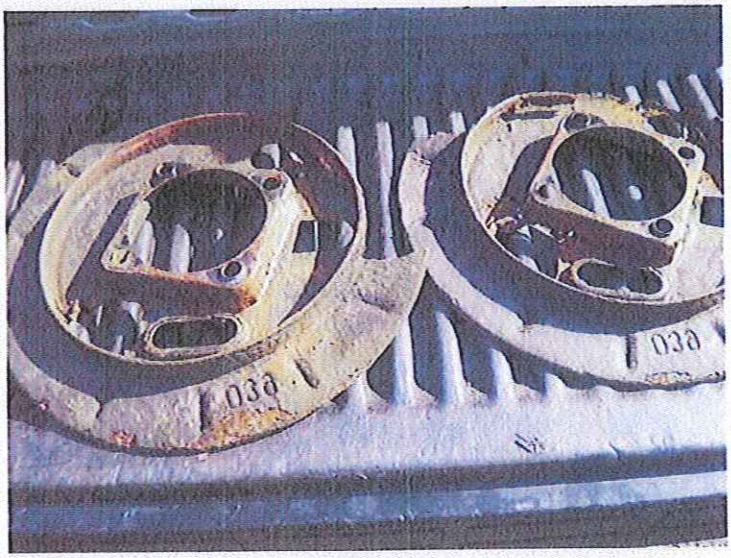


Parts replaced during brake job

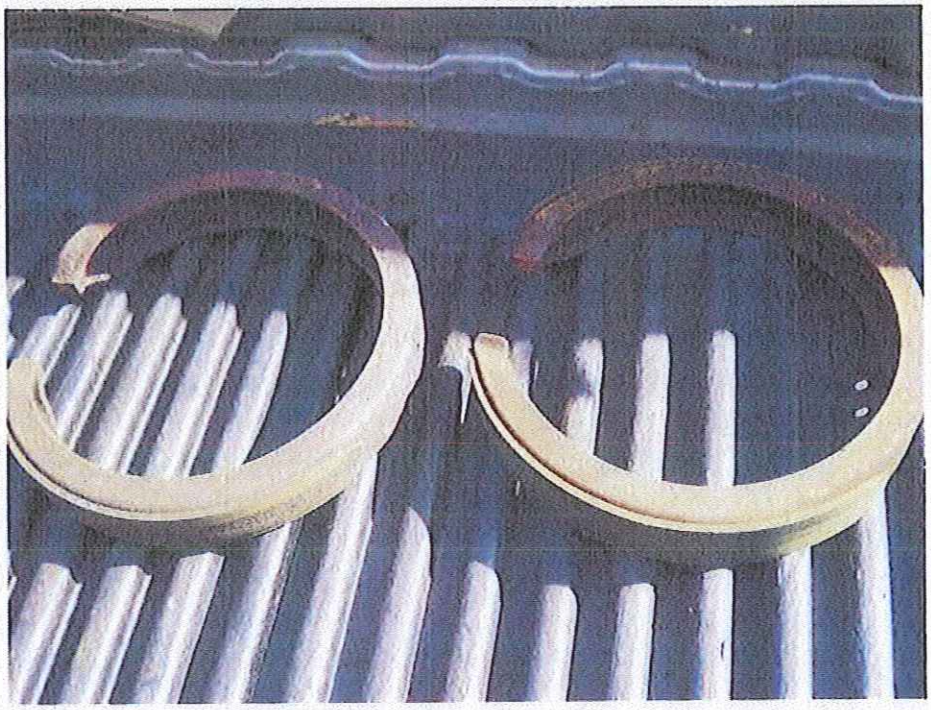
Emergency brake cable passenger side



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]722778) - 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

"Brewer, James (Times Microwave, US)" 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](722778) - 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](722778) - 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](722778) - 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] (722778) - 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 by Ms. [redacted]

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] (722778) - 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 55 red maple court Naugatuck Ct 06770.
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.

Jim

From: dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]
Sent: Tuesday, March 01, 2011 12:08 PM
To: [redacted]
Subject: [redacted](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
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.

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CONNECTICUT UNIFORM POLICE ACCIDENT REPORT

FORM PR-1 REV.01/01

GPS READINGS: Latitude: 41.338794
Time: 00:00 Longitude: -72.978597

FOR DOT USE ONLY

DATE OF ACCIDENT	MILITARY TIME	ACCIDENT SEVERITY	# VEHICLES INVOLVED	PAGE #	POLICE CASE NUMBER
12/13/10	1731	☐ Fatal ☐ Injury ☒ PDO	2	1 of 4	A 1000667756

TOWN OR CITY NAME	TOWN CODE	ACCIDENT OCCURRED ON (Street Name or Route #) AT/ITS INTERSECTION WITH (Street Name or Route #)
New Haven	T093	Route 15 Soutbound at

IF NOT AT INTERSECTION
1. MEASURE DISTANCE (Check Appropriate Boxes) 2.00
○ Feet ● Tenths ○ Meters ○ Kilometers
2. DIRECTION ○ North ○ East ● South ○ West
3. NAME OF NEAREST INTERSECTING STREET, TOWN LINE OR MILE MARKER: of Exit 59
Accident Occurred: ☐ On Private Property ☐ Parking Lot

TRAFFIC UNIT # 1

☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR # or PEDESTRIAN NAME (Last, First, Middle Initial)
[redacted]

CITY OR TOWN	STATE	ZIP CODE	SEX	PROPER LICENSE CLASS
Cheshire	CT	[redacted]	☒ M ☐ F	☒ Yes ☐ No

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

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

ADDRESS (Street Number and Name)
[redacted]

CITY OR TOWN	STATE	ZIP CODE	BODY TYPE
CHESHIRE	CT	[redacted]	UTIL

REGISTRATION #	STATE	VEHICLE YEAR AND MAKE
[redacted]	CT	2008 MERZ

VEHICLE IDENTIFICATION NUMBER: 4JGBB86E78A[redacted]

CARRIER NAME

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

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 # DISPLAYED? ☐ 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 #
HARTFORD 31UUNAB7691

PARTS OF VEHICLE DAMAGED
10415

VEHICLE TOWED TO: AAA OWNER ARRANGED ☐ TOWED DUE TO DAMAGE

TRAFFIC UNIT # 2

☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR #1 or PEDESTRIAN NAME (Last, First, Middle Initial)
[redacted]

CITY OR TOWN	STATE	ZIP CODE	SEX	PROPER LICENSE CLASS
Naugatuck	CT	[redacted]	☒ M ☐ F	☒ Yes ☐ No

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

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

ADDRESS (Street Number and Name)
SAME AS ABOVE

CITY OR TOWN	STATE	ZIP CODE	BODY TYPE
SAME AS ABOVE			PICKUP

REGISTRATION #	STATE	VEHICLE YEAR AND MAKE
[redacted]	CT	2004 CHEV

VEHICLE IDENTIFICATION NUMBER: 1GCEK19V24E[redacted]

CARRIER NAME

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

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 # DISPLAYED? ☐ Yes ☐ No 1 Digit #

HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No

ENFORCEMENT ACTION TAKEN ☐ None ☒ Arrest ☐ Written Warning ☐ Verbal Warning

STATUTE OR ORDINANCE #'S
14-80H(B)

SUBJECT OF ACTION ☒ Operator ☐ Carrier ☐ Owner ☐ Pedestrian

AUTOMOBILE INSURANCE -- NAME -- POLICY #
EMC INS CO 75A8013

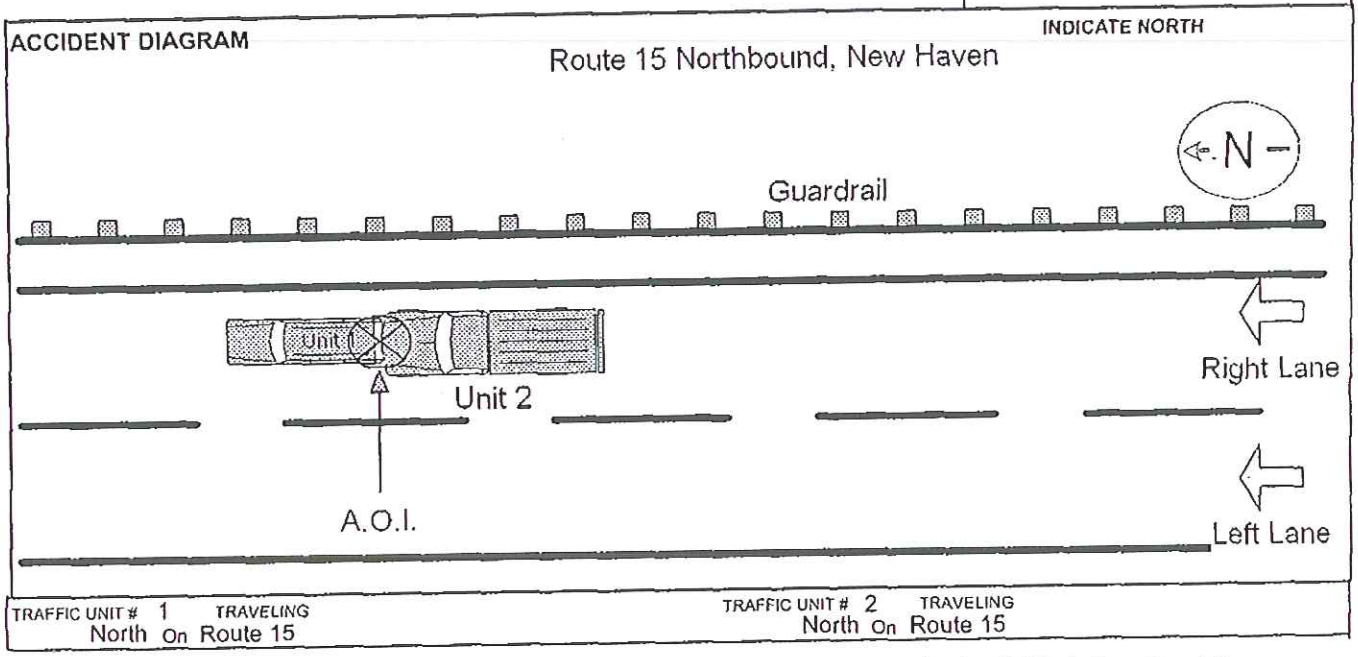
PARTS OF VEHICLE DAMAGED
10414

VEHICLE TOWED TO: Amity Motors ☐ TOWED DUE TO DAMAGE

	L.	M.	N.		Date of Birth	O.	P.	Q.	
1	1	N	01	TRAFFIC UNIT # 1 OPERATOR OR PEDESTRIAN #		4	2	1	1
2	2	N	01	TRAFFIC UNIT # 2 OPERATOR OR PEDESTRIAN #		4	1	1	2
3									3
4									4
5									5
6									6
7									7
8									8

Police Case Number

ACCIDENT DIAGRAM



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]r) 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 malfuntion of his braking system. His vehicle failed to stop and he was unable to avoid collision with vehicle #1. Operator #2 was issues 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 Trooper CLABBY, COREY T.	OFFICER ID 1054	POLICE AGENCY IDENTIFICATION TROOP I	REPORT DATE 12/14/2010	CASE STATUS PR-1 (closed	SUPERVISOR	

CONNECTICUT UNIFORM POLICE ACCIDENT REPORT

FORM PR-1 REV.01/01

GPS READINGS: Latitude: 41.338794
Time: 00:00 Longitude: -72.978597

FOR DOT USE ONLY

DATE OF ACCIDENT	MILITARY TIME	ACCIDENT SEVERITY	# VEHICLES INVOLVED	PAGE #	POLICE CASE NUMBER
12/13/10	1731	☐ Fatal ☐ Injury ☒ PDO	2	3 of 4	A 1000667756

TOWN OR CITY NAME	TOWN CODE	ACCIDENT OCCURRED ON (Street Name or Route #) AT/ITS INTERSECTION WITH (Street Name or Route #)
New Haven	T093	Route 15 Southbound at

IF NOT AT INTERSECTION
1. MEASURE DISTANCE (Check Appropriate Boxes): ○ Feet ● Tenths ○ Meters ○ Kilometers
2. DIRECTION: ○ North ○ East ● South ○ West
3. NAME OF NEAREST INTERSECTING STREET, TOWN LINE OR MILE MARKER: of Exit 59
Accident Occurred: ☐ On Private Property ☐ Parking Lot

Unit 1

TRAFFIC UNIT # ☐ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR # or PEDESTRIAN NAME (Last, First, Middle Initial)

ADDRESS (Street Number and Name) | PROPER LICENSE CLASS ☐ Yes ☐ No

CITY OR TOWN | STATE | ZIP CODE | SEX ☐ M ☐ F

OPERATOR LICENSE # | STATE | DATE OF BIRTH

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

ADDRESS (Street Number and Name)

CITY OR TOWN | STATE | ZIP CODE | BODY TYPE

REGISTRATION # | STATE | VEHICLE YEAR AND MAKE

VEHICLE IDENTIFICATION NUMBER

CARRIER NAME

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

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 # DISPLAYED? ☐ 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 #

PARTS OF VEHICLE DAMAGED

VEHICLE TOWED TO: ☐ TOWED DUE TO DAMAGE

Unit 2

TRAFFIC UNIT # ☐ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR #1 or PEDESTRIAN NAME (Last, First, Middle Initial)

ADDRESS (Street Number and Name) | PROPER LICENSE CLASS ☐ Yes ☐ No

CITY OR TOWN | STATE | ZIP CODE | SEX ☐ M ☐ F

OPERATOR LICENSE # | STATE | DATE OF BIRTH

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

ADDRESS (Street Number and Name)

CITY OR TOWN | STATE | ZIP CODE | BODY TYPE

REGISTRATION # | STATE | VEHICLE YEAR AND MAKE

VEHICLE IDENTIFICATION NUMBER

CARRIER NAME

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

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 # DISPLAYED? ☐ 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 #

PARTS OF VEHICLE DAMAGED

VEHICLE TOWED TO: ☐ TOWED DUE TO DAMAGE

	L.	M.	N.		Date of Birth	O.	P.	Q.	
1				TRAFFIC UNIT # OPERATOR OR PEDESTRIAN #					1
2				TRAFFIC UNIT # OPERATOR OR PEDESTRIAN #					2
3									3
4									4
5									5
6									6
7									7
8									8

Police Case Number
1000667756

TRAFFIC UNIT #	TRAVELING On	TRAFFIC UNIT #	TRAVELING On

violation of the Connecticut General Statues.

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 I	12/14/2010	PR-1 (closed		

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

BOSCH

CDR CRASH DATA RETRIEVAL SYSTEM

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	722778
EDR Data Imaging Date	03/12/2011
Crash Date	12/13/2010
Filename	1GCEK19V24E[redacted] ACM[redacted]CDRX
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] 722778// Weekend decision.

[redacted] to: dawn.mcguin@gm.com 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

Jim

From: dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]
Sent: Friday, April 08, 2011 8:14 AM
To: [redacted]
Subject: RE: [redacted]722778// 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]n>
To: "dawn.mcguin@gm.com" <dawn.mcguin@gm.com>
Date: 04/08/2011 08:10 AM
Subject: RE:[redacted]722778// Weekend decision.

Dawn

The family autobody is what my insurance company paid.
I paid the brake job the brake lines the 1000 dollar deductable.
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.

Jim

From: dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]
Sent: Thursday, April 07, 2011 2:38 PM
To: [redacted]
Subject: Re: [redacted]722778// 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] 722778// 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]

[redacted]

Wallingford Ct. [redacted]

[redacted]

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[redacted] (722778) - 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

RE: [redacted] (722778) - Insurance deductible

[redacted] to: dawn.mcguin@gm.com 04/12/2011 12:33 PM

Dawn

My auto Policy is attached

Thanks

Jim

From: dawn.mcguin@gm.com [mailto:dawn.mcguin@gm.com]
Sent: Tuesday, April 12, 2011 10:49 AM
To: [redacted]
Subject: [redacted] (722778) - 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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EMPLOYERS MUTUAL CASUALTY COMPANY [redacted]

POLICY NUMBER: 75A-80-13---11/11
EFF. DATE: 11/09/10 EXP. DATE: 11/09/11

VEHICLE SCHEDULE

VEH	LOC	YEAR/MAKE/MODEL	VEHICLE ID NUMBER	LSym	M/PSym	CPSym	CLSym	CLASS	USE/DAY/MILE	DR
003	01	2004 CHEV SILVERADO 1500	1GCEK19V24E[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 Coverage is provided only where a premium is shown.		PREMIUMS VEH 003 TERR 021
A. LIABILITY		
BODILY INJURY	$ 100,000 EACH PERSON	$ 289.50
	$ 300,000 EACH ACCIDENT	INCLUDED
PROPERTY DAMAGE	$ 100,000 EACH ACCIDENT	212.50
C. UNINSURED MOTORISTS		
(INCLUDES UNDERINSURED MOTORISTS COVERAGE)		
BODILY INJURY	$ 100,000 EACH PERSON	51.00
	$ 300,000 EACH ACCIDENT	INCLUDED
D. DAMAGE TO YOUR AUTO (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)

RE: [redacted] (722778)

[redacted] to: dawn.mcguin@gm.com 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 l 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 an dlet me know about the Service appointment for my truck.

Thank you

Jim

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 [redacted]

[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 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]722778) - 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] (722778)_3330015.PDF ESIS RELEASE - [redacted] (722778)_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: [redacted] 04/28/2011 11:44 AM

Mr. [redacted]

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

[redacted] Dawn You have my permi... 04/28/2011 11:34:05 AM

From: [redacted]
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.

Jim

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]
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.

Jim

[redacted]

[redacted]

[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 to [redacted] US) 04/28/2011 11:23 AM

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

[redacted] S)" Dawn I have attached the... 04/28/2011 09:24:39 AM

From: [redacted]
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.

Jim

[redacted]

[redacted]

Wallingford Ct. [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	[redacted]	Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Brakes - General	Sub-Area	Initiate PAR- Collision
Address		City		Involved Dlr	Alex Montgomery, Inc.	Safety	Yes
State	ZipCd	Con Acct		Source	Phone	Updated	11/23/2011 06:15:21 PM
Serial #/VIN	1GKFK16ZX4[redacted]	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 06:15:19 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	Fire 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
[redacted]				none

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc	Authority Dam	Incident Desc	Driving down a ramp to put boat in water, steep decline. Lost brakes
Component	brakes	Damage Desc	brake line dmg
Vehicle 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
Last Service Date				Loc Last Service				Property Location	n/a
Veh Est Repair Cost	$1,151.00			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal			Inspection Type				Inspected By	
Veh Damage Description	brake line dmg							Explain Other	

Property Type	n/a
Prop Est Repair Cost	50.00
Inspection Date/Time	

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	TOPOROWM	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

Robert Bale
614-8955600

Joe G/PAR/ATX

738468 - Jemela Price

jemela.price@gm.com
313.665.3383

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 invovled in a situation where concern w/brake caused dmg to brake system, Attorney representation, file being sent to ESIS.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/22/2011 05:32:28 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	11/22/2011 05:33:15 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.

Clerk
2004 GMC Yukon XL Denali
1GKFK16ZX4J202948
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 05:16:42 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	11/22/2011 05:16:42 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 | Contact First Name | Account | BAC Code

[redacted]

Comments

Confidential Comments

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 | Contact First Name | Account | BAC Code

[redacted]

Comments

FYI email sent to DMA

Joe G/PAR/ATX

Confidential Comments

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 dlr ct needed

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

[redacted]

Comments

No Initial Contact required. Vehicle beyond warranty and has not been to dealer in two years.

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 05:16:07 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
[redacted]	[redacted]		

Comments

Caller tranfered 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.

Crm verfd pre-par & par detail screen info.

Crm also advised that will refer this file to our central claim dept, they will f/u 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
[redacted]	[redacted]		

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 vin

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

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
[redacted]	[redacted]		

Comments

Inbound Call Customer

Cust sts 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 sks 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
Attorneys at Law

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 represon[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,

David G. Bale

DGB
Enc.: Expense and Spreadsheet

SOUTHWEST.COM

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

1 09/01/11 - Nashville

AIR

Columbus, OH - CMH to Nashville, TN - BNA
09/01/2011
Confirmation # WIR3YY

Adult Passenger(s)	Rapid Rewards #
ROBERT CLARK	0000093283185

DEPART				ARRIVE		Flight	
SEP 1	7:15 AM	Columbus, OH (CMH) to	SEP 1	7:30 AM	Nashville, TN (BNA)	#1964	Thursday, September 1, 2011 Travel Time 1 h 15 m (Nonstop)

Passenger Type	Trip	Routing	Fare Type	Base Fare	Govt. Taxes and Fees	Quantity	Total
Adult	Depart	CMH-BNA	Wanna Get Away	$147.91	$21.79	1	$169.70
Please retain this receipt associated with this purchase.				$147.91	$21.79	1	$169.70

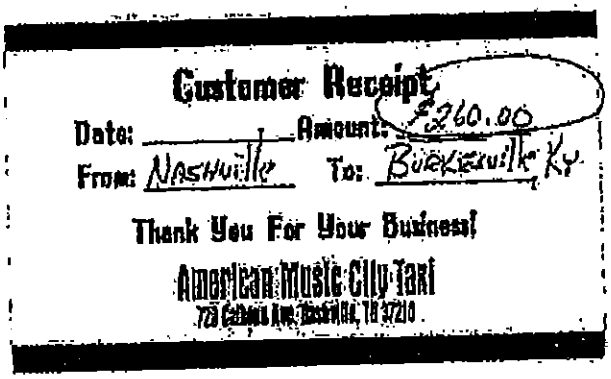
Air Total:
$169.70

Purchaser Name	Robert Clark	Billing Address	972 Danyers Avenue Westerville, OH 43081

Form of Payment	Amount Applied
Discover - XXXXXXXXXXXX6340	$169.70

Amount Paid
$169.70

Trip Total
$169.70



Customer Receipt

Date: _____ Amount: $260.00

From: Nashville To: Bowling Green, Ky.

Thank You For Your Business!

American Music City Taxi

723 Cahoun Ave. Nashville, TN 37210

Yellow Cab

WWW.YELLOWCAB
OFCOLUMBUS.COM

TEL: 614-444-4444

TERMINAL: 441
DRIVER : 446922
9/1/2011 5:35:48 AM

Card ***********9055 ****
EXPIRY :
REF # : 1395634
AUTH # : 03553C

FARE : $ 34.64
EXTRA : $
TIP : $ 5.20
TOTAL : $ 39.84

APPROVED AMOUNT:
$ 39.84

X_____

TRANS. APPROVED

IMPORTANT: Retain a
copy for your records

Tim Hortons

Restaurant #14147
4500 International Gateway
Columbus, OH 14147

1 Brek Sand Heat Combo $4.39
1 Brek Sand Bacon
1 Homestyle Biscuit /Brek $0.00
1 Hashbrown
1 Med Diet Pepsi

Subtotal: $4.39
Total: $4.39
[redacted]
Cash: $5.00
Change Due: $0.61

Order #: 256
Take out
Order Started: 5:41:26 AM
Cashier: 100 Cashier

Thank You! Please Come Again!!!
Register and reload your Tim Card
online at 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: 011042

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

HMSHOST
STARBUCKS COFFEE A
PORT COLUMBUS INT'L AIRPORT

10071 BERNABAS

CHK 5462 SEP01'11 6:02AM GST 2

TO GO

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: 5465

Repair 2004 Yukon XL - Brake Lines

$	169.70
$	260.00
$	39.84
$	4.39
$	4.24
$	77.07
$	595.79
$	1,151.03

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*

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.: 736468
Our Client: General Motors LLC
Date/Event: 8/25/11
Subject vehicle: 2004 GMC Yukon
VIN: 1GKFK16ZX4[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 then 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 // 614.895.6899 Fax
dbale@balelaw.com // David G. Bale, Esq.
lmoore@balelaw.com // Lisa D. Moore, Esq.

Bale & Associates, Ltd.

Fax

To: Jemela 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:

1. **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.

2. **Police and/or Fire Report:** None exists; the event did not happen on a public road.

3. **Vehicle Operator's statement:** See the attached materials previously provided to GMC.

4. **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.

5. **Maintenance Work related to the brake failure:** See the attached.

6. **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

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BUICK GMC **Alex MONTGOMERY** CHRYSLER DODGE Jeep

9000 Highway 44 East - Mt Washington, KY 40047 Toll Free: 800-456-1203 - Phone: 502-955-6800
1465 S Main Street - Burkesville, KY 42717 Toll Free: 800-760-8600 - Phone: 270-433-5465
200 North Bypass Rd - Campbellsville, KY 42718 Toll Free: 800-523-4461 - Phone: 270-465-4731
915 Meadar Street - Campbellsville, KY 42718 Toll Free: 800-523-4461 - Phone: 270-465-811[illegible]

RO 11444	VIN 1GKFK16ZX4J [redacted]				DATE 08/25/11
YEAR 2004	MAKE GMC	MODEL YUKON XL K	COLOR WHITE U	[redacted] WESTERVILLE OH [redacted]	TIME 09:17 16.50
MILES IN 86501	MILES OUT 86501	WARRANTY 00/00/00	LIC OH OK		PROM 08/31/11
REL ALSO			H: [redacted]) -		WRTR 3786 GREG

(1) C/S BRAKE PEDAL GOES TO FLOOR	Labor	T33		372.00
FOUND BRAKE LINES LEAKING OUT FLUID UNDER DRI	H8472	(BRAKE LINE)	1	12.10
VERS DOOR LINE RUSTED UP FROM BRAKE MODULE	162400	(1/4 UNION)	2	10.96
TO FRONT OF TRUCK	1336	(CLEANER)	1	9.89
REPLACE BRAKE LINES FROM MODULE TO FRONT OF T	121045	(FITTING)	2	5.86
RUCK BLEED OUT BRAKES. TEST 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
(33-2080 MATTHEW-) A	Total Repair (Customer)			587.93

Next Service : Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

[illegible]

X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			372.00
Parts			130.93
Sublet			85.00
Shop Supplie			.00
Oil/Grease			.00
Sub Total			587.93
Tax		.00	7.86
Total (Cash)			595.79

Page 1 of 1 Job 11444

11444 Customer Copy

Labor Rate - 62.00

Pd Visa

ALEX MONTGOMERY BURKESVILLE
1485 S MAIN ST
BURKESVILLE KY 42717
270-433-5865

Original ID: 00782710 0002

1/1/11 8:44 AM

VISA
ACCT #: [redacted]9855
CREDIT SALE

REF #: 001
BATCH #: 002 AUTH #: 045330

AMOUNT $595.79

APPROVED

CUSTOMER COPY

(33-2880 MATTHEW-) A

GMC Alex MONTGOMERY CHRYSLER DODGE Jeep

1485 S Main Street - Burkesville, KY 42717 Toll Free: 800-756-9600 - Phone: 270-433-5865
200 North Bypass Rd - Campbellsville, KY 42718 Toll Free: 800-523-4481 - Phone: 270-465-4731
915 Meader Street - Campbellsville, KY 42718 Toll Free: 800-523-4481 - Phone: 270-465-811

X 4 J [redacted]			DATE 08/25/11
XL K	COLOR WHITE U	[redacted]	TIME 09:17 15:50
/00	USE OH OH	WESTERVILLE OH [redacted]	CLOSED 08/31/11
		H [redacted]) -	WRITER 3786 GREG

O FLOOR
NG OUT FLUID UNDER DRI
P FROM BRAKE MODULE

H MODULE TO FRONT OF T
EST DROVE

Labor		T33		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
H0440	(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

Next Service : Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

X CUSTOMER SIGNATURE

W/C	HR.		CUSTOMER
		Labor	372.00
		Parts	130.93
		Sublet	85.00
		Shop Supplie	.00
		Oil/Grease	.00
		Sub Total	587.93
	.00	Tax	7.86
		Total (Cash)	595.79

Page 1 of 1 Job 11444

11444 Customer Copy

Pd Visa

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]. 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 # 736468

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 # 736468

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 # 736468

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 # 736468

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.: 736468
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

=[attachment "20120227111856438.pdf" deleted by Jemeia Price/C/US/GM/GMC] -
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	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Brakes - General	Sub-Area	Initiate PAR- Collision
Address		City	Bloomsbury	Involved Dir		Safety	Yes
State	NJ ZipCd [redacted]	Con Acct		Source	Phone	Updated	1/12/2012 08:28:16 AM
Serial #/VIN	1GCEK19T81[redacted]	Model Year	2001	Priority	Medium License #	Owner	DUFFYWI
Make	Chevrolet	Warr. Start	12/07/2000	Status	Open	Opened	1/11/2012 01:02:50 PM
Model	Silverado	Mileage	105000	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
[redacted]	[redacted]	5'9"	[redacted]	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 & Traction 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	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	1/12/2012 05:05:11 PM	PAR Voice Mail

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

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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	DUFFYWI	DUFFYWI	BRC PAR	Business Case	Done	1/11/2012 04:04:51 PM	Business Case

Contact Last Name [redacted] Contact First Name [redacted] 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
- multi. 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	DUFFYWI	DUFFYWI	Outbound Email	DVM/CAM/Field	Done	1/11/2012 04:01:39 PM	e-mail to DMA thomas.j.scherl@gm.com

Contact Last Name [redacted] Contact First Name [redacted] 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
1GCEK19T8[redacted]
There is currently no involved dlr.

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
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5700 ext 21071 | Fax 866-660-2731 | www.minacs.adityabirla.com| Follow us on Twitter

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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 dlr. call made

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

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	[redacted]

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

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 it all took 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	[redacted]

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

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 sts: 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 01:50:56 PM	MERCADTO	DUFFYWI	Notify CRM		Done	1/11/2012 03:02:33 PM	File assigned

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

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
[redacted]	[redacted]		

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/PAR/ATX

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
[redacted]	[redacted]		

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
[redacted]	[redacted]		

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	MERCADTO	LEGASPEI	SR Closed - Dissatisfied		Done	1/11/2012 01:50:01 PM	Service Request has been Closed Dissatisfied.

Contact Last Name [redacted] Contact First Name [redacted] 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	MERCADTO	Notify CRM		Done	1/11/2012 01:49:57 PM	Collision due to Product failure Received and assigned in PAR Tonle/BRC PAR/ATX

Contact Last Name [redacted] 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 Third Party	Left Message	Done	1/11/2012 01:13:40 PM	PAR

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

Comments
-left message
-SR, cust's name and tel number

-Adv cust that they will recieve 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
[redacted]			

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
-orignial 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/Cac/Tier1/Man/Lvl1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
H01	Inoperative	Brakes - General

Global Warranty

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 Branded Title: No Warranty Block No PDI Status No

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	N050068	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 - 04007 - 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

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Logout

GM GlobalWarranty

January 13, 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 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: 0 Open

[redacted]

Vehicle Build

Model: CK15753-2001 SILVERADO 1500 EXT CAB 4WD

Gross Vehicle Weight: 2,900

Order Number CWFF9N

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	12D - GRAPHITE CUSTOM CLOTH
12I - GRAPHITE INTERIOR TRIM	1SB - 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 W/RECLINE AND ARMREST STORAGE
1SZ - PREFERRED EQUIPMENT SAVINGS	6YH - COMPONENT FRT LH COMPUTER SEL
7YH - COMPONENT FRT RH COMPUTER SEL	A31 - POWER WINDOWS
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	C60 - AIR CONDITIONING WITH AIR FILTRATION SYSTEM
C7H - 8,400 LB GVW RATING	D07 - CUSTOM FRONT FLOOR CONSOLE
D48 - ELECTRIC EXTERIOR MIRRORS	DF5 - INT R/V MIRROR, LIGHT SENSITIVE W/OUTSIDE TEMP & COMPASS
DK6 - OVERHEAD CONSOLE	E63 - FLEETSIDE BODY
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL/NY/MA/ME/VT 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
K68 - 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 - P265/75R16-114S 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	X86 - CHEVROLET CONVERSION
XGD - P265/75R16-114S ALT WOL TIRES	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE REAR SPRING	YE9 - SILVERADO
YGD - P265/75R16-114S 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 - P265/75R16-114S ALT WOL TIRES
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

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Logout

Global Warranty

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 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 0 Open

[redacted]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY
Source Plant: W-CPC/DDA ROMULUS, MICHIGAN
Date Scanned: 11/20/2000
Traceability: 003171956
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: 0711999
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: 60-TRANSFER CASE (4 WHEEL DRIVE)
Source Plant: N-
Date Scanned: 11/20/2000
Traceability: 0AG479753
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
Source Plant I-INLAND
Date Scanned 11/20/2000
Traceability 6UJVE27
Part / Number Broadcast 7245
Time Scanned 20:29:00 Scan Station 35

Component Code AD-IR-SENSOR-FORWARD
Source Plant H-HAMLIN INC, LAKE MILLS WISCONSIN
Date Scanned 11/20/2000
Traceability 020QDE
Part / Number Broadcast 6305
Time Scanned 21:14:00 Scan Station 39

Component Code AL-IR-MODULE ASM-I/P
Source Plant Q-RIMIR MATAMORS MEXICO
Date Scanned 11/20/2000
Traceability 2UVCC63
Part / Number Broadcast 2834
Time Scanned 18:52:00 Scan Station 07

Component Code AS-SENSING DIAGNOSTIC MODULE
Source Plant K-DELCO ELECTRONICS KOKOMO,IN
Date Scanned 11/20/2000
Traceability 30315C2XT
Part / Number Broadcast 3180
Time Scanned 23:54:00 Scan Station 02

Component Code CB-SEQ NUM (FLEX) BODY ASM
Source Plant -
Date Scanned 11/14/2000
Traceability 0860197
Part / Number Broadcast 1ZZ
Time Scanned 00:02:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS
Source Plant -
Date Scanned 11/14/2000
Traceability 6955447
Part / Number Broadcast 1XB
Time Scanned 18:20:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 11/20/2000
Traceability 6808663
Part / Number Broadcast 1MP
Time Scanned 11:04:00 Scan Station

Component Code CM-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 11/20/2000
Traceability 6846708
Part / Number Broadcast 1HP
Time Scanned 15:29:00 Scan Station

Component Code CN-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 11/20/2000
Traceability 2001434
Part / Number Broadcast 1HA
Time Scanned 16:56:00 Scan Station

Component Code CP-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 11/20/2000
Traceability 2603426
Part / Number Broadcast 1GA
Time Scanned 17:12:00 Scan Station

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Logout

GlobalWarranty

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

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: 0 Open

[redacted]

Job Card Date: 08/05/2006 Job Card Number: 000737

Repair Service Agent: 113841
MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529
9084543100

Odometer Reading: 58,104 MI
Authorization Code:

Process Date
08/11/2006

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 S5253-Door - Rear - Left - Corrosion Perforation Repair

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/05/2006 Job Card Number: 000737

Repair Service Agent: 113841
MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529
9084543100

Odometer Reading: 58,104 MI
Authorization Code: PW

Process Date
09/15/2006

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: 03/08/2006 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 Odometer Reading 41,877 MI
MULLER CHEVROLET, INC. Authorization Code:
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529
9084543100

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 Odometer Reading 29,065 MI
MULLER CHEVROLET, INC. Authorization Code.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529
9084543100

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: 06/13/2003 Job Card Number: W77121

Repair Service Agent 113841
Odometer Reading: 26,700 MI
Authorization Code:

MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529
9084543100

Process Date:
06/20/2003
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: 06/06/2003 Job Card Number: W76959

Repair Service Agent 113841
Odometer Reading 26,651 MI
Authorization Code: B

MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529
9084543100

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
9084543100

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 J0690-Pulley, Accessory Drive Belt Idler - Replace

Causal Part Number

→See other Parts and/or Net Items

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Logout

GlobalWarranty

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

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 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: 0 Open

[redacted]

Invoice Information

Invoicing Service Agent: 113841
MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529 9084543100

Invoice Date: 11/21/2000

Ship to Information

Invoicing Service Agent: 113841
MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529 9084543100

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 113841
MULLER CHEVROLET, INC.
164 ROUTE 173
STEWARTSVILLE NJ 08886-2529 9084543100

Delivery Date: 12/07/2000
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 12

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Global Warranty Management Site Map

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ESIS/GM CLAIM - [redacted]3375)

Lawrence Harrington [redacted] 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

[redacted] (738375) 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](738375)
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

[redacted]
BLOOMSBURY, NJ[redacted]

RE: Claimant: [redacted]
Our File No.: 738375
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]738375)

[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]738375)
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](738375)
kurt fleischmann to: lawrence.harrington 01/22/2012 04:35 PM

ESIS/GM Claim-[redacted](738375)
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

2 Police Dept of: Holland Township Code: 1

3 Station/Precinct:

10 Crash Occurred On: — 11 Speed Limit: N 35 Dir

12 Route No.: 519 Suffix: — 13 Milepost: 22.9

14 Feet ☐ Miles ☒ 15 16 N ☐ E ☐ S ☒ W of: Dennis Road (North)

17 Cross Road Name: 18 Speed Limit: 25

19 Ramp ☐ To: ☐ From: 20 Route/Name: ☐ NB ☐ EB ☐ SB ☐ WB

21 Latitude: — 22 Longitude: —

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: 1615 8 Total Killed: — 9 Total Injured: —

Vehicle 1

23 Veh No: 1 24 Policy No: [redacted] 25 Ins Code: 43.6

☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run

26 Driver's First Name: [redacted] Initial: Last Name:

27 Number and Street: [redacted] 28 City: Milford State: NJ [redacted]

29 Sex: M 30 Eyes: Brn

31 State: 32 Drivers License No: [redacted] 33 DOB mm dd yy: Exp mm yy:

35 Owner's First Name: ☒ Same As Driver Initial: Last Name:

36 Number and Street:

37 City: State: Zip:

38 Make: Volkswagon 39 Model: Beetle 40 Color: Silver 41 Year: 2005 [redacted] 43 State: NJ

44 VIN: 4 3VW/CR31 C65M [redacted] Expires: 09/12

46 Vehicle Removed To: ☒ Driven ☐ Left at [redacted] ☐ Impound ☐ Disabled 47 Authority: ☒ Owner ☐ Driver ☐ Police

48 Alcohol/Drug Test: Given: ☒ No ☐ Yes ☐ Refused Type: ☐ Breath ☐ Blood ☐ Urine Results: 0.__ % ☐ Pending

49 Hazardous Material: On Board ☐ Spill ☐ Name or Placard No.:

50 Carrier No. ☐ USDOT ☐ Other*

51 Commercial Vehicle Weight: ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs

52 Carrier name:

Vehicle 2

53 Veh No: 2 54 Policy No: [redacted] 03/17 55 Ins Code: 034

☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run

56 Driver's First Name: [redacted] Initial: Last Name:

57 Number and Street: [redacted] 58 City: Frenchtown State: NJ [redacted]

59 Sex: M 60 Eyes: Brn

61 State: 62 Drivers License No: [redacted] 63 DOB mm dd yy: Exp mm yy:

65 Owner's First Name: ☐ Same As Driver [redacted] Initial: Last Name:

66 Number and Street: [redacted]

67 City: Frenchtown State: NJ

68 Make: Mazda 69 Model: 3 70 Color: Grey 71 Year: 2004 [redacted] 73 State: NJ

74 VIN: 2JMBK14334 [redacted] Expires: 11/12

76 Vehicle Removed To: ☒ Driven ☐ Left at Scene ☐ Towed ☐ Impound ☐ Disabled 77 Authority: ☒ Owner ☐ Driver ☐ Police

76 Alcohol/Drug Test: Given: ☒ No ☐ Yes ☐ Refused Type: ☐ Breath ☐ Blood ☐ Urine Results: 0.__ % ☐ Pending

79 Hazardous Material: On Board ☐ Spill ☐ Name or Placard No.:

80 Carrier No. ☐ USDOT ☐ Other*

81 Commercial Vehicle Weight: ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs

82 Carrier name:

68 Crash Diagram (NOT TO SCALE) Indicate North

See Attached Diagram

118 Crash Description

118a (pg 2): Brake system failure

See Attached for narrative

136 Damage To Other Property: None

Oper. 1 137 Charge ☐ Multiple Charges: None 138 Summons No.: —

Oper. 2 139 Charge ☐ Multiple Charges: None 140 Summons No.: —

141 Officer's Signature: [redacted] 142 Badge No.: 3 143 Reviewed By: [redacted] Badge No.: [redacted] 144 Case Status: ☐ Pending ☒ Complete

	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants - If Deceased, Date & Time of Death
A	1	1	01	—	45	M	—	—	—	09	04	—	—	[redacted] Milford, NJ
B	2	1	01	—	38	M	—	—	—	09	04	—	—	Frenchtown, NJ
C														
D														
E														

COPY

NJTR-1 (R8/00) Police Copy

Page 2 of 5 ☐ Fatal **New Jersey Police Crash Investigation Report** ☒ Reportable ☐ Non-Reportable ☐ Change Report

1 Case Number 12-0017
2 Police Dept of Holland Township Code 1
3 Station/Precinct
4 Date of Crash mm dd yy: 01 07 12
5 Day of Week: Su M Tu W Th F Sa
6 Time (use 2400 hrs): 1023
7 Municipality Code: 1015
8 Total Killed
9 Total Injured
10 Crash Occurred On: Road Name N Dir 11 Speed Limit 35
At Intersection with ☐ Feet ☒ Miles 1/10 ☐ N ☒ S ☐ E ☐ W of: Dennis Road (North)
12 Route No. 619 Suffix - 13 Milepost 22.9
14 15 16 17 Cross Road Name 18 Speed Limit 25
19 ☐ To: ☐ Ramp ☐ From! 20 Route/Name
☐ NB ☐ EB ☐ SB ☐ WB
21 Latitude
22 Longitude

Vehicle 1
23 Veh No 3
24 Policy [redacted]
25 Ins Code 4326
☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run
26 Driver's First Name [redacted] Initial Last Name
27 Number and Street [redacted]
28 City Milford State NJ Zip [redacted]
29 Sex M
30 Eyes Brn
31 State [redacted]
32 Driver's License No [redacted]
33 DOB mm dd yy
34 Expires mm yy
35 Owner's First Name Initial Last Name ☒ Same As Driver
36 Number and Street
37 City State Zip
38 Make Chevy
39 Model Silverado
40 Color Grey
41 Year 2001
42 State [redacted]
43 VIN 1GCEK19T81E [redacted]
44 Expires 05/12
45 Vehicle Removed To Bridgestreet service Center Frenchtown NJ ☐ Driven ☐ Left at Scene ☐ Towed ☐ Impound ☐ Disabled
46 Authority ☐ Owner ☐ Driver ☒ Police
47 Alcohol/Drug Test Given: ☒ No ☐ Yes ☐ Refused Type: ☐ Breath ☐ Blood ☐ Urine Results: 0.___ % ☐ Pending
48 Hazardous Material On Board ☐ Spill ☐ Name or Placard No.
49 Carrier No. ☐ USDOT ☐ Other
50 Commercial Vehicle Weight ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☒ ≥ 26,001 lbs
51 Carrier name

Vehicle 2
53 Veh No
54 Policy No.
55 Ins Code
☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run
56 Driver's First Name Initial Last Name
57 Number and Street
58 City State Zip
59 Sex
60 Eyes
61 State
62 Drivers License No
63 DOB mm dd yy
64 Expires mm yy
65 Owner's First Name Initial Last Name ☐ Same As Driver
66 Number and Street
67 City State Zip
68 Make
69 Model
70 Color
71 Year
72 Plate No.
73 State
74 VIN
75 Expires
76 Vehicle Removed To ☐ Driven ☐ Left at Scene ☐ Towed ☐ Impound ☐ Disabled
77 Authority ☐ Owner ☐ Driver ☐ Police
78 Alcohol/Drug Test Given: ☐ No ☐ Yes ☐ Refused Type: ☐ Breath ☐ Blood ☐ Urine Results: 0.___ % ☐ Pending
79 Hazardous Material On Board ☐ Spill ☐ Name or Placard No.
80 Carrier No. ☐ USDOT ☐ Other
81 Commercial Vehicle Weight ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs
82 Carrier name

83 Crash Diagram (NOT TO SCALE) ○ Indicate North)

See Attached Diagram

86 05
87 01
88 01
89 05
100 02
101 02
102 01
103 01
104 3
105 01
106 05
107
108
109
110 01
111
112
113
114
115
116 03
117
118a 32
118b
119a
119b
120 01
121
122
123
124 01
125
126 04
127
128a 13
128b 26
128c
128d
129a
129b
129c
129d
130 12
131 12
132
133

135 Crash Description

136 Damage To Other Property None

Oper. 3 137 Charge None ☐ Multiple Charges 138 Summons No.
Oper. 139 Charge ☐ Multiple Charges 140 Summons No.

141 Officer's Signature [redacted] 142 Badge No. 3 143 Reviewed By [redacted] Badge No. 144 Case Status ☐ Pending ☒ Complete

	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	—	—	[redacted] Milford NJ
B														
C														
D														
E														

COPY

NJTR-1 (R3/06) Police Copy

New Jersey Police Crash Investigation Report

Motor Vehicle Crash Description

Police Dept: Holland Township Code: 1

Station: — Case No: 12-0012

(Refer to vehicle by number)

	Veh Occ	Pos In/On	Eject	Phys Cond	Age	Sex	Loc Inj	Type Inj	Ref Med	Equip Avail	Equip Used	Bag Dept	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 hunting 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

COPY

RH

Officer's Signature

#3

Badge Number

NJTR-1A (R3/05)

New Jersey Police Crash Investigation Report

Motor Vehicle Crash Description

Police Dept: Holland Township Code: 1

Station: — Case No: 12-0017

(Refer to vehicle by number)

	Veh Occ	Pos In/On	Eject	Phys Cond	Age	Sex	Loc 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

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 trunk 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

Officer's Signature

#3

Badge Number

NJTR-1A (R3/06)

New Jersey Police Crash Investigation Report	Police Dept: Holland Township Code: 1
Motor Vehicle Crash Diagram	Station: — Case No: 12-0017

134 Crash Diagram (NOT TO SCALE)

Indicate North

Reference Point Pole below

Vehicle#	N	S	E	W
to fire				
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'

#1

#2

#3

County Route 519

Road edge

White line

Double yellow

White line

Road edge

5'

12'

12'

3'

4'

Pole# NJ 1284 #01 Reference Point

- Diagram not to Scale
- all measurements approximate
- vehicles shown in final resting spots

COPY

PH.

Officer's Signature

#3

Badge Number

NJTR-1B (R3/08)

000109

BRIDGE STREET SERVICE CENTER

736 Frenchtown Rd.
MILFORD, NJ 08848
Phone (908) 996-3731

TOWING REPORT

Name [redacted]		Date 1-7-12	
Address [redacted]	City Milford	State NJ	
Home Phone	Insurance Company	Insurance Phone	
Business Phone	Year 01 Make Chev V	Model Silverado	Color Grey
[redacted]	Mileage 65899		

CALL NO. [redacted]

TYPE OF CALL Accident

EXTRA MAN

MILEAGE START 170014

TOWED FROM
WARREN Glen + Dennis Rd

TOWED TO
173 RT
Bloomsbury

REMARKS
AAID
check
7026

- ☐ START
- ☐ BATTERY
- ☒ FLAT TIRE
- ☐ GAS
- ☐ LOCKOUT
- ☐ WRECK
- ☐ TOW
- ☐ CARRIER
- ☐ FLAT BED
- ☐ INSURED

TOWING CHARGE	125 =
STORAGE CHARGE	
SUB TOTAL	156 50
TOTAL	

M [redacted]
X
A
X

(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@embargmail.com

Estimate

1/16/2012

Customer No: 359
Report No: 360
Claim #:
Assign No:

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 - [redacted] BRAKE LINE F
Asbury, NJ [redacted]
Home Phone [redacted]
Work Phone: [redacted]
Fax #: (908) -
Insured :
Home Phone: (908) -
Work Phone: (908) -
Fax #: (908) -
Date of Loss: 1/16/2012

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 rusted bleeder 's			1.5* body*		
* ADDITIONAL LABOR MAY BE NEEDED TO REPLACE LINES)					
* Replace brake hose l/rt.		$39.02 *			
* Replace brake hose r/rt.		$39.02 *			
* Replace brake hose inner rear		$31.22 *			
* Replace brake hose l/a rear		$26.08 *			
* Replace brake hose r/a rear		$29.48 *			
Sub Totals		$560.80	7.5		

	Hours	Rate	Total
Body Labor	7.5hrs	$60.00/hr	$450.00 T
OEM Parts			$560.80 T
Tax	$1010.80 @ 7.0000%		$70.76
Grand Total			**$1,081.56**

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 (DR1GH99), 11/11

* Indicates Estimator's Judgment
T Indicates Taxed Item

(INS. 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@embarqmail.com

Estimate

1/16/2012

Customer No: 359
Report No: 359
Claim #:
Assign No:

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

[redacted]
Asbury, NJ [redacted]
Fax #
Work [redacted]
Fax #: (908) -

Insured -

Home Phone: (908) -
Work Phone: (908) -
Fax #: (908) -
Date of Loss: 1/16/2012

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
FRONT BUMPER, CHEVROLET - BUMPER & COMPONENTS					
Overhaul bumper assy			1.9 body		
Replace Aftermarket BMP FACE BAR FT;OHR;99-02 SLVR 00-0	GM1002376R1	$379.00 *	Included		
Replace Front Air deflector, 4WD (?Fog Lamps?)	15005284	$110.55	Included		
Replace Aftermarket BMP CAP/COV UPR FT;99-02 SLVRD EXC (?Black or Painted)	GM1051103PP1	$99.00 *	Included	1.2	
+Clearcoat (0.6)				0.6	
FRONT SUSPENSION, 4WD - BRAKE COMPONENTS, 1/2 TON					
* R&I Bleed brake system +additional lab. rusted bleeder's)			2.0* mech		
* Replace frt.brake line (master cyl. to abs valve)		$75.00 *	1.0* body*		
Hazardous Waste Disposal					$5.00* taxed
Sub Totals		$663.55	4.9	1.7	

	Hours	Rate	Total
Body Labor	2.9hrs	$60.00/hr	$174.00 T
Paint Labor	1.2hrs	$60.00/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			$186.55 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
Grand Total			**$1,224.13**

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 (DR1GM99), 11/11
* Indicates Estimator's Judgment
T Indicates Taxed Item
1-Indicates aftermarket part taken from Keystone- Bethlehem pricing guide. Call (800) 441-4200 to order.

[redacted] Jan 23 2012 10:40 P.10
PAGE 01/02

Customer Quotes

Customer Name: [redacted] **Date:** 1/11/12

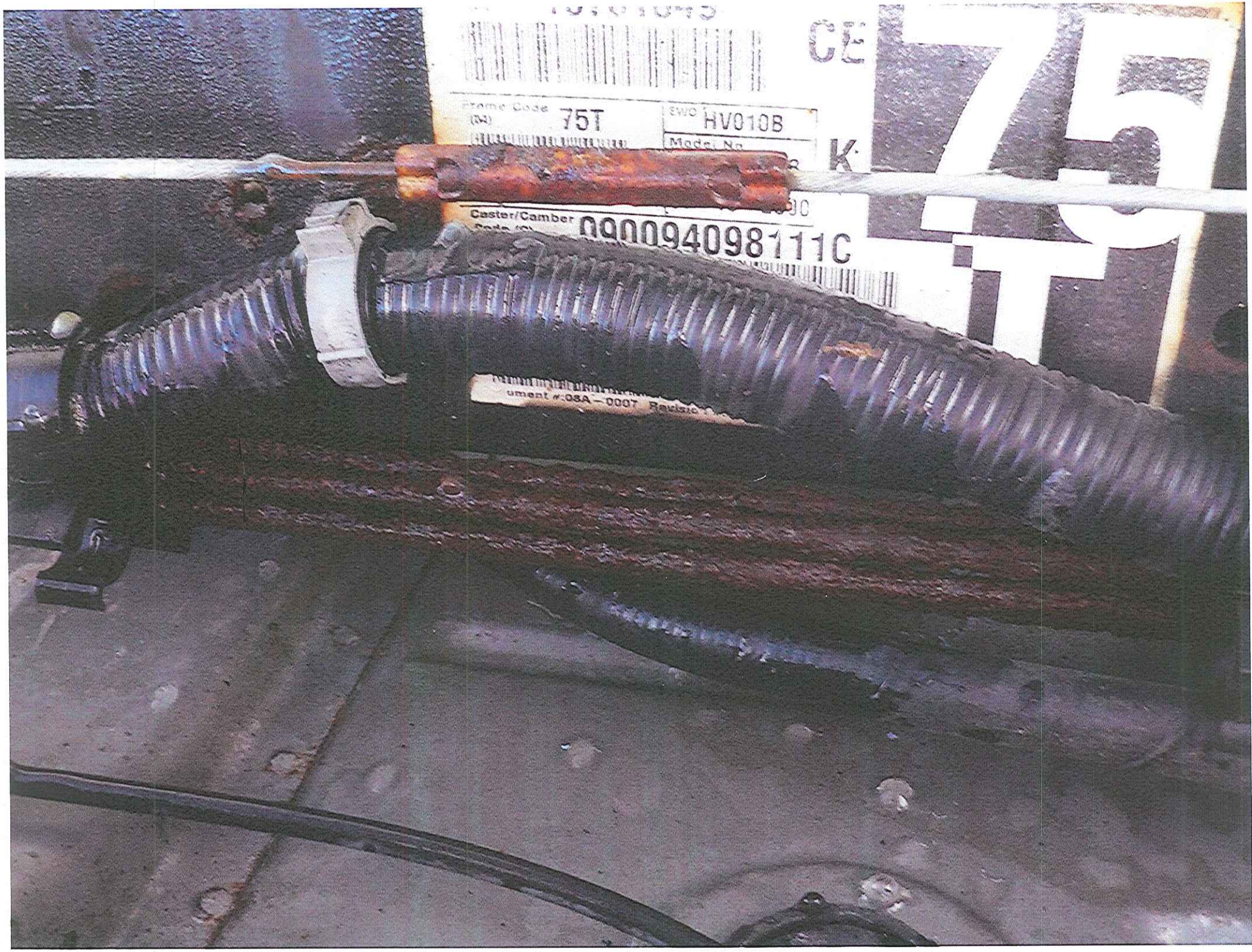
Vehicle: 2001 Chevy Silverado **Mileage:**

VIN# 1GCEK19T81E[redacted]

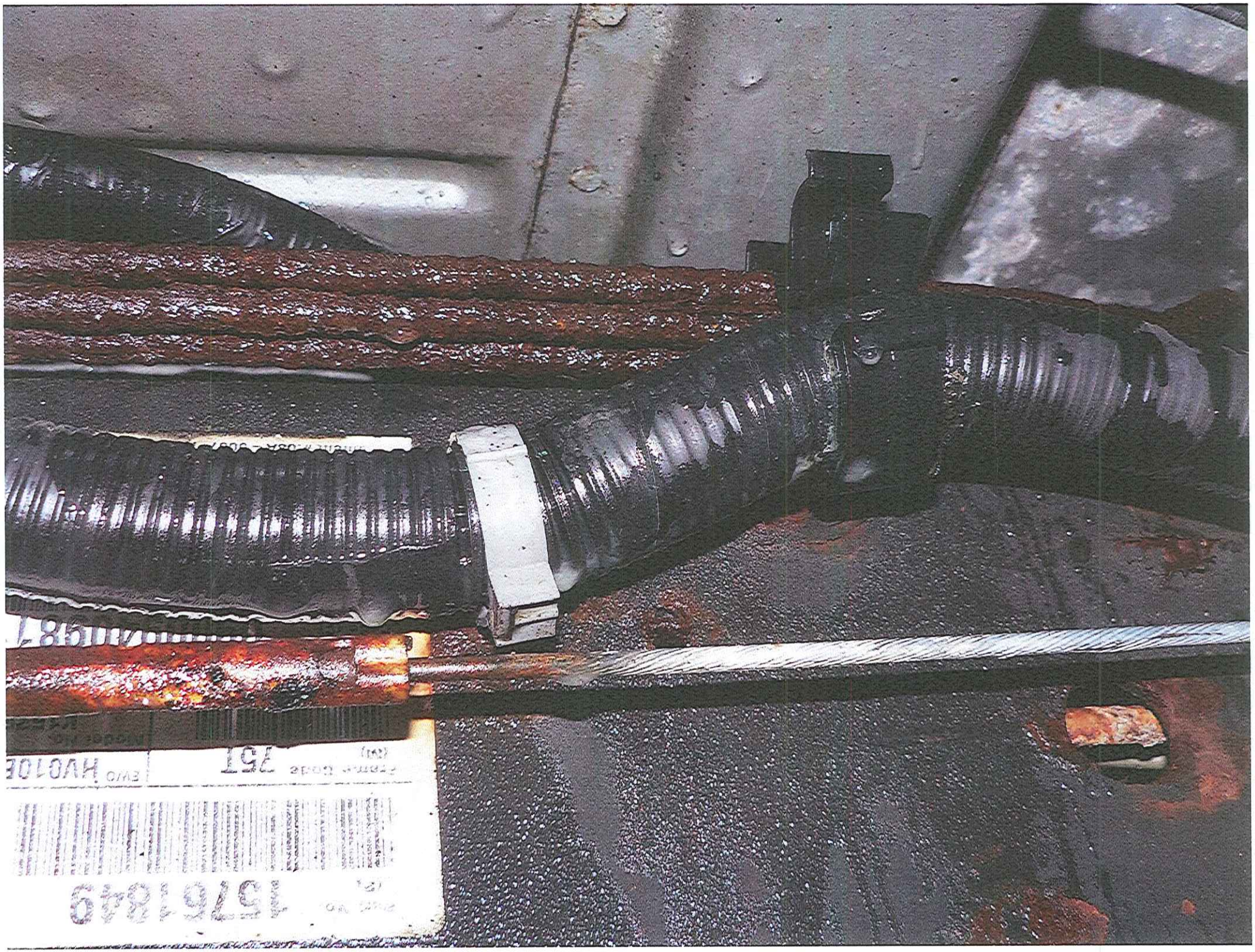
Repair Description	Parts Needed	Labor Time & Estimate	Total Amount
to replace all brake lines with stainless steel	349.95	$389.95	739.90
to replace damaged front bumper items	119.59 430.83 110.65	$250.00	910.47

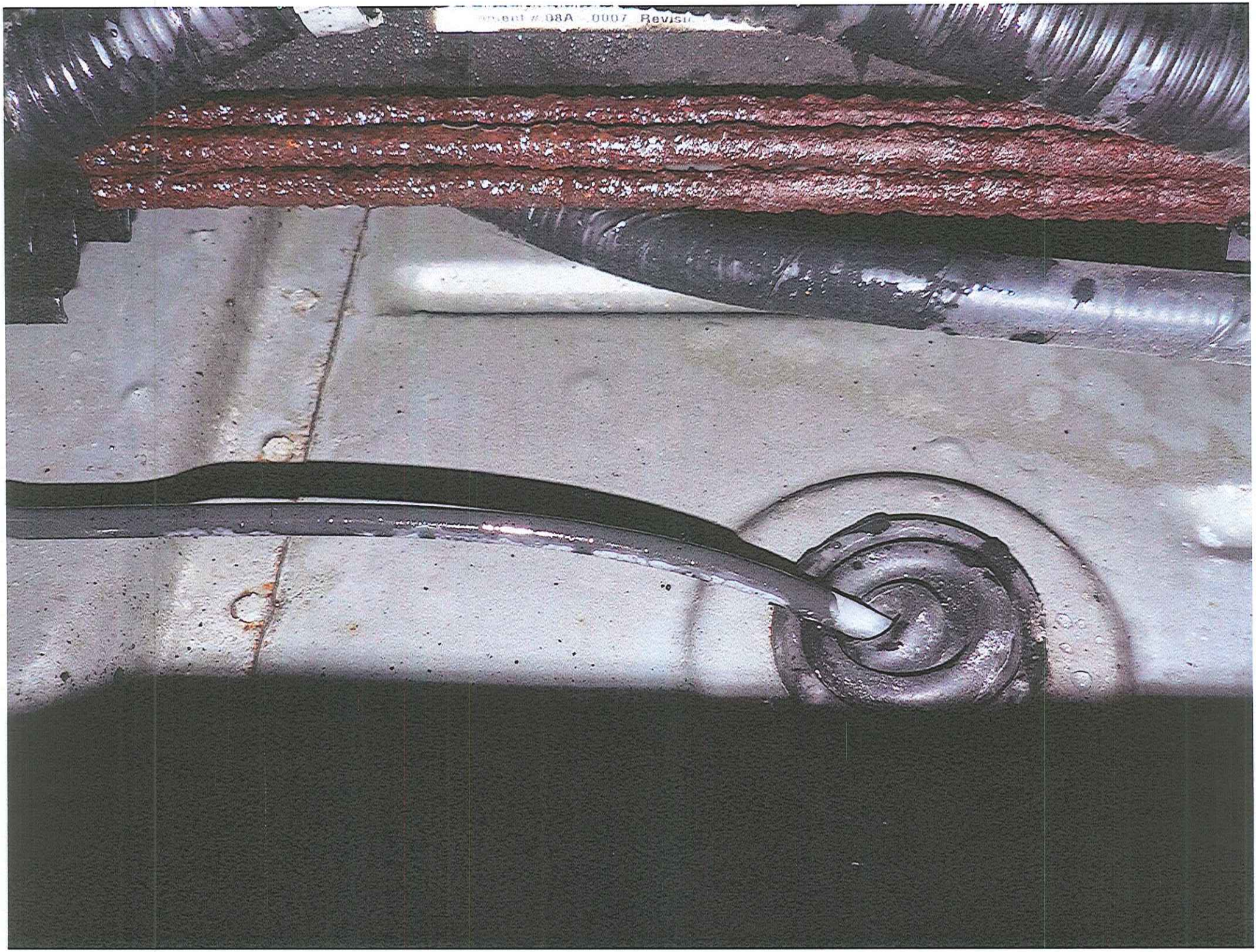
Notes: Sorry for the delay.

Laurence Hunnicutt
GM
313.665.3387


CE
Frame Code
75T
SWO
HV010B
Caster/Camber
0900094098111C
75

Part No.
15761849
CE
Frame Code
75T
EWO
HV010B
75
111C





1500

1500
CHEVROLET TRUCKS
CHEVROLET TRUCKS

STOP
Z71
OFF ROAD
SILVERADO

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	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Brakes - General	Sub-Area	ESIS Escalation
Address	[redacted]	City	Jackson	Involved Dlr	Pine Belt Enterprises Inc.	Safety	Yes
State	NJ ZipCd [redacted]	Con Acct		Source	Phone	Updated	3/27/2012 02:16:03 PM
Serial #/VIN	1GCHK28U54E [redacted]	Model Year	2004	Priority	Medium License # CHEVROL	Owner	KINZERTH
Make	Chevrolet	Warr. Start	03/13/2004	Status	Open	Opened	3/26/2012 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 Notifier	Incident Date/Time	Injuries	# 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
[redacted]	[redacted]	6'2"	[redacted]	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 to a tractor-trailer cab (no trailer) that was
Component	brakes	Damage Desc	front end collision damage
Vehicle Loc	with customer	Addt'l Info	n/a
Emgcy Svc Names	n/a	Maint Loc	Pine Belt 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
Last Service Date				Loc Last Service				Property Location	with owner
Veh Est Repair Cost				Spec Equip Installer	Rhino Liner			Prop Damage Description	rear end damage
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

Property Type	tractor-trailer cab			
Prop Est Repair Cost				
Inspection Date/Time				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 11:26:40 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	3/26/2012 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
3/26/2012 11:14:36 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	3/26/2012 11:14:36 AM	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
3/26/2012 11:06:17 AM	KINZERTH	KINZERTH	Research		Done	3/26/2012 11:08:09 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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
3/26/2012 11:06:07 AM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	3/26/2012 11:21:59 AM	(NJ) 71-1051986109 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 third party property damage.

Customer: Alexander
2004 Chevrolet Silverado
1GCHK28U54E
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	DAC Code
[redacted]	[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: Alexander
2004 Chevrolet Silverado
1GCHK29U54E227093
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	DAC Code
[redacted]	[redacted]		

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 to 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 customers 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 Theddeus 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	3/26/2012 11:03:38 AM	Service Request Ownership has changed FROM: TANJU TO: KINZERTH

Contact Last Name	Contact First Name	Account	DAC Code
[redacted]	[redacted]		

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	3/26/2012 10:46:34 AM	Svc. Dept - Pine Belt

Contact Last Name	Contact First Name	Account	DAC Code
[redacted]	[redacted]		

Comments

TL spoke with Barbara, phone operator.

TL explained the reason for the call.

Dlr said she asked the svc. people and gave a diag. fee $75/hour.

TL thanked the dlr.

Jon/TM/CAC/Mia/Level 1 Emp

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 10:40:23 AM	TANJU	TANJU	Inbound Call Customer	Escalation	Done	3/26/2012 10:53:34 AM	Supervisor call

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

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 Belt Chevrolet
- 2-3 mos. ago
- Chevy owner
- truck is in driveway

Owns 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
BTTC: afternoon, after 3:15PM EST

Jon/TM/CAC/Tier 1/Mia/Level 1 Emp

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2012 10:20:18 AM	TANJU	TANJU	Inbound Call Customer	Complex Request	Done	3/26/2012 10:53:59 AM	rusted brake lines

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

Comments
name: [redacted]
phone [redacted]
Mil: 26000
VIN: 1GCHK29U54E [redacted]

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 myslef
-no way unless its towed
-cant afford to have it towed to the dlrship
-if i take to dlrship, look at it, hows that going to, theyre
-owned chevrolet all my life
-my wife got cavalier
-owned 30 chevrolets my life
-I cant put off 5000 dollrs out of my pocket
-not afford to look at it to dlr and say its rusted
-spent two or three hundred dollers at dlr 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 dlr
-since dlr 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
Junald/CAC T1MNL/Level1
Confidential Comments

Service Request Detail

UCC Information

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

Logout

Global Warranty

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 CK25753-2004 SILVERADO 2500 EXT 4WD

Service Contract No Branded Title No Warranty Block No PDI Status No

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	36,005 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
02/07/2007	846630	ZREG—Regular Vehicle Transaction		E7700 - Intermediate Steering Shaft Replacement	14,659 MI
08/24/2006	834813	ZREG—Regular Vehicle Transaction		N4180 - Instrument Cluster Replacement	14,258 MI
08/16/2006	834336	ZREG—Regular Vehicle Transaction		N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	14,034 MI
08/16/2006	834336	ZREG—Regular Vehicle Transaction		B4150 - Outside Rearview Mirror Glass Replacement	14,034 MI
08/16/2006	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	10,266 MI
02/17/2005	789570	ZSCT—Service Contracts		M0021 - Tire Rotation	10,266 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		B7866 - 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		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	5,258 MI
08/25/2004	771471	ZREG—Regular Vehicle Transaction		B4151 - Outside Rearview Mirror Glass Replacement - Left Side	5,258 MI
07/01/2004	765960	ZREG—Regular Vehicle Transaction		B7976 - Molding, Rear Door - Left - Side - R&R Or Replace	4,606 MI
07/01/2004	765960	ZREG—Regular Vehicle Transaction		B4151 - Outside Rearview Mirror Glass Replacement - Left Side	4,606 MI
07/01/2004	765960	ZREG—Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	4,606 MI
07/01/2004	765960	ZREG—Regular Vehicle Transaction		B7956 - Molding, Rear Door - Right - Side - R&R Or Replace	4,606 MI
06/24/2004	765116	ZSCT—Service Contracts		M0014 - Lube, Oil And Filter	1,850 MI
06/24/2004	765116	ZREG—Regular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Electrical	1,850 MI
12/11/2003	A27093	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Logout

GlobalWarranty

March 28, 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 1GCHK28U54E[redacted] Model CK25753-2004 SILVERADO 2500 EXT 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: CK25753-2004 SILVERADO 2500 EXT 4WD

Gross Vehicle Weight: 4,177

Order Number: GRFWD8

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	1SZ - 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

	ELECTRONIC
LQ4 - VORTEC 6000 V8 SFI GAS ENGINE	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	NZZ - OFF ROAD - SKID PLATES
PY0 - POLISHED ALUMINUM WHEELS	QIW - LT245/75R16/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
UQ3 - ENHANCED AUDIO SPEAKERS	UY2 - CAMPER/5TH WHEEL TRAILER WIRING PROVISIONS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VB3 - 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 - LT245/75R16/E OOR BW TIRES-FRNT
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD6 - BASE REAR SPRING
YE9 - SILVERADO	YGK - LT245/75R16/E OOR BW TIRES-REAR
Z82 - HD TRAILERING EQUIPMENT HD TRAILERING EQUIPMENT	Z85 - HEAVY DUTY SUSPENSION INCREASED CAPACITY CHASSIS PACK
ZHH - LT245/75R16/E ALS BW SPARE TIRE	ZY1 - SOLID PAINT

Added Option Codes

-BO -

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Logout

GM GlobalWarranty 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 Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions 0 Open

[redacted]

Vehicle Component

Component Code 10-ENGINE ASSEMBLY
Source Plant W-CPC/DDA ROMULUS, MICHIGAN
Date Scanned 12/11/2003
Traceability 033427057
Part / Number Broadcast SSC
Time Scanned 04:56:00 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-
Date Scanned 12/11/2003
Traceability 0419162
Part / Number Broadcast TMZ
Time Scanned 08:16:00 Scan Station 01

Component Code 50-INSTRUMENT CLUSTER
Source Plant 3-
Date Scanned 12/11/2003
Traceability H1D143580
Part / Number Broadcast H1DH
Time Scanned 04:56:00 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-
Date Scanned 12/11/2003
Traceability C005413
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 047992
Part / Number Broadcast XJ0
Time Scanned 08:16:00 Scan Station 01

Component Code 86-ELECTRONIC CONTROL MODULE (ECM)
Source Plant 9-
Date Scanned 12/11/2003
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 0883
Date Scanned 12/11/2003
Time Scanned 06:25:00 Scan Station 33

Component Code AB-IR-MODULE ASM-INFLATOR
Traceability 9DSCEYW
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 7507
Date Scanned 12/11/2003
Time Scanned 10:20:00 Scan Station

Component Code AL-IR-MODULE ASM-I/P
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 033280H93
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 7461486
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 7666931
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.

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Logout

Global Warranty

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

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 Branded Title No Warranty Block No PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

[redacted]

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: 08/16/2006 Job Card Number: 834336

Repair Service Agent 192108

Odometer Reading 14,034 MI

MODEL ELECTRONICS
615 EAST CRESCENT AVE.
RAMSEY NJ 07446-1220

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 N4167-INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 08/16/2006 Job Card Number: 834336

Repair Service Agent 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

Odometer Reading 14,034 MI
Authorization Code.

Process Date
08/22/2006
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 B4160-Outside Rearview Mirror Glass Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 08/16/2006 Job Card Number: 834336

Repair Service Agent: 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

Odometer Reading 14,034 MI
Authorization Code

Process Date
08/22/2006
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
PINE BELT CHEVROLET

Odometer Reading: 10,279 MI
Authorization Code

1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

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
Odometer Reading 10,266 MI
Repair Service Agent 111215 Authorization Code
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

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-Lube, Oil And Filter
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 02/17/2005 Job Card Number: 789570
Odometer Reading 10,266 MI
Repair Service Agent 111215 Authorization Code
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

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: 776314
Odometer Reading 8,091 MI
Repair Service Agent 111215 Authorization Code
PINE BELT CHEVROLET
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

7323632900

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

Job Card Date: 09/07/2004 Job Card Number: 772808

Repair Service Agent 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

Odometer Reading 8,982 MI
Authorization Code

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 Case Shift Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 08/25/2004 Job Card Number: 771471

Repair Service Agent 111216
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

Odometer Reading 8,256 MI
Authorization Code B

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

Job Card Date: 08/25/2004 Job Card Number: 771471

Repair Service Agent 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323632900

Odometer Reading 8,256 MI
Authorization Code B

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: 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 #: 3 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op B7976-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 4,606 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 # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op B7676-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: 765960

Repair Service Agent 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323832900

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 B7986-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: 765116

Repair Service Agent 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323832900

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: 765116

Repair Service Agent 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512
7323832900

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
6078446113

Process Date:
12/16/2003
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

Global Warranty Management: Site Map
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Global Warranty March 28, 2012

Logout

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

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 CK25753-2004 SILVERADO 2500 EXT 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open [redacted]

Invoice Information

Invoicing Service Agent: 166292
STAFFORD CHEVROLET INC.
79 NORTH ST
DRYDEN NY 13053-9553 6078448113

Invoice Date: 12/11/2003

Ship to Information

Ship to Service Agent: 166292
STAFFORD CHEVROLET INC.
79 NORTH ST
DRYDEN NY 13053-9553 6078448113

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 111215
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD NJ 08701-4512 7323832900

Delivery Date: 03/13/2004
Delivery Type: 010—INDIVIDUAL
Delivery Odometer: 5

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

Global Warranty Management Site Map

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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 then 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		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Brakes - Hoses / Pipes / Lines (Front	Sub-Area	ESIS Escalation
Address	[redacted]	City	Galena	Involved Dir		Safety	Yes
State	OH ZipCd [redacted]	Con Acct		Source	Phone	Updated	5/4/2012 04:23:44 PM
Serial #/VIN	2GCEC19T0[redacted]	Model Year	1999	Priority	Medium License # CHEVROL	Owner	KINZERTH
Make	Chevrolet	Warr. Start		Status	Open	Opened	5/4/2012 10:45:57 AM
Model	Silverado	Mileage	150000	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 Notifier	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
[redacted]	[redacted]	5'2"	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Portale	Mark	(814) 442-7777	Allstate

Incident Loc	I-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
Last Service Date				Loc Last Service				Property Location	with owner
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
Veh Damage Description	front end collision							Explain Other	file forwarded to ESIS

Property Type	2010 light blue volkswagon ELS		
Prop Est Repair Cost			
Inspection Date/Time			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle	(614) 832-1634	Driver	Seatbelt
Injury Description			Medical Rpt?	Treatment Location		Treated By
			n/a - no medical treatment	n/a - no medical treatment		n/a - no medical treatment
Street Address			City	State	Zip Code	
			Galena	OH		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 04:16:13 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Property Damage, Insurance Involvment
Contact Last Name		Contact First Name		Account		BAC Code	
Shade		Rhonda					

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	Notify CRM		Done	5/4/2012 04:16:10 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
Customers insurance is covering damages to the other 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
5/4/2012 02:36:32 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
[redacted]	[redacted]		

Comments
Customer claims brake failure caused collision with another vehicle
Customers 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
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 02:36:48 PM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	5/4/2012 02:37:17 PM	(OH) 71-1064280446 PAR Case Sent to ESIS -- No Action Required

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[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 property damage and insurance involvement.

Customer: Shade
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.

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
[redacted]	[redacted]		

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 accidnet, 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
[redacted]	[redacted]		

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
[redacted]	[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 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.

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	MERCADTO	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	MERCADTO	KINZERTH	BRC PAR	Initial Contact- Phone	Done	5/4/2012 02:31:13 PM	Calle

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

Comments

Spoke with customer Rhonda Shade

* 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
* Customers 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
* Customers 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	MERCADTO	KINZERTH	BRC PAR	Acknowledgement	Done	5/4/2012 02:27:20 PM	Calle

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 068366 ZFAT—Field Action Recall V1410 - 05068 - Inspect Wheel Sensor (inc. cleaning) 92,086 MI
12/28/2001 309987 ZREG—Regular Vehicle Transaction H2505 - Electronic Brake and Traction Control Module Replacement 37,636 MI
04/16/2001 286437 ZFAT—Field Action Recall V0609 - 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
5/4/2012 01:40:46 PM	MERCADTO	LAMORECH	SR Opened		Done	5/4/2012 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
5/4/2012 01:40:44 PM	MERCADTO	LAMORECH	SR Closed - Dissatisfied		Done	5/4/2012 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
5/4/2012 10:56:21 AM	LAMORECH	AMSTUTST	Notify CRM	Need to Assume SR	Done	5/4/2012 01:40:40 PM	cust veh involved in an accident Recieved and Assigned in PAR Stacy/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 10:50:39 AM	LAMORECH	LAMORECH	Outbound Call Customer	Made Contact	Done	5/4/2012 10:56:20 AM	

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
-lefty them a message and they will be reviewing your file for you
-you'll here from them within 24 business hours

Cust sts:
thank you

Chari-MLA-CAC-T1-Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2012 10:50:16 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

cstnt 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 bvack on the other line thank you

tamesha woodson/atx/ac/t1/lvl0

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	BAC Code
[redacted]	[redacted]		

Comments

Name[redacted]
Addre[redacted] Galana OH[redacted]
Phon[redacted]
VIN: 2GCEC19T0X[redacted]
1999 Chevrolet Silverado
Mileage: 160000

cust sts:
brakes lines had corroded
cauaght 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)

Report Generated for toporowm on 5/7/2012

Logout

GM GlobalWarranty

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 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]

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	N000045	00045	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	04/03/2006	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.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/21/2008	016025	ZFAT—Field Action Recall		V1462 - 06019 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement If Necessary	97,805 MI
11/18/2005	068368	ZFAT—Field Action Recall		V1410 - 05088 - Inspect Wheel Sensor (inc. cleaning)	92,088 MI
12/28/2001	309967	ZREG—Regular Vehicle Transaction		H2505 - Electronic Brake and Traction Control Module Replacement	37,636 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	286565	ZREG—Regular Vehicle Transaction		N0528 - Bulbs, Lamp - Exterior - Replace	27,473 MI
04/16/2001	286437	ZREG—Regular Vehicle Transaction		B7540 - Windshield Reveal Molding Replacement	27,468 MI
04/16/2001	286437	ZREG—Regular Vehicle Transaction		J5490 - Throttle Body Assembly Replacement	27,468 MI
04/16/2001	286437	ZFAT—Field Action Recall		V0609 - INSPECT BRAKE PIPE & INSTALL SPACER CLIP	27,468 MI

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Logout

GM Global Warranty [redacted] 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 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]

Vehicle Build

Model ZZUSV-1970
Gross Vehicle Weight 0
Order Number
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.

Global Warranty Management Site Map

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GM GlobalWarranty [redacted] Logout

May 7, 2012

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVR 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]

Vehicle Component

Vehicle has no current record of vehicle component.

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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

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Logout

Global Warranty 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

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 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]

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 V1462-06019 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement if Necessary
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 11/16/2005 Job Card Number: 068368

Repair Service Agent 112796
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 V1410-05068 - Inspect Wheel Sensor (Inc. cleaning)
Causal Part Number

Job Card Date: 12/28/2001 Job Card Number: 309967

Repair Service Agent 112796
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 Traction 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 & PASS SEAT BELT RETRACTORS
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 04/16/2001 Job Card Number 286565

Repair Service Agent 112796 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 Net Items

Job Card Date: 04/16/2001 Job Card Number: 286437

Repair Service Agent: 112796 Odometer Reading: 27,466 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-Windshield Reveal Molding Replacement
Causal Part Number

Job Card Date: 04/16/2001 Job Card Number: 286437

Repair Service Agent: 112796 Odometer Reading: 27,466 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 Net Items

Job Card Date: 04/16/2001 Job Card Number: 286437

Repair Service Agent: 112796 Odometer Reading: 27,466 MI
JACK MAXTON CHEVROLET, INC. Authorization Code:
700 E GRANVILLE RD
WORTHINGTON OH 43085-0000

6146056301

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 V0609-INSPECT BRAKE PIPE & INSTALL SPACER CLIP

Causal Part Number

--See other Parts and/or Net Items

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GM GlobalWarranty

Logout

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

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 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]

Invoice Information

Invoicing Service Agent

Invoice Date: N/A

Ship to Information

Ship to Service Agent:

Ship to Date: N/A

Delivery Information

Delivery Service Agent

Delivery Date: N/A
Delivery Odometer: 0

In Service Information

Invoicing Service Agent

In Service Date: N/A
In Service Type
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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EA11-001

GM

5/31/2012

Q_02 Tables

Q_02_Tables:

Table 2-1 below summarizes the updated responsive complaints, field reports and lawsuit records that may relate to the alleged defect in Non-Salt Belt states for the 1999 – 2003 MY subject vehicles. The records summarized in Table 2-1 are the records gathered since our January 6, 2012, update.

		Subcategories				
Type of Report	GM Reports	Corresponding to NHTSA Reports	Number with Property Damage	Number with Crash	Fire	Number with Injuries/ fatalities*
Owner Reports	22	4	0	0	0	0/0
Field Reports	1	0	0	0	0	0/0
Not-In-Suit Claims	0	0	0	0	0	0/0
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)	23	4	0	0	0	0/0
Total Vehicles with Reports (Unique VIN)	23	4	0	0	0	0/0

Table 2-1: GM Non-Salt Belt States Updated GM Records for 1999 – 2003 MY That may relate to Alleged Defect

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

		Subcategories				
Type of Report	*GM Reports*	*Corresponding to NHTSA Reports*	*Number with Property Damage*	*Number with Crash*	*Fire*	*Number with Injuries/ fatalities**
Owner Reports	11	0	0	1	0	0/0
Field Reports	1	0	0	0	0	0/0
Not-In-Suit Claims	0	0	0	0	0	0/0
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)	12	0	0	1	0	0/0
Total Vehicles with Reports (Unique VIN)	12	0	0	1	0	0/0

Table 2-2: GM Non-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 2-3 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 2-3: DATA SOURCES

Table 2-4 summarizes the GM regular warranty claims and goodwill warranty claims that may be related to the alleged defect in Non-Salt Belt states for the 1999 – 2003 MY subject vehicles gathered since our July 2, 2010 response.

	MODEL YEARS					
MAKE/MODEL	1999	2000	2001	2002	2003	TOTAL
Chevrolet Silverado	0	1	0	13	0	14
Chevrolet Tahoe	0	0	1	0	0	1
Chevrolet Suburban	0	0	0	0	0	0
Chevrolet Avalanche	0	0	0	0	0	0
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	1	1	13	0	15

TABLE 2-4: GM NON-SALT BELT STATES UPDATED REGULAR WARRANTY AND GOODWILL CLAIMS FOR THE 1999 – 2003 MY SUBJECT VEHICLES

Table 2-5 summarizes the Motors Insurance Corporation (MIC) and Universal Warranty Corporation (UWC) service contract claims that may be related to the alleged defect in Non-Salt Belt states for the 1999 – 2003 MY subject vehicles gathered since our July 2, 2010 response.

	Model Years					
Make/Model	1999	2000	2001	2002	2003	Total
Chevrolet Silverado	0	0	0	0	1	1
Chevrolet Tahoe	0	0	0	0	0	0
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	1	1	2

Table 2-5: GM Non-Salt Belt States Updated MIC and UWC Service Contract Claims and MIC Goodwill Claims for the 1999 – 2003 MY Subject Vehicles

Table 2-6 summarizes the GM regular warranty claims and goodwill warranty claims that may be related to the alleged defect in Non-Salt Belt states for the 2004 – 2006 MY subject vehicles.

	Model Years			
Make/Model	2004	2005	2006	Total
Chevrolet Silverado	2	2	3	7
Chevrolet Tahoe	0	0	0	0
Chevrolet Suburban	1	2	0	3
Chevrolet Avalanche	1	0	0	1
GMC Sierra	0	2	4	6
GMC Yukon	0	0	0	0
GMC Yukon XL	0	1	0	1
Cadillac Escalade	1	1	0	2
Cadillac Escalade ESV	0	1	0	1
Cadillac Escalade EXT	0	0	0	0
Total	5	9	7	21

Table 2-6: GM Non-Salt Belt States Regular Warranty and Goodwill Claims for the 2004 - 2006 MY Subject Vehicles

Table 2-7 summarizes the Motors Insurance Corporation (MIC) and Universal Warranty Corporation (UWC) service contract claims that may be related to the alleged defect in Non-Salt Belt states for the 2004 – 2006 MY subject vehicles.

	Model Years			
Make/Model	2004	2005	2006	Total
Chevrolet Silverado	2	4	0	6
Chevrolet Tahoe	0	0	0	0
Chevrolet Suburban	0	0	0	0
Chevrolet Avalanche	0	0	0	0
GMC Sierra	0	1	0	1
GMC Yukon	0	0	0	0
GMC Yukon XL	0	0	0	0
Cadillac Escalade	0	0	0	0
Cadillac Escalade ESV	0	0	0	0
Cadillac Escalade EXT	0	0	0	0
Total	2	5	0	7

Table 2-7: GM Non-Salt Belt States MIC and UWC Service Contract Claims and MIC Goodwill Claims for the 2004 - 2006 MY Subject Vehicles

The sources of the requested warranty information and the last date the searches were conducted are tabulated in Table 2-8 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 2-8: 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.

EA11-001

GM

5/31/2012

Q_02

October 10, 2012

[redacted]
Arcadia, FL [redacted]

Service Request: 1-313981926
Customer Relationship Manager: Hollis Simmons

Dear Mr. [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2004 Chevrolet Suburban, Vehicle Identification Number 1GNEC16T94J[redacted], is for the following:

- 48 months or 60,000 miles, whichever occurs first, beginning on February 10, 2005 and ending on February 10, 2009 and begins with 15,000 and ends with 75,000 odometer miles
- Standard rental
- A $0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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

1097/ Sent @ 12:24P 2/22/05 BW

GMPP Request for Preclearance

for Used

SR# 1-313981926

New/Used: Used

Division: Chevrolet

Vehicle Style: Truck

Vehicle Year:

Complete VIN: 1GNEC16T94J[redacted]

Division - Dealer Code: Chevolet 13-32888

General Motors has agreed to :

Special Instructions: Check if applicable

☐ [redacted]

☐ [redacted]

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: 11/17/03

Odometer Reading: 15000

Plan Purchase Date: 02/10/05

Customer Ownership: Owner

Business Name:

Customer Name - Title: Mr. (First - M.I. - Last): [redacted]

Address Line 1: [redacted]

Address Line 2:

City: Arcadia

State: FL

Zip: [redacted]

Plan Type: Value Guard

# of Months: 48 Months

Mileage: 60000

Plan Type:

# of Months:

Mileage:

GMPP MSRP: $1,535

Deductible: 0

Plan Lien Holder (Select Division below):

Division Address: Chevrolet - PO Box 33170 Detroit, MI 48232-5170

CRM (Decision Maker): Hollis Simmons

Team Manager / Liaison: Arnetta Ashley

Team CARS Site: Tampa

Date: 02/18/05

☐ [redacted]

October 10, 2012

[redacted]
Jacksonville, FL [redacted]

Service Request Number: 71-682437092

Dear [redacted]

We are sorry you have experienced concerns with your 2005 Chevrolet Suburban. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary Maintenance Letter, valued up to $200.00, to be used on your 2005 Chevrolet Suburban. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to $200. In the event the cost of your service visit exceeds the $200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

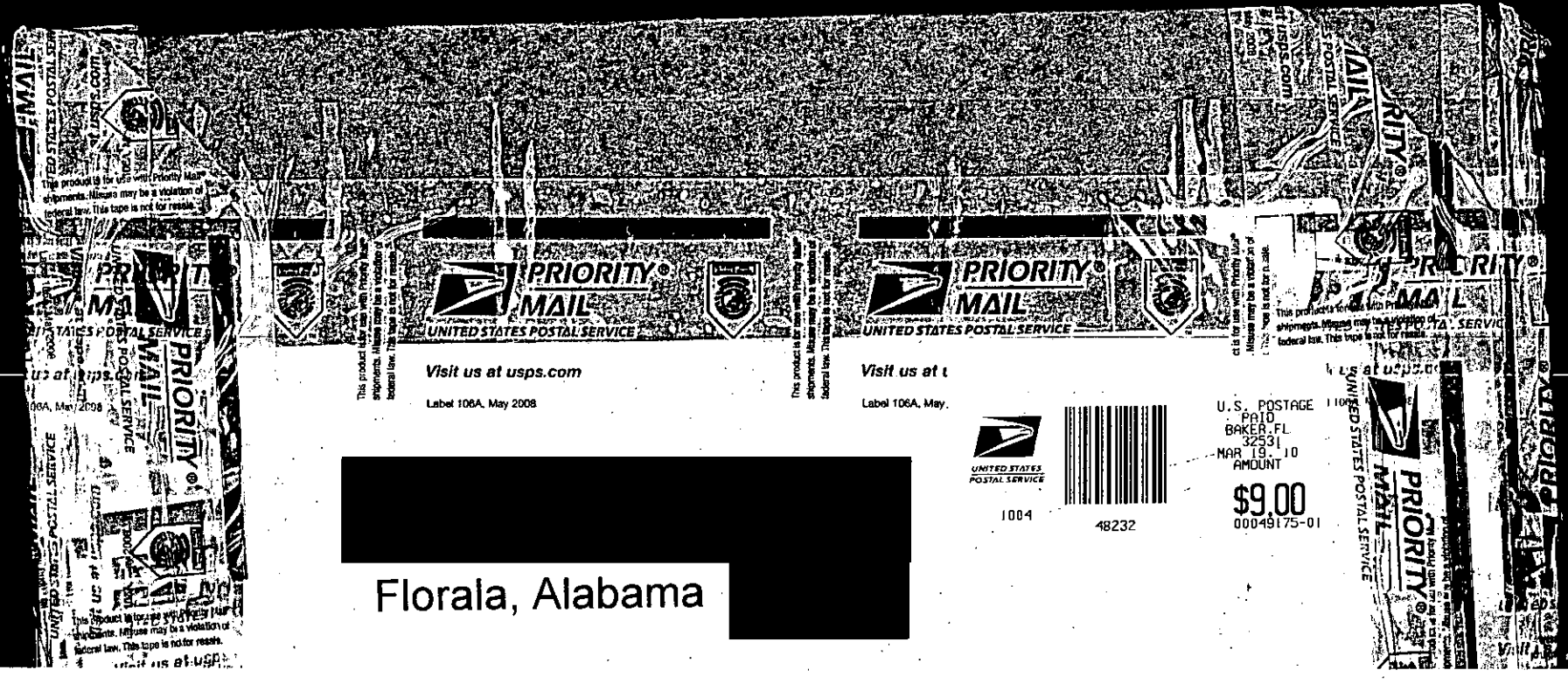
If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Maintenance Letter up to $200

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.


PRIORITY MAIL
UNITED STATES POSTAL SERVICE
Visit us at usps.com
Label 106A, May 2008
U.S. POSTAGE
PAID
BAKER,FL
32531
MAR 19, 10
AMOUNT
$9.00
00049175-01
1004
48232
Florala, Alabama

From: [redacted]

Florala, Alabama [redacted]

Subject: Dangerous rusted brake lines on 2006 Chevy Silverado

To: Customer Assistance Center
Chevrolet Motor Division, General Motors Corp.
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern;

I am writing to you concerning a very dangerous situation that occurred with my Chevrolet Silverado 1500 Truck, vin # 3GCEC14X86G[redacted] I have owned this truck since it had 13, 000 mile on it. I have never driven in the mud, snow, ice etc since in live on the Alabama Florida line. I am enclosing the brake lines that were RUSTED. My wife was driving the truck when at an intersection not far from the house the brakes completely failed. Luckily it was the DAY before she left on a trip towing a horse trailer with two horses in it. I don't believe that brake lines should rust like this on a truck that is only 3.5 years old. I have always taken pride in keeping up with service and maintainance. This is a very dangerous situation that occurred. Luckily the mechanic near my house was available and had to replace nearly ALL of the brake lines on the driver side and the crossover to the passenger side. This cost me $194.00 and he gave me a tremendous break on the price. I have enclosed the brake lines for you to see the condition. Since this was an ON ROAD vehicle 100% of the time I am confused as to how this could happen. I did bend the lines to get them in the box, but the bends are not the issue, the rusting through is the issue. I would appreciate it if you would address this situation. This has put doubt in my mind about the safety of the brake system in the future that the lines could rust like this. I am 59 years old and have NEVER seen brake lines rust like this unless the vehicle was subjected to salt on the roads or beach and this vehicle never was. I would appreciate hearing from your department concerning this issue.

[redacted]

[redacted]

22-07-10 A08:58 IN

CHEVROLET DIVISIONAL ADDRESS
P.O. BOX 3310
DETROIT, MI 48232-5170

CASE# 71-P4P360909

48208$0310

REF CASE #
71-848360909

[redacted]

[redacted] Panama City Beach, Florida [redacted]

July 12,2010

GM Customer Service

Reference: Brake Line Failures

To Whom It May Concern,

I have been a loyal GM customer since I purchased my first Chevy Impala in 1967. Needless to say, I have dealt with my share of mechanical issues over the years but none as disturbing as the recent problem with my 2004 Suburban. I have attached copies of the service tickets for your review. I am not at all dissatisfied with the service I have received from Bill Cramer Chevrolet.

I have experienced total brake failure twice this year. I consider myself quite lucky since both times the failures occurred in my driveway just prior to trips that I had planned on towing a boat. Had the failures occurred a day later the result could have been disastrous, if not fatal.

Both incidents were caused by brake line failures resulting in fluid loss and a total loss of brakes. The lines themselves were rusted and deteriorated to the point where they sprung leaks. I have been asked by service techs if this was a "Katrina" vehicle or if I moved here from an area where I drove in a lot of snow. Neither is true.

I purchased the vehicle from Crown Automotive of High Point N.C. and immediately returned to my home in Panama City, Florida. Except for the occasional trip the vehicle has been here in Panama City and has never been in snow. While I do reside in a coastal environment, I feel the deterioration of the brake line is not "normal", especially when you consider multiple incidents and the relatively low mileage on the vehicle.

I ask that GM provide me with some relief from the expensive repair bills that are attached. I am also quite concerned about the remaining brake line on the vehicle that has not been replaced. I feel that I have used up all the luck on the last two failures and the next one won't happen in my driveway. I find myself tapping the brake to make sure they work long before I really need to apply them which translates to a lack of confidence in the vehicle.

Thank you for your prompt attention to this matter. I can be reached by phone @ [redacted] during normal business hours.

[redacted]

cc Bill Doramis Cramer Chevrolet

CUSTOMER #: L8727865

340510

INVOICE

PAGE 1

BILL CRAMER

2251 West 23rd Street
P.O. Box 490
Panama City, Florida 32402
850-785-5221 · 800-342-7131
"Three Generations. One Tradition"
Motor Vehicle Repair Registration: MV283

57

[redacted]
PANAMA CITY, FL
HOME: [redacted]
BUS: [redacted]
COL

SERVICE ADVISOR: 387 SHERRY LYNN BRANHAM

VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER 04 CHEVROLET Suburban 1GNEC16Z94R[redacted]	[redacted]	69125/69125	T4052

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC03 IS 22DEC03 DD			17:00 03JUN10		0.00	CASH	04JUN10

R.O. OPENED	READY	OPTIONS:
07:44 03JUN10	16:39 04JUN10	ENG:5.3_Liter_MFI_Iron_Flex_Fuel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	*TOTAL
A	CUSTOMER STATES: THAT THERE ARE NO BRAKES AND BRAKE FLUID IS LEAKING LEFT FRONT. CHECK AND ADVISE.						
	40 BRAKES						
		200	C	6.00		540.00	540.00
	6 4680 BRKLINE				4.95	4.95	29.70
	4 43376 1/4 BRK CONN				5.23	5.23	20.92
	2 12377967 FLUID				8.71	8.71	17.42

PARTS: 68.04 LABOR: 540.00 OTHER: 0.00 TOTAL LINE A: 608.04

69125 CLEAN DOWN BRAKE FLUID DIAG REPLACE BRAKE LINES FROM EBCM TO BOTH FRONT BRAKE HOSES

VISA MASTERCARD

****

CUSTOMER PAY SHOP SUPPLIES AND/OR WASTE DISPOSAL FOR REPAIR ORDER 30.00

Thank You For Your Business!

COPY

*(N/C) "NO CHARGE" ITEM COVERED UNDER WARRANTY.

NOTE: All parts are new unless specified otherwise. Florida Statute 403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. Florida Statute 403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products.

CUSTOMER SIGNATURE DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	540.00
PARTS AMOUNT	68.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	638.04
LESS INSURANCE	0.00
SALES TAX	45.04
PLEASE PAY THIS AMOUNT	683.08

Copyright 2010 ADP, Inc. SERVICE INVOICE #2 VS12C

CUSTOMER COPY

BILL CRAMER

2251 West 23rd Street
P.O. Box 490
Panama City, Florida 32402
850-785-5221 · 800-342-7131
"Three Generations. One Tradition"

Motor Vehicle Repair Registration: MV283

CUSTOMER #: L8727865

333065

INVOICE

PAGE 1

[redacted]

PANAMA CITY, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

SERVICE ADVISOR: 163 JIMMIE D MARTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	04	CHEVROLET Suburban	1GNEC16Z94R[redacted]		65694/65694	T7685

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22DEC03 IS 22DEC03 DD			WAIT 20JAN10		0.00	CASH	21JAN10

R.O. OPENED	READY	OPTIONS:
10:34 20JAN10	17:27 21JAN10	ENG:5.3_Liter_MFI_Iron_Flex_Fuel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	*TOTAL
A	CUSTOMER SAYS BRAKE PEDAL GOES TOO THE FLOOR AND DASH BRAKE LIGHT IS ON ADVISE							
	40	BRAKES						
			392	C	3.00		270.00	270.00
	1	25846360	VALVE			5.39	5.39	5.39
	1	15116160	F-PIPE			13.87	13.87	13.87
	1	15116162	F-PIPE			14.62	14.62	14.62
	1	12377967	FLUID			8.71	8.71	8.71
	1	FRT	FREIGHT			9.58	9.58	9.58
	1	FRT	FREIGHT			9.58	9.58	9.58

PARTS: 61.75 LABOR: 270.00 OTHER: 0.00 TOTAL LINE A: 331.75

65694 BRAKE LINE RUSTED AND LEAKING REPLACE FRONT AND REAR FEED LINES TO BRAKE VALVE (EBTCM) AND BLEED VALVE TO LEFT FRONT BRAKE CALIPER

****

CUSTOMER PAY SHOP SUPPLIES AND/OR WASTE DISPOSAL FOR REPAIR ORDER 30.00

PAID
JAN 21 2010

Thank You For Your Business!

COPY 16997

*(N/C) "NO CHARGE" ITEM COVERED UNDER WARRANTY.

NOTE: All parts are new unless specified otherwise. Florida Statute 403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. Florida Statute 403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida

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CUSTOMER SIGNATURE DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	270.00
PARTS AMOUNT	61.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	361.75
LESS INSURANCE	0.00
SALES TAX	25.54
PLEASE PAY THIS AMOUNT	387.29

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Case # 71-903 276 550

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[redacted]
Fincastle,Va [redacted]

Chevy 2500 HD 2004
VIN:1GCHK23G74F[redacted]
Case # 71-903276550

To Whom It May Concern:

I'm writing to you in regards to an issue with a truck I own. I purchased it brand new near the end of 2003 when the 2004 models were available. I've typically bought Ford trucks in the past, but decided to try a Chevy.

I was satisfied with my purchase until December 27, 2010 around 7:00 pm. I was on my way home from work when my brakes stopped working. In order to stop I had to push the brake pedal to the floor, gear down, and use the trailer gear to be able to stop. I put it in park at stop lights, in case the truck lunged forward, to prevent hitting the person in front of me.

I took the truck to a private mechanic that night to leave for inspection the next day. On Tuesday December 28 after he looked at the truck he called me at work to inform me that all the brake lines were rusting and leaking in some areas. He said this was a very dangerous situation. He also said he's never seen this happen on any vehicle he had repaired in the past. Especially on a truck that is only six years old.

He suggested I call General Motors to see if there were any manufacturer recalls I may have missed. On Wednesday December 29, 2010 at approximately 2:00 pm I called and spoke with Dax at extension 21139. I explained my situation and he looked for any open recalls. He said there were none at this time. He mentioned cost assistance for the repairs, but I had to take it to a certified dealer in order for GM to be willing or able to help in this situation. He contacted Randy at Pinkerton in Salem Virginia to set up an appointment. Dax connected me with him to discuss when would be a good time. We decided on Friday December 31, 2010. I dropped it off the evening of December 30, 2010.

After inspection on that Friday by mechanics at Pinkerton, Randy called me at work. He said that all the brake lines on the truck were rusted and leaking and needed to be replaced. The estimate he gave me was between eight hundred to eleven hundred dollars, I thought this was a little high. I told him not to do anything until I spoke with Dax. I contacted him and gave him the

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10 January 2011

General Motors
P.O Box 33170
Detroit, MI 48232-5170

Chevy 2500 HD 2004
VIN 1GCHK23G74F[redacted]
Case # 71-903276550

Dear Sir/Madam:

I write to you concerning a 2004 Chevy Silverado 2500 I purchased at the end of 2003. I was returning home from work on December 27, 2010 and the brakes stopped working. Normally I drive this truck to haul a horse trailer, mostly during the summer, but was driving the 2500 that day due to its excellent handling in the snow. It was a miracle that I was able to avoid an accident.

I immediately took my truck to a private mechanic. After inspecting the truck, he called me the next morning and explained that the entire brake line system was rusted and leaking. I was quite taken aback as the truck is not even seven years from date of purchase.

I called General Motors on Dec, 29 and spoke with a representative (Dax @ extension 21139) to determine if there may have been recalls on this particular truck issue. He informed me there had not been any. He then mentioned Cost Assistance, but iterated that I would need to use a GM certified dealer in order to qualify for assistance. I spoke with Ramsey @ Pinkerton after they were able to look at my truck on December 31. He confirmed what my mechanic had originally found and estimated repair at $800-1,100. I was then referred to a district manager, David (extension 22565), who I was never able to reach. On January 6 I did hear from another district manager, Ross, who called me and explained that after investigating my situation, he found that this type of problem is considered "normal wear and tear" and GM would not be able to help defray any of the costs towards repair. He did, however, offer me a voucher of $1,000 towards the purchase of a another GM vehicle. I asked if the voucher could be used towards the actual repair but was told that was not possible and that was the best he and GM could do.

In speaking with my private mechanic whom I've used many times over the years, he thought it quite unusual that this should have happened to a fairly new truck. He felt that brake lines often last the lifetime of the vehicle (which has been my experience with past vehicles until now).

In summary, I don't see how GM is standing behind their product nor do I feel that I've been treated in a way consistent with how one would treat a valued customer. After repeated and ongoing unsuccessful attempts to get some assistance or support, I contacted a lawyer who recommended I contact the Better Business Bureau and the Highway Traffic Safety Administration & Consumer Reports which I have done. I am certain that you can understand the concerns that I have should these brakes have given out while hauling my horse up or down the mountains here in Roanoke or going to any of my riding shows.

Please find attached a list of complaints by others like myself that I found at the Consumer Affairs website.

Thank you for your attention to this matter.

Respectfully,

[redacted]
Fincastle, VA [redacted]

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Dave of Marlton, NJ September 20, 2010

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I have a 2005 Yukon XL 2500 series. For the last 6 months we have had a activation at low speed braking from the ABS. I took the vehicle to a GM dealer and they removed both calipers and removed rust and dirt from them. When I received the Yukon back the problem was still there as I drove off the lot. Now I am told after I spent 300.00 that it COULD be corrosion on the brake lines. Should I disconnect the fuse and drive the truck or should I get a second opinion? Please Advise

Steven of Chesapeake, OH September 13, 2010

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Same complaint as everyone else. Brake lines corroding and bursting. First time was rear lines over gas tank. Barely got stopped before I hit the intersection. Last time was on 9-11-10. Two brake lines behund the left front wheel well. Stopped at the very edge of the creek. I have been a life-long Cheman, but NO MORE. I have purchased my LAST CHEVY product unless they make this right with people! SOMEONE IS GOING TO BE KILLED! and they don't seem to [care]!

Richard of Branford, CT September 12, 2010

My 2002 Chevey Silverado abs brakes energize below 5 mph. Half the time they lock the peddle causing no brakes at all. I checked under the truck and the brake lines are rusted to the point the are crumbling. So far I've had the transmission fail at 48000 miles, The rear end rusted out and had to be replaced at 70000 miles, Blower motor failure, and the rear backing plates are half rusted away, not to mention other things. The underside of the truck is rusted all over the frame. It is now off the road due to the fact it is far to dangerous. I wrote letters to chevy and got the brush off response. They (the Gov.) should have let them go out of buisness, I see now they have 100000 mile drive line warranty, They need it!!!

Kevin of Little Egg Harbor, NJ September 12, 2010

I have a 2002 Chevy Silverado 1500 ext cab that has had all rotors replaced due to rust. 3 calipers fail due to rust. Entire undercarriage is completely rusted and looks like it is 30 years older than it is. Early this year I had a hard brake line to front drivers side burst from corrosion causing me to almost run into an intersection. After driving to Midas with E-brake I had it replaced thinking it was an isolated incident.

Aug 15th my wife had the rear line burst on her. This is a result of low grade materials in the vehicle construction. I inspected brakes and found all lines severely corroded and in need of replacement. I have done rear but others are falling apart as I remove them. Rear Calipers are in such bad shape that they could not be bled so they have been replaced with aftermarket as well so they will not fail like OEM parts. I have never seen any vehicle corrode like this. It has 45k miles on it is not used as plow or

really even driven in snow at all and looks worse than a 97 Ford that sits next to it. If GM doesn't do something about this issue it will be my last GM vehicle.

Lee of Troy, OH September 8, 2010

I own a 2000 GMC Sierra and the brakelines have rusted through and falling apart. I now need to replace all brakelines to feel safe in this vehicle due to the poor condition of brakelines

Michael of Newport, NJ September 6, 2010

My wife and I were on our way home to New Jersey after a week in South Carolina on vacation . As we were traviling North on I-95 just south of Fredsrickburg V.A. a white mororcycle passed us at a high rate or speed. About 5 mins later as we rounded a curve we noticed traffic coming to a stop. Needing to stop within a few hundred feet a had so jam on the brake peddel. Well, It went to the floor, yup no brakes and we were doing about 70 or so.

Scanning at the cars and other vechicles in front of me that stopped wondering what one had the least amount of people in it because this was going to get ugly. Who do i want to run into doing 70. as we got neer impact i noticed a car move on the burm so i shot for the very small hole. as i lined up on the hole i saw the motorcycle to the right side of the hole in the durt on its side. On the left side of the hole was a red mini van. I thouht, his was going to be close. As i neered the mini van i saw the side door open and the hands and feet of a person trying to get out. Thinking i was going to kill this person I laid on the horn and with a flast of red we shot the hole.

As we went through my right rear tire hit sonethin an bounced my trunk a lil sideways. after correcting and over correcting i finally got my truck back on the black top. after using my e-brake and slowly stoppin i got out of the truck and found a had suffered a blown brake line near the gas tank. I limped the truck to the next exit using e-brake and found that the only service station was 1/2 hour away in Fredsricksburg. Abon arriving at Firestones service center on Sunday they said that they cant get to it till Monday. So I had to get a hotel room for the night for My wife and I.

Monday afternoon we got a ride back to our truck to find out that wile bleeding the brakes that another line blew out. well late Monday afternoon I finally get my ride back and go home. now i am lookin forword to replaceing the rest of em. After 400 for line repair and 100 for hotel room. 175 for a new bfg 33 inch tire. Two days of feed for two 150. and anothed 1000 to do the rest of the lines im up to allmost 2 grand.

I cant believe there is not a recall on this. Are they waiting for people to start dieing like honda. Im not happy at all with this and think something should be done. Chevy needs to step up! Anyone starts a lawsuit up let me know. iv got all my reciepts. Concerned Chevy driver.

William of Franklin, TN September 3, 2010

Brake line ruptured due to corrosion in my 2004 Chevrolet Silverado. The truck, which I purchased new, has only 48,800 miles. Had truck towed to the dealer, who said all six brake lines are severely rusted and must be replaced at a cost of over 1400. No wonder GM went bankrupt. Cost me 1,430 for repair at Chevrolet dealer.

Johnny of Germantown, OH September 2, 2010

I have a 2002 gmc truck and the brake lines are all rusted. I was pulling a trailer and had to stop when both sides of the lines blew holes in them. Stainless should not rust like this gm must have used inferior parts. Thank god for e brakes

john of lackawanna , NY September 1, 2010

brake lines rusted through. yikes. 300 for new set and LOTS of labor

J of Blandford, MA August 31, 2010

While parking our 2001 GMC Sierra in driveway, lost all brakes. Used E-brake to stop (thank God had that rebuilt a couple of years ago due to corrosion/rust). Brake lines are all completely rusted through, one burst at this time causing complete lack of braking. Called GM--no recall for this defect as of now, would schedule towing (80) and evaluation (89) (you can SEE what's wrong!) before giving us an estimate from their dealer. Loss of use of truck

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Have lost use of truck until repaired, narrowly misses other family member's cars in driveway.

J. of Blandford, MA Aug. 31, 2010

99.5 chevrolet silverado brake problems. all calipers frozen, abs pump faiilure.

rm of allison park, PA Aug. 31, 2010

2004 Chevrolet 1500 4X4 pickup brakes. Today this vehicle failed state safety inspection due to rusted brake lines, with estimated $900 cost. Truck has 54665 miles and has had all the rotors replaced once and the front a second time a month ago. There has been no accident, but brakes are poor at best compared to previous vehicles. $900 estimated to replace rusted brake lines.

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In addition, an equivalent amount in the past to replace rotors twice.

Richard of Casco, ME Aug. 25, 2010

2000 Silverado brake problems since new. Latest problem, backing plates rotted. Last week complete brake failure, no brakes. Seems there is a lot of these trucks with the same problem.

Paul of Kissimmee, FL Aug. 18, 2010

had my abs sytem repaired at local shop on mt 99 tahoe and 02 silverado 2500. found out about recall later. wrot to gm customer service, was told my vin numbers were not on recall list refused to refund. i now have a broken brake line on the silverado do to rust. will check with dealer 8-2-10 to see if there is a recall,all for lines are rusted severly. 100,00 miles on both vehicles

victor of wellington, OH Aug. 1, 2010

I was traveling on I-26 near Columbia, SC pulling my 5th wheel camper. Traffic stopped ahead and I mashed my brakes but there was none. I could not stop and was quickly approaching stopped traffic. I was in the left lane with no chance of getting in the right lane and then emergency lane. To keep from wrecking into the stoped traffic in front of me, I went in the grass between the guard rail and cars, with a camper in tow. I must have went by 15 -20 stopped cars before I came to a stop. I took it to the garage here in Mooresville, NC and the brake lines are rusted and ruptured. There is a lot of rust on the under side of my truck.

Daniel of Cleveland, NC July 27, 2010

I was driving down a street approceing a stop sign, Im driving a 2005 f-150 truck. I went to step on the brakes and it didnt feel like it was stopping at all. I pumped them once and still nothing and i went into the intersection and hit a car going from my left to right. i braced for inpact riding the brake pedal. we collided and i hit the passagener side of there car which had a 5 month pregnant women sitting there. the air bag blew we ended up on the other corner and had to have a major 911 call. i was dazed and was still on the brakes till i rolled up on the curb. i checked the peddle and it feels like i have brakes but they didnt stop me.

it all seems so weird stepping on the brake and not feeling the truck slowing down. it was smashed pretty good and hopefully the

pregnant girl will be ok the baby im worryed about.but does any body reported this problem. i felt like a idiot telling the highway patrol i was steeping on the brake and it just wasnt stopping me. i was wondering if this is brake fade.i had peddle but no action. it all happens fast ive never experanced any thing like this. is there some way of checking this for a problem now? Thanks in advance for any help.

Bob of Pomona, CA July 24, 2010

2001 GMC 3/4 ton with duramax and allison transmission, rusted brakes and brake lines, undercariage. brake line failed at 21k miles cost $500 to fix the first time, they balked at the repairs (dealer) but did it anyways, 3 month later out of waranty the rear lines faied between the master cylinder and rear line another $250.now at 50k miles on a vacation the rear line from the LAST repair failed and this too another $250.. troubles with tranny, window (electric) cable pulls. last three repairs $500 then $250 and $250 and now another $250. loss of vacation, dependability of this truck and uncertiany if this will continue what NEXT? someone got a lake to dump it in?

Steven of Marietta, NY July 15, 2010

my 2002 Chevy Silverado has under 56,000 miles my brake lines ruptured due to extreme rust, my entire under-carriage is almost completely rusted out. I've had to replace the transfer Case, the Injectors went bad at 50,000 miles. I've had service at every 4k miles and wash the truck weekly and after it snows almost daily. The truck is used to pull my motorcycle trailer and do my driveway plowing so that way over the past 8 years i haven't put any miles on it. It is a duromax Diesel and runs great the frame and exposed parts are rusting away. Cost has exceeded $12,000 to date. I am thinking about removing the body and replacing the entire frame cause the Diesel motor and trans are in excellent shape. Shame on GM for making a rust bucket truck and me paying over $40k for this truck

Jim of Milford, NJ July 13, 2010

Like many others, my 04 GMC Serria will not stop. When I have a hard braking situation the petal goes to the floor, ABS does not even kick in. Even just sitting in the driveway the petal will go to the floor. I replaced all pads and rotors and bleed everything but no improvement. Called the local chevy dealer and they said there were no recalls on this despite the news of over 77,000 trucks being recalled by GM. No more GM products for me ever!

Darwin of Fremont, CA July 6, 2010

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andrea of Wood River, IL May 15, 2010

Excessive rust due to faulty metal rotors manufactured with; faulty braking system while crossing bumps, railroad tracks, speed bumps, etc.; wheel barrings fall out; brake line erupted brake fluid mixed with rust ruining clear coat over paint; rust on aluminum alloys cannot get off, never a brake sensor going off; every year having to re-do brake system

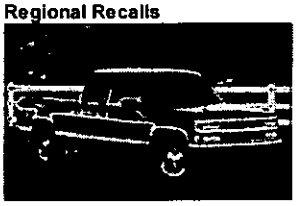
Jennifer of Munith, MI May 15, 2010

My 2002 Chevy Silverado has started having a problem stopping at low speeds. At first I didn't know what was happening. The problem is intermittent and is just as many people here describe. At low speeds, coming to a full stop the brake pedal gets hard and the truck just keeps rolling. When I called the dealer and described the problem they acted like they never heard of it and when I specifically asked about the ABS they said it wasn't that if the idiot light wasn't on.

I then did a quick Google search on the problem and I see so many people have posted here I can't believe it. So I call GM's recall hotline and am told based on my VIN my truck doesn't qualify, not because of where I live, but because I don't have the "part" in my car. I grilled the guy on it for a while but he wouldn't budge. He finally found in his notes somewhere that when I had the brakes done in the past that the Wheel Sensor had been inspected and cleaned, which is all the recall required they do anyway.

This problem is a safety issue just as bad as Toyota's and the recall should be reissued and expanded to include rusting break lines. They won't because they can't afford to, but the government should make them. I will be pulling the fuse on my ABS and hopefully that will stop the problem I have, but who knows about the rusted lines. The scary thing is I can't afford a new truck so I'm stuck with this one.

Regional Recalls



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David of Lansing , MI May 8, 2010

I have a 1999 GMC truck and the brake lines have rusted thru a couple of times and each time my brake's are gone right now. At fist I thought the brake boster went bad I had fluid in the container and no brakes. then I saw the fluid leaking by the rear end. Then it happened on the right frount line and no brakes. I had a near miss each time. I read something about they have a problem with them. What do I do??

Philip of Tolland, MA May 7, 2010

My rear brake lines on my 2001 GMC Sonoma SLS corroded and burst rendering my rear brakes useless. Since GMC replaced the tailgate cables on these trucks in recent years, it seems that GMC recognizes corrosion issues on this model. The truck has only 81,000 miles on it. It seems that for something as important as brake lines that more rugged materials should have been used. 200 plus dollars for repair plus loss of use of the vehicle. The line burst when it was in a repair shop for an unrelated issue so thankfully they did not fail when I really needed them. Could have been very serious.

Ricke of Mulliken, MI April 26, 2010

Brake lines rusted out 2000 silverado. I feel this premature. no brakes

william of North Windham, CT April 25, 2010

2003 GMC sierra 1500hd pickup truck brakes lines rusting out. Only 50,000 miles

Charles of Essex, MD April 17, 2010

I am questioning the recall of the 2002 trucks for brakes. I have a chevy silverado that has brake issues. Can you give me some information on where i need to go to try to resolve this issue.

marty of wolfforth, TX April 2, 2010

2000 chevorlet Emergency brake system is of poor design. I have replaced the rear rotors 3 times and had to remove the rear rotors every year and either replace or free up the the linkage just to get the car in spected. Now I find out this is a very common problem for a lot of year models. I'm not the type to go to the trouble to find a site like this and take some kind of action, however gm needs to recall or correct this problem. Very poor design. rotor replacement and trouble getting state inspection

Fitzhugh of Pound, VA March 31, 2010

front discs need to be turned every 5 thousand miles. Bad wheel bearing.Had to replace wheel bearing before 36,000 mi. Trans line from park to reverse does not engage trans. Door locks do not open doors every time.Windshield wipers do not work properly. 2008 chevy hhr. All that comes to mind at this time. assuming this continues the possibilities of great damage to my family and others is a very real thing.

Dan of FOUNTAIN , CO March 26, 2010

Writting to complane about the problem with my 2002 chevy silverado anti-lock brake problem. the vehical has already hade the recall done and the problem is still there. called dealer and thay said that the recall was already done and there nothing that GM will do at this time.

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- More Recalls ...

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RECEIVED
JAN 13 2011
D.F. AKERSON

10 January 2011

General Motors
P.O Box 33170
Detroit, MI 48232-5170

Chevy 2500 HD 2004
VIN 1GCHK23G74F[redacted]
Case # 71-903276550

Dear Sir/Madam:

I write to you concerning a 2004 Chevy Silverado 2500 I purchased at the end of 2003. I was returning home from work on December 27, 2010 and the brakes stopped working. Normally I drive this truck to haul a horse trailer, mostly during the summer, but was driving the 2500 that day due to its excellent handling in the snow. It was a miracle that I was able to avoid an accident.

I immediately took my truck to a private mechanic. After inspecting the truck, he called me the next morning and explained that the entire brake line system was rusted and leaking. I was quite taken aback as the truck is not even seven years from date of purchase.

I called General Motors on Dec, 29 and spoke with a representative (Dax @ extension 21139) to determine if there may have been recalls on this particular truck issue. He informed me there had not been any. He then mentioned Cost Assistance, but iterated that I would need to use a GM certified dealer in order to qualify for assistance. I spoke with Ramsey @ Pinkerton after they were able to look at my truck on December 31. He confirmed what my mechanic had originally found and estimated repair at $800-1,100. I was then referred to a district manager, David (extension 22565), who I was never able to reach. On January 6 I did hear from another district manager, Ross, who called me and explained that after investigating my situation, he found that this type of problem is considered "normal wear and tear" and GM would not be able to help defray any of the costs towards repair. He did, however, offer me a voucher of $1,000 towards the purchase of a another GM vehicle. I asked if the voucher could be used towards the actual repair but was told that was not possible and that was the best he and GM could do.

In speaking with my private mechanic whom I've used many times over the years, he thought it quite unusual that this should have happened to a fairly new truck. He felt that brake lines often last the lifetime of the vehicle (which has been my experience with past vehicles until now).

In summary, I don't see how GM is standing behind their product nor do I feel that I've been treated in a way consistent with how one would treat a valued customer. After repeated and ongoing unsuccessful attempts to get some assistance or support, I contacted a lawyer who recommended I contact the Better Business Bureau and the Highway Traffic Safety Administration & Consumer Reports which I have done. I am certain that you can understand the concerns that I have should these brakes have given out while hauling my horse up or down the mountains here in Roanoke or going to any of my riding shows.

Please find attached a list of complaints by others like myself that I found at the Consumer Affairs website.

Thank you for your attention to this matter.

Respectfully,

[redacted]
Fincastle, VA [redacted]

01-19-11A09:33 RCVD

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Dave of Marlton, NJ September 20, 2010

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I have a 2005 Yukon XL 2500 series. For the last 6 months we have had a activation at low speed braking from the ABS. I took the vehicle to a GM dealer and they removed both calipers and removed rust and dirt from them. When I received the Yukon back the problem was still there as I drove off the lot. Now I am told after I spent 300.00 that it COULD be corrosion on the brake lines. Should I disconnect the fuse and drive the truck or should I get a second opinion? Please Advise

Steven of Chesapeake, OH September 13, 2010

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Same complaint as everyone else. Brake lines corroding and bursting. First time was rear lines over gas tank. Barely got stopped before I hit the intersection. Last time was on 9-11-10. Two brake lines behund the left front wheel well. Stopped at the very edge of the creek. I have been a life-long Cheman, but NO MORE. I have purchased my LAST CHEVY product unless they make this right with people! SOMEONE IS GOING TO BE KILLED! and they don't seem to [care]!

Richard of Branford, CT September 12, 2010

My 2002 Chevey Silverado abs brakes energize below 5 mph. Half the time they lock the peddle causing no brakes at all. I checked under the truck and the brake lines are rusted to the point the are crumbling. So far I've had the transmission fail at 48000 miles, The rear end rusted out and had to be replaced at 70000 miles, Blower motor failure, and the rear backing plates are half rusted away, not to mention other things. The underside of the truck is rusted all over the frame. It is now off the road due to the fact it is far to dangerous. I wrote letters to chevy and got the brush off response. They (the Gov.) should have let them go out of buisness, I see now they have 100000 mile drive line warranty, They need it!!!

Kevin of Little Egg Harbor, NJ September 12, 2010

I have a 2002 Chevy Silverado 1500 ext cab that has had all rotors replaced due to rust. 3 calipers fail due to rust. Entire undercarriage is completely rusted and looks like it is 30 years older than it is. Early this year I had a hard brake line to front drivers side burst from corrosion causing me to almost run into an intersection. After driving to Midas with E-brake I had it replaced thinking it was an isolated incident.

Aug 15th my wife had the rear line burst on her. This is a result of low grade materials in the vehicle construction. I inspected brakes and found all lines severely corroded and in need of replacement. I have done rear but others are falling apart as I remove them. Rear Calipers are in such bad shape that they could not be bled so they have been replaced with aftermarket as well so they will not fail like OEM parts. I have never seen any vehicle corrode like this. It has 45k miles on it is not used as plow or

really even driven in snow at all and looks worse than a 97 Ford that sits next to it. If GM doesn't do something about this issue it will be my last GM vehicle.

Lee of Troy, OH September 8, 2010

I own a 2000 GMC Sierra and the brakelines have rusted through and falling apart. I now need to replace all brakelines to feel safe in this vehicle due to the poor condition of brakelines

Michael of Newport, NJ September 6, 2010

My wife and I were on our way home to New Jersey after a week in South Carolina on vacation . As we were traviling North on I-95 just south of Fredsrickburg V.A. a white mororcycle passed us at a high rate or speed. About 5 mins later as we rounded a curve we noticed traffic coming to a stop. Needing to stop within a few hundred feet a had so jam on the brake peddel. Well, It went to the floor, yup no brakes and we were doing about 70 or so.

Scanning at the cars and other vechicles in front of me that stopped wondering what one had the least amount of people in it because this was going to get ugly. Who do i want to run into doing 70. as we got neer impact i noticed a car move on the burm so i shot for the very small hole. as i lined up on the hole i saw the motorcycle to the right side of the hole in the durt on its side. On the left side of the hole was a red mini van. I thouht, his was going to be close. As i neered the mini van i saw the side door open and the hands and feet of a person trying to get out. Thinking i was going to kill this person I laid on the horn and with a flast of red we shot the hole.

As we went through my right rear tire hit sonethin an bounced my trunk a lil sideways. after correcting and over correcting i finally got my truck back on the black top. after using my e-brake and slowly stoppin i got out of the truck and found a had suffered a blown brake line near the gas tank. I limped the truck to the next exit using e-brake and found that the only service station was 1/2 hour away in Fredsricksburg. Abon arriving at Firestones service center on Sunday they said that they cant get to it till Monday. So I had to get a hotel room for the night for My wife and I.

Monday afternoon we got a ride back to our truck to find out that wile bleeding the brakes that another line blew out. well late Monday afternoon I finally get my ride back and go home. now i am lookin forword to replaceing the rest of em. After 400 for line repair and 100 for hotel room. 175 for a new bfg 33 inch tire. Two days of feed for two 150. and anothed 1000 to do the rest of the lines im up to allmost 2 grand.

I cant believe there is not a recall on this. Are they waiting for people to start dieing like honda. Im not happy at all with this and think something should be done. Chevy needs to step up! Anyone starts a lawsuit up let me know. iv got all my reciepts. Concerned Chevy driver.

William of Franklin, TN September 3, 2010

Brake line ruptured due to corrosion in my 2004 Chevrolet Silverado. The truck, which I purchased new, has only 48,800 miles. Had truck towed to the dealer, who said all six brake lines are severely rusted and must be replaced at a cost of over 1400. No wonder GM went bankrupt. Cost me 1,430 for repair at Chevrolet dealer.

Johnny of Germantown, OH September 2, 2010

I have a 2002 gmc truck and the brake lines are all rusted. I was pulling a trailer and had to stop when both sides of the lines blew holes in them. Stainless should not rust like this gm must have used inferior parts. Thank god for e brakes

john of lackawanna , NY September 1, 2010

brake lines rusted through. yikes. 300 for new set and LOTS of labor

J of Blandford, MA August 31, 2010

While parking our 2001 GMC Sierra in driveway, lost all brakes. Used E-brake to stop (thank God had that rebuilt a couple of years ago due to corrosion/rust). Brake lines are all completely rusted through, one burst at this time causing complete lack of braking. Called GM--no recall for this defect as of now, would schedule towing (80) and evaluation (89) (you can SEE what's wrong!) before giving us an estimate from their dealer. Loss of use of truck

1 ... **1** 2 3 Next→ ... 30

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Recalls

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- More Recalls ...

While parking the truck in our driveway (thank God at the end of a trip!). Brake lines burst causing complete loss of brakes. Was able to stop using E-brake. The lines are all completely rusted through. Also had E-brake completely rebuilt due to corrosion/rust a couple of years ago.

ABS problems still exist even after GM recall for sensor. Called GM, since no recall right now for this problem, will cost us towing (around $80) and evaluation ($89) before estimating what fix cost would be.

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andrea of Wood River, IL May 15, 2010

Excessive rust due to faulty metal rotors manufactured with; faulty braking system while crossing bumps, railroad tracks, speed bumps, etc.; wheel barrings fall out; brake line erupted brake fluid mixed with rust ruining clear coat over paint; rust on aluminum alloys cannot get off, never a brake sensor going off; every year having to re-do brake system

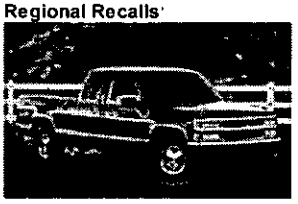
Jennifer of Munith, MI May 15, 2010

My 2002 Chevy Silverado has started having a problem stopping at low speeds. At first I didn't know what was happening. The problem is intermittent and is just as many people here describe. At low speeds, coming to a full stop the brake pedal gets hard and the truck just keeps rolling. When I called the dealer and described the problem they acted like they never heard of it and when I specifically asked about the ABS they said it wasn't that if the idiot light wasn't on.

I then did a quick Google search on the problem and I see so many people have posted here I can't believe it. So I call GM's recall hotline and am told based on my VIN my truck doesn't qualify, not because of where I live, but because I don't have the "part" in my car. I grilled the guy on it for a while but he wouldn't budge. He finally found in his notes somewhere that when I had the brakes done in the past that the Wheel Sensor had been inspected and cleaned, which is all the recall required they do anyway.

This problem is a safety issue just as bad as Toyota's and the recall should be reissued and expanded to include rusting break lines. They won't because they can't afford to, but the government should make them. I will be pulling the fuse on my ABS and hopefully that will stop the problem I have, but who knows about the rusted lines. The scary thing is I can't afford a new truck so I'm stuck with this one.

Regional Recalls



- Federal Court Upholds Regional Auto Recalls
- GM Regional Truck Recall Stops Short
- Consumer Advocates Challenge Regional Auto Recalls
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- GM Expands Recall to Fix Truck, SUV Brakes
- GM Finally Recalls Trucks, SUVs for ABS Problem
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- Goulds, Red Jacket and E
  Effluent Pumps Recalled

David of Lansing , MI May 8, 2010

I have a 1999 GMC truck and the brake lines have rusted thru a couple of times and each time my brake's are gone right now. At fist I thought the brake boster went bad I had fluid in the container and no brakes. then I saw the fluid leaking by the rear end. Then it happened on the right frount line and no brakes. I had a near miss each time. I read something about they have a problem with them. What do I do??

Philip of Tolland, MA May 7, 2010

My rear brake lines on my 2001 GMC Sonoma SLS corroded and burst rendering my rear brakes useless. Since GMC replaced the tailgate cables on these trucks in recent years, it seems that GMC recognizes corrosion issues on this model. The truck has only 81,000 miles on it. It seems that for something as important as brake lines that more rugged materials should have been used. 200 plus dollars for repair plus loss of use of the vehicle. The line burst when it was in a repair shop for an unrelated issue so thankfully they did not fail when I really needed them. Could have been very serious.

Ricke of Mulliken, MI April 26, 2010

Brake lines rusted out 2000 silverado. I feel this premature. no brakes

william of North Windham, CT April 25, 2010

2003 GMC sierra 1500hd pickup truck brakes lines rusting out. Only 50,000 miles

Charles of Essex, MD April 17, 2010

I am questioning the recall of the 2002 trucks for brakes. I have a chevy silverado that has brake issues. Can you give me some information on where i need to go to try to resolve this issue.

marty of wolfforth, TX April 2, 2010

2000 chevorlet Emergency brake system is of poor design. I have replaced the rear rotors 3 times and had to remove the rear rotors every year and either replace or free up the the linkage just to get the car in spected. Now I find out this is a very common problem for a lot of year models. I'm not the type to go to the trouble to find a site like this and take some kind of action, however gm needs to recall or correct this problem. Very poor design. rotor replacement and trouble getting state inspection

Fitzhugh of Pound, VA March 31, 2010

front discs need to be turned every 5 thousand miles. Bad wheel bearing.Had to replace wheel bearing before 36,000 mi. Trans line from park to reverse does not engage trans. Door locks do not open doors every time.Windshield wipers do not work properly. 2008 chevy hhr. All that comes to mind at this time. assuming this continues the possibilities of great damage to my family and others is a very real thing.

Dan of FOUNTAIN , CO March 26, 2010

Writting to complane about the problem with my 2002 chevy silverado anti-lock brake problem. the vehical has already hade the recall done and the problem is still there. called dealer and thay said that the recall was already done and there nothing that GM will do at this time.

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- More Recalls ...

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Issued by: **Certificate No. 1GCHK23G74F[redacted]**

Chevrolet

Issue Date: October 10, 2012

Issued exclusively for: [redacted]

Fincastle, VA [redacted]

Valid through: January 27, 2012

Amount: One Thousand Dollars and Zero Cents
******$1,000.00******

October 10, 2012

[redacted]
Fincastle, VA [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.

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We are proud you made Chevrolet your choice when you purchased your 2004 Silverado HD and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding Chevrolet 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,

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Service Request: 71-903276550

EA11-001

GM

5/31/2012

Q_03_REQUEST NUMBER THREE DATA PRESENTATION

Ford, Dodge, & Chevrolet
Full Size Truck
Brake System Pedal Travel Testing

NHTSA EA11-001

May 29, 2012

Q_03_REQUEST NUMBER THREE DATA PRESENTATION-p.pdf Page 1 of 116

Static Floor Checks

Individual Vehicle Data

2003 Ford F150

Static Floor Check

Normal Apply Ramp Rate

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2000 Ford F350

Static Floor Check

Normal Apply Ramp Rate

2002 Dodge Ram 1500

Static Floor Check

Normal Apply Ramp Rate

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2004 Dodge Ram 3500

Static Floor Check

Normal Apply Ramp Rate

2002 Chevrolet C15753

Static Floor Check

Normal Apply Ramp Rate

MVSS Effectiveness Stop Apply Rate

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2003 Chevrolet K15753

Static Floor Check

Normal Apply Ramp Rate Only

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2001 Chevrolet C25903

Simulated using a 2010 C25903

Static Floor Check

Normal Apply Ramp Rate Only

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2003 Chevrolet C25903

Simulated using a 2010 C25903

Static Floor Check

Normal Apply Ramp Rate Only

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2001 Chevrolet K15906

Static Floor Check

Normal Apply Ramp Rate

MVSS Effectiveness Stop Apply Rate

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2003 Chevrolet K15936

Static Floor Check

Normal Apply Ramp Rate

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2003 Chevrolet CK 15906

Simulated using a 2006 C15906

Static Floor Check

Normal Apply Ramp Rate Only

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Dynamic Ramp Stops

Individual Vehicle Data

2003 Ford F150

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

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2000 Ford F350

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

2002 Dodge Ram 1500

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

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2004 Dodge Ram 3500

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

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2003 Chevrolet K15753

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2001 Chevrolet C25903

Simulated using a 2010 C25903

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only

2003 Chevrolet C25903

Simulated using a 2010 C25903

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only

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2001 Chevrolet K15906

100 kph Dynamic Ramp Stops

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2003 Chevrolet K15936

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

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2003 Chevrolet CK 15906

Simulated using a 2006 C15906

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only

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