

EA11-001

GM

2/28/2013

ATTACHMENT 1

Q_01 TABLE

Q 01 ATTACHMENT PG 5

Q 02 TABLE PG 170

Q 02 ATTACHMENT PG 173

EA11-001

GM

2/28/2013

ATTACHMENT 1

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 gather since our May 31, 2012 update.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	Fire	NUMBER WITH INJURIES/ FATALITIES*
Owner Reports	60	21	1	1	0	0/0
Field Reports	1	0	0	0	0	0/0
Not-In-Suit Claims	3	1	3	3	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)	64	22	4	4	0	0/0
Total Vehicles with Reports (Unique VIN)	63	22	3	3	0	0/0

TABLE 1-1: GM SALT BELT STATES UPDATE GM RECORDS FOR 1999 – 2003 MY
MAY RELATE TO ALLEGED DEFECT - REPORT CLASSIFICATION

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. The records summarized in Table 1-2 are the records gather since our May 31, 2012 update.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	FIRE	NUMBER WITH INJURIES/ FATALITIES*
Owner Reports	29	10	0	0	0	0/0
Field Reports	3	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)	32	10	0	0	0	0/0
Total Vehicles with Reports (Unique VIN)	32	10	0	0	0	0/0

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

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	02/06/2013
Technical Assistance Center	02/06/2013
Field Information Network Database (FIND)	02/11/2013
Field Product Report Database (FPRD)	02/11/2013
Company Vehicle Evaluation Program (CVEP)	02/11/2013
Captured Test Fleet (CTF)	02/11/2013
Early Quality Feedback (EQF)	02/11/2013
Legal/Employee Self Insured Services (ESIS)/Product Liability Claims/Lawsuits	02/11/2013

TABLE 1-3: DATA SOURCES

EA11-001

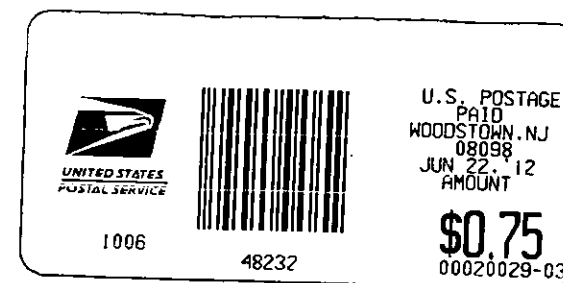
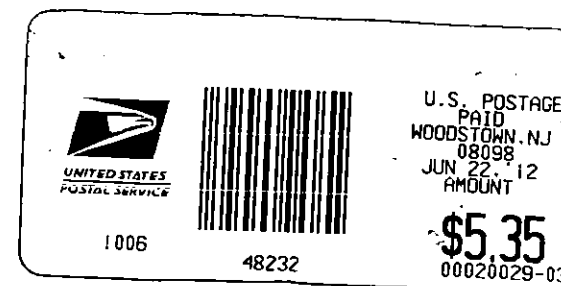
GM

2/28/2013

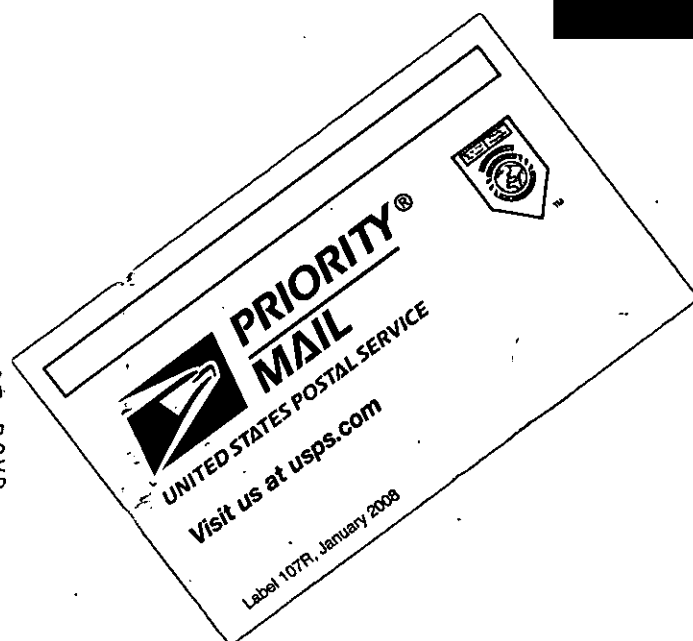
ATTACHMENT 1

Q_01

Penns Grove, NJ



06-25-12P12:03 RCVD



GM
PO Box 33170
Detroit, MI 48232-5170

Priority
Mail

June 20, 2012

GM Customer Complaints
P.O. Box 33170
Detroit, MI 48232-5170

Dear Sir:

I have been a loyal GM customer for more than 40 years, buying all GM vehicles for my three children, my wife and myself.

On May 22, 2012, I narrowly avoided a collision with another car at a busy intersection when the brakes of my 2003 Chevy Silverado 1500 failed completely without warning.

The brake pedal went all the way to the floor without slowing my vehicle at all. I applied the emergency brake, but was unable to avoid crossing a heavily traveled highway (Rt. 40 East) in Carneys Point Township, NJ. Fortunately the approaching car was able to slow down and swerve to avoid hitting me.

Details are included in the complaint I filed with the NHTSA (copy enclosed).

When I searched the internet, I found more than 100 accounts similar to my own where drivers experienced catastrophic failure of brakes due to corrosion of the linings, including three alleged crashes. Corrosion was confirmed by dealer inspection in 37 of these cases.

The NHTSA estimates 6.2 million GM vehicles may be at risk for this kind of brake failure. No recall has been issued to date to my knowledge.

I know my vehicle is nine years old and not under warranty, but it has less than 36,000 miles on it. My concern is that many unsuspecting drivers are entrusting their lives to GM vehicles that may have a ticking time-bomb in the brake lines. I hope it will not take a fatal accident for GM to notify owners of these vehicles to have their brakes inspected.

When I called the GM complaint division, I was treated cordially by a customer service representative named Alex. She expressed concern for my safety and suggested GM might split the cost of my expensive repairs (\$3000). She referred me to a supervisor named Mike who was absolutely the worst customer service rep I have ever encountered.

I told him I was willing to stipulate the age of the vehicle and the fact it was not under warranty, and asked him not to mention it again. Based on my research, I felt an inferior alloy had been used in the brake lines resulting in corrosion beyond what would be expected in NJ.

Instead of listening to my complaint, Mike kept berating me for daring to call GM, citing the age of my vehicle and the fact the warranty had expired. He talked down to me as if

I were an idiot and kept repeating the same lines over and over, as if reading from a script.

Dealing with Mike was almost as traumatic as my near-collision when my brakes failed. I do not want to belabor the point, but if you can identify this person, you should know he needs more training or should not be in customer relations.

To summarize, the remediation I seek is two-fold:

1. Please notify drivers of these vehicles identified in the NHTSA report (see enclosed article) to have their brake lines inspected before a fatal accident occurs.
2. Compensate me for a portion of the expense of having these corroded brake and gas lines replaced. I think a 50/50 split would be fair since I acknowledge the age of the vehicle that I purchased new in 2003. That would amount to approximately \$1500, an insignificant amount considering what a lawsuit would generate.

Sincerely,
[REDACTED]

Penns Grove, NJ [REDACTED]
[REDACTED]

Enclosures:

1. NHTSA complaint and acknowledgment dated June 6, 2012
2. Service invoice from Pointe GMC Buick in amount of \$2856.47
3. "Feds Investigating 6.2 Million GM Vehicles for Possible Brake Problem", published April 6, 2010

Photographs of the corroded brake lines on my vehicle can be obtained from the service manager, Dennis, at Pointe GMC 856-299-3300.

COPY

Form IV2A (1/96)

STATE OF NEW JERSEY INSURANCE IDENTIFICATION CARD

COMPANY:

COMPANY NO: 995

21st Century Pinnacle Insurance Company

NAMED INSURED:

POLICY NUMBER

PENNS GROVE, NJ

EFFECTIVE DATE **06/27/12**

EXPIRATION DATE **12/27/12**

Applicable with respect to the following Motor Vehicle.

03
Year

CHEVROLET C1500 SILVERADO
Make

1GCEC14V93E
Vehicle Identification Number

Office Issuing this card

21st CENTURY INSURANCE
21ST CENTURY PLAZA
P.O. BOX 15510
WILMINGTON, DE 19850-5510

Amroyd
Authorized Representative



Alfred Nicolosi <alfred.nicolosi@gmail.com>

NHTSA complaint

1 message

Wed, Jun 6, 2012 at 4:49 PM

[Skip to Main Content](#)
[Skip to Main Navigation](#)



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You are here: [Home](#) / [Vehicle Owners](#) / [File a Complaint](#) / [File a Vehicle Complaint](#)

- | | |
|--|--|
| 1. File a Complaint | • NHTSA.GOV |
| 2. Search Complaints | • STOPIMPAIREDDRIVING.ORG |
| 3. Safety Recalls | • TRAFFICSAFETYMARKETING.GOV |
| 4. Defect Investigations | • EMS.GOV |
| 5. Service Bulletins | |
| 6. Resources | • Policies |
| | • Terms of Use |

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10460830.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to alfrednicolosi@gmail.com

RECALLS -- Sign up for email or RSS feed alerts

If you want to be notified if your vehicle, child seat or tires has a recall, sign up for email alerts or RSS Feeds.

[Sign up for Email Alerts](#) · [Sign up for RSS Feeds](#)

1. Vehicle Information

Vehicle Identification Number (VIN):

1GEC14V931

Make / Model / Year:

CHEVROLET 1500 2003

2. Incident Information

Approximate Incident Date:

05/23/2012

Vehicle mileage at time of incident:

36,000

Vehicle speed at time of incident:

45 (mph)

Affected Parts:

Brakes

Fire:

No

Crash:

No

Injury or Fatality:

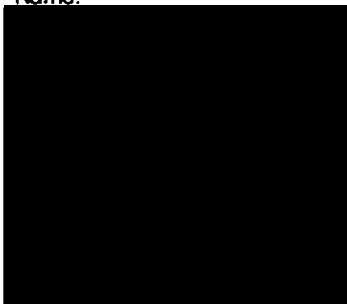
No

Tell us what happened:

As I approached a dangerous intersection between two heavily traveled roads, I applied my foot to the brake as usual. Suddenly the brakes failed completely, the pedal went all the way to the floor with no braking action. Fortunately the other car approaching the intersection was able to slow down in time to avoid a collision as I applied my emergency brake. But it was a very close call. I had the vehicle towed to the nearest GM dealer where the service department determined the brake linings were corroded and rusted through. When I searched the internet to see if similar incidents had occurred, I found many dozens of examples. (see link below) The use of an inferior alloy instead of stainless steel for the brake lines has resulted in corrosion and total brake failure with no warning signs, especially in states like NJ subject to winter conditions. This brake failure problem has been the subject of an investigation by the NHTSA, but no recalls were issued. Owners of millions of GM vehicles are at serious risk of injury and death from this potentially fatal design flaw. Recall notices should be sent to owners and GM should pay for repairs in the interest of the safety of its customers. <http://trucks.about.com/b/2011/09/23/nhtsas-ongoing-investigation-of-gm-truck-brake-line-corrosion.htm>

3. Personal Information

Name:



City, State, Zip:

Penns Grove, NJ

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- [Privacy Policy](#)
- [Accessibility](#)
- [Careers](#)
- [Site Map](#)
- [Contact NHTSA](#)

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153





Acknowledgement from NHTSA/ODI of your safety complaint1 message

US DOT NHTSA <donotreplyodi@dot.gov>

Wed, Jun 6, 2012 at 4:48 PM

To: [REDACTED]

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10460830**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.



SERVICE INVOICE

**91 N. Virginia Ave., Route 130
Penns Grove, NJ 08069
Phone 856-299-3300
Fax 856-299-2002**

RVD 59772		VIN 1 G C E C 1 4 V 9 3 E		[REDACTED]		[REDACTED]		DATE IN 05/24/12	
YEAR 2003	MAKE CHEVROLET	MODEL C1500 SILV	COLOR GREEN	O	[REDACTED]		TIME IN 14:24		
MILES IN 35341	MILES OUT 35350	FIRST USE 09/13/03	USE NJ	PENNSGROVE NJ		[REDACTED]		15:07	
SEE ALSO					H: [REDACTED]		CLOSED 06/15/12		
							WRITER 4678 TERON		

(1) CUSTOMER STATES NO BRAKES

DIAG METAL BRAKE LINES ROTTED THRU AND LEAKING, ALSO FOUND FUEL LINES RUSTED AND ROTTED, ALL CALIPERS RUSTED AND BLEEDERS SEIZED, FRT BRAKE PADS AND ROTORS EXC RUST AND SCORING BEND AND FLARE ALL METAL BRAKE LINES, REPLACE ALL BRAKE LINES, REPLACE NEC FUEL LINES, REPLACE FRT BRAKE PADS AND ROTORS, REPLACE ALL CALIPERS, FLUSH AND FILL BRAKE FLUID SYSTEM AND BLEED. ROAD TEST

CS1		T01 130	1178.00
18048101	(PAD KIT)	1	191.96
25848000	(CALIPER)	1	235.62
25848001	(CALIPER)	1	237.42
18048079	(CALIPER)	1	245.00
18048080	(CALIPER)	1	225.00
15095955	(PIPE)	1	65.69
15181253	(PIPE)	1	55.82
15181254	(PIPE)	1	56.62
15724652	(NUT)	5	11.35
15882777	(HOSE)	1	47.26
15882778	(HOSE)	1	47.98
15884702	(HOSE)	1	56.36
88925431	(HOSE)	1	37.86
21998439	(PIPE)	1	33.08
BGK85032	(BRAKE FLUID KI)	1	17.00
PAC425	(TUBING)	2	80.00
121004	(NUT)	5	6.90
15884694	(HOSE)	1	58.70
SB125654	(ROTORS)	2	100.00
04	(BRAKE FLUID)	2	23.34
Total Labor			1178.00
Total Parts			1832.96
Total Repair (Customer)			3010.96

POINTE PONTIAC BUICK 6
91 N VIRGINIA AVE
PENNS GROVE, NJ 08069


TERMINAL I.D.: 007874845
MERCHANT #: 43017399300001061

MC
XXXXXXXXXXXX3461
SALE
BATCH: 001325 INVOICE: 059772
DATE: JUN 19, 12 TIME: 10:39
SQ: 002 AUTH NO: 148562

TOTAL \$2356.47

CUSTOMER COPY

Prev. Paid \$ 500.⁰⁰
~~BAL Due \$ 2657.57~~
 FR DIS Count 301.10
BAL - \$ 2356.47

		W/C	INT.	CUSTOMER
			.00	Labor 1178.00
			.00	Parts 1832.96
			.00	Sublet .00
			.00	Waste Dispos .00
			.00	Oil/Grease .00
			.00	Sub Total 3010.96
			.00	Tax 146.61
			.00	Total (Cash) 3157.57
<p align="center">DISCLAIMER OF WARRANTIES</p> <p>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 neither assumes nor endorses any person's account for any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>				
<p>X</p> <p align="center">CUSTOMER SIGNATURE</p>				
<p>Page 1 of 1 Job 59772</p> <p>59772  Customer Copy</p> <p align="center">Labor Rate 96.00</p>				

11707ET 609W8 1.877.474.1987

of the affected models. | April 06, 2010 | General Motors Corporation

News

Feds Investigating 6.2 Million GM Vehicles for Possible Brake Problem

Published Apr 6, 2010

Like

41

Tweet

2

Comments

18

Just the Facts:

- NHTSA will investigate 6.2 million full-size GM trucks and SUVs for brake line failure.
- The brake lines are said to have corroded in everyday driving.
- Consumers have filed 110 complaints about the issue.

WASHINGTON, D.C. — The National Highway Traffic Safety Administration (NHTSA) has opened a preliminary investigation into 6.2 million General Motors vehicles, including the 1999-2003 Chevrolet Suburban and the 2003 Chevrolet Silverado 2500HD, for possible brake line failure due to corrosion.

Such an action is sometimes the precursor to a recall. The preliminary investigation involves 6 million 1999-2003 GM C/K pickups, including the GMC Sierra and Chevrolet Silverado as well as GM's full-size SUVs — the Suburban, Tahoe and Yukon. The preliminary investigation also includes an estimated 189,000 model-year 2003 Silverado 2500HD trucks.

In its failure report summary, NHTSA said it has received 110 complaints regarding brake problems in the aforementioned vehicles and allegations of three crashes — all involving Silverado 2500HD and Sierra 2500HD pickups. There have been no injuries or fatalities reported, according to NHTSA.

"The complaints allege the loss of braking effectiveness due to brake line rupture because of corrosion," said NHTSA. "In 37 of these complaints, the brake line failure was confirmed by a dealer inspection. Three complaints allege that corroded brake line failure resulted in a crash. A preliminary evaluation has been opened to determine the frequency, scope and safety consequences of the alleged defect in the subject vehicles."

NHTSA's Office of Defects Investigations said it received a petition in early March requesting the investigation of four-wheel-drive 2003 Chevrolet Silverado 2500HD pickups for brake line corrosion that can result "in a burst failure of a hydraulic brake line under normal usage and brake line pressure."

The petitioner told NHTSA the corrosion resulted in "a large increase in stopping distance and with the brake pedal pushed to the floor."

The petition further stated that inspection of the vehicle after the failure determined the cause to be a rusted brake line," according to NHTSA's summary of the petition. "This failure occurred under normal driving conditions with only six years of service."

The probe into GM vehicles over brakes comes on the heels of a major announcement by the automaker on Monday that it will expand the use of its brake override software globally by 2012. It also coincides with the federal government on Monday slapping Toyota with the maximum civil penalty of \$16.4 million for failing to notify NHTSA of "the dangerous sticky pedal defect for at least four months," said NHTSA.

Inside Line says: No guarantee of a recall in the case of the 6.2 million GM vehicles under scrutiny by the feds. But be aware that NHTSA is studying whether a further investigation is warranted. — *Anita Lienert, Correspondent*

18 Comments

hobbitonkennel says:

08:26 AM, 05/24/2012

We have a 2004 Chevy Suburban. Recently, as I was trying to hitch a trailer to the truck, my brakes failed COMPLETELY. There was NO braking whatsoever. The entire braking system would not work, regardless of the purported 'cross-braking' system that was supposed to prevent a complete brake system failure. I drove the 5 miles home using first gear (automatic trans) and my parking brake. After having the truck towed to the repair shop, I was told that the brake lines were so corroded that not ONE LINE was viable. The corrosion occurred where the lines were attached to the frame using plastic clips. At almost every clip attachment, the lines were so rusted that they collapsed they were moved. The shop has taken a complete set of pictures of this problem. The shop also told me that several days after they got our truck, another Chevy (I believe a 2003 Tahoe) was brought in with the same problem. After gathering all the information we can accumulate about these vehicle failures, we will send a complete report to the NHTSA. If this failure had occurred on the road, an serious possibly fatal, accident would certainly have occurred.

sumwrnusa1 says:

11:33 AM, 12/31/2011

I have a 2003 Chevy 2500 HD.. with less tha 60,000 miles..

Was hauling some gravel when the brakes lines ..The ones between the master cylinder and the proportioning valve burst,due to corrosion..

I replaced them both today 12/31/2011...

After I bled the air out of the system.. Another line burst.. The one that leads to the left front wheel..

I have an acquaintance who is a school teacher,that recently replaced ALL the brake lines on her 2003 chevy 1/2 ton.. at a price near \$1800..

I guess the feds and GM will do something about this after there enough people KILLED...

After all this...And the Obama bailouts.....My next truck will be a FORD..

hammermax says:

05:03 AM, 11/11/2010

My 2003 3500 was recently totaled by my insurance company when (2) of the brake lines on my truck burst at the same time.

1. for the rear brakes and 1. that goes from the antilock brake controller to the master cylinder.

My truck and a loaded trailer rolled backwards down my driveway and over a crosstie wall and the trailer hit a tree,stopping the rig so suddenly the hitch on the duramax sheared off,the trailer lifted and shoved into the tailgate and truckbed. The safety chains stopped it from crushing my cab and me!

Since their is no "recall" my insurance was filed under "collision" this will cause my rates to go up over the next several years!

Thanks GM !

Upon further investigation we found ALL the brake lines were rusted badly.

Of the 5 lines that come from the antilock brake controller (3) had some holes and the other (2) were close to rupturing....

On top of all this when I called (2) different dealerships in my area the response was basically(Gm does not make brake lines..Go to the Napa parts store and buy a roll of bulk brakeline and a cutter and flaring tool..cut off your factory ends and make your own lines!!!)

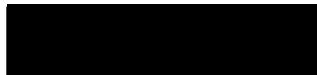
Thanks again GM..!

I will travel to testify and am keeping proof of my crash...They need to pay for this!

hal9000 says:

08:23 AM, 04/16/2010

Hey edmunds..where are our 20-30 updates on this recall?



[REDACTED]
Hampstead, MD [REDACTED]



Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

06-28-12A11:14 RCVD

482323E170





Hampstead, MD 

Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

Dear Customer Service,

I have been a loyal GM customer for 20 years. I am currently the owner of two GM vehicles. I am writing this letter to inform you of a serious problem that occurred with my 2006 Chevy Silverado.

Recently, my truck was found to have fluid leaking onto the driveway with a loss of brakes. The vehicle had to be towed to the local service center and was found to have a corroded brake line. The entire brake line required replacement. I am very fortunate this brake line did not give out when I was driving, as I would not be here to type this letter. This repair cost me \$1300 dollars! My truck only has approximately 50000 miles on it. I have learned that GM changed the brake line material from 2007 forward. I feel very strongly this was due to a known issue with the brake lines. I believe GM should reimburse me for the cost of this brake line repair and consider recalling the vehicles that have this type of brake line before someone is killed from a disintegrating brake line.

I believe GM should stand behind this vehicle and pay for the cost of this repair. If not, this will be the last GM vehicle I ever own.

Sincerely,



BALTIMORE MD 212

16 JUL 2012 PM 7:1



Hampstead, MD

General Motors Corporation

P.O. Box 33170

Detroit, MI 48232-5170

48232517070



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

[REDACTED]
Hampstead, MD [REDACTED]
[REDACTED]

July 13, 2012

Dear General Motors Corporation,

I am writing in reference to service request #71-1082586383. I am very disappointed with the decision that was made not to reimburse me for repairs for a faulty brake line because the vehicle was not repaired at a General Motors service center. This should have been totally irrelevant when making a decision as to whether to stand behind my Chevy Silverado truck. The vehicle was taken to the closest certified auto mechanic since the vehicle had to be towed due to the loss of brakes. The garage is a certified AC Delco shop and was formerly a General Motors service center.

I declined to take your offer for a voucher towards a new vehicle because I will not be purchasing any further General Motors vehicles since GM does not stand behind vehicles when a serious malfunction occurs. My children and I could have been fatally injured due to the disintegration of the brake line.

I am considering legal action if GM does not reimburse me for my expenses incurred for repair of this brake line. The referenced vehicle has had a host of issues since it has been purchased as follows:

- Tires required replacement at 24000 miles
- Brakes and front rotors required replacement at 31000 miles
- Front wheel bearing and hub required replacement at 50000 miles
- Brake lines blew up at 51000 miles

While I don't expect GM to reimburse me for all repairs, I do expect reimbursement for a faulty brake line which could have taken my life.

Sincerely,

[REDACTED]

March 5, 2013

[REDACTED]
[REDACTED]
Bellevue, MI [REDACTED]

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 below 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
Service Request Number: 71-1093392188

March 5, 2013

[REDACTED]
[REDACTED]
Bellevue, MI [REDACTED]

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 below 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.

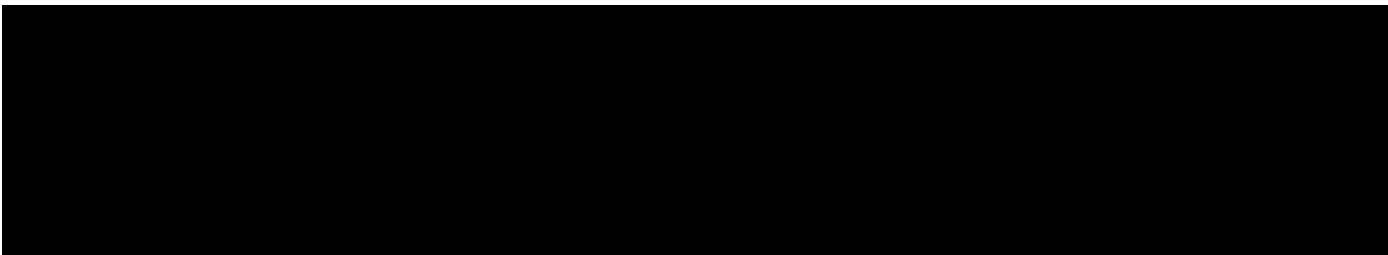
Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-1093392188

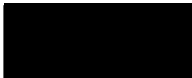









A product allegation claim has been made in your region. The customer is alleging that their brake lines failed as they approached and intersection and nicked the side of another vehicle that was turning right. The insurance company has already paid out. The other vehicle's damage was over \$2,000.00 This case is being escalated to ESIS because of third party property damage.



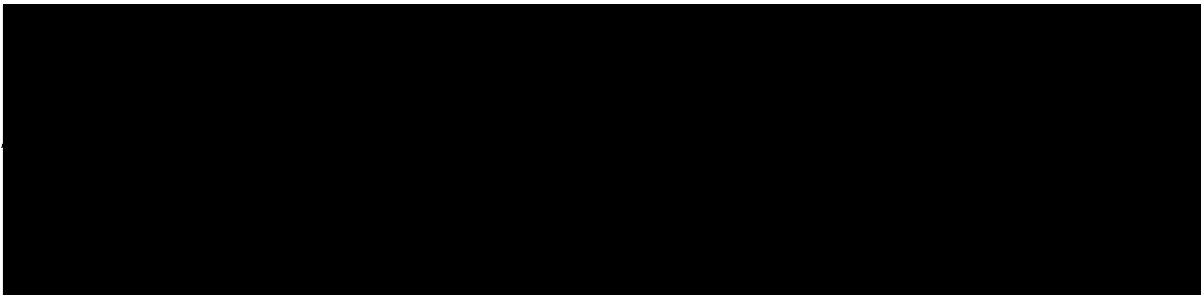
2002 Chevrolet Silverado

1GCEK14V02Z 

Stephen Pontiac-Cadillac, Bristol CT 115516

(860) 583-3325

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



DAVID DANIELS ND 000

17 AUG 2012 FMS 1



08-20-12 AOC:16 IN

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

48232517070



[REDACTED]
Piscataway, New Jersey [REDACTED]
[REDACTED]

August 14, 2012

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Re: Sudden loss of brakes

To whom it may concern:

On August 3, 2012 I was driving my 2002 Chevrolet Silverado 2500. At some point when I pressed the brake pedal it went to the very bottom and brakes did not work at all. The situation was very serious, since I was driving on the busy highway, State Route 287 in NJ. Fortunately, I was able to slow down the vehicle without an accident. Because I use this vehicle for work, I took it to the auto shop and had it fixed as soon as possible. At the shop I found out that the vehicle is completely rusted underneath and all of my brake lines broke because of it. They had to replace 40 feet of brake lines and refill the brake fluid that was lost as a result of the broken lines. I was also informed by the mechanic that not only the brake lines, but fuel lines are rusted too. All of that has to be replaced. Moreover, the vehicle's springs and chassis are rusted too. I was told that the vehicle needs a special protective coating underneath to avoid that it falls apart.

Reporting this to the Chevrolet Dealer Customer Service was not satisfactory. I was told that the Customer Service not only wouldn't reimburse my expenses, but is not going to assist me at all. I believe however that the Company should stand for their products and I'm sure that Chevrolet will take further action, cover my expenses and make any necessary repairs to the vehicle on a recall basis.

I look forward to a positive resolution to my petition. I believe that Chevrolet is taking a safety of their vehicles very seriously and is not going to overlook a potential danger to many of its customers having similar problems to mine.

I sincerely would like to remain a loyal customer and not to seek a resolution through Consumer Protection Agency or Better Business Bureau. Please respond to this letter within seven working days so I am not forced to seek their help.

[REDACTED]

Please find a copy of the invoice from my mechanic enclosed.

Cc: NHTSA

COPY

BRAKE SHOP

1207

1328 Bound Brook Road
Middlesex, NJ 08846
1-732-356-1888

Customer's
Order No.

P
N

8/6/2012

Name

Address

PISCATAWAY N.J.

Make

C2 CRUX 2500 90HP

Mileage

108,154

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE. RET'D	PAID OUT	
Quantity	DESCRIPTION					PRICE	AMOUNT
40	1/4 coated brake line					3.00	120.00
1	DIAG/Labor/MAKE install lines					49.50	49.50
1	BLEED & REFILL brake system					35.00	35.00
* A/C COMPRESSOR							
NOISEY PUMPED OIL IN IT!							
* FRONT SUSPENSION							
Bottom out bumper missing							
* FUEL LINE ROTTING							
							650.00
						TAX	45.50
						TOTAL	695.50

All claims and returned goods MUST be accompanied by this bill.

Received by:

FST PRINTING - MIDDLESEX, NJ

March 5, 2013

[REDACTED]
[REDACTED]
Columbus, OH [REDACTED]

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 below 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
Service Request Number: 71-1109267768


REGISTERED MAIL™



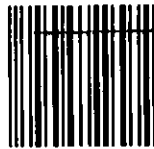
[Redacted]
Sykesville, MD [Redacted]

[Redacted]

09-20-12 / 11:11



UNITED STATES
POSTAL SERVICE



48265

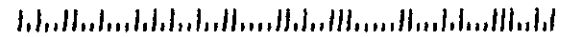
U.S. POSTAGE
PAID
SYKESVILLE, MD
21784
SEP 19, 12
AMOUNT
\$6.60
00029584-15

**RETURN RECEIPT
REQUESTED**

Mr. Daniel F. Akerson
Chairman and Chief Executive Officer, General Motors
300 Renaissance Center
Detroit, MI 48265

SEP 24 2012

4824381403 0052



RECEIVED

SEP 24 2012

[REDACTED]
Sykesville, MD [REDACTED]
September 19, 2012

D.F. AKERSON

Mr. Daniel F. Akerson
Chairman and Chief Executive Officer, General Motors
300 Renaissance Center
Detroit, MI 48265

Dear Mr. Akerson:

I am writing to seek your assistance in obtaining financial relief for expensive repairs I had to make to my 2006 Chevrolet Silverado. Since purchasing this vehicle new in April 2006, the truck has been plagued with myriad brake system problems. As a loyal General Motors (GM) customer and a current shareholder, I hope you can help me.

My truck is a "top-of-line" Silverado 4WD 1500 4WD Crew Cab equipped with the light duty power package, Onstar Plus package, Off-road package and electronic sun roof. It is my second Chevrolet truck and one of many GM products I've owned over the years. I purchased this vehicle because of its excellent reputation for quality and my past experience with your company's products. Unfortunately, this vehicle has fallen far short of my expectations and the expensive repairs I've had to make to its brake system have cost me thousands of dollars.

My problems began in October 2009 when the truck had only 19,027 miles and was just over three years old. I experienced partial loss of brake pedal, mild pulsation similar to ABS activation and a low-level noise when applying the brake. I returned the vehicle to the selling dealer, Win Kelly Chevrolet, who indicated that my brakes needed replacement including rotors and pads. Even though I purchased an extended warranty, the dealer explained that brakes were considered normal maintenance and would not be covered in whole or in part by the warranty. This repair cost me \$440.28.

In September 2011 I began experiencing the same problem as described above with only 26,058 miles on the vehicle. Since on my previous visit the dealer told me that my extended warranty wouldn't cover brakes, I took the vehicle to a Mr. Tire dealer closer to me to diagnose the problem. Upon examination, Mr. Tire told me that I again, needed replacement brakes including rotors and pads and that the parts the dealer installed in October 2009 were the wrong parts for my truck. Mr. Tire completed the repairs at a cost of \$650.38. I had them return the dealer-installed parts to me.

Upon showing the dealer-installed parts to Win Kelly Chevrolet's Service Manager, Mr. Lyle Etzwiler, he did acknowledge that his service department in fact installed the wrong parts on my vehicle. He refunded me a portion of Win Kelly's original charge in the amount of \$351.67. His dealership also checked and repaired a right-front wheel speed

sensor to correct the brake pulsation problem. While my truck was inspected and this repair was made in September 2011, no one indicated that my brake lines and other areas of the undercarriage were severely rusting. I believe my extended warranty which was still in effect at the time would have covered brake line replacement.

On September 2, 2012 my brakes failed completely when I attempted to drive the truck. My current mileage is 27,913. I had the vehicle towed to a local trusted mechanic. He showed me the problem which was caused by a total failure of the truck's brake lines due to extreme corrosion (photos of the brake lines enclosed). He replaced all brake lines with stainless steel lines. This repair cost me \$948.96. In addition to the brake line corrosion on my truck, other parts of the undercarriage including the fuel lines are rusted as well. I do not live near salt water nor is this truck used for heavy-duty work exposing it to hazardous or corrosive material. It is parked on an asphalt paved driveway.

My concerns are many relating to the problems I've had with this vehicle and GM's reputation for quality. While you do not control the services performed by your dealers, they do represent your brand and are the first line of contact for consumers. I am gravely concerned that my dealer, Win Kelly Chevrolet, installed the wrong equipment on my vehicle in 2009 and I drove the truck almost two years following this repair. Fortunately, this errant equipment did not cause my brakes to fail during vehicle operation but that was a distinct possibility. I am also angry that Win Kelly did not diagnose the severely corroded brake lines only one year ago when my vehicle and this repair would have been covered by the extended warranty.

Additionally, brake rotors should not need replacement at 19,027 and 26,058 miles respectively. And brake lines should not need to be replaced at 27,913 miles or at an age of 6 years. I received no warning indicator that my brakes could fail, I just lost complete brake pedal pressure. Again, I was fortunate that this failure did not occur while I was operating the truck in traffic or a serious injury or worse could have occurred.

Mr. Akerson, I spent a great deal of money purchasing and repairing this vehicle. I am now retired and it is difficult to continue incurring these huge repair costs for a truck with such low mileage. Respectfully, I am asking that GM reimburse me for the cost of the new brake lines which was \$948.96. I also believe that GM should investigate why these vehicles are corroding prematurely. Brakes are the essential element of a vehicle's safety and the failure of them should not be treated lightly by a great company like GM.

I've attached historical documentation for your staff's review. Should they require additional information, my contact information is included. Your response to this request will likely determine if I remain a loyal GM customer and shareholder. I appreciate your time and look forward to your assistance.

Sincerely,



Enclosures


Sykesville, MD




Olde Towne Motor Company

7415 Springfield Ave.
Sykesville, MD 21784
Phone: (410) 552-9292

INVOICE

Page 1 of 1

COPY



Vehicle: 06 Chevrolet Silverado 1500
VIN: 2GCEK13T46
License:
Mileage: 27,913

Inv #: A017484

Date: 09/14/12

PO #:

Tech: 003

Writer: 002

Sykesville, MD

:() -

Cell Phone

Home: (410) 795-3937

Description	Ref/Num	Qty	Unit Price	Parts	Service
Brake pedal is low and fluid is leaking from under the drivers door area.	>Service Request				
	"				
Replace All Steel Brake Lines With Stainless Steel Lines.	10088				493.00
	"				
Stainless Brake Line Kit		1.0		399.20	
DOT 3 Brake Fluid	B1400	3.0	3.65	10.95	
Front brake caliper bleeder are frozen and rusted to the point that they could not be removed.	*RECOMMENDATION*				
	"				
Fuel lines are very rusty in spots and will be a problem in the future. Fuel lines will need to be replaced at that time.	"				
	"				
	"				

COPY

OLDE TOWNE MOTOR CO
7415 SPRINGFIELD AVE
SYKESVILLE, MD 21784

09/14/2012

17:23:04

Merchant ID:

000000

Terminal ID:

02160837

133204659998

CREDIT CARD

MC SALE

CARD #

XXXXXXXXXX

INVOICE

17484

Batch #:

000720

Approval Code:

16904P

Entry Method:

Swiped

Mode:

Online

SALE AMOUNT

\$948.96

CUSTOMER COPY

Guaranteed"

we perform, your satisfaction is important to us. you may have, be made known to us. All work is hs, whichever occurs first, unless otherwise ranty work must be performed by us. Liability r, nor shall it include incidental damages i.e., u understand and acknowledge acceptance of the hanic's lien is hereby acknowledged on the above

Date:

Rec'd by:

Pay type:

Am't Paid:

Balance: 948.96

Thank You

Service 493.00

Parts 410.15

Shop Suppli 20.00

Non-taxable 493.00

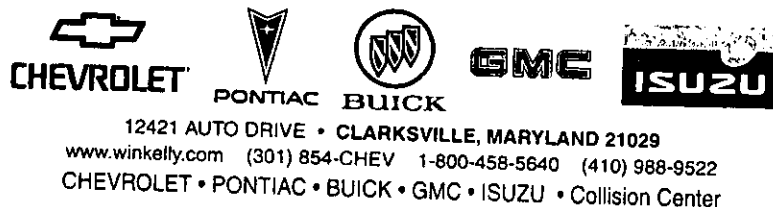
Taxable 430.15

Sub-Total 923.15

Sales Tax 25.81

Inv Total 948.96

Please sign here: x _____ Date: _____



COPY

CUSTOMER NO. 67706		ADVISOR LYLE ETZWILER	TAG NO. 71015	INVOICE DATE 09/16/11	INVOICE NO. CTCS290177
[REDACTED] SYKESVILLE, MD		LABOR RATE	LICENSE NO.	MILEAGE 26,108	COLOR DARK GREEN
		YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/SILVERADO/1500 4W	VEHICLE I.D. NO. 2 G C E K 1 3 T 4 6 1	DELIVERY DATE 03/31/06	STOCK NO.
RESIDENCE PHONE		BUSINESS PHONE		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		[REDACTED]		09/13/11	
LABOR & PARTS		COMMENTS		MILEAGE OUT MO: 26108	

J# 1 35CVZ01 BRAKE SYS DIAGNOSIS TECH(S) 18176-67054 WARRANTY
CUST STATE THAT THERE IS A LOSSE OF BRAKE PEDAL AT SLOW SPEEDS...ADVISE
ERRATIC READINGS RF SPEED SENSOR
CLEAN SENSOR MOUNTING SURFACE-SEE BULETIN 03-05-25-007D

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	89022217	LUBRICANT 8.800			
JOB # 1	1	88965719	SENSOR KI 4.710			
		PO 75086				
JOB # 1 TOTAL PARTS				0.00		
JOB # 1 TOTAL LABOR & PARTS				0.00		

J# 2 15CVZ11 STEERING/SUSPENSION TECH(S) 767054 WARRANTY
CLUNKING NOISE IN STERRRING ALL THE TIME
LACK OF LUBRICATION IN INTERMEDIATE STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	19153614	SHAFT 6.526			
JOB # 2 TOTAL PARTS				0.00		
JOB # 2 TOTAL LABOR & PARTS				0.00		

J# 3 95CVZ MISCELLANEOUS TECH(S) 71015 WARRANTY
REFUND CUST FRT BRAKE ROTORS FROM LAST VISIT
REFUND CUST FRT BRK PADS THAT WERE DAMAGED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00		
JOB # 3 TOTAL LABOR & PARTS				0.00		

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 3	PP	PARTS POLICY	
JOB # 3	SP	SERVICE POLICY	-194.68
JOB # 3	SP	SERVICE POLICY	-66.99
TOTAL - MISC			-90.00
			-351.67

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$135.00 (+TAX)

SERVICE DEPARTMENT AND
PARTS DEPARTMENT HOURS
MONDAY - FRIDAY
7:00AM - 6:00PM
SATURDAY
8:30AM - 4:00PM

LABOR CHARGES ARE COM-
PUTED BY FLAT RATE MEA-
SURE AND ARE BASED ON
INDUSTRY ACCEPTED SOUR-
CES. REPAIRS CHARGED FOR
WERE NEEDED AND PER-
FORMED. THIS VEHICLE HAS
BEEN TESTED AND IN MY
OPINION THE WORK WAS PER-
FORMED SATISFACTORILY.

WHILE YOUR MOTOR VE-
HICLE IS ON THE PREMISES
OF THE AUTOMOTIVE REPAIR
FACILITY, THE AUTOMOTIVE
REPAIR FACILITY MAY NOT BE
RESPONSIBLE FOR DAMAGE
TO YOUR MOTOR VEHICLE
UNDER CERTAIN CIRCUM-
STANCES. YOU SHOULD ASK
A REPRESENTATIVE OF THE
AUTOMOTIVE REPAIR FA-
CILITY ABOUT THE EXTENT
OF ITS RESPONSIBILITY, IN-
CLUDING THE EXTENT OF
THE INSURANCE COVERAGE
OF THE AUTOMOTIVE REPAIR
FACILITY.

X

ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED
U-USED OR R-REBUILT

THANK YOU

THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS



12421 AUTO DRIVE • CLARKSVILLE, MARYLAND 21029
www.winkelly.com (301) 854-CHEV 1-800-458-5640 (410) 988-9522
CHEVROLET • PONTIAC • BUICK • GMC • ISUZU • Collision Center

COPY

CUSTOMER NO. 67706	ADVISOR LYLE ETZWILER 71015	TAG NO. 8493	INVOICE DATE 09/16/11	INVOICE NO. CTCS290177
[REDACTED] SYKESVILLE, MD	LABOR RATE	LICENSE NO.	MILEAGE 26,108	COLOR DARK GREEN
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/SILVERADO/1500 4W			DELIVERY DATE 03/31/06
	VEHICLE I.D. NO. 2 G C E K 1 3 T 4 6 1			DELIVERY MILES 79
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 09/13/11	
BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 26108

TOTALS

PARTS DESIGNATED WITH ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

* ☐ CASH ☐ CHARGE ☐ CREDIT CARD ☐ CHECK *

PAYMENT FOR ALL SERVICES IS DUE UPON COMPLETION OF THE WORK.
ALL SERVICES NOT PAID WITHIN 30 DAYS WILL ACCRUE SIMPLE
INTEREST AT 1.5% PER MONTH. IN THE EVENT THAT IT BECOMES
NECESSARY TO PLACE THIS BILL WITH AN ATTORNEY FOR
COLLECTION, THE CUSTOMER AGREES TO PAY REASONABLE ATTORNEY
FEES OF NOT LESS THAN 25% OF THE BALANCE DUE.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -351.67
TOTAL TAX..... 0.00

TOTAL INVOICE \$ **-351.67**

SERVICE DEPARTMENT AND
PARTS DEPARTMENT HOURS

MONDAY - FRIDAY
7:00AM - 6:00PM
SATURDAY
8:30AM - 4:00PM

LABOR CHARGES ARE COM-
PUTED BY FLAT RATE MEA-
SURE AND ARE BASED ON
INDUSTRY ACCEPTED SOUR-
CES. REPAIRS CHARGED FOR
WERE NEEDED AND PER-
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WHILE YOUR MOTOR VE-
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FACILITY, THE AUTOMOTIVE
REPAIR FACILITY MAY NOT BE
RESPONSIBLE FOR DAMAGE
TO YOUR MOTOR VEHICLE
UNDER CERTAIN CIRCUM-
STANCES. YOU SHOULD ASK
A REPRESENTATIVE OF THE
AUTOMOTIVE REPAIR FA-
CILITY ABOUT THE EXTENT
OF ITS RESPONSIBILITY, IN-
CLUDING THE EXTENT OF
THE INSURANCE COVERAGE
OF THE AUTOMOTIVE REPAIR
FACILITY.

X

ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED
U-USED OR R-REBUILT

THANK YOU

THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS

CUSTOMER SIGNATURE

COPY

WINKELLY CHEVROLET
12421 AUTO DRIVE
CLARKSVILLE MD 21029
410-988-9522

TERMINAL ID.: 1987

MASTERCARD
*****3303 EXP:*** SWIPED

REFUND
BATCH: 000240 INU: 290177
Sep 17, 11 14:02

AMOUNT PAID - \$351.67

ROBERT L. MECKINS

CUSTOMER COPY



TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Mr. Tire Auto Centers # 773
1839 Liberty Rd.

Eldersburg, MD 21784
(410) 552-5077

MANAGER: KEITH E MCGEE
TECHNICIAN: VINCENT F MARTINA

0773015062

SYKESVILLE, MD

HOME:

WORK:

E: ROBERTMEKINS@COMCAST.NET

9/10/11

13:44

PAGE 1

ESTIMATE #: 231369

INVOICE #: 159061

YEAR: 06

MAKE: CHEVROLET

MODEL: SILVERADO

LICENSE #:

COLOR:

STATE: MD

MILEAGE IN: 26058 OUT: 26058

VIN: 2GCEK13T46

SERVICES REQUESTED:

OF. CK BRAKES., HAS A VIBRATION AND
HAS TO PUMP UP THE BRAKES TO STOP

WHILE WE WERE WORKING WE NOTICED:

THANK YOU, THE WRONG ROTORS WERE
INSTALLED WHEN BRAKES WERE REPLACED
LAST.

MANAGER'S SIGNATURE

QTY PART NUMBER REC DESCRIPTION LOC WARR LIST NET LABOR AMOUNT

Tire Inflation: Not Available Torque: Not Available

COPY

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initial:

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agree to pay Monro Muffler Brake, Inc., Tread Quarterstire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection or paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or delivery at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount of repairs thereto.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, or Alloy wheels must have lug-nuts retorqued after 50 miles. The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

BRAKES

1	L0335	S	CLEAN&ADJUST BRAK	60	0.00	0.00	39.99	39.99
Total Overall Brakes								39.99
1	P01092	S	PREMIUM CERAMIC P F	20	167.99	66.99	90.00	156.99
2	L0310	S	R&R ROTORS F	60	0.00	0.00	17.50	35.00
1	L0355	S	BLEED & FLUSH BRAK F	60	5.00	5.00	53.00	59.00
2	CALSRV	S	CLEAN&LUBE SLIDER F	60	0.00	0.00	0.00	0.00
1	P2MD-PKG	S	Package also includes -E0	0.00	0.00	0.00	47.00	47.00
Replace grease seals and clean/repack wheel bearings where applicable and/or needed. Road test vehicle and certify braking capacity. Lifetime warranty on brake pads, 6 month/5,000 mi. warranty on other parts and labor. Not valid for commercial vehicles.								
1	L0376	S	BRAKE INSPECTION F	60	0.00	0.00	0.00	0.00
2	52-126356	R	BRAKE ROTOR LF	40	253.99	253.99	0.00	507.98
1	*52-126358	R	Discount On 52-12 LF	40	0.00	-253.99	0.00	-253.99
Total Front Brakes								551.98
1	BRDISCOUNT	BR DISCOUNT			-13.81	-11.19	-25.00	
Total BRAKES								556.97

SERVICE

5	5W30B	S	5W30 VALVOLINE OI	60	3.00	3.00	0.00	15.00
1	V058	S	OIL FILTER	60	7.99	7.99	7.00	14.99
1	B1	S	INSPECT BRAKES	60	0.00	0.00	0.00	0.00
1	OILRE	S	****RECYCLE****	60	2.25	2.25	0.00	2.25
ENVIRONMENTAL COST FOR THE DISPOSAL OF WASTE OIL.								
1	LUBE	S	LUBE (IF POSSIBLE)	60	15.00	0.00	0.00	0.00
1	NR	R	NOT REQUIRED	60	0.00	0.00	0.00	0.00
1	SCCOUPON				-7.83	-2.17	-10.00	

CUSTOMER COPY

INVOICE SHOP 0773 INVOICE

31216006



TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Mr. Tire Auto Centers # 773
1838 Liberty Rd.

Eldersburg, MD 21784
(410) 552-5077

SYKESVILLE, MD

HOME:

WORK:

E: ROBERTMEEKINS@COMCAST.NET

9/10/11

13:44

PAGE 2

ESTIMATE #: 231369

INVOICE #: 159061

YEAR: 06

MAKE: CHEVROLET

MODEL: SILVERADO

LICENSE #:

COLOR:

STATE: MD

MILEAGE IN: 26059

OUT: 26059

VIN: 2GCEK13T46

MANAGER: KEITH E MCGEE

TECHNICIAN: VINCENT E MARTINO

SERVICES REQUESTED:
OF. CK BRAKES., HAS A VIBRATION AND
HAS TO PUMP UP THE BRAKES TO STOP

WHILE WE WERE WORKING WE NOTICED
THANK YOU, THE WRONG ROTORS WERE
INSTALLED WHEN BRAKES WERE REPLACED
LAST.

MANAGER'S SIGNATURE

QTY	PART NUMBER	REC	DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT
Total SERVICE									22.24
TIRE									
1	RETORQUE	S	Wheels must be Re-torqued with-in 24 hrs. or 25 mi. of installation. Initials: [REDACTED]				0.00	0.00	0.00
Total TIRE									0.00
MISCELLANEOUS									
1	FEE	S	SHOP SUPPLY FEE	0	39.00		39.00	0.00	39.00
Total MISCELLANEOUS									39.00

These parts were declined by the customer:

1	L0269	S	WHEEL ALIGNMENT	60	0.00	0.00	94.99	94.99
1	VALFSP	S	FUEL SYSTEM PROCS	40	84.99	84.99	60.00	144.99
Subtotal of declined parts				239.98 (Plus Tax)				

COPY

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread Quarters Discount Tire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or delivery at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount or repairs thereto.

CAUTION: Owners of Mag, Custom, or Alloy wheels must have lug-nuts retorqued after 50 miles! The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

1/C 650.38 XXXXXXXXXX4302 748912 SUB TOTAL 650.38

THOMAS D KITTETON

SALES TAX
GRAND TOTAL

22.17

650.38

COUPON: 224

CUSTOMER COPY

INVOICE SHOP 0773 INVOICE

31216997



12421 AUTO DRIVE • CLARKSVILLE, MARYLAND 21029
www.winkelly.com (301) 854-CHEV 1-800-458-5640 (410) 988-9522
CHEVROLET • PONTIAC • BUICK • GMC • ISUZU • Collision Center

COPY

CUSTOMER NO.	67706	ADVISOR	HELEN SHOWALTER	75695	TAG NO.	2416	INVOICE DATE	10/06/09	INVOICE NO.	CTCS252596	
		LABOR RATE		LICENSE NO.		MILEAGE	19,027	COLOR	DARK GREEN	STOCK NO.	C210531
		YEAR / MAKE / MODEL	06/CHEVROLET TRUCK/SILVERADO/1500 4W				DELIVERY DATE	03/31/06	DELIVERY MILES	79	
		VEHICLE I.D. NO.	2 G C E K 1 3 T 4 6 1				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	10/05/09	REPRINT#	1	
		BUSINESS PHONE					COMMENTS	MILEAGE OUT MO: 19027			

LABOR & PARTS
J# 1 35CVZBK2 BRAKES TECH(S):67054 167.50
CUSTOMER STATES WHEN BRAKE PEDAL IS DEPRESSED LOSSES PEDAL
AND NOISE COMING FROM PEDAL
BRAKE MATERIAL MEASURES AT 2MM.
REPLACE FRONT ROTORS
CLEAN HUB BEARING SURFACES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		PK46-6	LOF	15.90	15.90	15.90
JOB # 1	1		19210283	FILTER 1.836	****	****	****
JOB # 1	6		12345615	5W30 ENGI 8.800	****	****	****
JOB # 1	2		19175100	ROTOR 5.809	109.14	97.34	194.68
JOB # 1 TOTAL PARTS							210.58

JOB # 1 TOTAL LABOR & PARTS 378.08

J# 2+05CVZLOF \$29.95 LUBE,OIL,FILT TECH(S):67054 15.95
OWNER REQUEST OIL CHANGE SERVICE TO BE PERFORMED
CHANGE ENGINE OIL AND FILTER (UP TO 5 QUARTS OF OIL)
>PRICES SUBJECT TO CHANGE .FILTER PRICES VARY
>EXCLUDES DIESEL & SYNTHETIC OIL
>SOME MAKES AND MODELS MAY VARY
RESET OIL LIFE INDEX
ASK YOUR SERVICE ADVISOR FOR OUR SERVICE MENU
PLEASE LOOK AT OUR EXCITING NEW MODELS IN OUR SHOWROOM
ASK FOR THE SPECIAL OF THE WEEK !

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS							0.00

JOB # 2 TOTAL LABOR & PARTS 15.95

J# 3+01CVZZAROTATE&BALANCE TECH(S):67054 59.95
CUSTOMER REQUESTS ROTATE AND BALANCE TIRES
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS							0.00

JOB # 3 TOTAL LABOR & PARTS 59.95

J# 4+01CVZZO 27 POINT INSPECTION TECH(S):67054 0.00
CUSTOMER REQUESTS 27 POINT INSPECTION
TOP OFF ALL FLUIDS AS NEEDED
INSPECT BELTS, HOSES AND HOSE CLAMPS
INSPECT TIRE CONDITION AND WEAR
INSPECT FRONT AND REAR BRAKE SYSTEMS
INSPECT PARKING BRAKE SYSTEM
INSPECT WIPER SYSTEM AND BLADE CONDITION
INSPECT OPERATION OF LIGHTS
INSPECT CV BOOTS
INSPECT VEHICLE FOR LEAKS
INSPECT VEHICLE FOR MAINTENANCE CONCERNS
COMPLETED

SERVICE DEPARTMENT AND
PARTS DEPARTMENT HOURS
MONDAY - FRIDAY
7:00AM - 6:00PM
SATURDAY
8:30AM - 4:00PM

LABOR CHARGES ARE COM-
PUTED BY FLAT RATE MEA-
SURE AND ARE BASED ON
INDUSTRY ACCEPTED SOUR-
CES. REPAIRS CHARGED FOR
WERE NEEDED AND PER-
FORMED. THIS VEHICLE HAS
BEEN TESTED AND IN MY
OPINION THE WORK WAS PER-
FORMED SATISFACTORILY.

WHILE YOUR MOTOR VE-
HICLE IS ON THE PREMISES
OF THE AUTOMOTIVE REPAIR
FACILITY, THE AUTOMOTIVE
REPAIR FACILITY MAY NOT BE
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TO YOUR MOTOR VEHICLE
UNDER CERTAIN CIRCUM-
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A REPRESENTATIVE OF THE
AUTOMOTIVE REPAIR FA-
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OF ITS RESPONSIBILITY, IN-
CLUDING THE EXTENT OF
THE INSURANCE COVERAGE
OF THE AUTOMOTIVE REPAIR
FACILITY.

X

ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED
U-USED OR R-REBUILT

THANK YOU

THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS



COPY

CUSTOMER NO. 67706	ADVISOR HELEN SHOWALTER 75695	TAG NO. 2416	INVOICE DATE 10/06/09	INVOICE NO. CTCS252596
SYKESVILLE, MD [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,027	COLOR DARK GREEN
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/SILVERADO/1500 4W			STOCK NO. C210531
	VEHICLE I.D. NO. 2 G C E K 1 3 T 4 6 1			DELIVERY DATE 03/31/06
	R.T.E. NO.			DELIVERY MILES 79
BUSINESS PHONE		COMMENTS		REPRINT# 1
				MILEAGE OUT MO: 19027

PARTS-----QTY---FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-
		JOB # 4 TOTAL PARTS 0.00
		JOB # 4 TOTAL LABOR & PARTS 0.00
J# 5+02CVZ	LIGHT MECHANICAL C/S PASSENGER INSIDE DOOR LIGHT STAYS ON AT TIMES UNABLE TO VERIFY	TECH(S):67054 0.00
		JOB # 5 TOTAL PARTS 0.00
		JOB # 5 TOTAL LABOR & PARTS 0.00
J# 6+35CVZCLEANADJ	CLEAN AND ADJT REAR CLEAN AND ADJUST REAR BRAKES COMPLETED	TECH(S):67054 49.95
		JOB # 6 TOTAL PARTS 0.00
		JOB # 6 TOTAL LABOR & PARTS 49.95
MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A	SUR FUEL SURCHARGE	2.00
JOB # A	ADMIN ADMIN	0.85
JOB # A	HZ HAZMAT	3.95
JOB # A	SS SHOP SUPPLIES	3.60
JOB # 1	DBL10 10% DISCOUNT - CAR & TRK LABOR	-16.75
JOB # 1	DBP10 10% DISCOUNT - CAR & TRK PARTS	-21.06
JOB # 2	CHZ CREDIT HASMAT	-3.95
JOB # 2	CADMI CREDIT ADMIN	-0.85
JOB # 2	CS CREDIT SHOP SUPPLIES	-1.60
JOB # 2	CSUR CREDIT FUEL SURCHARGE	-2.00
JOB # 2	IC1 \$1.95 COUPON	-28.00
JOB # 2	DBL10 10% DISCOUNT - CAR & TRK LABOR	-1.60
JOB # 3	DBL10 10% DISCOUNT - CAR & TRK LABOR	-6.00
JOB # 6	DBL10 10% DISCOUNT - CAR & TRK LABOR	-5.00
TOTAL - MISC		-76.41

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$498.76 (+TAX)

**SERVICE DEPARTMENT AND
PARTS DEPARTMENT HOURS**
MONDAY - FRIDAY
7:00AM - 6:00PM
SATURDAY
8:30AM - 4:00PM

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SURE AND ARE BASED ON
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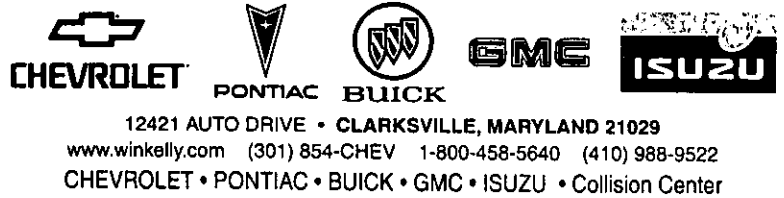
WHILE YOUR MOTOR VE-
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		F.T.E. NO.		P.O. NO.		R.C. DATE	10/05/09	REPRINT#	1		
		BUSINESS PHONE		COMMENTS				MILEAGE OUT	MO: 19027		

TOTALS
PARTS DESIGNATED WITH ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

* ☐ CASH ☐ CHARGE ☐ CREDIT CARD ☐ CHECK *

PAYMENT FOR ALL SERVICES IS DUE UPON COMPLETION OF THE WORK.
ALL SERVICES NOT PAID WITHIN 30 DAYS WILL ACCRUE SIMPLE
INTEREST AT 1.5% PER MONTH. IN THE EVENT THAT IT BECOMES
NECESSARY TO PLACE THIS BILL WITH AN ATTORNEY FOR
COLLECTION, THE CUSTOMER AGREES TO PAY REASONABLE ATTORNEY
FEES OF NOT LESS THAN 25% OF THE BALANCE DUE.

CUSTOMER SIGNATURE

COPY

WIN KELLY CHEVROLET LLC
12421 AUTO DRIVE
CLARKSVILLE, MO. 21029

TERMINAL I.D.:

MERCHANT #: 0014098621

MASTERCARD
*****4383

SALE
RECORD #: 23 INU: 252596
DATE: OCT 06, 09 TIME: 17:09
BATCH: 393 AUTH: 743432

TOTAL \$440.28

ROBERT L. MEEKINS

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(NOT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

TOTAL INVOICE \$ 440.28

SERVICE DEPARTMENT AND
PARTS DEPARTMENT HOURS

MONDAY - FRIDAY
7:00AM - 6:00PM

SATURDAY
8:30AM - 4:00PM

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X

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THANK YOU

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CHEVROLET

12421 AUTO DRIVE • CLARKSVILLE, MARYLAND 21029

www.winkelly.com (301) 854-CHEV 1-800-458-5640 (410) 988-9522

SUZUKI • Automart Used Car Discounters • Collision Center

GMC

DATE 11/11/06 20 06

☒ NEW ☐ DEMONSTRATOR
☐ USED ☐ CAR AS FOLLOWS:
STOCK #
C210531

BUYER			OPERATORS LICENSE NUMBER		
CO. BUY					
ADDRESS					
CITY	SYKESVILLE	COUNTY		SOCIAL SECURITY NUMBER	
PHONE HOME		STATE	MD	ZIP	
FAX		BUS.		SOCIAL SECURITY NUMBER	
		E-MAIL			

YEAR	2006	MAKE	CHEVROLET TRUC	MODEL OR SERIES	SILVERADO	BODY TYPE	1500 4WD CREW	COLOR	DARK GREEN META	TRIM	TAN/NEUTRA	ENGINE	
MVI OR SERIAL NO. 2GCEK13T461													

REMARKS	CASH PRICE OF VEHICLE	MSRP	33845.00
POWER SUNROOF W/EXPRESS CLOSE			
GVW RATING - 7000 LBS			N/A
50 STATE EMISSIONS		SUB TOTAL	33845.00
REAR AXLE 3.42 RATIO			N/A
VORTEC 5300 V8 SFI GAS ENGINE	PP, IP, SPRAY LINER	DEALER INSTALLED OPTIONS	N/A
4 - SPD AUTOMATIC TRANSMISSION			1228.00
ONSTAR PLUS PACKAGE			N/A
		TOTAL	35073.00
DEALER PROCESSING CHARGE (NOT REQUIRED BY LAW)			\$100.00

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
 "The information you see on the window form for this vehicle is part of this contract.
 Information on the window form overrides any contrary provisions in the contract of sale."

DOCUMENTARY CHARGES AND FEES:	LICENSE 77.25	LIC. TRANSFER 10.00	LIEN FEE 23.00	TITLE 20.00	REGISTRATION 150.25
TOTAL CASH DELIVERED PRICE					37085.90

P265/70R17 OOR WOL TIRES			N/A
GAP POLICY			N/A
EXTENDED SERVICE CONTRACT			1396.00
LIFE INSURANCE			N/A
ACCIDENT - HEALTH INSURANCE			N/A
TOTAL			38481.90

DEPOSIT ON ORDER		TOTAL CASH	2624.00
ALLOWANCE FOR TRADE-IN AS APPRAISED			
LESS BALANCE OWING TO-		25500.00	

DESCRIPTION OF TRADE-IN		GOOD UNTIL DATE	N/A
YEAR	2006	ODOMETER MILEAGE	6853
MAKE	HONDA		
MODEL	RIDGELINE		
BODY TYPE			
TITLE			
VEHICLE IDENTIFICATION NUMBER	2HJYK16536H	LAST PLATE NUMBER - STATE - YEAR	
INS. CO./POLICY NO.	ERIE #	EFFECTIVE DATE	05/14/2005
AGENT	J E SCHENK & ASSOC INS		
PHONE (410) 465-7474		ADDRESS	3675 PARK AVENUE # 2 ELLICOTT CITY MD 21043

Under Maryland law, a dealer may not place on a vehicle an insignia that advertises the name of the dealer unless the dealer received the consent of the buyer in the contract for the sale of the vehicle with notice to the buyer of his rights concerning insignias. Also, if a dealer places an insignia advertising the name of the dealer on the vehicle without receiving the buyer's consent, the dealer is required, at the request of the buyer, to remove his advertising and to make repairs as necessary to restore the vehicle to its original appearance at no cost to the buyer. Finally, the dealer can enter into an agreement with the buyer to compensate the buyer for the buyer's consent to place an insignia on the vehicle advertising the name of the dealer.

I have read the above notice and I consent to the placement on the vehicle of an insignia advertising the name of the dealer.

Dealers Signatures:		Date 03/31/06	
By: [Signature]		CO-BUYER	
Buyer's Signatures:		Date	

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY
 DEALER OR HIS AUTHORIZED REPRESENTATIVE.

I (we) acknowledge receipt of a copy of this agreement. I (we) understand that there are no other agreements, express warranties or representations, except as stated above and on the back, and I (we) agree to the terms of this agreement.



COMPLETECARE
PROTECTION FOR THE ROAD AHEAD

VEHICLE SERVICE CONTRACT APPLICATION

Registration Number

E 097248

VEHICLE OWNER

VEHICLE INFORMATION

City SYKESVILLE MD		State		Zip Code		Vehicle Identification Number 2GCEK131461	
Apt. No.		Year 2006	Make CHEVROLET	Model SILVERADO			
Cylinders		Odometer Reading 79		In-Service Date 03/31/2006			
E-mail Address (optional)		Vehicle Date of Sale 03/31/2006		Vehicle Purchase Price 33845.00			

SELLER

VEHICLE EQUIPMENT AND USAGE

Name WIN KELLY CHEVROLET LLC		Check if vehicle has: <input type="checkbox"/> Diesel <input type="checkbox"/> Turbo/Super Charger <input type="checkbox"/> 4WD/AWD	
Address 12421 AUTO DR.		<input type="checkbox"/> Business Owned - If a business name is listed in the 'VEHICLE OWNER' section of this application, then the primary driver of the vehicle must be listed below.	
City CLARKSVILLE MD	State	Zip Code 21029	Primary Driver's Name: _____

LIENHOLDER

COMPANY USE ONLY

Name		<input type="checkbox"/> UUAC Loan	
Address	City	State	Zip Code

VEHICLE SERVICE CONTRACT

CONTRACT Date of Sale 03/31/2006	CONTRACT Price 1396.00	Sales Tax N/A	DEDUCTIBLE \$ 100.00 If a deductible is not indicated a \$100 deductible will apply.
Term <input checked="" type="checkbox"/> New Vehicle Plan - Vehicles with full manufacturer's warranty remaining. <input type="checkbox"/> Pre-Owned Vehicle Plan - Vehicles without full manufacturer's warranty remaining. Months 72 / Miles 60000		<input type="checkbox"/> Disappearing DEDUCTIBLE Option A \$100 deductible will apply if you do not return to the seller for covered repairs.	
Coverage <input checked="" type="checkbox"/> Comprehensive EC/C4 <input type="checkbox"/> Rental Plus Plan ER <input type="checkbox"/> Preferred EP/P4 <input type="checkbox"/> Standard ET/T4 <input type="checkbox"/> Powertrain EB/B4/B1		<input type="checkbox"/> Check here if this is a Manufacturer's Certified Vehicle	

V2427AAB

VEHICLE SERVICE CONTRACT ACKNOWLEDGEMENT

YES! YOU (Purchaser) whose signature appears below, acknowledges that: The information contained above is, to the best of YOUR knowledge, true; YOU agree to maintain the covered VEHICLE in accordance with the manufacturer's and the CONTRACT'S stated periodic maintenance requirements and to keep all receipts of such service; YOU understand that all repairs performed under the CONTRACT must be authorized by US.

Purchaser's Signature

Telephone Number

03/31/2006
Date

- Upon acceptance, you will receive **YOUR CONTRACT** with state specific information. If you have not received **YOUR CONTRACT** within 45 days, please contact Universal Underwriters Service Corporation at (888) 835-5063.
- Universal Underwriters Insurance Company (UUIC) will insure the obligations under this **CONTRACT**. YOU may file a direct claim with UUIC, 7045 College Boulevard, Overland Park, KS 66211, (800) 643-9059.
- The obligor of this **CONTRACT** is Universal Underwriters Service Corporation.
- Purchase of this **CONTRACT** is not required in order to purchase, register or obtain financing for this vehicle.

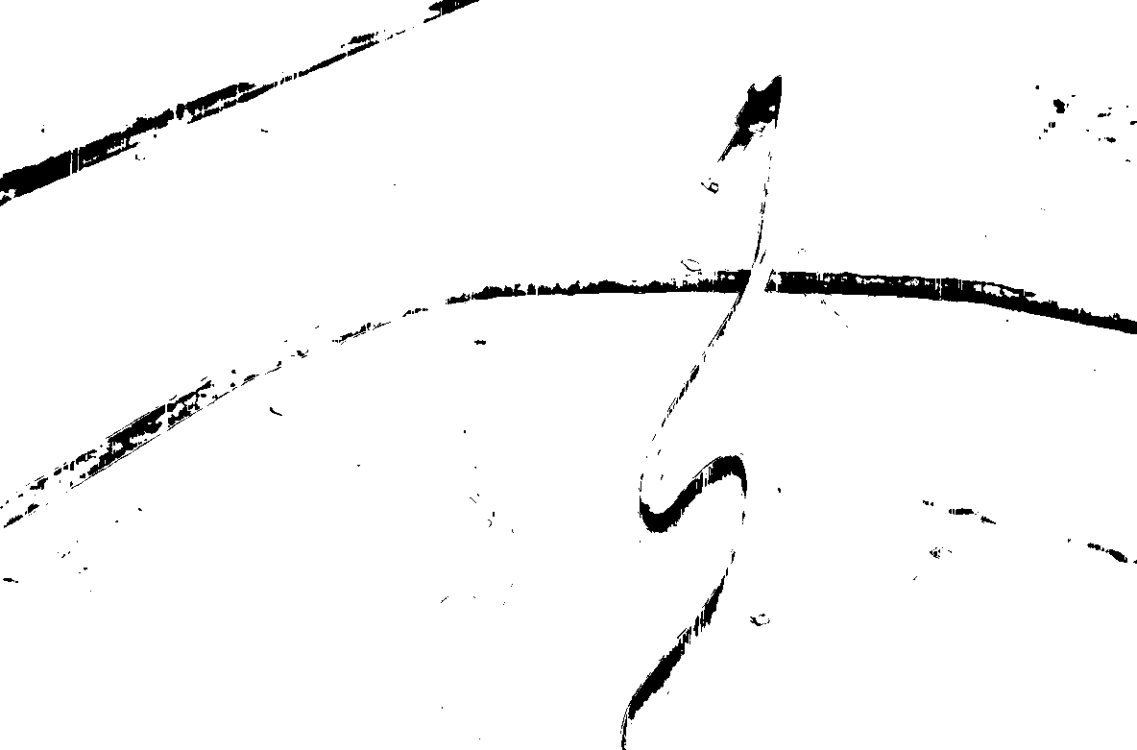
Seller Authorized Representative Signature

(410) 988-9522
Telephone Number

03/31/2006
Date



UNIVERSAL UNDERWRITERS SERVICE CORPORATION
7045 College Boulevard, Overland Park, KS 66211
Claims (800) 643-9059 Customer Service (888) 835-5063









Sykesville, MD

BALTIMORE MD 2124

13 OCT 2012 PM 7 L



Chevrolet Executive Offices
Attn: Ms. Jakenya Anderson
P.O. Box 33170
Detroit, MI 48232

10-16-12 A09:17 1A

48232517070



[REDACTED]
Sykesville, MD [REDACTED]
October 12, 2012

Chevrolet Executive Offices
Attn: Ms. Jakenya Anderson
P.O. Box 33170
Detroit, MI 48232

Re: Case number: 71-1111680589

Dear Ms. Anderson:

Per our phone conversations I am enclosing the following items you requested to process my claim.

- Original repair receipt
- Copy of vehicle title
- Copy of vehicle registration

You indicated this documentation will enable you to process a refund for the parts portion of my repair bill dated September 14, 2012. That amount including tax is \$434.76.
Thanks again for your assistance.

Sincerely,
[REDACTED]

Enclosures

[REDACTED]
Sykesville, MD [REDACTED]
[REDACTED]



1119.82

Olde Towne Motor Company

7415 Springfield Ave.
Sykesville, MD 21784
Phone: (410) 552-9292

INVOICE

Page 1 of 1



Sykesville, MD	Vehicle: 06 Chevrolet Silverado 1500 VIN: 2GCEK13T46 License Mileage: 27,913	Inv #: A017484 Date: 09/14/12 PO #: Tech: 003 Writer: 002
----------------	---	---

Cell Phone: (443) 928-7040	Home: (410) 795-3937
----------------------------	----------------------

Description	Ref/Num	Qty	Unit Price	Parts	Service
Brake pedal is low and fluid is leaking from under the drivers door area.	>Service Request				
Replace All Steel Brake Lines With Stainless Steel Lines.	10088				493.00
Stainless Brake Line Kit		1.0		399.20	
DOT 3 Brake Fluid	B1400	3.0	3.65	10.95	
Front brake caliper bleeder are frozen and rusted to the point that they could not be removed.	*RECOMMENDATION*				
Fuel lines are very rusty in spots and will be a problem in the future. Fuel lines will need to be replaced at that time.					

CO
7415 SPRINGFIELD AVE
SYKESVILLE, MD 21784
09/14/2012
Merchant ID: 000000001394452
Terminal ID: 02160837
133204659998
CREDIT CARD
MC SALE
CARD # XXXXXXXXXXXXXXX1303
INVOICE 17484
Batch #: 000720
Approval Code: 16904P
Entry Method: Swiped
Mode: Online
SALE AMOUNT \$948.96

ORIGINAL

CUSTOMER COPY

"All Work Guaranteed"		Service 493.00
Because we take pride in the quality of the work we perform, your satisfaction is important to us. We encourage any questions, comments or concerns you may have, be made known to us. All work is warranted for a period of 6000 miles or six (6) months, whichever occurs first, unless otherwise specified, on parts and labor supplied by us. All warranty work must be performed by us. Liability shall not extend beyond the cost of the original repair, nor shall it include incidental damages i.e., towing, lost wages etc. By receiving your vehicle, you understand and acknowledge acceptance of the terms and charges contained herein. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto.	Date: _____	Parts 410.15
	Rec'd by: _____	Shop Suppli 20.00
	Pay type: _____	Non-taxable 493.00
	Amt Paid: _____	Taxable 430.15
	Balance: <u>948.96</u>	Sub-Total 923.15
Please sign here: x _____ Date: _____	Sales Tax 25.81	Inv Total 948.96
	Thank You	



MARYLAND CERTIFICATE OF TITLE

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR VOIDS.

NAME(S) AND ADDRESS

SYKESVILLE MD

ODOMETER CODES

- A. Actual Mileage
- B. Exceeds Mechanical Limits
- C. Not Actual Mileage

CONTROL NO.

I, THE UNDERSIGNED, HEREBY CERTIFY THAT AN APPLICATION FOR CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON, PURSUANT TO THE PROVISIONS OF THE MOTOR VEHICLE LAWS OF THIS STATE, AND THE APPLICANT NAMED ON THE FACE HEREOF HAS BEEN DULY RECORDED AS THE LAWFUL OWNER OF SAID VEHICLE.

THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALSE OR FRAUDULENT ODOMETER STATEMENTS MADE IN THE ASSIGNMENT OF THE CERTIFICATE OF TITLE OR FOR ERRORS MADE IN RECORDING BY THE ADMINISTRATION.

NAME(S) AND ADDRESS OF SECURED PARTIES IN RECORDED ORDER

LIEN RELEASE

MVA USE ONLY

OFFICIALLY ISSUED ON THE DATE SET FORTH ABOVE

ADMINISTRATOR OF MOTOR VEHICLES

VR-2 (01/04)
CONTROL NO.

THIS TITLE CONTAINS AN EAGLE WATERMARK WHICH IS VISIBLE WHEN HELD TO LIGHT

Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

CARMAX - ELLICOTT CITY

8901 EXECUTIVE CENTER ROAD

ELLICOTT CITY, MD 21043

IMPORTANT NOTICE: This certificate is transferable only when recorded and filed with the Motor Vehicle Administration and is valid only while the vehicle described on the face is owned by the individual, firm or corporation named thereon. TITLE AND SECURITY INTEREST FILING FEES ARE REQUIRED. Maryland excise tax is assessed on the greater of the total purchase price or the value of the vehicle as shown on the title. The tax is based on the purchase price or minimum allowed by law. No does not accompany the title, tax is based on the valuation shown in a national publication of used car value used by this Administration. If the vehicle is over seven (7) model years of age the tax is based on the greater of purchase price or minimum allowed by law. No Maryland Certificate of Title will be issued until all security interest or liens are filed with the Motor Vehicle Administration. However, this vehicle may be subject to liens or encumbrances not filed with the Motor Vehicle Administration. If this is a Duplicate Title it may be subject to the rights of a person under the Original Certificate. MARYLAND MOTOR VEHICLE ADMINISTRATION-6801 RITCHIE HIGHWAY, N.E. GLEN BURNIE, MARYLAND 21062.

ASSIGNMENT OF OWNERSHIP

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following:

Name(s) of Buyer(s) _____ (CITY OR TOWN) _____ (COUNTY) _____ (STATE) _____ (ZIP CODE) _____

Address of Buyer(s) _____ (STREET ADDRESS) _____

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

☐ 1. The mileage stated is in excess of its mechanical limits. **SELLING PRICE** _____

☐ 2. The odometer reading is not the actual mileage. **DATE OF SALE** _____

WARNING - ODOMETER DISCREPANCY

ODOMETER READING _____ (no tenths)

SIGNATURE OF SELLER(S) _____

PRINTED NAME OF SELLER(S) _____

SIGNATURE OF BUYER(S) _____

PRINTED NAME OF BUYER(S) _____

SIGNATURE OF CO-SELLER(S) _____

PRINTED NAME OF CO-SELLER(S) _____

SIGNATURE OF CO-BUYER(S) _____

PRINTED NAME OF CO-BUYER(S) _____

APPLICATION FOR TITLE AND REGISTRATION

Name(s) of Buyer(s) _____ (CITY OR TOWN) _____ (COUNTY) _____ (STATE) _____ (ZIP CODE) _____

Address of Buyer(s) _____ (STREET ADDRESS) _____

Give Maryland Driver's License Number and Date of Birth, if you do not have a Driver's License, give Date of Birth

BUYER'S DRIVER'S LICENSE NO. _____ DATE OF BIRTH _____ CO-BUYER'S DRIVER'S LICENSE NO. _____ DATE OF BIRTH _____

IF NOT SUBJECT TO A LIEN, INDICATE "NONE" _____ AMOUNT OF LIEN _____ DATE OF LIEN _____ KIND OF LIEN (DESCRIBE) _____

NAME OF SECURED PARTY _____ ADDRESS OF SECURED PARTY _____

I hereby make application for ☐ New Title and Tag ☐ New Title and Transfer of Tags ☐ New Title Only ☐ No Tag

IF MOTORCYCLE, LIST ENGINE NUMBER _____ IF TRUCK/TRACTOR/TRAILER LIST WEIGHT G.V.W. _____ G.C.W. _____

CLASS OF VEHICLE _____ TAG NUMBER _____ VALIDATION STICKER NUMBER _____

If you are transferring tags from a vehicle that you sold, to this vehicle, give following (if applicable) _____

NAME OF PERSON TO WHOM YOU SOLD THE OLD VEHICLE _____ ADDRESS _____

CERTIFICATION OF INSURANCE

NAME OF INSURANCE COMPANY (COPY FROM YOUR POLICY) _____

POLICY OR BINDER NUMBER _____ NAME OF AGENT _____

IS THIS VEHICLE TO BE TITLED AS JOINT TENANTS OR TENANTS BY ENTIRETIES?

☐ JOINT TENANTS ☐ TENANTS BY ENTIRETIES

NOTARY NOT REQUIRED

I hereby certify, under penalty of perjury that the statements made herein are true and correct to the best of my knowledge, information and belief and hereby state that the manufacturer's identification number shown on the face hereof agrees with the number plate on the vehicle.

Witness My(Our) Hand(s) And Seal

This _____ Day of _____ Yr _____

"I AM AWARE OF THE ODOMETER CERTIFICATION MADE BY THE SELLER"

SIGNATURE OF BUYER(S) _____

PRINTED NAME OF BUYER(S) _____

SIGNATURE OF CO-BUYER(S) _____

PRINTED NAME OF CO-BUYER(S) _____

CO-SIGNATURE OF PARENT, GUARDIAN OR RESPONSIBLE ADULT REQUIRED WHEN APPLICANT IS UNDER 18 YEARS OF AGE. MUST BE SIGNED BY OWNER(S), OFFICER(S) OF CORPORATION, OR PARTNER IN PARTNERSHIP

DEALER'S RE-ASSIGNMENT

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following:

Name(s) of Buyer(s) _____ (CITY OR TOWN) _____ (COUNTY) _____ (STATE) _____ (ZIP CODE) _____

Address of Buyer(s) _____ (STREET ADDRESS) _____

SIGNATURE OF BUYER(S) _____

PRINTED NAME OF BUYER(S) _____

SIGNATURE OF CO-BUYER(S) _____

PRINTED NAME OF CO-BUYER(S) _____

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

☐ 1. The mileage stated is in excess of its mechanical limits. **DATE OF SALE** _____

☐ 2. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**

ODOMETER READING _____ (no tenths)

SIGNATURE OF AUTHORIZED AGENT _____ DEALER'S NO. _____

PRINTED NAME OF AUTHORIZED AGENT _____

PRINTED NAME OF DEALERSHIP _____

IF NOT SUBJECT TO A LIEN, INDICATE "NONE" _____ AMOUNT OF LIEN _____ DATE OF LIEN _____ KIND OF LIEN (DESCRIBE) _____

NAME OF SECURED PARTY _____ ADDRESS OF SECURED PARTY _____

DEALER'S RE-ASSIGNMENT

The undersigned hereby certifies that the vehicle described in this title has been transferred to the following:

Name(s) of Buyer(s) _____ (CITY OR TOWN) _____ (COUNTY) _____ (STATE) _____ (ZIP CODE) _____

Address of Buyer(s) _____ (STREET ADDRESS) _____

SIGNATURE OF BUYER(S) _____

PRINTED NAME OF BUYER(S) _____

SIGNATURE OF CO-BUYER(S) _____

PRINTED NAME OF CO-BUYER(S) _____

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

☐ 1. The mileage stated is in excess of its mechanical limits. **DATE OF SALE** _____

☐ 2. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**

ODOMETER READING _____ (no tenths)

SIGNATURE OF AUTHORIZED AGENT _____ DEALER'S NO. _____

PRINTED NAME OF AUTHORIZED AGENT _____

PRINTED NAME OF DEALERSHIP _____

IF NOT SUBJECT TO A LIEN, INDICATE "NONE" _____ AMOUNT OF LIEN _____ DATE OF LIEN _____ KIND OF LIEN (DESCRIBE) _____

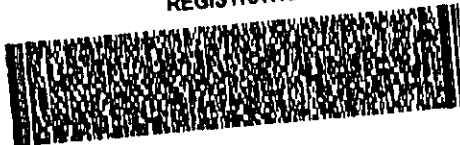
NAME OF SECURED PARTY _____ ADDRESS OF SECURED PARTY _____

ANY ALTERATION OR ERASURE VOIDS THIS TITLE.



6601 Ritchie Highway, N. E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE



TAG NUMBER

UNIT #

STICKER NUMBER

TITLE NUMBER		MAKE AND BODY STYLE OF VEHICLE CHEV TK		
YEAR 2006	CLASS EPO	EXCEPT N/A	VEHICLE IDENTIFICATION NUMBER 2GCEK13T4	
GR. VEH. WT. 07000	GR. COMB. WT. 00N/A	FEE 154.50	EXPIRATION DATE 02/28/2014	
OWNER'S LICENSE S		CO-OWNER'S LICENSE SOUND EX NO.		

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)



March 5, 2013

[REDACTED]
[REDACTED]
Sykesville, MD [REDACTED]

Service Request: 71-1111680589

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2006 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. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$434.76. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 902094803

50-837
213

DATE
10/25/12

434 DOLLARS

76 CENTS

AMOUNT
434.76

General Motors LLC
Disbursement Account

PAY
TO THE
ORDER
OF

SYKESVILLE MD

Prin D Albee
SIGNATURE

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

AUDIT

General Motors LLC
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 902094803

PAYMENT
DATE 10/25/12

ENDOR
INS NO. BB 000000017

ENDOR NAME ROBERT MEEKINS

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
GCEK13T461	10/24/12 71-1111680589	VM 1-IIQI3D 1-IIQI3D	00.0000	434.76	.00	434.76
TOTAL				434.76	.00	434.76

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

W3

RICHMOND VA 230

25 SEP 2012 PM 1 L



North Chesterfield VA

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

09-27-12 A11:57 IN

48232517272



9/19/2012

Dear GMC,

My name is [REDACTED] and have been a faithful owner of GM vehicles since I was a teenager. I now own a 2003 Chevy Suburban which recently left my wife stranded at a drive thru window when the brake pedal dropped to the floor and a large puddle of brake fluid formed on the ground under the drivers seat. Upon inspection, I found that the rigid brake line from the ABS unit to the rear of the vehicle has rusted through. It is obvious to me looking at all the rust on the frame and underbody, that the materials of construction were not properly treated for rust prevention. When this line was removed from the ABS unit for replacement, the threads were stripped out of the ABS unit, again something that should never happen. This ABS unit alone will cost 400.00 dollars to replace. The vehicle evaluation is given to me by my service manager, Wayne Troupe at Virginia Automotive Service, please call him for the details. I feel that these problems should have never have happened on safety critical equipment and I am very grateful that the brakes did not fail when she was driving. What I would like to see in the future is the use of only 316 stainless steel brake lines in all GM vehicles. This would eliminate anymore loss of property and especially lives from rusting. I have searched the internet for others that have had this same problem and have found a lot of complaints and an on going investigation of the problem. I have not made any other complaints, but I feel that this should be a recall. I request to be reimbursed by GM for the entire bill. I am having it repaired on 9/20/12 by the service shop I mentioned above. This problem has not influenced me to stop buying GM's, the Suburban will always be my first choice.

[REDACTED]
North Chesterfield VA [REDACTED]
[REDACTED]

Wayne Troupe, Service Manager
Virginia Automotive Service
6601 Jefferson Davis HWY
Richmond, VA 23237
804-743-1793

Virginia Automotive Services, Inc.

6601 Jefferson David Hwy

Richmond, VA 23237

804-743-1793

WE APPRECIATE YOUR BUSINESS

Repair Order #0002444

Date : 9/22/12

Page : 1

Center : 1

Customer: [REDACTED]	Vehicle : 2003 CHET SUBURBAN 1500
Address: [REDACTED]	License : [REDACTED] Ctr : GOLD
City : RICHMOND, VA	VIN : 1GNFK16ZX3 [REDACTED]
Phone 1 : [REDACTED] Ext : HOME	Engine : V8-325 5.3L Trans : AUTO
Phone 2 : [REDACTED] Ext : CELL	Mileage : 135066 Othe :

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
BRK500	7	REPLACE ABS PUMP AND RUSTED BRAKE LINES			371.48	469.50	840.98
	1.00	19149234	ABS PUMP			398.95	
	2.00	813-1225	BRAKE LINE			29.90	
	4.00	641-3304	BRAKE FITTINGS			33.00	
	1.00	302 X 4	FITTING	N REQD-NECESSARY COMPONENT		7.65	
MAN504	7	BG BRAKE FLUID FLUSH			60.00	29.95	89.95
	1.00	TE84032	DOT 4 BRAKE FLUID			29.95	
COU100	CUS	ANGIES LIST COUPON			-51.46		-51.46

Payments:

VISA/MASTERCARD, \$977.66, on 09/22/12

ORIGINAL

OK Bad	Recommendation	OK Bad	Recommendation	OK Bad	Recommendation
* MAINTENANCE	ALL FLUID FLUSHES				
* BELTS & HOSES	ORIGINAL HOSES				
* BRAKES	REAR BRAKES/ROTORS				
* FLUIDS	OIL LIGHT ON				
* SUSPENSION	SHOCKS				
* OTHER	WIPERS				

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your des-creation, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of re-pairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 12 MONTHS OR 12000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

Labor :	\$380.02
Parts :	\$499.45
Sublet :	\$0.00
Other Fees :	\$0.00
Shop/Enviro	\$69.73
Subtotal :	\$949.20
Sales Tax :	\$28.46
Paid By :	Total : \$977.66
VISA/MASTERCARD	
Pay Ref :	Paid : \$977.66
	Due : \$0.00

System (9:48:48 AM): chat_has_been_initiated

System (9:48:49 AM): [You are now chatting with Fred.]

Customer (9:52:17 AM): Hi Fred I was chatting with Veronica and lost connection. I have a 04 GMC 2500 HD with busted brake lines from corrosion. Was wondering if there is any help or recalls for this. I bought this truck new in Dec 03. VIN 1GTHK29U94E [REDACTED] thank you

Fred (9:52:46 AM): I will look into that for you, one moment please.

Customer (9:53:02 AM): thank you

Fred (9:53:54 AM): My records are showing that there are currently no recalls available for your vehicle.

Customer (9:55:14 AM): I saw on web sites that this is quite a problem, so is there any other recourse for help for this?

Fred (9:56:03 AM): Do you currently have a case open with GMC customer about this problem?

Customer (9:56:20 AM): no

Fred (9:56:50 AM): Would you like me to transfer you to that department?

Customer (9:57:14 AM): yes I'd appreciate it.

Fred (9:57:24 AM): No problem.

System (9:57:34 AM): [You have been transferred to department: Customer Assistance Center]

System (9:57:36 AM): [You are now chatting with Tricia.]

[REDACTED] (9:58:15 AM): Welcome to GMC Customer Assistance. One moment while I review your chat

Tricia (9:58:54 AM): Would you like to continue here via chat or by phone?

Customer (9:59:28 AM): phone might be better> thank you

Tricia (10:00:11 AM): I would be happy to give you a call. In order to do so, I will need your name, address, phone number, current mileage, and dealer name. What time would be best to reach you?

Tricia (10:03:13 AM): Are you still there?

Customer (10:04:42 AM): [REDACTED] Ten Mile TN [REDACTED]. I bought the truck in IN. from Conkle Pontiac and GMC. They are no longer there. And I've moved. It's got around 60,000 mi I can the correct mileage . I'm able to talk now. thank you The dealer was in Kokomo IN 46901

Tricia (10:05:20 AM): Have you been to a dealer for service?

Customer (10:05:48 AM): NO I have no brakes!

Tricia (10:06:32 AM): I am going to set up a case for you quickly and then I will give you a call. However, we would need to have the vehicle diagnosed by a GM dealer in order to proceed.

Customer (10:08:33 AM): Ok but what is involved in getting a diagnosed? You can see corrosion at the clamps holding down the lines and that it busted through.

Tricia (10:09:13 AM): We would need to determine whether this is the result of manufacture defect.

Customer (10:10:08 AM): I have taken this truck to a dealer in Athens TN. for other problems though.

Tricia (10:10:36 AM): What is the name of that dealer?

Customer (10:11:13 AM): I believe it Don Ledford

Tricia (10:12:02 AM): Thank you. I will set this up for you and give you a call. Is there anything else I can do for you here at the moment?

Customer (10:14:00 AM): Not that I know of. But have they found this problem to be a defect from manuf. yet? It sounds like a real familiar problem by looking on some web sites.

Tricia (10:14:39 AM): Unfortunately I do not have that information. We look at each situation on a case by case basis. That is why we would need to have the vehicle diagnosed.

Customer (10:14:50 AM): ok

Tricia (10:15:14 AM): I will be in contact. Thank you for visiting GMC Customer Assistance.

HARTFORD CT 061

13 OCT 2012 PM 1 L

10-17-12 A09:09 IN



Oxford, Ct

GMC Customer Service Center
PO BOX 33172
Detroit, MI 48232-5172

48232517272



GMC Customer Service/ Assistance

P.O.Box 33172

Detroit, MI. 48232-5172

October 2, 2012

Dear Sirs;

We own a 2003 GMC Sierra 1500 Extra cab truck. It was purchased in June of 2003. It has just over 100,000 miles on it. It has been maintained throughout and garaged.

On Sunday, August 26, 2012, our son was driving the truck in our neighborhood and the brakes failed without warning. There were children playing in the street. While avoiding a ball that had rolled down a driveway and into the street, he pressed on the brake and the pedal went to the floor. He then pressed on the emergency brake, this did not stop the truck. On his third breaking attempt, the emergency brake slowed the vehicle enough, and he was able to steer to the curb and throw the truck into park.

Thankfully, there were no kids in his path. If he could not have stopped, or there was a child in the street, one family's life, his life, ours and that of any onlookers would have been altered forever.

Looking online to see if there have been problems reported, we found the NHTSA has an investigation on this GMC model, other GMC models and SUV's in the Salt Belt states. If this is an ongoing issue, there should have been a warning passed along to vehicle owners.

The brakes on this truck were done between 70,000 and 80,000. All pads were replaced, 2 new rotors and 2 rotors were cut. No mention of brake line deterioration, corrosion, or visible problems were brought to our attention at that time.

This vehicle is used mainly by my husband who drives it 6 miles one way to work daily. No problems, squeaking, or pedal changes had been noted. An indicator light never came on.

We were all really quite shaken by this incident. We had it towed to a dealership for repair. It went there during the Labor Day holiday thus delaying the repair. We were informed that the brake lines had rotted out.

It is our intention to follow up with GM concerning this issue and the possibility of this being a reimbursable incident considering the history with the brakes on this model.

Oxford, CT.

Wanagae, N.J.



7011 3500 0002 9051 6534

Mr. Daniel Akerson, C.E.O.

General Motors Corp.

NOV 13 2012 300 Renaissance Center

Detroit, Michigan 48265-3000

11-15-12 A11:40 IN

00069496-08

\$2.95

U.S. POSTAGE
PAID
MANAGUE, NJ
NOV 05 12
AMOUNT
\$0.46



48243+1403



RECEIVED

NOV 14 2012

D.F. AKERSON

[REDACTED]
Wanaque, NJ [REDACTED]

29 Nov., 2012

Mr. Daniel Akerson, CEO
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265-3000

Subject: CATASTROPHIC BRAKE FAILURES WITHOUT WARNING OCCURRING ON
SILVERADO TRUCKS YEARS 1999 TO 2004

Dear Mr. Akerson,

Our family has been Chevy owners since the 1930's. We have been Chevy truck owners since the 1950's. My father-in-law worked for General Motors and built Chevy's. The purpose of this letter is to make you aware of a problem with the Silverado that will only get worse as time goes on and will surely result in deaths and serious injuries.

On June 13, 2012 I experienced complete loss of braking power without any warning. The lines ruptured under the driver side door where they are bunched together. They were corroded. If one checks the internet, it is quickly noted that the problem is widespread and multiplying.

While I realize a recall would involve millions of vehicles, Silverado truck owners must be made aware that brake failure is almost inevitable. Folks keep their trucks a long time. The lines must be replaced as the corrosion may not be that evident from outside.

While the bankruptcy of your company may have relieved GM from many obligations, the right thing to do is to notify owners of these older trucks of the catastrophic brake failure that awaits them if their brake lines are not checked and replaced.

Sincerely yours,
[REDACTED]

March 5, 2013

[REDACTED]
[REDACTED]
Wanaque, NJ [REDACTED]

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 below 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
Service Request Number: 71-1127649801

R

Phoenixville, PA

FOREVER



Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5770

12-28-12 A09:15 RCVD

48232517070



[REDACTED]
Phoenicia, PA [REDACTED]
Dec. 26, 2012

General Motors Division
Chevrolet Customer Service Center
P.O. Box 33170
Detroit, MI 48232-5170

Gentlemen or Ladies:

I presently own several General Motors products, which include a 1984 El Camero, 1995 GMC TopKick, 2001 Suburban, 2007 Silverado Denali pickup and a 2010 Silverado pickup.

My Suburban has 144,000 miles and it recently had the brake lines deteriorate and leak. The cost to repair same was almost \$1500.00. It seems to me for the brake lines to deteriorate and leak, would suggest they were inferior.

Enclosed is copy of the repair bill and I would like to hear from you as to your explanation for the problem.
Thank You.

Sincerely,
[REDACTED]
[REDACTED]

PHOENIXVILLE, PA

COPY



Chevrolet
600 NUTT ROAD ROUTE 23
PHOENIXVILLE, PA 19460-3333
(610) 933-7707
www.kellychevrolet.com

SERVICE ADVISOR **RICHELE BADER**

REPAIR ORDER 23NOV12	DATE READY 05DEC12	STOCK NO.	VEHICLE IDENTIFICATION 3GNFK16T01G	CUST. NO.	TAG NO.	P.O. NO.	INVOICE 05DEC12	INVOICE NO. 363589
TIME IN 08:54	TIME READY 06:20	YEAR 01	MAKE & MODEL CHEVROLET SUBURBAN	TELEPHONE NO.	CUST. PAY 0.00	DELIVERY 22MAY01	PREPARED 30	S/A 34
MILEAGE IN 144459	MILEAGE OUT 144459	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					

TECH	TYPE	HOUS	LIST	NET	TOTAL
A BRAKE LINE NEAR REAR DIFFERENTIAL IS LEAKING.					
MA99 REPLACE ALL BRAKE LINES. BOTH LEFT SIDE CALIPERS (BLEEDERS BROKEN). FILL AND BLEED BRAKE SYSTEM AS NEEDED.					
41	CT	11.70	1000.00		1000.00
1	19287400	CLEANER	6.82	6.82	6.82
1	19141724				
	REMANUFACTURED CALIPER	98.34	98.34		98.34
1	19141581				
	REMANUFACTURED CALIPER	98.34	98.34		98.34
2	3400	PIPE	46.88	46.88	93.76
6	121004	FITTINGS	3.69	3.69	22.14
3	123400	UNION	4.98	4.98	14.94
2	340	PIPE	8.08	8.08	16.16
1	15743078	NUT	5.16	5.16	5.16
5	11588803	NUT	14.38	14.38	71.90
3	12377967	FLUID	10.14	10.14	30.42



Thank You
For coming to
Kelly!



Certified Service

HOURS: MON - FRI 8:00 AM - 5:30 PM
SAT - 8:00 AM - 3:00 PM

**** PRE-INVOICE ****

DESCRIPTION	TOTALS
LABOR AMOUNT	1000.00
PARTS AMOUNT	457.98
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1457.98
LESS INSURANCE	58.19
SALES TAX	87.48
PLEASE PAY THIS AMOUNT	1487.27 X

TERMS: CASH OR CREDIT CARD
I hereby authorize the repair work hereinafter 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.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express 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 said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

VISIT US ON THE WORLD WIDE WEB
www.kellychevrolet.com

ANGOLA, NEW YORK

BUFFALO NY 142

28 DEC 2012 PM 5 L



CHEVROLET MOTOR DIVISION
CUSTOMER ASSISTANCE
P.O. BOX 33170
DETROIT, MI, 48232-5170

48232517070



12-27-12

Page ①
Lomando

CHEVROLET MOTOR DIVISION
CHEVROLET CUSTOMER ASSISTANCE
PO BOX 33170
DETROIT, MI. 48232-5170

DEAR CUSTOMER SERVICE

On 9-18-12 I took my 2002 SILVERADO to
CATALANO MOTORS Angola Ny 14006 for
a power STEERING Leak, the pump, Hose
& Fluid were replaced

They also Notified me that all the
Brake Lines were VERY Rusty & Also
all the Gas Lines HAD to BE Replaced.

The TOTAL COST FOR Repairs: Brake Lines 538.20

: Gas Lines 233.25

TOTAL 771.25

I believe that GM should BARE the Cost
of Replacement.

I Bought the 2002 SILVERADO New for
\$ 30,000 + The truck Currently HAS
3570 miles on it. See Invoice # 110514

I currently own - Besides the 2002 SILVERADO
A. 2006, Trail Blazer Brough New - 2007 T. Blazer
A. 2000 Chevy Blazer & 2000 Cadillac Eldorado.

Page 2
Lomando

All my service work is Done By
catalano Motors From inspection to
oil changes, & Brake shoes & etc.
I am very Happy With Their Customer
Service, Dept. C

OVER THE PAST 30 YEARS I HAVE NEVER
HAD TO REPLACE ALL Brake Lines OR GAS
Lines on my G M Vehicles.

Talking to other Gm customers with
TRUCKS I find this to BE A problem
for 2002-2008 models

I would Appreciate that this \$771.25 BE
COVERED By Gm. Please Advise

Thankyou

Angela Ne

CATALANO MOTORS, INC.



8327 ERIE ROAD, ANGOLA, NY 14008
(716) 549-1300 FAX: (716) 549-1351
www.catalanomotors.com
CatalanoService@gmail.com

Repair Shop Reg. No. R 5150762

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
09/18/12	02	CHEVROLET	SILVERADO	1GCHK24U62E	6014	3570	3570	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	10/05/12	05	09/18/12 00:00		90.00	01	10/24/12	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
110514				2				

===== REPAIR LINE 001 =====

CUSTOMER CONCERN - POWER STEERING LEAK
FOUND PUMP AND PRESSURE LINE LEAKING (RUSTED/LEAKING)
REPLACE PWR ST PUMP ASMY AND PRESSURE HOSE. FILL AND BLEED HYDRALIC SYSTEM.
25% OFF PARTS

Bill Code - C
76 REPLACE COMPONENT 08 M A 270.00
Total Labor 270.00
172.29
GM 20756715 PUMP 1 65.02
GM 15295853 HOSE 1 7.35
GM 89021182 FLUID 1
Total Parts 244.66
Total Line 514.66

===== REPAIR LINE 002 =====

CHECK BRAKE FLUID LEAK
ALL BRAKE LINES VERY RUSTED
REPLACE ALL BRAKE LINES, FRONT AND REAR. FILL AND BLEED HYDRALIC SYSTEM
25% OFF PARTS

Bill Code - C
76 REPLACE COMPONENT 08 M A 450.00
Total Labor 450.00
75.60
YY 1/4 LINE BRAKE LIN 1 12.60
GM 12378047 FLUID 3 88.20
Total Parts 538.20
Total Line

===== REPAIR LINE 003 =====

CHECK GAS LEAK
REPLACE FRONT SECTION OF FUEL LINE ASMY FROM FILTER TO ENGINE
25% OFF PART

Bill Code - C
76 REPLACE COMPONENT 08 M A 180.00
Total Labor 180.00
233.05
GM 15064600 HOSE 1
Total Parts 233.05

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 said products. Any limitation contained herein does not apply where prohibited by law.

X
Customer Signature

LABOR AMOUNT	
PARTS AMOUNT	
MISC SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

CERTIFIED MAIL™

Beacon, ny



7012 3050 0002 2641 7101



1000



48232

U.S. POSTAGE
PAID
GLENHIA, NY
12527
JAN 30 13
AMOUNT

\$5.65
00096282-03

Stice
REVER

RETURN RECEIPT
REQUESTED

02-04-13A11:31 RCVD

Chevrolet
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

482325170



[REDACTED]
Beacon, NY [REDACTED]
[REDACTED]

January 28, 2013

Chevrolet Customer Assistance Center

PO Box 33170

Detroit, MI 48232-5170

To Whom It May Concern:

Re: Chevrolet Silverado Truck 2003

VIN# 1GCHK23U33F [REDACTED]

Mileage 75200

After noticing a gas leak under my truck I called Healey Chevrolet at (845) 298-2001 and spoke to the service advisor Michael Corcoran. Having made an appointment, I asked my father to drive the truck to Healey's on that day. When he put the truck into reverse he had no brakes and had to use the emergency brake before rolling into my mother's car behind him. I called a tow truck to deliver my truck to the dealership.

After inspection I was advised that my truck's gas and brake lines had rusted through and needed to be replaced, on a vehicle that is nine and a half years old with just 75000 miles. This should not have happened, and I am fortunate that my father wasn't in a serious accident—my dad had no warning what-so-ever that he had no brakes! I consider rusted gas and brake lines a very critical safety issue. Upon research, I found that many other owners of GM trucks have experienced the same problem—it is a widespread complaint from Silverado truck owners that brake lines and gas lines are rusting through and very expensive to replace...and they have been reported to Chevrolet/GM.

I have no complaints about Healey Chevrolet and the excellent service they gave me. But, I can't believe that a problem causing brake failure without warning and gas leaks that could cause fires is not alarming to Chevrolet/ GM. I should have been notified that there could be a problem and to come in for an inspection. Please advise me as to what is being done to promote the safety of all who own GM trucks. I do want to know that Chevrolet/GM is concerned about our safety and is addressing this issue.

Sincerely



Cc: National Highway Traffic Safety Administration

Service Request Detail

SR No.	71-1097176662	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Brakes - Hoses / Pipes / Lines (Front)	Sub-Area	ESIS Escalation
Address		City	Terryville	Involved Dir		Safety	Yes
State	CT ZipCd	Con Acct		Source	Phone	Updated	8/15/2012 03:00:28 PM
Serial #/VIN	1GCEK14V022	Model Year	2002	Priority	Medium License # CHEVROL	Owner	DABBSKE
Make	Chevrolet	Warr. Start	12/27/2001	Status	Open	Opened	8/14/2012 12:14:06 PM
Model	Silverado	Mileage	132000	Sub-Status	Dissatisfied	Closed	
Abstract	Lines/Brakes						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner		N	2	1	Asphalt	Dry	na	unk
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'4		yes				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unk	unk		Allstate					
Incident Loc	Matthew St /Route 6 (Terryville Rd) Bristol CT 06010				Incident Desc	Customer was approaching an intersection and is alleging that their brakes failed causing them to nick another vehicle turning right		
Component	brakes				Damage Desc	driver's side on the bumper shifted and broke my front headlamp. Shifted the front quarter and made hood hard to open		
Vehicle Loc	customer's possession in transit				Addl Info	last svc date: unk too last svc date: unk		
Emgcy Svc Names	unk				Maint Loc	Independent		

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	brakelines
Vehicle Speed	20		Weather Condition	normal			Prop Owner	unk
Last Service Date			Loc Last Service				Property Location	Matthew St /Route 6 (Terryville Rd) Bristol CT 06010
Veh Est Repair Cost	\$1,000.00		Spec Equip Installer	none			Prop Damage Description	dent above driver side rear wheel well
Primary Veh Use	Personal		Inspection Type	Brake, ABS & Traction Control			Inspected By	Inspection Not Performed
Veh Damage Description	driver's side on the bumper shifted and broke my front headlamp. Shifted the front quarter and made hood hard to open				Explain Other	na		
							Property Type	Honda
							Prop Est Repair Cost	\$2,000.00
							Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/16/2012 08:21:25 AM	AMSTUTST	ESISBQU	Escalation	ESIS - Property Damage	In Progress		Property Damage, Insurance Involvement

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

Comments

cust claims brake failure caused a collision with another veh resulting in damage, cust's insurance paid out a claim

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2012 03:11:23 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Scheduled Alarm		esls - third party property damage

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

Comments

Customer was going to a stop and alleging that the brakes failed causing them to nick another vehicle.

esls - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2012 03:10:59 PM	BABBSKE	AMSTUTST	Notify CRM		Done	8/16/2012 08:21:23 AM	esls - third party property damage

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Customer was going to a stop and alleging that the brakes failed causing them to nick another vehicle.

esls - third party property damage

kellinbabbs/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/16/2012 03:08:56 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	8/16/2012 03:10:21 PM	michela.loahy@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

A product allegation claim has been made in your region. The customer is alleging that their brake lines failed as they approached and intersection and nicked the side of another vehicle that was turning right. The insurance company has already paid out. The other vehicle's damage was over \$2,000.00. This case is being escalated to ESIS because of third party property damage.

Rossi

2002 Chevrolet Silverado

1GCEK14V02

Bristol CT

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

Respectfully,
Kellin Babbs | CRS

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5700 41026 | Fax: 866-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/16/2012 03:00:29 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	8/16/2012 03:00:29 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
8/16/2012 02:43:06 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	8/16/2012 02:44:14 PM	

Contact Last Name Contact First Name Account BAC Code

Comments

see initial

kellinbabbs/par/atl

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2012 02:42:02 PM	BABBSKE	BABBSKE	Inbound Call Customer	Voice Mail Received	Done	8/15/2012 02:42:05 PM	update from customer

Contact Last Name Contact First Name Account BAC Code

Comments

rossy -
cust sts; you just called me. This was on a brakeline issue 8003074

kellinbabbs/par/atl 8/14/12 6:28

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2012 02:41:31 PM	BABBSKE	BABBSKE	Inbound Call Customer	Voice Mail Received	Done	8/15/2012 02:41:46 PM	update from customer

Contact Last Name Contact First Name Account BAC Code

Comments

rossy cust sts: calling about my brakelines rolling out.

kellinbabbs/par/atl 10 15

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 08:20:29 PM	BABBSKE	BABBSKE	Scheduled Outbound Call	Follow-up Attempt	Done	8/15/2012 02:41:24 PM	2nd attempt

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

Comments

2nd attempt on initial

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 05:46:27 PM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	8/16/2012 03:04:02 PM	business case

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

Comments

Customer was going to a stop and alleging that the brakes failed causing them to nick another vehicle.

esls - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 05:44:41 PM	BABBSKE	BABBSKE	Other		Done	8/15/2012 03:04:47 PM	vehicle incident location

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

Comments

Matthew St./Route 6 (Tennyville Rd) Bristol CT 06010

kellinbabbs/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 01:53:59 PM	AMSTUTST	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	8/14/2012 01:54:15 PM	PAR VM
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

new case for PAR, 71-1097176692, cust Joseph Brausy, 8809203474, thank you

8/14/2012 12:26 PM

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 01:48:01 PM	MERCADTO	BABBSKE	Ownership Changed		Done	8/14/2012 01:48:01 PM	Service Request Ownership has changed FROM: BLANCAFL TO: BABBSKE
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
8/14/2012 01:47:35 PM	MERCADYO	BABBSKE	BRO PAR	Initial Contact - Field	Done	8/15/2012 03:09:54 PM	michela.leahy@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

A product allegation claim has been made in your region. The customer is alleging that their brake lines failed as they approached and intersection and nicked the side of another vehicle that was turning right. The insurance company has already paid out. The other vehicle's damage was over \$2,000.00. This case is being escalated to ESIS because of third party property damage.

Rossi

2002 Chevrolet Silverado

1GCEK14V0

Bristol CT

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

Respectfully,
Kellin Babbs | CRS

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 01:47:27 PM	MERCADYO	BABBSKE	BRO PAR	Initial Contact-Dealer	Done	8/14/2012 05:46:38 PM	no prior dr involvement in last 2 years
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

no prior dr involvement in the last 2 years.

kellinbabbs/pa/fax

Confidential Comments

Report Generated for toporowm

on 8/17/2012

Page 7 of 11

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Resolution
8/14/2012 01:47:10 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Phone	Done	8/15/2012 03:04:20 PM	

Contact Last Name	Contact First Name	Account	OAC Code
-------------------	--------------------	---------	----------

Comments

crs spoke w/

crs verified customer contact information.
crs verified customer address

Cust. states: was traveling down a hill and lightly tapping the brakes. Everything seemed to be good. 60-100 feet of the light I applied pressure on the brake and it went to the floor. As someone was turning right I nicked their car. I did snake my way through this tight intersection. The pillars were iron but I didn't hit anything. I had called the police. Officer noticed it was dripping and I pressed down on the brake and noticed fluid shooting on the brakeline.

Original owner?n

rental? n

medical attn? n

par form notes:

last svc date: unk

too last svc date: unk

inspec date time: unk

Incident date time: customer says that they do not know. Customer is stating that it happened in march or april

insurance phone number: unk

insurance claim made and paid out.

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

kelldnbabbs/parfax

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 01:46:45 PM	MERCADTO	BABBSKE	Notify CRM		Done	8/14/2012 06:18:58 PM	File assigned to Kellin Babbs @ x31460
Contact Last Name	Contact First Name	Account	BAC Code				

file received.

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 01:45:47 PM	MERCADTO	BABBSKE	BRC PAR	Case Assigned	Done	8/14/2012 06:19:04 PM	File assigned to Kellin Babbs @ x31460
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

file received.

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 01:45:39 PM	MERCADTO	BLANCAFL	SR Opened		Done	8/14/2012 01:45:39 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
8/14/2012 01:45:37 PM	MERCADTO	BLANCAFL	SR Closed - Dissatisfied		Done	8/14/2012 01:45:37 PM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

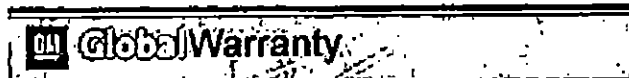
Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 12:27:15 PM	BLANCAFL	AMSTUTST	Notify CRM		Done	8/14/2012 01:45:27 PM	Pro Par-Allegas collision due to defect in the brakes
Contact Last Name	Contact First Name	Account			UAC Code	Received and Assigned in PAR Stacy/ATX/PAR	
Comments							
MARIA/BA/CAC T1/LVL2							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 12:16:27 PM	BLANCAFL	BLANCAFL	Inbound Call Customer	Complex Request	Done	8/14/2012 12:27:14 PM	
Contact Last Name	Contact First Name	Account			BAC Code		
Comments							
Cust sts due to a defect with this vehicle he got involved in a collision. Sts 4-6 months ago the brake lines started leaking and that caused him to loose his brakes and get into an accident with another vehicle. Sts he has the police report available. Sts after this he repaired the vehicle himself since he is on a fixed income, but this should be taking care off professionally.							
Cust sts assistance.							
Crs adv his case will be forwarded to PAR, who will be contacting him within 48 business hours.							
MARIA/BA/CAC T1/LVL2							
Confidential Comments							

UCC Information

UCC Code	Symptom	Description
H41	Leaks	Brakes - Hoses / Pipes / Lines (Front & Rear)

[Logout](#)

August 17, 2012

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

INTERFACE WITH
CUSTOMERView 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)

Vehicle Information

VIN 1GCEK14V022 Model CK15703-2002 SILVERADO LT1 1500 4WD REG CAB
Service Contract No Branded Title No Warranty Block No PDI Status: No
Order Type 70 - RETAIL - STOCK
Field Actions: [2 Open](#)

For this vehicle:

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

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	Open
Product Safety Recall	N050068	05068	FRONT WHEEL SPEED SENSOR CORROSION	09/22/2005	Open

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	02/19/2010	12/27/2001	6 MI	12/27/2009	80,006 MI
	Corrosion Limited Warranty	02/19/2010	12/27/2001	6 MI	12/27/2007	100,006 MI
	Bumper to Bumper Limited Warranty	02/19/2010	12/27/2001	6 MI	12/27/2004	38,006 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
12/26/2001	129172	ZREG—Regular Vehicle Transaction		Z6800 - PDI Related Fluid Adds	10 MI
12/03/2001	A06446	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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August 17, 2012

[Logout](#)

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN 1GCEK14V02Z Model CK15703-2002 SILVERADO LT1 1500 4WD REG CAB
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions [2 Open](#)

Vehicle Build

Model CK15703-2002 SILVERADO LT1 1500 4WD REG CAB Order Number DSQXDH
 Gross Vehicle Weight 2,769 Build Date 12/03/2001
 Build Plant Z

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](#)

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.

12C - GRAPHITE CLOTH

1SG - BASE PLUS PACKAGE * AIR CONDITIONING W/AIR
 FILTRATION SYSTEM * COLOR KEYED CARPET * CHROME GRILLE *
 40/20/40 SEATING * UNIT PRODUCED WITHOUT BODY SIDE
 MOLDINGS

39U - INDIGO BLUE METAL PEWTER MET

7YT - FRONT SPRING

B30 - WHEELHOUSING & FLOOR CARPETING

B65 - BLACK BODY SIDE MOLDINGS

C60 - AIR CONDITIONING WITH AIR FILTRATION SYSTEM

E63 - FLEETSIDE BODY

F60 - HEAVY DUTY FRONT SPRINGS

FK2 - TORSION BAR SPRING ADJUSTMENT

FWM - FORT WAYNE PLANT

JC5 - 4 WHEEL POWER DISC BRAKES

KQ8 - 130 AMP GENERATOR

LR4 - VORTEC 4800 V8 SFI GAS ENGINE

NF2 - FEDERAL EMISSION SYSTEM

NZZ - OFF-ROAD SKID PLATE PACKAGE

PDD - COLOR-KEYED CARPET

QBN - LT245/76R16/C OOR BW TIRES

TRW - PROVISIONS-ROOF MOUNTED LAMP

UQ5 - EXT RANGE SOUND FRT & RR SPKRS

12I - GRAPHITE INTERIOR TRIM

1SZ - PREFERRED EQUIPMENT SAVINGS

8YT - COMPONENT FRT LH
COMPUTER SELAE7 - 40/20/40 SPLIT BENCH
RECLINING FRONT SEATB32 - FRONT COLOR-KEYED
FLOOR MATS

C6M - 6,100 LB GVW RATING

DE2 - EXT MANUAL CTRL FOLDING
MIRRORSEVA - EVAP EMISSION
REQUIREMENTFE9 - FEDERAL NY/MAM/MT
EMISSIONSFK3 - TORSION BAR SPRING
ADJUSTMENT

GT4 - REAR AXLE - 3.73 RATIO

K47 - HIGH CAPACITY AIR
CLEANERKNP - HD AUX TRANSMISSION
COOLING SYSM30 - 4-SPD AUTOMATIC
TRANSMISSION WITH TOW HAUL
MODENP2 - MANUAL SHIFT TRANSFER
CASEP03 - CHROME CENTER WHEEL
CAPS

PY2 - CHROME STEEL WHEELS

SLM - STOCK ORDERS

UM7 - AM/FM STEREO W/4
SPEAKERS

V22 - DELUXE FRONT

V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA

VG3 - FRONT DELUXE CHROMED BUMPER

VYU - SNOW PLOW PREP PROVISIONS

XBN - LT245/75R16/C OOR BW TIRES-FRNT

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

Z85 - HEAVY DUTY SUSPENSION

ZY1 - SOLID PAINT

APPEARANCE PKG.

V83 - CHROME REAR STEP
BUMPER

VX6 - COMPLETE VEHICLE LABEL

X88 - CHEVROLET CONVERSION

Y8N - LT245/75R16/C OOR BW
TIRES-REAR

YD8 - BASE REAR SPRING

ZBN - LT245/75R16/C OOR BW
TIRE-SPARE

Added Option Codes

Vehicle has no current record of SAID codes.

Global Warranty Management: Site Map

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August 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Component Summary ?

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

Vehicle Information

VIN 1GGEK14V02 [REDACTED] Model CK15703-2002 SILVERADO LT1 1500 4WD REG CAB
Service Contract No Branded Title No Warranty Block No PDI Status: No
Order Type 70 - RETAIL - STOCK
Field Actions: [2 Open](#) [REDACTED]

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle Transaction History Detail](#)[View Vehicle Delivery Information](#)

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability 013335333
Source Plant: W-CPC/DDA ROMULUS, MICHIGAN	Part / Number Broadcast: XBA
Date Scanned: 11/30/2001	Time Scanned: 22:20:00 Scan Station 02
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability 441803241
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: WTR
Date Scanned: 11/30/2001	Time Scanned: 21:07:00 Scan Station 18
Component Code: 50-INSTRUMENT CLUSTER	Traceability DHR107435
Source Plant: 3-	Part / Number Broadcast: DHRK
Date Scanned: 11/30/2001	Time Scanned: 21:07:00 Scan Station 99
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0AL666025
Source Plant: N-	Part / Number Broadcast: SG
Date Scanned: 11/30/2001	Time Scanned: 22:33:00 Scan Station 05
Component Code: 61-TRANSMISSION	Traceability 30828885
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 2KBD
Date Scanned: 11/30/2001	Time Scanned: 22:33:00 Scan Station 05
Component Code: 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: C007237
Source Plant: G-	Part / Number Broadcast: UL2
Date Scanned: 11/30/2001	Time Scanned: 23:10:00 Scan Station 04
Component Code: 85-REAR AXLE ASSEMBLY	Traceability 028415
Source Plant: G-SAGINAW DETROIT, MICHIGAN	Part / Number Broadcast: MH4
Date Scanned: 11/30/2001	Time Scanned: 22:32:00 Scan Station 03
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 21332C2DQ
Source Plant: 9-	Part / Number Broadcast: DMNP
Date Scanned: 12/03/2001	Time Scanned: 07:10:00 Scan Station: DV
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00086247
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 7200
Date Scanned: 11/30/2001	Time Scanned: 23:11:00 Scan Station: 14
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 7VMUJLN
Source Plant: I-INLAND	Part / Number Broadcast: 1134

Date Scanned: 11/30/2001	Time Scanned: 23:28:00	Scan Station: 12
Component Code: AD-IR-SENSOR-FORWARD	Traceability: 035RRD	
Source Plant: H-HAMLIN INC, LAKE MILLS WISCONSIN	Part / Number Broadcast: 6306	
Date Scanned: 11/30/2001	Time Scanned: 23:16:00	Scan Station: 18
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 2V613JV	
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2834	
Date Scanned: 11/30/2001	Time Scanned: 20:56:00	Scan Station: 21
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 11332CWCW	
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: 1392	
Date Scanned: 12/03/2001	Time Scanned: 07:10:00	Scan Station: DV
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1080764	
Source Plant: -	Part / Number Broadcast: 12S	
Date Scanned: 11/21/2001	Time Scanned: 04:14:00	Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 3156808	
Source Plant: -	Part / Number Broadcast: 1PA	
Date Scanned: 11/30/2001	Time Scanned: 11:02:00	Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 3163853	
Source Plant: -	Part / Number Broadcast: 1KA	
Date Scanned: 11/30/2001	Time Scanned: 17:52:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 4106400	
Source Plant: -	Part / Number Broadcast: 1FA	
Date Scanned: 11/30/2001	Time Scanned: 20:07:00	Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Global Warranty

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August 17, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN 1GCEK14V02 [REDACTED] Model CK15703-2002 SILVERADO LT1 1500 4WD REG CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [2 Open](#) [REDACTED]

For this vehicle:

[View Vehicle Summary](#)

- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)

[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle Transaction History Detail](#)[View Vehicle Delivery Information](#)

Job Card Date: 12/26/2001

Job Card Number: 129172

Repair Service Agent: 111114
CHIC MILLER'S CHEVROLET, INC.
40 WEST ST
BRISTOL CT 06010-6296
8605891400

Odometer Reading: 10 MI
Authorization Code:

Process Date
01/08/2002

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 Z6999-PDI Related Fluid Adds

Causal Part Number

[See other Parts and/or Net Items](#)

Job Card Date: 12/03/2001

Job Card Number: A06445

Repair Service Agent: 111114
CHIC MILLER'S CHEVROLET, INC.
40 WEST ST
BRISTOL CT 06010-6296
8605891400

Odometer Reading: 0 MI
Authorization Code:

Process Date
12/07/2001

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

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August 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GCEK14V02 [REDACTED] Model CK18703-2002 SILVERADO LT1 1600 4WD REG CAB
Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
Order Type 70 - RETAIL - STOCK
Field Actions: [2 Open](#)

Invoice Information

Invoicing Service Agent: 111114
CHIC MILLER'S CHEVROLET, INC.
40 WEST ST
BRISTOL CT 06010-6298 8605891400

Invoice Date: 12/03/2001

Ship to Information

Ship to Service Agent: 111114
CHIC MILLER'S CHEVROLET, INC.
40 WEST ST
BRISTOL CT 06010-6298 8605891400

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 111114
CHIC MILLER'S CHEVROLET, INC.
40 WEST ST
BRISTOL CT 06010-6298 8605891400

Delivery Date: 12/27/2001
Delivery Type: 010--INDIVIDUAL
Delivery Odometer: 6

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

For this vehicle:

[View Vehicle Summary](#)

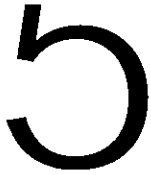
Service Contract
Branded Title
Warranty Block

[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle Transaction History Detail](#)[View Vehicle Delivery Information](#)

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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*

Paul Olle
Claims Administrator

August 21, 2012

[REDACTED]
TERRYVILLE, CT [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 746423
Our Client: General Motors LLC
Date/Event: 3/24/2012
Subject vehicle: 2002 Chevrolet Silverado
VIN: 1GCEK14V02Z [REDACTED]

Dear Mr. [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. The Statute of Repose in Connecticut is 10 years from the date of the original purchase. Our records indicate that the vehicle was purchased by the original owner on December 27, 2001 and this statute would have expired on December 27, 2011. As such, this claim is time barred and General Motors LLC must respectfully deny this claim.

Sincerely,

Paul Olle

Paul Olle
Claims Administrator

Service Request Detail

SR No.	71-1105915434	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Brakes - General	Sub-Area	ESIS Escalation
Address		City	Marlborough	Involved Dir		Safety	Yes
State	MA	ZipCd		Source	White Mail	Updated	9/19/2012 01:46:49 PM
Serial #/VIN	1GCEK14T93	Model Year	2003	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	10/30/2002	Status	Open	Owner	SANCHERI
Model	Silverado	Mileage	82000	Sub-Status	Satisfied	Opened	9/10/2012 05:51:42 PM
Abstract	complaint veh _ brakes / collision(possible par)						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***						

Pre-PAR

PAR Notice	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/31/2012 04:22:01 PM	N	1	1	Asphalt	Dry	na	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5 8		na				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
medure	kelsey	(617) 951-0600	Murphy Safety Insurance					
Incident Loc	Route 20 marlbrough MA near a dunkin donuts unknown address				Incident Desc	I was driving down route 20 about 35 mph and I was coming up on traffic I braked and the brakes went to the floor and the only way to stop was to smash into the vehicle in front of me .		
Component	brakes				Damage Desc	front end damage		
Vehicle Loc	33 Francis St Marlborough MA				Add'l Info	also filed on the other drivers insurance		
Empcy Svc Names	none				Maint Loc	na		

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	slide sleep	
Vehicle Speed	35		Weather Condition	clear			Prop Owner	John danner	Property Type vehicle
Last Service Date			Loc Last Service				Property Location	MA	Prop Est Repair Cost
Veh Est Repair Cost	\$2,600.00		Spec Equip Installer	previous owner			Prop Damage Description	rear damage	
Primary Veh Use	Personal		Inspection Type	Brake, ABS & Traction Control			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	front end damage						Explain Other	sent to esis	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/19/2012 02:19:40 PM	KINZERTH	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		ESIS - Property Damage / Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims brake failure caused collision with another vehicle
Damage to other vehicle was covered by customers insurance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/19/2012 01:51:01 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		tu esis pickup

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
9/19/2012 01:50:20 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	9/19/2012 01:51:00 PM	Moffa

Contact Last Name	Contact First Name	Account	BAC Code

Brake concern - 3rd party property damage

rita sanchez/aTX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/19/2012 01:49:43 PM	SANCHERI	KINZERTH	Notify CRM		Done	9/19/2012 02:20:27 PM	esis - 3rd party property damager

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
9/19/2012 01:49:01 PM	SANCHER	SANCHER	Outbound Email		Done	9/19/2012 01:49:29 PM	kellh.p.hart@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

A product allegation claim has been made in your region. The customer is alleging a brake concern. This case is being escalated to ESIS because property damage.

Customer Last Name Moffa
2003 Chevrolet Silverado
VIN 1GCEK14T937
No involved dealer at this time.

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

Best wishes,
Rita Sanchez | CRS

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.m/nacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/19/2012 01:44:39 PM	SANCHER	SANCHER	Ownership Changed	Ownership Escalated to BRC	Done	9/19/2012 01:44:39 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:48:56 PM	SANCHER	SANCHER	Scheduled Outbound Email		Done	9/19/2012 11:54:22 AM	send ddma email and send to esis
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:31:19 PM	SANCHER	SANCHER	Inbound Call Customer	Complex Request	Done	9/18/2012 04:48:41 PM	customer called in
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

verified information and allegation

provided esis statement

cust sts i will proceed i want gm to make this right

crs sts what happened

cust sts i was driving down route 20 about 35 mph and i was coming up on traffic i braked and the brakes went to the floor and the only way to stop was to smash into the vehicle in front of me. i have had to replace and repair the entire brake system. it was completely rusted out and my insurance took care of the other vehicle

crs sts what i can do is get this over to our central claims department and they will be in contact with you within 7-10 business days

cust sts ok

rita sanchez/ATX/PAIR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:17:30 PM	WALKERT3	SANCHER	Notify CRM	Customer Called	Done	9/18/2012 04:30:55 PM	**assisting only**
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

SEE IBCC

TaraWalker/CAC/ATX/T1/LVL0

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:16:08 PM	WALKERT3	WALKERT3	Inbound Call Customer	Complex Request	Done	9/18/2012 04:17:28 PM	cx called

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

cx called req'ing OCRM
cx provided 71-1105915434

CRS adv I will try to contact your OCRM and if they are not available, will transfer to VM
cx agreed
OCRM not available, transferred to VM

Tara Walker/CAC/ATX/T11/VL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2012 06:42:37 PM	GARCIAJR	SANCHERI	Notify CRM		Done	9/18/2012 04:31:00 PM	send letter

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2012 06:41:55 PM	GARCIAJR	GARCIAJR	Outbound Call Customer	Left Message	Done	9/17/2012 06:42:36 PM	l/m for cust

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

Comments

Called daytime phone #

Calling to f/u w/cust re the product allegation case.

Joe G/PA/VATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2012 02:21:25 PM	SANCHER	SANCHER	Scheduled Outbound Call	Cust	Done	9/17/2012 06:40:20 PM	3rd attempt

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
9/17/2012 02:20:40 PM	SANCHER	SANCHER	Outbound Call Customer	Left Message	Done	9/17/2012 02:21:22 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

called and left a message for customer to call in a

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2012 03:37:49 PM	SANCHER	SANCHER	Scheduled Outbound Call	Cust	Done	9/17/2012 12:06:51 PM	2nd attempt

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
9/14/2012 10:01:39 AM	SANCHER	SANCHER	Outbound Call Customer	Left Message	Done	9/14/2012 03:37:36 PM	called customer

Contact Last Name	Contact First Name	Account	BAC Code

Comments

called and left a message for customer to call in at 866-790-5700 x 41345

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:07:41 AM	MERCADYO	SANCHERI	Ownership Changed		Done	9/13/2012 10:07:41 AM	Service Request Ownership has changed FROM: CABLAYJA TO: SANCHERI
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
9/13/2012 10:07:27 AM	MERCADYO	SANCHERI	BRC PAR	Initial Contact - Field	Done	9/14/2012 04:07:41 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see Initial

Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:07:18 AM	MERCADYO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	9/14/2012 04:07:55 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

No need to call Dlr. Vehicle beyond warranty and has not been to dealer in two years.
Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:07:09 AM	MERCADYO	SANCHERI	BRC PAR	Initial Contact- 10 Day Letter	Done	9/18/2012 09:53:56 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

called 9/17/12 @ 5.21 & 2.20pm
9/14/12 10.01

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:07:01 AM	MERCADYO	SANCHERI	BRC PAR	Acknowledgement	Done	9/14/2012 10:01:37 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see initial

Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:06:51 AM	MERCADYO	SANCHERI	Research		Done	9/17/2012 02:22:53 PM	Research VIN 1GCEK14T93Z
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Performed VIN Scan

GMVIS: Found an Open Recall Product Safety Recall N040007 04007 TAILGATE SUPPORT CABLE 09/17/2004 Closed

VIN: -- Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:06:42 AM	MERCADYO	SANCHERI	Notify CRM		Done	9/14/2012 10:01:20 AM	File assigned
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
9/13/2012 10:06:27 AM	MERCADYO	SANCHERI	BRC PAR	Case Assigned	Done	9/14/2012 10:01:16 AM	Assign to Rita x41345
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
9/13/2012 10:06:20 AM	MERCADTO	CABLAYJA	SR Opened		Done	9/13/2012 10:06:20 AM	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
9/13/2012 10:06:19 AM	MERCADTO	CABLAYJA	SR Closed - Satisfied		Done	9/13/2012 10:06:19 AM	Service Request has been Closed Satisfied.

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/13/2012 10:06:56 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	9/13/2012 10:06:15 AM	PAR VM

Contact Last Name Contact First Name Account BAC Code

Comments

71-1105915434

brake allegation

2003 Chevrolet Silverado

Sep 12 2:54pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2012 02:57:03 PM	CABLAYJA	CABLAYJA	Scheduled Follow-up	Other	Done	9/13/2012 10:05:55 AM	waiting for par to assume file

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
9/12/2012 02:56:31 PM	CABLAYJA	KINZERTH	Notify CRM		Done	9/13/2012 10:05:52 AM	par sr: BRAKES NOT WORKING / COLLISION
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
9/12/2012 02:55:11 PM	CABLAYJA	CABLAYJA	Outbound Call Third Party	Left Message	Done	9/12/2012 02:56:08 PM	par dept 62455
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

*gave sr, cust name and number
*adv of cust complaint
*brakes didnt work, cust veh slammed into back of another car)

jazz cablayan / cao / mla / t1 / lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2012 02:50:22 PM	CABLAYJA	CABLAYJA	Outbound Call Third Party		Done	9/12/2012 02:52:16 PM	62455
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

cust complaints of brakes not working, slammed into back of another veh

jazz cablayan / cao / mla / t1 / lvl 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2012 02:42:39 PM	CABLAYJA	CABLAYJA	Inbound Call Customer	Complex Request	Done	9/12/2012 02:52:23 PM	t/u
Contact Last Name		Contact First Name	Account		BAG Code		

Comments

cust : brakes cost me 2k dollars
>cant afford the gas and transmission lines
>couldnt get the spare tire out
>the truck only has 82k miles
>past 4 yrs I only put 5k miles
>havent seen rain or snow
>so the rotting of the parts happened starting 2008
>last week I was driving and I didnt have any brakes
>slammed into the back of the car
>lucky I wasnt going down the hill, or it was not a motorcycle
>lucky it was not a kid
>just want to let you know that you have this product has bad parts
>not sure how much its going to be for the insurance since its too soon

crs : sorry to hear that
>asked for the vin so we can check for rc info if there is

cust : 1gcek14t03: [REDACTED]

crs : adv that theres no rc for the veh
>will forward case to par dept for further assistance

jazz cablayan / cac / mila / 11 / 11 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2012 04:13:28 PM	CABLAYJA	CABLAYJA	Scheduled Outbound Call	Final Attempt	Done	9/12/2012 02:48:45 PM	last attempt

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

Comments

call cust and verify cost of repairs
>possible par
>will call during work hours of par
2-4 est
9/17/12

jazz cablayan / cac / mla / t1 / lv 1

cust called prior

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2012 04:11:07 PM	CABLAYJA	CABLAYJA	Outbound Call Customer	Left Message	Done	9/11/2012 04:13:18 PM	2nd attempt

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

Comments

crs : this is jazz from chev cac
>this is a f/u call re the letter we received from you
>gave ocrs and sr #
>thank you for choosing chev

jazz cablayan / cac / mla / t1 / M 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2012 05:57:24 PM	CABLAYJA	CABLAYJA	Scheduled Outbound Call	Follow-up Attempt	Done	9/11/2012 04:11:06 PM	2nd attempt

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

[REDACTED]

Comments
call cust and verify cost of repairs
>possible par
>will call during work hours of par
4-6 est
9/11/12

jazz cablayan / cac / mla / t1 / M1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2012 05:54:07 PM	CABLAYJA	CABLAYJA	Outbound Call Customer	Left Message	Done	9/10/2012 05:57:17 PM	1st attempt (slebel #)

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

[REDACTED]

Comments
crs : this is jazz from chev cac
>this is re the letetr we recieved from you
>gave sr and ocrs #
>will cn tomorrow 4-6 est
>thank you for choosing chev!

jazz cablayan / cac / mla / t1 / M1

Confidential Comments

[REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/10/2012 05:53:35 PM	SADMIN	CABLAYJA	Inbound White Mail	Customer	Done	9/10/2012 05:54:01 PM	Scanned: 2012-09-06-11,17,00,000000, SourceDocNum: 0007A2D4, worklist: REQUEST FOR ASSISTANCE SR S
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

cust els : In traffic I applied my brakes and didnt have any brakes and slammed into the back of the car
>had my truck to the auto mechanic who informed me that all the brake lines are totally rotted and one failed
>he also told me it would cost in the thousands to replace all the brake lines and also said the gas lines look in as bad shape
>between the cost of the tow the cost of the brake line replacement and the cost to my insurance this truck became too expensive too wuick
>I was in an accident because of your product

cust sks : n/a

crs adv : call cust and verify cost of repairs

>possible par

>will call during work hours of par

jazz cablayan / cac / mta / tt / m 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
H01	No Symptom Indicated	Brakes - General

What happend was, In traffic I applied my brakes and didn't have any brakes and slammed into the back of a car.

I had my truck towed to the auto mechanic who informed me that all the brake lines are totally rotted and one failed.

He also told me it will cost in the thousands to replace all the brake lines and also said the gas lines look in as bad shape.

Between the cost of the tow, the cost of brake line replacement and the cost to my insurance this truck became too expensive too quick.

I will be quiet about it for now until I get my response back from you. I haven't even driven it during bad weather for the past few years

I always drive my buick regal in the bad weather so there is no excuse for the excessive rot to the under carriage.

Awaiting your response. Remember I was in a car accident because of you product.

2003 chevy silverado

[REDACTED]

Marlborough, MA [REDACTED]

[REDACTED]

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September 20, 2012

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

INTERFACE WITH
CUSTOMERView 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)

Vehicle Information

VIN 1GCEK14T932 [REDACTED] Model CK15703-2003 SILVERADO LT1 1500 4WD REG CAB
Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
Order Type 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle Transaction History](#)[View Vehicle Delivery Detail](#)[View Vehicle Delivery Information](#)

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 State Component Ltd Wty	02/18/2010	10/30/2002	10 MI	10/30/2009	70,010 MI
	Emission Limited Warranty	02/18/2010	10/30/2002	10 MI	10/30/2005	50,010 MI
	Bumper to Bumper Limited Warranty	02/18/2010	10/30/2002	10 MI	10/30/2005	36,010 MI
	Special Coverage-07187	02/18/2010	10/30/2002	10 MI	10/30/2009	80,010 MI
	Emission Select Component Ltd Wty	02/18/2010	10/30/2002	10 MI	10/30/2010	80,010 MI

Corrosion Limited Warranty 02/18/2010 10/30/2002 10 MI 10/30/2008 100,010 MI

Service Contract

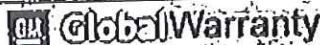
Vehicle has no current record of service contracts.

Transaction History					View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/01/2005	218888	ZREG---Regular Vehicle Transaction		F1003 - Rear Propeller Shaft Rear Universal Joint Replacement	28,614 MI
07/28/2005	215218	ZREG---Regular Vehicle Transaction		B5800 - Endgate Handle Replacement	26,908 MI
10/20/2004	203392	ZFAT---Field Action Recall		V1242 - 04007 - Inspect and Replace Tailgate Support Cables Inc. Hinge Replacement If Necessary	19,746 MI
08/02/2004	201384	ZREG---Regular Vehicle Transaction		B5750 - Support, Tailgate/Endgate Cable - One Or Both - Replace	18,352 MI
09/02/2004	201384	ZREG---Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	18,352 MI
03/01/2004	193116	ZREG---Regular Vehicle Transaction		E7700 - Shaft, Steering Intermediate - Replace	13,096 MI
03/01/2004	193116	ZREG---Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	13,096 MI
12/01/2003	189554	ZREG---Regular Vehicle Transaction		K5392 - Lines And/Or Fillings, Transmission Oil Cooler - Lower - At Transmission - Repair Or Replace	11,027 MI
12/01/2003	189554	ZREG---Regular Vehicle Transaction	Full Debit	J1120 - Crankshaft Rear Oil Seal Replacement	11,027 MI
12/01/2003	189554	ZREG---Regular Vehicle Transaction		J1120 - Crankshaft Rear Oil Seal Replacement	11,027 MI
12/01/2003	189554	ZREG---Regular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	11,027 MI
07/28/2003	139312	ZREG---Regular Vehicle Transaction		D3140 - Condenser - Replace	7,546 MI
07/28/2003	139312	ZREG---Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	7,546 MI
10/10/2002	122490	ZREG---Regular Vehicle Transaction		Z6999 - PDI Related Fluid Adds	11 MI
09/27/2002	A59838	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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September 20, 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)

Vehicle Information

VIN 1GCEK14T93Z Model CK15703-2003 SILVERADO LT1 1500 4WD REG CAB
 Service Contract No Branded Title No Warranty Block No PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#)

Vehicle Build

Model CK15703-2003 SILVERADO LT1 1500 4WD REG CAB
 Gross Vehicle Weight 2,908

Order Number FNPZZ5
 Build Date: 09/27/2002
 Build Plant: Z

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](#)

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: * AIR COND, DUAL ZONE MANUAL *
 DUAL PWR HEATED OSRV MIRRORS * REAR WINDOW DEFOGGER *
 AM/FM STEREO W/CD PLAYER * CHROME STYLED STEEL WHEELS *
 ELECTRONIC SPEED CONTROL * POWER LOCKS & WNDWS *
 BODY SIDE MOLDINGS * ISRV MIRROR W/COMPASS & TEMP *
 LEATHER WRAPPED STEERING WHL UNIT PRODUCED WITHOUT: *
 REMOTE KEYLESS ENTRY WITH CONTENT THEFT ALARM
 62U - DARK GRAY METALLIC/LIGHT PEWTER METALLIC
 69I - DK PEWTER INTERIOR TRIM
 7YT - FRONT SPRING
 AE7 - 40/20/40 SPLIT BENCH RECLINING FRONT SEAT
 AJ1 - DEEP TINTED GLASS
 AU0 - KEYLESS REMOTE DOOR LOCK
 B30 - WHEELHOUSING & FLOOR CARPETING
 B71 - WHEEL OPENING FLARES
 C40 - ELECTRIC REAR WINDOW DEFOGGER
 C33 - AIR COND., DUAL ZONE MANUAL
 DK7 - INTERIOR CUSTOM ROOF CONSOLE
 E83 - FLEETSIDE BODY
 F60 - HEAVY DUTY FRONT SPRINGS
 FK3 - TORSION BAR SPRING ADJUSTMENT
 GT4 - REAR AXLE - 3.73 RATIO
 K34 - CRUISE CONTROL
 1SZ - PREFERRED EQUIPMENT SAVINGS
 69D - DARK CHARCOAL - CUSTOM CLOTH
 6YT - COMPONENT FRT LH COMPUTER SEL
 A31 - POWER WINDOWS
 AG1 - SIX-WAY POWER DRIVER SEAT
 ALO - SENSOR INDICATOR INFLATABLE RESTRAINT FRT PASS
 AU3 - POWER DOOR LOCK SYSTEM
 B32 - FRONT COLOR-KEYED FLOOR MATS
 B85 - BLACK BODY SIDE MOLDINGS
 C7H - 6,400 LB GVW RATING
 DF5 - ISRV MIRROR W/COMPASS & TEMP
 DL3 - OSRV MIRROR W/DRIVER SIDE AUTO DIMMING, PWR FOLD & ADJ, HEAT, TURN SIGNAL
 EVA - EVAP EMISSION REQUIREMENT
 FK2 - TORSION BAR SPRING ADJUSTMENT
 FW1 - FORT WAYNE PLANT
 JC3 - 4 WHEEL POWER DISC BRAKES
 K47 - HIGH CAPACITY AIR CLEANER

KG3 - 145 AMP ALTERNATOR	KNP - HD AUX TRANSMISSION COOLING SYS
KUP - THROTTLE CONTROL ELECTRONIC	LM7 - VORTEC 5300 V8 SFI GAS ENGINE
M30 - 4-SPD AUTOMATIC TRANSMISSION	NC8 - CALIFORNIA EMISSIONS ULEV
NE1 - MA / ME EMISSIONS	NP2 - MANUAL SHIFT TRANSFER CASE
NP5 - LEATHER WRAPPED STEERING WHEEL	NZZ - OFF ROAD - SKID PLATES
PDD - COLOR-KEYED CARPET	PF9 - ALUMINUM WHEELS
QBX - LT245/75R 16/C OOR WOL TIRES	SAF - SPARE TIRE LOCK
SLM - STOCK ORDERS	T96 - FRONT FOG LAMPS
TR3 - CHROME GRILLE	TRW - PROVISIONS-ROOF MOUNTED LAMP
UB1 - AM/FM STEREO W/CD & CASSETTE	UQ3 - ENHANCED AUDIO SPEAKERS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VB3 - CHROME REAR STEP BUMPER
VG3 - FRONT DELUXE CHROMED BUMPER	VK3 - FRONT LICENSE PLATE MOUNT
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	XBX - LT245/75R16/C OOR WOL TIRES-FRT
YBX - LT245/75R16/C OOR WOL TIRES-RR	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD8 - BASE REAR SPRING	YE9 - SILVERADO
Z71 - Z71 EQUIPMENT PACKAGE	ZBX - LT245/75R16/C OOR WOL TIRE-SPR
ZY1 - SOLID PAINT	

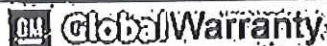
Added Option Codes

Vehicle has no current record of SAIO codes.

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September 20, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Component Summary ?

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

Vehicle Information

VIN 1GCEK14T932 [REDACTED] Model GK15703-2003 SILVERADO LT1 1500 4WD REG CAB
Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
Order Type 70 - RETAIL - STOCK
Field Actions [Open](#) [REDACTED]

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

- [View Vehicle Build](#)
- [View Vehicle](#)
- [Component Summary](#)
- [View Vehicle](#)
- [Transaction History](#)
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- [View Vehicle Delivery Information](#)

Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 022680160
Source Plant K-GM OF CANADA, LTD. ST. CATHARINES, ONTARIO	Part / Number Broadcast FJB
Date Scanned 09/26/2002	Time Scanned 23:22:00 Scan Station 02
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 542062862
Source Plant S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast WKT
Date Scanned 09/26/2002	Time Scanned 22:47:00 Scan Station 16
Component Code 50-INSTRUMENT CLUSTER	Traceability DSX060740
Source Plant 3-	Part / Number Broadcast DSXR
Date Scanned 09/26/2002	Time Scanned 22:47:00 Scan Station 99
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0AQ401171
Source Plant N-	Part / Number Broadcast WA
Date Scanned 09/26/2002	Time Scanned 23:54:00 Scan Station 05
Component Code 61-TRANSMISSION	Traceability 34855047
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 3KCD
Date Scanned 09/26/2002	Time Scanned 23:27:00 Scan Station 15
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability C096100
Source Plant G-	Part / Number Broadcast UL2
Date Scanned 09/27/2002	Time Scanned 00:36:00 Scan Station 04
Component Code 65-REAR AXLE ASSEMBLY	Traceability 028121
Source Plant G-SAGINAW DETROIT, MICHIGAN	Part / Number Broadcast TL3
Date Scanned 09/26/2002	Time Scanned 23:59:00 Scan Station 03
Component Code 66-ELECTRONIC CONTROL MODULE (ECM)	Traceability 222688WGM
Source Plant 9-	Part / Number Broadcast YCTJ
Date Scanned 09/27/2002	Time Scanned 08:26:00 Scan Station DV
Component Code 62-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00130346
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 2718
Date Scanned 09/27/2002	Time Scanned 00:37:00 Scan Station 14
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 9CDZ65A

Source Plant Q-RIMIR MATAMORS MEXICO
Date Scanned 09/27/2002

Part / Number Broadcast 5374
Time Scanned 01:14:00 Scan Station 12

Component Code AD-IR-SENSOR-FORWARD
Source Plant -
Date Scanned N/A

Traceability
Part / Number Broadcast
Time Scanned N/A Scan Station

Component Code AL-IR-MODULE ASM-I/P
Source Plant M-MORTON-THIOKOL
Date Scanned 09/26/2002

Traceability 8WDOA42
Part / Number Broadcast 2351
Time Scanned 22:38:00 Scan Station 21

Component Code AS-SENSING DIAGNOSTIC MODULE
Source Plant K-DELCO ELECTRONICS KOKOMO,IN
Date Scanned 09/27/2002

Traceability 122663WAZ
Part / Number Broadcast 7816
Time Scanned 08:26:00 Scan Station DV

Component Code CB-SEQ NUM (FLEX) BODY ASM
Source Plant -
Date Scanned 09/20/2002

Traceability 0590954
Part / Number Broadcast 12S
Time Scanned 04:16:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 09/26/2002

Traceability 3301281
Part / Number Broadcast 1PA
Time Scanned 15:07:00 Scan Station

Component Code CM-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 09/26/2002

Traceability 3369877
Part / Number Broadcast 1KA
Time Scanned 19:43:00 Scan Station

Component Code CP-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 09/26/2002

Traceability 6050787
Part / Number Broadcast 1FA
Time Scanned 21:23:00 Scan Station

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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September 20, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN 1GCEK14T932 Model CK16703-2003 SILVERADO LT1 1500 4WD REG CAB
 Service Contract No Branded Title No Warranty Block No PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#)

For this vehicle:

[View Vehicle Summary](#)

Service
Contract
Branded Title
Warranty
Block

[View Vehicle Build](#)
[View Vehicle](#)
[Component Summary](#)
[View Vehicle](#)
[Transaction History
Detail](#)
[View Vehicle Delivery
Information](#)

Job Card Date: 11/01/2005

Job Card Number: 218886

Repair Service Agent 114932
 DIAMOND CHEVROLET BUICK GMC CADILLA
 768 WASHINGTON STREET
 AUBURN MA 01501-2708
 5088320400

Odometer Reading: 26,614 MI
 Authorization Code

Process Date
 11/08/2005

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 Not Items](#)

Job Card Date: 07/28/2005

Job Card Number: 215219

Repair Service Agent 114932
 DIAMOND CHEVROLET BUICK GMC CADILLA
 768 WASHINGTON STREET
 AUBURN MA 01501-2708
 5088320400

Odometer Reading: 26,908 MI
 Authorization Code:

Process Date
 08/02/2005

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 B5800-Endgate Handle Replacement

Causal Part Number

[See other Parts and/or Not Items](#)

Job Card Date: 10/20/2004

Job Card Number: 203392

Repair Service Agent 114932

Odometer Reading: 19,746 MI

DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Authorization Code

Process Date
10/28/2004

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: 09/02/2004

Job Card Number: 201384

Repair Service Agent 114932
DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading 18,352 MI
Authorization Code

Process Date
09/07/2004

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 B5750-Support, Tailgate/Endgate Cable - One Or Both - Replace
Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 09/02/2004

Job Card Number: 201384

Repair Service Agent 114932
DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading 18,352 MI
Authorization Code

Process Date
09/07/2004

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 R4490-Remote Control Door Lock Transmitter Replacement
Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 03/01/2004

Job Card Number: 193116

Repair Service Agent 114932

Odometer Reading 13,096 MI

DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Authorization Code

Process Date
03/05/2004

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 E7700-Shaft, Steering Intermediate - Replace

Causal Part Number

•See other Parts and/or Net Items

Job Card Date: 03/01/2004

Job Card Number: 193116

Repair Service Agent: 114932
DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading 13,096 MI
Authorization Code

Process Date
03/05/2004

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 R4490-Remote Control Door Lock Transmitter Replacement

Causal Part Number

•See other Parts and/or Net Items

Job Card Date: 12/01/2003

Job Card Number: 189554

Repair Service Agent: 114932
DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading 11,027 MI
Authorization Code

Process Date
12/09/2003

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 K5392-Lines And/Or Fittings, Transmission Oil Cooler - Lower - At Transmission - Repair Or Replace

Causal Part Number

Job Card Date: 12/01/2003

Job Card Number: 189554

Repair Service Agent: 114932
DIAMOND CHEVROLET BUICK GMC CADILLA
768 WASHINGTON STREET

Odometer Reading 11,027 MI
Authorization Code W

AUBURN MA 01501-2708
5088320400

Process Date
01/23/2004

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 2

Transaction Adjustment Full Debit Cause Code 0000-Converted Claims

Labour Op J1120-Crankshaft Rear Oil Seal Replacement

Causal Part Number

Job Card Date: 12/01/2003

Job Card Number: 189554

Repair Service Agent 114932

Odometer Reading: 11,027 MI

DIAMOND CHEVROLET BUICK GMC CADILLA

Authorization Code

768 WASHINGTON STREET

AUBURN MA 01501-2708

5088320400

Process Date

12/09/2003

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 J1120-Crankshaft Rear Oil Seal Replacement

Causal Part Number

-See other Parts and/or Not Items

Job Card Date: 12/01/2003

Job Card Number: 189554

Repair Service Agent 114932

Odometer Reading 11,027 MI

DIAMOND CHEVROLET BUICK GMC CADILLA

Authorization Code

768 WASHINGTON STREET

AUBURN MA 01501-2708

5088320400

Process Date

12/09/2003

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 Z7902-2-DAY COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Not Items

Job Card Date: 07/28/2003

Job Card Number: 139312

Repair Service Agent 117930

Odometer Reading 7,546 MI

HERB CONNOLLY CHEVROLET

Authorization Code

350 WORCESTER RD

FRAMINGHAM MA 01702-5372

5088201221

Process Date
08/08/2003
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 D3140-Condensor - Replace
Causal Part Number
-See other Parts and/or Not Items

Job Card Date: 07/28/2003 Job Card Number: 139312
Repair Service Agent 117930 Odometer Reading: 7,546 MI
HERB CONNOLLY CHEVROLET Authorization Code
350 WORCESTER RD
FRAMINGHAM MA 01702-5372
5088201221

Process Date
08/08/2003
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 Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)
Causal Part Number
-See other Parts and/or Not Items

Job Card Date: 10/10/2002 Job Card Number: 122490
Repair Service Agent 117930 Odometer Reading: 11 MI
HERB CONNOLLY CHEVROLET Authorization Code
350 WORCESTER RD
FRAMINGHAM MA 01702-5372
5088201221

Process Date
10/18/2002
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 Z6999-PDI Related Fluid Adds
Causal Part Number
-See other Parts and/or Not Items

Job Card Date: 09/27/2002 Job Card Number: A59838
Repair Service Agent 117930 Odometer Reading: 0 MI
HERB CONNOLLY CHEVROLET Authorization Code
350 WORCESTER RD
FRAMINGHAM MA 01702-5372
5088201221

Process Date:
10/01/2002

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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[Logout](#)

September 20, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GCEK14T932 [REDACTED] Model CK15703-2003 SILVERADO LT1 1500 4WD REG CAB
Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PD Status No [REDACTED]
Order Type 70 - RETAIL - STOCK
Field Actions [Open](#) [REDACTED]

Invoice Information

Invoicing Service Agent 117930
HERB CONNOLLY CHEVROLET
350 WORCESTER RD
FRAMINGHAM MA 01702-5372 5088201221

Invoice Date 09/27/2002

Ship to Information

Ship to Service Agent 117930
HERB CONNOLLY CHEVROLET
350 WORCESTER RD
FRAMINGHAM MA 01702-5372 5088201221

Ship to Date N/A

Delivery Information

Delivery Service Agent 117930
HERB CONNOLLY CHEVROLET
350 WORCESTER RD
FRAMINGHAM MA 01702-5372 5088201221

Delivery Date 10/30/2002
Delivery Type 010---INDIVIDUAL
Delivery Odometer 0

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

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](#)

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

9/24/12

[REDACTED]

Marlborough, MA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 747795
Our Client: General Motors LLC
Date/Event: 8/31/12
Subject vehicle: 2003 Chevrolet Silverado
VIN: 1GCEK14T93Z159836

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.



6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

Jemeia Price

Jemeia Price
Claims Administrator

1. CD color photos and brakeline replacement receipt and tow truck receipt inclosed
2. There were no police or fire dept needed at the accident scene

3. operators statement:: I bought the truck from Durand Chevrolet with 75,582 miles on it, at 82,363 I was driving down the road 30-35 mph and lost my brakes and crashed into the back of a car. While the tow truck driver loaded my silverado on his flatbed and told me it was leaking all over the place. I had the tow truck driver immediately bring the vehicle to Professional Automotive where they put the truck on the lift and showed me that all the brakelines were so rotted that one broke and another was leaking. He showed me how bad it was and that all the brake lines would need to be replaced along with various hoses. He also informed me that the fuel lines are in terrible shape and should be replaced but I don't have the money to do it, The old fuel lines remain in the truck. The photos are only so good and I've inclosed them to show the new brake lines. The old brake lines were not saved.

4. I didn't notice any problems prior to the accident
5. brakeline repair receipt and tow truck receipt inclosed. also my credit card statement.
6. no after market equipment installed except for the tonneau bed cover, nerf steps, and new chevy wheels and tires. see photo.
7. No changes to subject vehicle
8. Have not received any recall notices
9. Vehicle has no accident in its history
10. credit card statement inclosed for the \$2016.15 dollar amount for brakeline replacement
11. There were no injuries
12. The car I hit had extensive rear end damage
13. Mileage 82,363.

It's not right that a truck with 82,363 had an entire brake line system rot out, There is also no reason a chevy Dealer should sell a vehicle so dangerous. The brake line blew out 6985 miles after a bought the truck, I bought the truck in 6-10-2010 it failed me on 8-30-2012 I had it for 3 years and never drove it in the winter so considering the fact that I never drove it in the winter that tells me this pickup only seen 6 winters. The exhaust on the truck has no rot or rust and is Original... The muffler and exhaust pipes are always the first to go. There must have been a problem with the coatings used on my lines. As you can see in the photo the outside of truck is pristine so how can certain things underneath be gone allready. I'm a GM person,, List of all my cars
Cuttlas,, jimmy, malibu, camaro, silverado,
camaro, regal, and last but not least the 2003 silverado that failed me in the worst way.

2003 chevy silverado.

Chevy dealer: Durand Chevrolet Hudson,ma 01749

747795

TOW Truck Receipt

[REDACTED]

5243152

← TOW

PERM
HOPPA II

03/4
219

8-30-12 →

QUAN.	CLASS	DESCRIPTION	PRICE	AMOUNT
		TOW		75.00
DATE: 8/30/12 AUTHORIZATION: 01065A			SUB TOTAL	
REFERENCE NO.			TAX	
FOLIO/CHECK NO.			TIPS	
SERVEN			MEC.	
CLERK			TOTAL	75.00

CUSTOMER COPY

SALES SLIP

IMPORTANT: RETAIN THIS COPY FOR YOUR RECORDS

PU

X

Customer hereby agrees to pay for services in the amount of the Total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

↑
\$ 75.00

Professional Automotive

Service Invoice: 59716

Name	[REDACTED]
Addr.	MARLBOROUGH, MA [REDACTED]
Phone	[REDACTED]
B-Name	[REDACTED]
B-Addr.	[REDACTED]
B-Phone	[REDACTED]
Eng/Trans	5.3 AUTO 4WD
V.I.N. #	1GCEK14T932

Service Description	Hrs.	Lab\$
LOST BRAKES - REPLACE ALL STEEL BRAKE LINES, BOTH FRONT FLEX HOSES, REAR CENTER FLEX HOSE, BLEED COMPLETE SYSTEM, ROAD TEST AND BRING BACK IN FOR FINAL LEAK INSPECTION.		1679.58
NOTES: FUEL LINES VERY RUSTY ALSO HOWEVER CUSTOMER DID NOT WANT TO REPLACE AT THIS TIME.		

Inv. Date	09/04/12	Year	2003
S.O. Date	08/30/12	Make	CHEVY
QC'd by		Model	1500
Salesman	ROOT	Color	
Division	AR	Miles	82363
		Lic.#	

Qty	Part Number	Part Description	Price
2	15066097	BRAKE HOSE	132.64
1	15066336	BRAKE HOSE	51.77
2	PAC425	BRAKE LINE	119.86
2	8F	BRAKE FLUID	12.50

Additional Items	Sublet or Add'l Services
Motor Oil, Qt	
TRANS FL AUTO	
A/FRZ-EXT LIFE	
Gear Oil, Qt	
EPA Recycle Fee	
Total Items	Total Sublets: 0.00

Future Service Needed	Totals
	Labor 1679.58
	Parts 316.77
	Supplies 0.00
	Sublets 0.00
	Add. Items 0.00
	Subtotal 1996.35
	Tax 19.80
Next service due on: 06/28/13	Total 2016.15
STATE INSPECTION	

(Page 1 of 1)

Thanks for giving us the opportunity to service your vehicle. If you notice any problems, please give us a call immediately. Your satisfaction is very important to all of us.

19 Mechanic Street, Marlboro, MA. 01752 508-485-8633

Payment Due Date New Balance Past Due Amount Minimum Payment

10/12/12 \$2,295.87 \$0.00 \$25.00

Account number: 5000 8101 4200 7061

\$ [Redacted]

Make your check payable to:
Chase Card Services.
Please write amount enclosed.
New address or e-mail? Print on back.

MARLBORO MA [Redacted]



CARDMEMBER SERVICE
PO BOX 15153
WILMINGTON DE 19885-5153



5000 [Redacted]

slate
from CHASE

Manage your account online:
www.chase.com/creditcards

Customer Service
1-800-945-2000

Additional contact
Information on back

Credit Card
Statement

ACCOUNT SUMMARY

Account Number: 4000 8101 4200 7061

Previous Balance	\$127.48
Payment, Credits	-\$127.48
Purchases	+\$2,295.87
Cash Advances	\$0.00
Balance Transfers	\$0.00
Fees Charged	\$0.00
Interest Charged	\$0.00
New Balance	\$2,295.87

Opening/Closing Date	08/16/12 - 09/16/12
Total Credit Line	\$14,600
Available Credit	\$12,304
Cash Access Line	\$14,600
Available for Cash	\$12,304

PAYMENT INFORMATION

New Balance	\$2,295.87
Payment Due Date	10/12/12
Minimum Payment Due	\$25.00

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to \$35.00 and your APR's will be subject to increase to a maximum Penalty APR of 29.99%.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	13 years	\$5,273
\$86	3 years	\$3,089 (Savings=\$2,184)

If you would like information about credit counseling services, call 1-866-797-2885.

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
PAYMENTS AND OTHER CREDITS		
08/25	Payment Thank You Electronic Chk	-127.48
PURCHASES		
08/17	LOWES #02375 HUDSON MA	179.45
08/19	UOL JUNG ONLINE 888-839-5868 CA	6.95
08/19	LAMIN-X 708-955-0677 GA	18.32
08/30	LAND'S TOWING & SE MARLBOROUGH MA	75.00
09/05	PROFESSIONAL AUTOMOTIVE S MARLBOROUGH MA	2,018.15

Brakeline and Tow Payment

2012 Totals Year-to-Date	
Total fees charged in 2012	\$0.00
Total interest charged in 2012	\$0.00

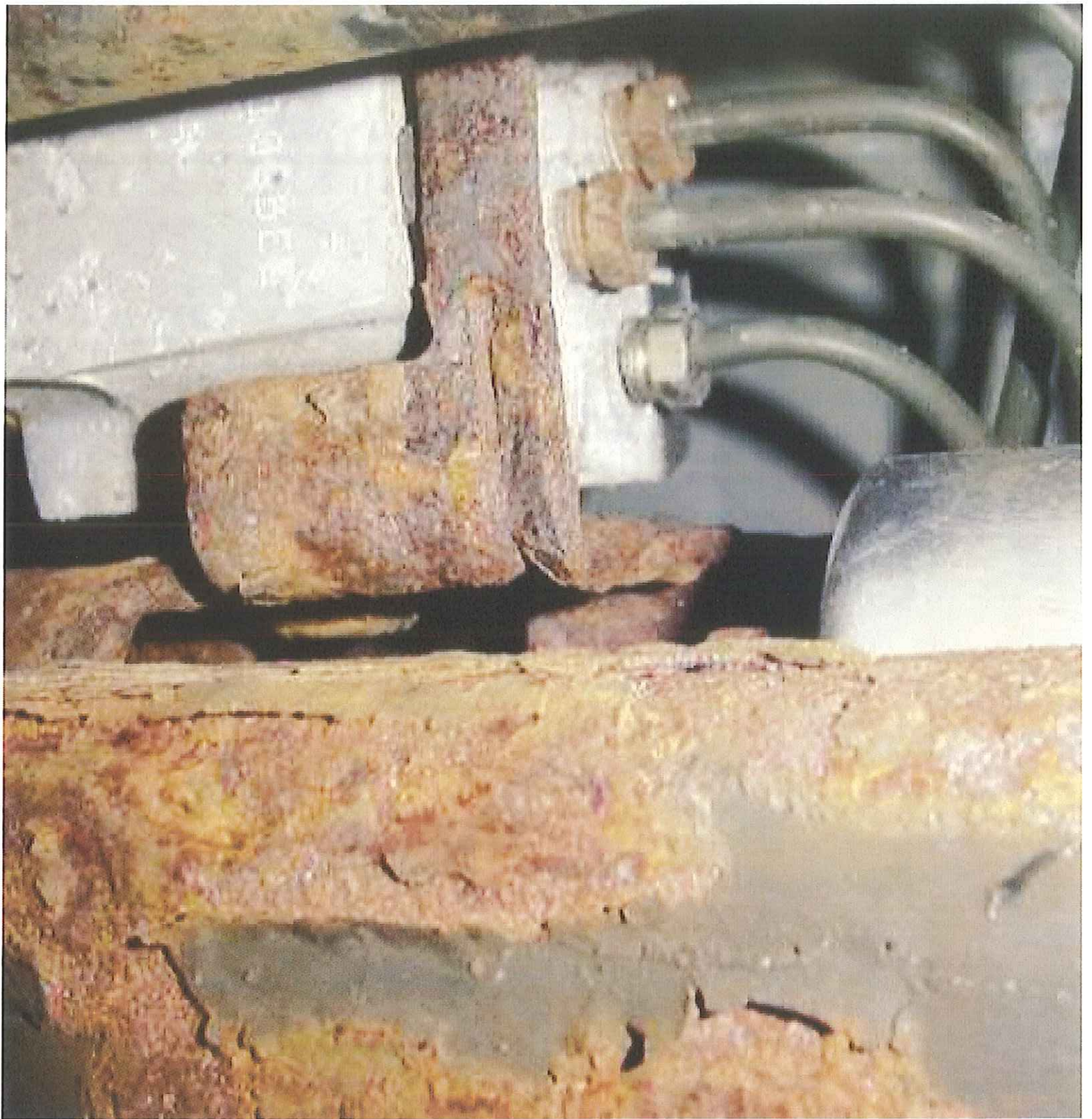
Year-to-date totals reflect all charges minus any refunds applied to your account.

INTEREST CHARGES

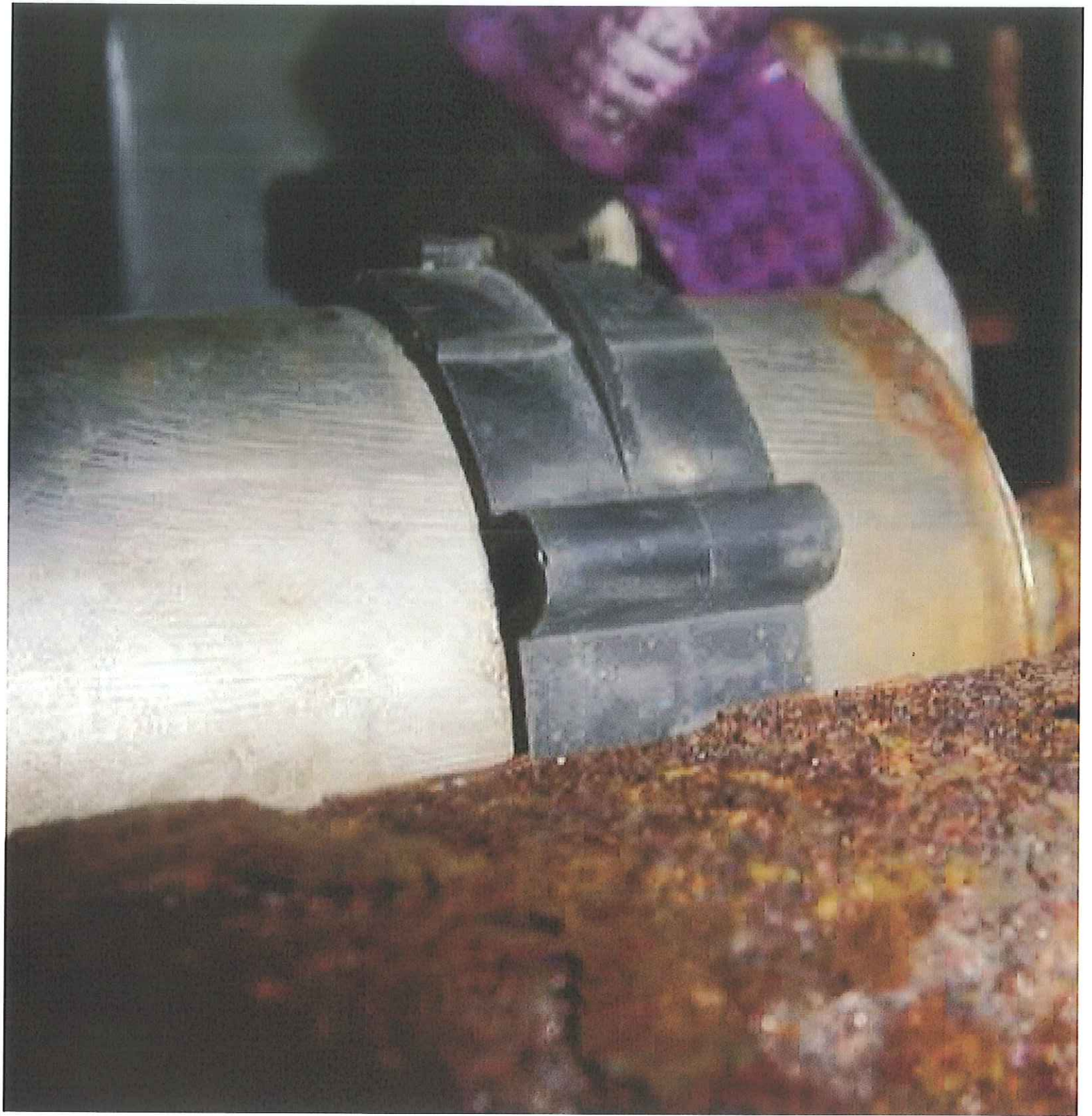
Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Balance Type	Annual Percentage Rate (APR)	Balance Subject To Interest Rate	Interest Charges
PURCHASES			
Purchases	20.24% (v)	-0-	-0-
CASH ADVANCES			
Cash Advances	20.24% (v)	-0-	-0-

This Statement is a Facsimile - Not an original







Received from BRC

2 Jan 2012

Dear Sir,

I have owned a Chevy Avalache 2002 for 10yrs. The engine has been reliable with no major problems. The corrosion under the vehicle is disturbing. This is the base of the problems with this vehicle. See attached report. 1. Brake line rusted and ruptured twice now (40,000 miles- dealership, now 103,000 not yet repaired. 2. Hub assembly front rt and left side just replaced. 3. ABS brake malfunction twice now, once repaired under recall. 4. Differential unit , twice, once under warranty. There is other components that mechanic has recommended replacement that are under the vehicle.

This last episode with the Brakes completely failing was the most disturbing. It was snowing and we had four people in the truck. My husband was driving and is very experienced . The pedal dropped completely to the floor as he was trying to brake. The brake light went on. He then had to gear down to control speed. The other occupants of the truck were able to jump out as my husband crashed into a house. Luckily he wasn't harmed as the speed was low at that time. The front end of the truck has some damage.

It looks like other GMC/Chevy trucks have had similar issues with under body corrosion. I did make an official complaint on the NTSB website.

RECEIVED
JAN 10 2013
ESIS-GM CLAIMS UNIT

Woodbridge, VA [REDACTED]

VIN # 3GNEK13T12G [REDACTED]

safercar.gov

COPY

You are here: Home / Vehicle Owners / Search Complaints / Results List

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Get answers to the most frequently asked questions about Safety Ratings...

Complaints - Search Results

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Search Results

Report Date : January 2, 2013 at 08:08 PM

ODI Numbers Searched: 10490639

[New Search](#)[Print Version](#)

Results : 1 | All records displayed

Make : CHEVROLET Model : AVALANCHE Year : 2002

Manufacturer : General Motors LLC

Crash : Yes Fire : No Number of Injuries : 0

ODI ID Number : 10490639 Number of Deaths : 0

Date Complaint Filed: January 1, 2013 Date of Incident: December 28, 2012

VIN : 3GNEK13T12G...

Component: SERVICE BRAKES

Summary:


THIS IS SECOND FAILURE OF BRAKE LINE. NO INDICATION OTHER THAN SEVERE RUST UNDER VEHICLE. LOSS OF STIFFNESS IN PEDAL WHEN ATTEMPT TO BRAKE DOWN HILL IN SNOWICE. BRAKE LIGHT CAME ON, NEEDED TO USE TRANSMISSION TO CONTROL SPEED. VEHICLE DID SUSTAIN DAMAGE WHEN UNABLE TO CONTROL SPEED ENOUGH IT CRASHED INTO A STRUCTURE. THIS ALSO CAUSED DAMAGE TO STRUCTURE. NO INJURIES BECAUSE MOST PEOPLE IN VEHICLE WERE ABLE TO GET OUT. THIS VEHICLE HAS HAD BOTH WHEEL SENSORS FAIL AND ENTIRE HUB ASSEMBLY FAIL. THE BRAKE LINE HAS FAILED AT ABOUT 40,000 MILES BUT WAS COVERED BY WARRANTY BY MANUFACTURE. NO INJURIES AT THAT TIME BECAUSE OF EXPERIENCED DRIVER BEHIND THE WHEEL AS WELL AS THIS INCIDENT AS REPORTED.

Document Search

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 U.S. Department of Transportation



was701



Warranty

January 10, 2013

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).

Vehicle Information

VIN: 3GNEK13T12G

Model: CK15936-2002 AVALANCHE 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

→ Service
Contract

→ Branded Title

→ Warranty Block

→ [View Vehicle Build](#)

→ [View Vehicle](#)

→ [Component Summary](#)

→ [View Vehicle](#)

→ [Transaction History
Detail](#)

→ [View Vehicle Delivery
Information](#)

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
Product Safety Recall	N050068	05068	FRONT WHEEL SPEED SENSOR CORROSION	09/22/2005	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

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.436.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y

XM Equipped: N

OnStar Vehicle Diagnostics: N

XM Radio ID:

OnStar Status: Inactive

XM Status: NA

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wly	02/19/2010	10/30/2001	100 MI	10/30/2009	80,100 MI
	Corrosion Limited	02/19/2010	10/30/2001	100 MI	10/30/2007	100,100 MI

Warranty					
Bumper to Bumper	02/19/2010	10/30/2001	100 MI	10/30/2004	36,100 MI
Limited Warranty					

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
03/08/2006	252776	ZFAT----Field Action Recall		V1410 - 05068 - Inspect Wheel Sensor (inc. cleaning)	61,909 MI
03/08/2006	252776	ZFAT----Field Action Recall		V1242 - 04007 - Inspect and Replace Tailgate Support Cables inc. Hinge Replacement if Necessary	61,909 MI
12/11/2004	229698	ZREG----Regular Vehicle Transaction		F1530 - Rear Axle Shaft Replacement	41,409 MI
09/16/2004	225053	ZREG----Regular Vehicle Transaction		A2920 - Tailgate, Complete - Color/Clear Coat	37,872 MI
08/12/2004	223111	ZREG----Regular Vehicle Transaction		C6040 - Adjuster Assembly, Front Seat Power - Bucket Seat - Passenger - R&R Or Replace	35,824 MI
07/28/2004	222273	ZREG----Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	35,824 MI
07/28/2004	222273	ZREG----Regular Vehicle Transaction		C2686 - Lamp Assembly, Interior And/Or Rear Compartment - Replace	35,824 MI
05/05/2004	217661	ZREG----Regular Vehicle Transaction		L2300 - Catalytic Converter Replacement	30,419 MI
03/22/2004	220816	ZREG----Regular Vehicle Transaction		R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	29,361 MI
03/17/2004	220816	ZREG----Regular Vehicle Transaction		N0110 - Battery Replacement	29,361 MI
03/17/2004	220816	ZREG----Regular Vehicle Transaction		R0762 - Receiver, Radio - Order or Remove	29,361 MI
03/17/2004	220816	ZREG----Regular Vehicle Transaction		R0763 - Receiver, Radio - Install	29,361 MI
03/17/2004	220816	ZREG----Regular Vehicle Transaction		D1212 - Inside Air Temperature Sensor Replacement	29,361 MI
04/19/2003	196402	ZREG----Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	14,241 MI
04/19/2003	196402	ZREG----Regular Vehicle Transaction		Z7904 - 4-DAY COURTESY TRANSPORTATION	14,241 MI
04/19/2003	196402	ZREG----Regular Vehicle Transaction		K4400 - Transfer Case Assembly - R&R	14,241 MI
04/19/2003	196402	ZREG----Regular Vehicle Transaction		H2800 - Parking Brake Adjustment	14,241 MI
04/19/2003	196402	ZREG----Regular Vehicle Transaction		T2020 - Towing	14,241 MI
03/27/2003	195210	ZREG----Regular Vehicle Transaction		F3289 - Ventilator, Axle - Front - Replace	14,042 MI
03/27/2003	195210	ZREG----Regular		Z7911 - 2-WAY SHUTTLE	14,042 MI

		Vehicle Transaction	COURTESY TRANSPORTATION	
07/09/2001	315062	ZREG----Regular Vehicle Transaction	Z6999 - PDI Related Fluid Adds	8 MI
06/18/2001	A14042	ZPDI---Pre- Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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Warranty

January 10, 2013

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN: 3GNEK13T12G

Model: CK15936-2002 AVALANCHE 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

→ Service

→ Contract

→ Branded Title

→ Warranty Block

→ [View Vehicle Build](#)

→ [View Vehicle](#)

→ [Component Summary](#)

→ [View Vehicle](#)

→ [Transaction History](#)

→ [Detail](#)

→ [View Vehicle Delivery](#)

→ [Information](#)

Vehicle Build

Model: CK15936-2002 AVALANCHE 4WD

Gross Vehicle Weight: 3,178

Order Number: DGP PHT

Build Date: 06/18/2001

Build Plant: G

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.

122 - GRAPHITE LEATHER	12I - GRAPHITE INTERIOR TRIM
1SZ - PREFERRED EQUIPMENT SAVINGS	41U - ONYX BLACK/LT PEWTER MET
6XM - COMP FRT LH COMPUTER SEL SUSP	7XM - COMPONENT FRT RH COMP. SEL SUSP
A31 - POWER WINDOWS	A95 - 6-WAY POWER BUCKET SEATS WITH SPORT LEATHER/CLOTH TRIM
AC6 - REAR PASS DOOR GLASS TINT CREDIT	AG1 - SIX-WAY POWER DRIVER SEAT
AG2 - 6-WAY POWER DRIVER & PASS SEATS	AT5 - FOLDING CENTER SEAT
AU0 - KEYLESS REMOTE DOOR LOCK AND TRUNK OPENER	AXP - MPV VIN IDENT POSITION
B30 - WHEELHOUSING & FLOOR CARPETING	B37 - UNIQUE RUBBER FLOOR MATS, BLACK
B41 - CARGO AREA FLOOR MAT	BX2 - CLADDING - MOLDING B/S LOWER, EXTRA WIDE
C49 - ELECTRIC REAR WINDOW DEFOGGER	C5W - 7000 LBS GVW RATING
C68 - AUTOMATIC CLIMATE CONTROL	CF5 - ELECTRIC SUNROOF
D07 - CUSTOM FRONT FLOOR CONSOLE	DF5 - INT RV MIRROR, LIGHT SENSITIVE W/OUTSIDE TEMP & COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK8 - DELUXE OVERHEAD CONSOLE
DNR - DEALER INSTALLED EQUIPMENT	DR2 - MIRROR O/S ELECTRIC, HEATED DRIVER SIDE ELECTROCHROMIC WITH DUAL GROUND ILLUMINATION
DT3 - REAR STOWAGE COMPARTMENT	EN4 - 3 PIECE RIGID TONNEAU COVER
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	GT4 - REAR AXLE - 3.73 RATIO
JC5 - 4 WHEEL POWER DISC BRAKES	K34 - CRUISE CONTROL

K47 - HIGH CAPACITY AIR CLEANER	K66 - 105 AMP DELCOTRON GENERATOR
LM7 - VORTEC 5300 V8 SFI GAS ENGINE	M30 - 4-SPD AUTOMATIC TRANSMISSION WITH TOW HAUL MODE
MSL - SILAO, MEXICO PLANT	N89 - ALUMINUM WHEEL 17X7.5, SPORT
NF2 - FEDERAL EMISSION SYSTEM	NP5 - LEATHER WRAPPED STEERING WHEEL
NP8 - AUTOTRAC ACTIVE TRANSFER CASE	NZZ - OFF-ROAD SKID PLATE PACKAGE
QJM - P265/70R17 OOR WOL TIRES	SLM - STOCK ORDERS
T96 - FRONT FOG LAMPS	TL1 - DELUXE GRILLE W/COMP HEADLAMPS
UE1 - ONSTAR COMMUNICATIONS SYSTEM INCL 1 YR SAFE & SOUND PLAN	UG1 - HOMELINK
UN0 - AM/FM STEREO W/CD PLAYER & ATC	UQ3 - ENHANCED AUDIO SPEAKERS
UY7 - HD 7-LEAD TRAIL. WIRING HARNESS	V43 - PAINTED REAR STEP BUMPER
V54 - BLACK ROOF LUGGAGE CARRIER	V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA
VB5 - BUMPER FRONT PAINTED	VR4 - WEIGHT DISTRIB. PLATFORM HITCH
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
XJM - TIRE FRONT P265/70R17-113S WOL R/PE ST TL OOR	YD3 - BASE EQUIP FOR SCH GWW PL-FT AX
YD6 - BASE REAR SPRING	YE9 - AVALANCHE STANDARD EQUIPMENT
YJM -	Z71 - OFF-ROAD PACKAGE INCLUDES: * P265/70R17 OOR BW TIRES (REPLACES STANDARD TIRES) * SPECIALLY TUNED SHOCK ABSORBERS AND SPRINGS * LOCKING REAR DIFFERENTIAL * SKID SHIELDS * HIGH CAPACITY AIR FILTER * AGGRESSIVE FLOORMATS WITH YELLOW CHEVY BOWTIE * 17" ALUMINUM WHEELS (REPLACES STANDARD WHEELS)
Z82 - HEAVY DUTY TRAILERING EQUIPMENT	ZGC - P265/75R16-114S ALT BW TIRES
ZK3 - 2002 MY PULL AHEAD	ZM9 - CONVENIENCE PACKAGE * DRIVER'S SIDE SELF-DIMMING MIRROR * ELECTRONIC CLIMATE CONTROL
ZW9 - BASE EQUIPMENT	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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Warranty

January 10, 2013

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

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary

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

Vehicle Information

VIN: 3GNEK13T12G

Model: CK15936-2002 AVALANCHE 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [0 Open](#)

For this vehicle:

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

Vehicle Component

Vehicle has no current record of vehicle component.

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Warranty

January 10, 2013

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail

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

Vehicle Information

VIN: 3GNEK13T12G

Model: CK15936-2002 AVALANCHE 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)

For this vehicle:

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

Job Card Date: 03/08/2006

Job Card Number: 252776

Repair Service Agent: 162254

Odometer Reading: 61,909 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
03/17/2006

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

Job Card Date: 03/08/2006

Job Card Number: 252776

Repair Service Agent: 162254

Odometer Reading: 61,909 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
03/17/2006

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 V1242-04007 - Inspect and Replace Tailgate Support Cables inc. Hinge Replacement if Necessary

Causal Part Number

[See other Parts and/or Nel Items](#)

Job Card Date: 12/11/2004

Job Card Number: 229698

Repair Service Agent: 162254
LINDSAY CHEVROLETOdometer Reading: 41,409 MI
Authorization Code: WEA

15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Process Date:
01/07/2005

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 F1530-Rear Axle Shaft Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 09/16/2004

Job Card Number: 225053

Repair Service Agent: 162254

Odometer Reading: 37,872 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code: PAE

Process Date:
10/26/2004

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 A2920-Tailgate, Complete - Color/Clear Coat

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/12/2004

Job Card Number: 223111

Repair Service Agent: 162254

Odometer Reading: 35,824 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
09/03/2004

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 C6040-Adjuster Assembly, Front Seat Power - Bucket Seat - Passenger - R&R Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/28/2004

Job Card Number: 222273

Repair Service Agent: 162254
LINDSAY CHEVROLET

Odometer Reading: 35,824 MI

Authorization Code:

15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Process Date:
08/13/2004

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 Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/28/2004

Job Card Number: 222273

Repair Service Agent: 162254

Odometer Reading: 35,824 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
08/13/2004

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 C2686-Lamp Assembly, Interior And/Or Rear Compartment - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 05/05/2004

Job Card Number: 217661

Repair Service Agent: 162254

Odometer Reading: 30,419 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
05/11/2004

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 L2300-Catalytic Converter Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/22/2004

Job Card Number: 220816

Repair Service Agent: 192107
MODEL ELECTRONICS

Odometer Reading: 29,361 MI

Authorization Code:

11112B WASHINGTON HWY
GLEN ALLEN VA 23059-1983

Process Date:
03/26/2004

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 R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/17/2004

Job Card Number: 220816

Repair Service Agent: 113678
DUDLEY MARTIN CHEVROLET
8000 SUDLEY RD
MANASSAS VA 20109-2880
7033682111

Odometer Reading: 29,361 MI

Authorization Code:

Process Date:
04/06/2004

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 N0110-Battery Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/17/2004

Job Card Number: 220816

Repair Service Agent: 113678
DUDLEY MARTIN CHEVROLET
8000 SUDLEY RD
MANASSAS VA 20109-2880
7033682111

Odometer Reading: 29,361 MI

Authorization Code:

Process Date:
04/06/2004

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 R0762-Receiver, Radio - Order or Remove

Causal Part Number

Job Card Date: 03/17/2004

Job Card Number: 220816

Repair Service Agent: 113678
DUDLEY MARTIN CHEVROLET
8000 SUDLEY RD
MANASSAS VA 20109-2880
7033682111

Odometer Reading: 29,361 MI

Authorization Code:

Process Date:

04/06/2004

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 R0763-Receiver, Radio - Install

Causal Part Number

Job Card Date: 03/17/2004

Job Card Number: 220816

Repair Service Agent: 113678

Odometer Reading: 29,361 MI

DUDLEY MARTIN CHEVROLET

Authorization Code:

8000 SUDLEY RD

MANASSAS VA 20109-2880

7033682111

Process Date:

04/06/2004

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 D1212-Inside Air Temperature Sensor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/19/2003

Job Card Number: 196402

Repair Service Agent: 162254

Odometer Reading: 14,241 MI

LINDSAY CHEVROLET

Authorization Code: B

15605 JEFFERSON DAVIS HWY

WOODBIDGE VA 22191-4114

7036708181

Process Date:

10/03/2003

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 Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/19/2003

Job Card Number: 196402

Repair Service Agent: 162254

Odometer Reading: 14,241 MI

LINDSAY CHEVROLET

Authorization Code: W

15605 JEFFERSON DAVIS HWY

WOODBIDGE VA 22191-4114

7036708181

Process Date:
07/22/2003

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 Z7904-4-DAY COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/19/2003

Job Card Number: 196402

Repair Service Agent: 162254

Odometer Reading: 14,241 MI

Authorization Code:

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Process Date:
05/06/2003

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 K4400-Transfer Case Assembly - R&R

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/19/2003

Job Card Number: 196402

Repair Service Agent: 162254

Odometer Reading: 14,241 MI

Authorization Code:

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Process Date:
05/06/2003

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 H2800-Parking Brake Adjustment

Causal Part Number

Job Card Date: 04/19/2003

Job Card Number: 196402

Repair Service Agent: 162254

Odometer Reading: 14,241 MI

Authorization Code:

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Process Date:
05/06/2003

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 T2020-Towing

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/27/2003

Job Card Number: 195210

Repair Service Agent: 162254

Odometer Reading: 14,042 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
04/04/2003

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 F3269-Ventilator, Axle - Front - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/27/2003

Job Card Number: 195210

Repair Service Agent: 162254

Odometer Reading: 14,042 MI

LINDSAY CHEVROLET
15605 JEFFERSON DAVIS HWY
WOODBIDGE VA 22191-4114
7036708181

Authorization Code:

Process Date:
04/04/2003

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 Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/09/2001

Job Card Number: 315062

Repair Service Agent: 113641

Odometer Reading: 8 MI

JIM STUTZMAN CHEVROLET-CADILLAC
2700 VALLEY AVE
WINCHESTER VA 22601-2628
5406671000

Authorization Code:

Process Date:
07/13/2001

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 Z6999-PDI Related Fluid Adds
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 06/18/2001 Job Card Number: A14042
Repair Service Agent: 113641 Odometer Reading: 0 MI
JIM STUTZMAN CHEVROLET-CADILLAC Authorization Code:
2700 VALLEY AVE
WINCHESTER VA 22601-2628
5406671000

Process Date:
06/22/2001
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



Warranty

January 10, 2013

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information

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

Vehicle Information

VIN: 3GNEK13T12G

Model: CK15936-2002 AVALANCHE 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [0 Open](#)

For this vehicle:

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

Invoice Information

Invoicing Service Agent: 113641

Invoice Date: 06/18/2001

JIM STUTZMAN CHEVROLET-CADILLAC

2700 VALLEY AVE

WINCHESTER VA 22601-2628 5406671000

Ship to Information

Ship to Service Agent: 113641

Ship to Date: N/A

JIM STUTZMAN CHEVROLET-CADILLAC

2700 VALLEY AVE

WINCHESTER VA 22601-2628 5406671000

Delivery Information

Delivery Service Agent: 113705

Delivery Date: 10/30/2001

KEN DIXON CHEVROLET-CADILLAC

Delivery Type: 021---GM EMPLOYEE STOCK (GMS)

2298 CRAIN HWY

Delivery Odometer: 100

WALDORF MD 20601-3145 3016457000

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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<u>Date</u>	<u>Dealer</u>	<u>Miles</u>	
3/2003	Lindsay Chevy	14,042	Front differential leak, vent replaced
4/2003	Lindsay Chevy	14,241	Front diff. leak, transfer case revolution E-Brake not working Adjusted
4/2004	Dudley Mauch Chevy	29,361	Electrical problems ABS Brake problems, no repairs
5/2004	Lindsay Chevy	30,419	Cat. Converter replaced, complained about brakes, no repairs
12/2004	Lindsay Chevy	41,409	Complete brake failure, Towed in: RR axle bent Caliper broke, Brackets, Brake line, Backing plate, cover, parking brake cable
3/2006	Lindsay Chevy	61,909	Right Front axle leak replaced Right front axle seal, Front differential service
2/2009	Lindsay Chevy	87,069	Recommended front diff replacement, Went to Indep. dealer for service
2/2009	Lake Ridge Auto		Front diff. Replaced
4/2010	92,113 moved to Maryland - Grantsville		Tie Rods Replaced
			over

10/2012 Indelant out 100,000 L/R hub assembly
dealer in Grantsville replaced ABS out on both
MD Axles

12/2012 105,300 complete Brake failure

/E

Invoice

8428

Estimate Ref #0

Date Printed: 02/17/2009

Printed Time: 9:31 am

Time Promised:

2002 CHEVROLET AVALANCHE 1500 V8 5.3L 323CID FI GAS N T

VIN: 3GNEK13T12G

License:

Mileage In: 87,151

Date Written: 02/13/2009

Unit #: MAR

Mileage Out: 87,151

Written By: JIM CELIA

DOM:

Save Old Parts: No

DORRIDGE, VA

Name	Description	Technician	Qty	List	Extended
INSTALL FRONT DIFFERENTIAL					
OTE FRONT DIFF	FRONT DIFFERENTIAL 14K MILES 120 DAY LTD		1.00	1,100.00	1,100.00
23WALLACE	PARTS ONLY WARRANTY				
LABOR	Work Requested - INSTALL FRONT DIFFERENTIAL		7.00	89.00	623.00
GEAR LUBE	GEAR LUBE - QT		2.00	8.75	17.50
Job Total:					1,740.50

2	Title			
IVERS FRONT WINDOW DOESN'T WORK				
2STING	WINDOW MOTOR/REGULATOR	1.00	175.00	175.00
LABOR	Work Requested - INSTALL WINDOW MOTOR/REGULATOR	1.50	89.00	133.50
			Job Total:	308.50

Recommendations

Name	Description	Recommended Date	Mileage
TRANS SERVICE - DEX/ME	BG TRANS SERVICE - DEXRON/MERCON III	5/11/2009 12:00:00AM	3,000

EE TO PAY A STORAGE FEE NOT TO EXCEED \$25 PER DAY FOR VEHICLES LEFT MORE THAN 48 HOURS AFTER
IFICATION THAT REPAIRS HAVE BEEN COMPLETED OR FOR VEHICLES LEFT MORE THAN 48 HOURS AFTER RECIEIVING A
TEN OR VERBAL ESTIMATE OF REPAIRS WITHOUT MY AUTHORIZATION.

S ARE WARRANTED EXCLUSIVELY BY THE MANUFACTURER LABOR IS WARRANTED FOR 3 MONTHS OR 3000 MILES
HEVER COMES FIRST. WARRANTY WORK THAT IS BASED ON THIS REPAIR ORDER, MUST BE PERFORMED AT THIS SHOP.
WARRANTY DOES NOT INCLUDE TOWING.

RIDGE AUTOMOTIVE WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ITEMS LEFT IN IT.

EE TO PAY ALL UNPAID BALANCES THAT THE SERVICE PLAN DOES NOT PAY, FOR ANY REASON TO INCLUDE THE ENTIRE
CE AMOUNT.

Payment Date	Type	Method	Amount
2/13/2009	Credit		1,100.00
Payment Totals:			\$1,100.00

Parts: \$1,292.50
Labor: \$756.50
Sublet: \$0.00
Misc: \$0.00

Hazmat: \$0.00
Supplies: \$40.43
Tax: \$66.65

Invoice Total: \$2,156.08
Less Paid: 1,100.00
Balance Due: \$1,056.08

LAKE RIDGE AUTOMOTIVE

13520 MINNIEVILLE ROAD

Woodbridge, VA 22192-0000

Shop Phone: (703) 680-2685

Fax: (703) 680-5613

Email: lakeridgeautomotive@gmail.com

Repair Order

11385

Estimate Ref #987

Date Printed: 01/18/2011

Printed Time: 3:52 pm

Hat/Ref:

Time Promised:

2002 CHEVROLET AVALANCHE 1500 V8 5.3L 323CID FI GAS N T

VIN: 3GNEK13T12G

License

Mileage In: 0

Date Written: 01/18/2011

Woodbridge, VA

Unit #: MAR

Mileage Out: 0

Written By: JANET O'SULLIVA...

Home:

DOM:

Save Old Parts: No

Cell:

Job Name	Description	Technician	Qty	List	Extended
F BRAKES W/NEW ROTORS	REPLACE FRONT BRAKE PADS & ROTORS & CLEAN & L...				
Part	FRONT BRAKE PADS		1.00	59.95	59.95
Part	FRONT BRAKE ROTORS		2.00	59.02	118.04
Labor LABOR	Work Requested - INSTALL NEW PADS & ROTORS		1.50	89.00	133.50
R BRAKE PADS W/NEW ROTORS	REPLACE REAR BRAKE PADS & ROTORS & CLEAN & LU...				
Part	BRAKE PADS		1.00	59.95	59.95
Part	REAR ROTORS		2.00	80.38	160.76
Labor LABOR	Work Requested - INSTAL REAR BRAKE PADS & ROTORS		1.50	89.00	133.50

Job #2

Note/Title

CHECK DRIVER SIDE WINDOW MOTOR

REAR CALIPERS

2.00

71.15

142.30

LAKE RIDGE AUTOMOTIVE
13520 MINNIEVILLE RD
WOODBRIDGE, VA 22192

Merchant ID: 9710

Ref #: 0004

Sale

Description
BG TRANS SERVICE - DEXRON/MERCON III

Recommended Date
5/11/2009 12:00:00AM

Mileage
3,000

XXXXXXXXXX9342

ST

Entry Method: Swiped

Total:

\$ 877.47

1/18/11

15:53:17

H: 011385

Addr Code: 018180

E NOT TO EXCEED \$25 PER DAY FOR VEHICLES LEFT MORE THAN 48 HOURS AFTER
AVE BEEN COMPLETED OR FOR VEHICLES LEFT MORE THAN 48 HOURS AFTER RECIEVING A
OF REPAIRS WITHOUT MY AUTHORIZATION.

USIVELY BY THE MANUFACTURER. LABOR IS WARRANTED FOR 3 MONTHS OR 3000 MILES
RRANTY WORK THAT IS BASED ON THIS REPAIR ORDER, MUST BE PERFORMED AT THIS SHOP.
CLUDE TOWING.

NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ITEMS LEFT IN IT.



CHEVROLET

15805 Jefferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax : 703 690 3074
www.elindsay.com



29646		ADVISOR SUSAN FOXWELL	10099	TAG NO. S316	INVOICE DATE 03/10/06	INVOICE NO. CTCS252776
[REDACTED]		LICENSE NO.	[REDACTED]	MILEAGE 61,909	COLOR BLACK/	STOCK NO.
WOODBIDGE, VA		YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/AVALANCHE/4 DOOR				DELIVERY DATE
		VEHICLE I.D. NO. 3 G N E K 1 3 T 1 2 G				DELIVERY MILES
		F.T.E. NO.		R.O. NO.	03/08/06	REPRINT# 1
[REDACTED]		BUSINESS PHONE	COMMENTS			
						MO: 61909

LABOR & PARTS
J# 1 29CVZ2

REGALLS/CAMPAIGNS
CUSTOMER STATES PERFORM RECALL 05068
PER GENERAL MOTORS
COMPLETED RECALL (INSPECT AND CLEAN
SENSOR V1410)

TECH(S) 14448

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	PKCABLE	C04007	
JOB # 1	1	88980510	CBL-E/GAT 17.202 R	
JOB # 1	1	88980509	CBL-E/GAT 17.202 R	
JOB # 1	2	15224331	WASHER 17.225	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 11CVZ0DB
DIAG STAND BRAKES
CUSTOMER STATES INSPECT BRAKES
INSPECTED BRAKES--RIGHT FRONT
AXLE SEAL LEAKING--NO BRAKE
SERVICE NEEDED

TECH(S) 14448

0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				
JOB # 2 TOTAL LABOR & PARTS				

0.00

0.00

J# 3+29CVZ2
Added Operation (SUSANF @ 03/09/2006 16:22)
CUSTOMER STATES PERFORM RECALL 04007
PER GENERAL MOTORS
COMPLETED RECALL (INSPECTED AND
REPLACED TAIL GATE CABLES V1242)

TECH(S) 14448

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				
JOB # 3 TOTAL LABOR & PARTS				

0.00

0.00

J# 4+12CVZ2
Added Operation (SUSANF @ 03/10/2006 14:24)
CUSTOMER STATES REPAIR RIGHT FRONT AXLE
SEAL LEAK
LEAKING
REPLACED RIGHT FRONT AXLE SEAL AND COMPLETED
FRONT DIFFERENTIAL SERVICE

TECH(S) 14448

224.64

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	1052942	SEALANT 8.800	7.16
JOB # 4	1	15801507	SEAL 6.056	12.02
JOB # 4	1	HP120	GEAR OIL	4.00
JOB # 4 TOTAL PARTS				

JOB # 4 TOTAL LABOR & PARTS

247.82

LIMITED WARRANTY

All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

THIS INVOICE MUST ACCOMPANY
ANY AND ALL ADJUSTMENTS OR
CLAIMS.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED 12
MONTHS OR 12,000 MILES WHICH-
EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

I/we, the undersigned, agree to receive
facsimile communications and/or
advertisements from Lindsay Chevrolet,
LLC and it's affiliate Companies at, but
not limited to, the fax number(s) listed
on this form.

THANK YOU!

WE APPRECIATE
YOUR BUSINESS

LINDSAY

CHEVROLET

15605 Jefferson Davis Highway
 Woodbridge, Virginia 22191
 Phone: 703 670 8181
 Fax : 703 690 8074
 www.elindsay.com



ADVISOR SUSAN FOXWELL		10099	TAG NO. S316	INVOICE DATE 03/10/06	INVOICE NO. CTCS252776
LICENSE NO. [REDACTED]		MILEAGE 61,909		COLOR BLACK/	STOCK NO.
YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/AVALANCHE/4 DOOR		DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 3 G N E K 1 3 T 1 2 G		SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.		P.O. NO.		R.O. DATE 03/08/06	REPRINT# 1
BUSINESS PHONE		COMMENTS		MO: 61909	

MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # 4	SS SHOP SUPPLIES		11.23
JOB # 4	HWD DISPOSAL FEE		0.23
TOTAL - MISC			11.46

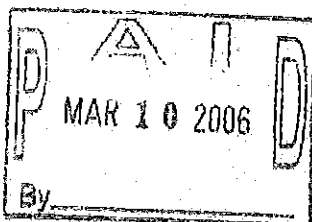
TOTALS-----

☐ CASH ☐ CHECK CK NO. []
☐ VISA ☐ MASTERCARD ☐ DISCOVER
☐ AMER XPRESS ☐ OTHER ☐ CHARGE

SHORTLY YOU WILL BE RECEIVING A SURVEY FROM
 CHEVROLET MOTOR DIVISION. THIS IS OUR REPORT
 CARD. IF FOR ANY REASON YOU CAN NOT ANSWER
 COMPLETELY SATISFIED. PLEASE CONTACT SHAWNA DAY OR
 RAFFI KIRKORIAN AT 703-670-8181. PLEASE COMPLETE
 YOUR SURVEY AND RETURN IT. ANY LESS THAN
 COMPLETELY SATISFIED IS A FAILING GRADE FOR US.
 THANK YOU FOR YOUR BUSINESS!!

NEW SERVICE HOURS
 7:00AM-7:00PM
 SATURDAY 8:00AM-2:00PM

CUSTOMER SIGNATURE



LIMITED WARRANTY

All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

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CLAIMS.**

LIMITED WARRANTY

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EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

I/we, the undersigned, agree to receive
facsimile communications and/or
advertisements from Lindsay Chevrolet,
LLC and it's affiliate Companies at, but
not limited to, the fax number(s) listed
on this form.

NAME [REDACTED]
 ADDRESS [REDACTED]
 CITY, STATE, ZIP [REDACTED]
 2ND AUTHORIZED NAME [REDACTED] PHONE [REDACTED]

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY	PART NO.	NAME OF PART	PRICE	WARRANTY
1		Left Side Assy Warranty	11/12	
1		Right Side Assy	66.79	
TOTAL PARTS			166.79	

CUSTOMER'S INFORMATION	
RECEIVED (DATE & TIME) A.M. P.M. 10-27-12	PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 2002 Chevy 4wd	SERIAL #/VIN
LICENSE NO.	MOTOR #
ODOMETER	WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*
 The plant B-12 Front End Assy
 1/12

MECHANICS RECOMMENDATIONS	
Need both P.H. Hubs	
Need 2 Hubs Assy	

METHOD OF PAYMENT:	
<input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE	Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.
<input type="checkbox"/> CASH	
LABOR	GUARANTEED ITEM(S)
<input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY <input type="checkbox"/> BOTH	
<input type="checkbox"/> RETAIN PARTS <input type="checkbox"/> DESTROY PARTS	GUARANTEE EFFECTIVE UNTIL:
AUTHORIZED BY	TIME
	MILEAGE

LABOR ONLY	
PARTS	1400
ACCESSORIES	116.79
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	10.02
TOTAL	3370

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED \$100. (\$50 in MD)

☐ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):
☐ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
☐ This amount includes a charge of \$_____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of \$_____ will be applied.

SIGNED _____
 DATE _____

LINDSAY

CHEVROLET

15605 Jefferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax : 703 690 3074
www.elindsav.com



CUSTOMER NO. 29646	ADVISOR SUSAN ROSINE	10099	TAG NO. 395	INVOICE DATE 03/31/03	INVOICE NO. CTCS195210
	LICENSE NO. 79.95		14,042	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/AVALANCHE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G N E K 1 3 T 1 2 G			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 03/27/03	
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS
J# 1 11CVZ0DB DIAG STAND BRAKES TECH(S):14448 WARRANTY
CUSTOMER STATES ABS LIGHT CAME ON, CAN SMELL OIL TYPE
SMELL REALLY BAD-SEE JASON
FRONT DIFFERENTIAL VENT LEAKING
REPLACED FRONT DIFFERENTIAL VENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12479296	CONNECTOR 6.008		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+06CVZ0DB DIAG AUTO TRANS TECH(S):14448 WARRANTY
Added Operation (RYANN @ 03/27/2003 15:27)
CUSTOMER STATES CHECK-TRANSMISSION OPERATION
FEELS LIKE SLIPPING IN 1ST AND 2ND GEARS
PERFORMED CCC TEST-NO CODES STORED
TEST DROVE VEHICLE COULD NOT DUPLICATE CUSTOMER
CONCERN-NO PROBLEM FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS

[] CASH [] CHECK CK NO. [] DISCOVER	TOTAL LABOR....	0.00
[] VISA [] MASTERCARD [] CHARGE	TOTAL PARTS....	0.00
[] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET....	0.00
SHORTLY YOU WILL BE RECEIVING A SURVEY FROM	TOTAL G.O.G....	0.00
CHEVROLET MOTOR DIVISION. THIS IS OUR REPORT	TOTAL MISC CHG.	0.00
CARD-IF FOR ANY REASON YOU CANNOT ANSWER	TOTAL MISC DISC	0.00
COMPLETELY SATISFIED PLEASE CONTACT RYAN WILLIAMS	TOTAL TAX.....	0.00
AT 703-670-8181. PLEASE COMPLETE YOUR		
CHEVROLET SURVEY AND RETURN IT. ANY LESS THAN		
COMPLETELY SATISFIED IS A FAILING GRADE FOR US.		
THANK YOU FOR YOUR BUSINESS!!		

*****NEW SERVICE HOURS*****
*****7AM-7PM*****
*****SATURDAY 8AM-2PM*****

TOTAL INVOICE \$ 0.00

LIMITED WARRANTY
All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

THIS INVOICE MUST ACCOMPANY
ANY AND ALL ADJUSTMENTS OR
CLAIMS.

LIMITED WARRANTY
PARTS AND LABOR WARRANTED 12
MONTHS OR 12,000 MILES WHICH-
EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

CUSTOMER SIGNATURE

THANK YOU!
WE APPRECIATE
YOUR BUSINESS



CHEVROLET

15805 Jefferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax : 703 690 3074
www.elindsay.com



CUSTOMER NO.	29646	ADVISOR	WILLIAM THOMPSON	32272	TAG NO.	W324	INVOICE DATE	05/05/04	INVOICE NO.	CTCS217661
		LICENSE NO.	83.95		MILEAGE	30,419	COLOR	BLACK/	STOCK NO.	
		YEAR / MAKE / MODEL	02/CHEVROLET TRUCK/AVALANCHE				DELIVERY DATE		DELIVERY MILES	
		VEHICLE ID. NO.	3 G N E K 1 3 T 1 2 G				SELLING DEALER NO.		PRODUCTION DATE	
		F. T. E. NO.			P. O. NO.		R.	05/05/04		
		BUSINESS PHONE	COMMENTS							

LABOR & PARTS

J# 1 03CVZ0DB DIAG ENGINE CONCERNS TECH(S): 24727
CUST STATES SVC ENG. SOON LIGHT ON/BAD GAS MILEAGE, BUCKING
CCC CHECK DONE CODE P0430 CAT SYSTEM LOW EFFICIENCY
REPLACED CAT CONVERTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15052911	CONVERTER 3.685 A	
JOB # 1	1		15052911	CORE RETURN	
JOB # 1	1		15035747	SEAL 3.611 R	
JOB # 1	1		15077362	SEAL 3.611 R	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2 11CVZ0DB DIAG STAND BRAKES TECH(S): 24727
CUST STATES BRAKES DON'T FEEL LIKE THEY GRAB RIGHT/
ROAD TESTED OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2					

JOB # 2 TOTAL LABOR & PARTS

COMMENTS
DO NOT HAVE PART FOR TAILGATE IN STOCK

TOTALS

[] CASH [] CHECK CK NO. []
[] VISA [] MASTERCARD [] DISCOVER
[] AMER XPRESS [] OTHER [] CHARGE
SHORTLY YOU WILL BE RECEIVING A SURVEY FROM
CHEVROLET MOTOR DIVISION. THIS IS OUR REPORT
CARD. IF FOR ANY REASON YOU CANNOT ANSWER
COMPLETELY SATISFIED PLEASE CONTACT RYAN WILLIAMS
AT 703-670-8181. PLEASE COMPLETE YOUR
CHEVROLET SURVEY AND RETURN IT. ANY LESS THAN
COMPLETELY SATISFIED IS A FAILING GRADE FOR US.
THANK YOU FOR YOUR BUSINESS!!

*****NEW SERVICE HOURS*****
*****7AM-7PM*****
*****SATURDAY 8AM-2PM*****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

LIMITED WARRANTY

All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

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CLAIMS.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED 12
MONTHS OR 12,000 MILES WHICH-
EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

CUSTOMER SIGNATURE

2004 11/02 210011

ODDGE VA
ME: [REDACTED] BUS:

PAGE 1

8000 SUDLEY RD
MANASSAS VA 20109

SERVICE ADVISOR: 116 CASE, BILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	DATE
BLACK	02	CHEVROLET AVALANCHE	3GNEK13T12G [REDACTED]		29361/	T12
SERVICE DATE	PROD DATE	WARR EXP	PROMISED	HO NO	RATE	PAYMENT
JAN2002			17:30 17MAR04		77.02	CASH
PRO OPENED	READY	OPTIONS	ENG: 5.3 Liter	VS	MFI	Iron
MAR2004 11:09			<i>Damage to Left ft</i>			
CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS				

945 WC94 DE CK ELEC SYSTEM-WOULDN'T START, CUST CHARGED VEH AND THE NEXT DAY IT HAD TO BE JUMPED AGAIN *did electrical ck and bad battery replaced battery*

**DUDLEY
MARTIN**
CHEVROLET
Manassas, VA

BILL CASE
SERVICE CONSULTANT

8000 SUDLEY RD. • MANASSAS, VA 20109
P.O. BOX 511 • MANASSAS, VA 20108
(703) 368-2111 Ext. 1607
METRO: 631-0250 • FAX: (703) 222-3247
www.dudleymartin.com

CD DOESN'T PLAY (OK TO SEND OUT)

installed radio

*DRIVERS head speaker rattles
the inside air temp sensor,
temp sensor*

945 WC94 WG service eng *Like comes on and stays on*
checked for DTC's found DTC P0430 for catalyst performance. Test drive
15 mile / 30 mins - catalyst system is operating as designed at this time, so problem
945 WC94 OC CUST state ABS engages more than it should *found*
pedal travels farther (see bill)

test drive vehicle 15 mile / 30 mins could not duplicate concern
of ABS engaging. Checked for any DTC's - none ABS system is operating as
designed at this time
Called at 10:30

EXCLUSION OF WARRANTIES

on the parts and accessories sold hereby are made by the manufacturer. The under-
chaser understands and agrees that dealer makes no warranties of any kind, express or
id disclaims all warranties, including warranties of merchantability or fitness for a particu-
a, with regard to the parts and/or accessories purchased; and that in no event shall dealer
a for incidental or consequential damages or commercial losses arising out of such
The undersigned purchaser further agrees that the warranties excluded by dealer, in-
are not limited to any warranties that such parts and/or accessories are of merchantable
hat they will enable any vehicle or any of its systems to perform with reasonable safety,
or comfort.

AUTHORIZATION FOR REPAIRS

authorize the repair work herein set forth to be done along with the necessary material
that you are not responsible for loss or damage to vehicle or articles left in vehicle in
theft or any other cause beyond your control or for any delays caused by unavailability
delays in parts shipments by the supplier or transporter. I hereby grant you and/or your
permission to operate the vehicle herein described on streets, highways or elsewhere
loss of testing and/or inspection. An express mechanic's lien is hereby acknowledged
vehicle to secure the amount of repairs hereto. The dealership is not responsible for dam-
aging due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY ☒

REVISED
ESTIMATE (1)

DATE

TIME

BY

REVISED
ESTIMATE (2)

REVISED
ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF [REDACTED] NOTES:

X



CHEVROLET

15605 Jefferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax : 703 690 3074
www.elindsay.com



CUSTOMER NO. 29646	ADVISOR SUSAN ROSINE	10099	TAG NO. 526	INVOICE DATE 04/25/03	INVOICE NO. CTC5196402
	LICENSE NO. 79.95		MILEAGE 14,241	COLOR BLACK/	STOCK NO.
WOODBRIDGE, VA	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/AVALANCHE			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 G N E K 1 3 T 1 2 G			ELIING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.C. DATE 04/19/03	
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS
J# 1 12CVZ1 SUSPENSION REPAIRS TECH(S):14448 WARRANTY
CUSTOMER STATES FRONT DIFFERENTIAL FLUID LEAKING
TRANSFER CASE LEAKING
R/R TRANSFER CASE AND RECONDITION COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12346141	ADHESIVE- 8.800	
JOB # 1	1	15704050	GASKET 4.515	
JOB # 1	2	12378508	FLUID 8.800	
JOB # 1	1	12384993	BRG	
JOB # 1	10	12473054	PLATE 4.537	
JOB # 1	9	12547608	PLATE 4.537	
JOB # 1	1	12470960	FORK ASM 4.555	

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 20CVZ0DB DIAG ELECTRICAL TECH(S):14448 WARRANTY
CUSTOMER STATES INDICATOR LIGHTS KEEP COMING ON, GAUGES
ERRATIC--ENGINE REVING INTERMITTENTLY--AND BUCKING
COULD NOT DUPLICATE CUSTOMER CONCERN--ADVISE CUSTOMER
IF PROBLEM PERSISTS WE WILL SCHEDULE APPT FOR CUSTOMER
TO TEST DRIVE VEHICLE WITH SERVICE MANAGER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 11CVZ0DB DIAG STAND BRAKES TECH(S):14448 WARRANTY
CUSTOMER STATES E-BRAKE NOT WORKING
MISADJUSTED
ADJUSTED EMERGENCY BRAKE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4+24CVZ99 RENTAL TECH(S):14448 WARRANTY
Added Operation (RYANW @ 04/19/2003 13:35)
RENTAL FOR WARRANTY
CLAIMED PER GM SPECS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

J# 5+01CVZ MAINTENANCE TECH(S):21065
Added Operation (RYANW @ 04/25/2003 13:37)
CUSTOMER STATES PERFORM WASH AND VAC
COMPLETED WASH AND VAC

LIMITED WARRANTY

All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

THIS INVOICE MUST ACCOMPANY
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CLAIMS.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED 12
MONTHS OR 12,000 MILES WHICH-
EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

THANK YOU!



LINDSAY

CHEVROLET

15605 Jefferson Davis Highway
Woodbridge, Virginia 22191
Phone: 703 870 8181
Fax : 703 690 3074
www.elindsay.com



CUSTOMER NO.	29646	ADVISOR	SUSAN ROSINE	10099	TAG NO.	526	INVOICE DATE	04/25/03	INVOICE NO.	CTCS196402
		LICENSE NO.	79.95		RELEASE	14,241	COLOR	BLACK/	STOCK NO.	
		YEAR / MAKE / MODEL	02/CHEVROLET TRUCK/AVALANCHE				DELIVERY DATE		DELIVERY MILES	
		VEHICLE ID. NO.	3 G N E K 1 3 T 1 2 G				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	04/19/03		

BUSINESS PHONE	COMMENTS
----------------	----------

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5 TOTAL PARTS					0.00	
JOB # 5 TOTAL LABOR & PARTS					0.00	
						<u>LIMITED WARRANTY</u>
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	64880	51005		04/19/03	TOW IN	
TOTAL - SUBLET					0.00	WARRANTY
						All GM Parts and Associated Labor Guaranteed 12 Months or 12,000 Miles Whichever Comes First.

LIMITED WARRANTY
All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

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CLAIMS.

LIMITED WARRANTY
PARTS AND LABOR WARRANTED 12
MONTHS OR 12,000 MILES WHICH-
EVER OCCURS FIRST. THIS COPY
MUST BE RETURNED FOR ALL
ADJUSTMENTS.

SALES TAX REG. # 176-002337-1

CUSTOMER SIGNATURE

THANK YOU!
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YOUR BUSINESS

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 Woodbridge, Virginia 22191
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 Fax : 703 690 3074
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Goodwrench
 Service

CUSTOMER NO.	29646	ADVISOR	ROBERT R KEENAN	TAG NO.	145 173	INVOICE DATE	12/17/04	INVOICE NO.	CTCS229698
		LICENSE NO.		MILEAGE	41,409	COLOR	BLACK/	STOCK NO.	
		YEAR / MAKE / MODEL	02/CHEVROLET TRUCK/AVALANCHE/4 DOOR						
		VEHICLE I.D. NO.	3 G N E K 1 3 T 1 2 G						
		F.T.E. NO.		P.O. NO.		DELIVERY DATE		DELIVERY MILES	
						SELLING DEALER NO.		PRODUCTION DATE	
						R.O. DATE	12/11/04		
		BUSINESS PHONE	COMMENTS						
			MO: 41421						

LABOR & PARTS
 J# 1 11CVZ STAND BRAKE REPAIRS TECH(S): 24 WARRANTY

NO BRAKES-TOWED IN FROM MERCHANT TIRES
 RIGHT REAR ROTOR BROKE - LOCKED UP BRAKES AND BROKE
 AND RUSTED IN 1/2- DAMAGED BRAKE CALIPER, BRACKETS, BRAKELINES
 BACKING PLATE, COVER, PARKING BRAKE, PARK BRAKE CABLE, ECT
 ALL BRAKE FLUID LEAKED OUT, SYSTEM HAD NO BRAKE FLUID IN IT
 AXLE BENT-R&R BENT AXLE
 R&R BENT AXLE AND REPLACED-CALIPER, ROTOR, PADS, BACKING PLATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	15012506	BOLT 4.665	
JOB # 1	2	25757802	ROTOR 5.809 R	
JOB # 1	1	15206076	BRAKE 4.591	
JOB # 1	6	15027048	BOLT-SCRW 5.812 R	
JOB # 1	1	12471369	SHAFT 5.420 A	
JOB # 1	1	15102354	HOSE 4.680	
JOB # 1	2	12530703	BOOT KIT 4.665	
JOB # 1	1	18043519	BRACKET 4.665 C	
JOB # 1	1	18043521	CALIPER 4.665 B	
JOB # 1	1	12476287	SHIELD 5.002 B	
JOB # 1	1	15087072	CABLE 4.779 C	
JOB # 1	2	12530697	PIN 4.665 R	
JOB # 1	2	12471686	SEAL R/AX 5.822 R	
JOB # 1	3	89021677	LUBRICANT 8.800	
JOB # 1	3	12377967	FLUID 8.800	
JOB # 1	1	25000	PICKUP	
JOB # 1	1	26066456	GASKET 5.399 R	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2 11CVZ1 STAND BRAKE REPAIRS TECH(S): 24 WARRANTY

Added Operation (ROBK @ 12/16/2004 07:04)
 BRAKE LINES/HOSES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				0.00
				0.00

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

J# 3 11CVZ2 STAND BRAKE REPAIRS TECH(S): 24 WARRANTY

Added Operation (ROBK @ 12/16/2004 07:05)
 BRAKE CALIPERS NOT MOVING
 BROKEN- WOULD NOT MOVE
 REPLACED REAR RIGHT CALIPER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				0.00
				0.00

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

J# 4 11CVZ3 STAND BRAKE REPAIRS TECH(S): 24 86.47

Added Operation (ROBK @ 12/16/2004 07:06)

LIMITED WARRANTY
 All GM Parts and Associated Labor
 Guaranteed 12 Months or 12,000 Miles
 Whichever Comes First.
 All Other Parts & Labor Guaranteed For
 90 Days Or 4,000 Miles Whichever
 Comes First.

All Body Shop Parts And Associated
 Labor Guaranteed 12 Months.

THIS INVOICE MUST ACCOMPANY
 ANY AND ALL ADJUSTMENTS OR
 CLAIMS.

LIMITED WARRANTY
 PARTS AND LABOR WARRANTED 12
 MONTHS OR 12,000 MILES WHICH-
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 ADJUSTMENTS.

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Woodbridge, Virginia 22191
Phone: 703 670 8181
Fax : 703 690 3074
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CUSTOMER NO.	29646	ADVISOR	ROBERT R KEENAN	TAG NO.	145 173	INVOICE DATE	12/17/04	INVOICE NO.	CTCS229698
		LICENSE NO.		MILEAGE	41,409	COLOR	BLACK/	STOCK NO.	
		YEAR / MAKE / MODEL	02/CHEVROLET TRUCK/AVALANCHE/4 DOOR			DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO.	3 G N E K 1 3 T 1 2 G			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	12/11/04		
		BUSINESS PHONE				COMMENTS	MO: 41421		

REAR BRAKE PADS WORN
REPLACED REAR PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	18045936	PAD KIT 5.017 R	149.44	149.44
				JOB # 4 TOTAL PARTS	149.44
				JOB # 4 TOTAL LABOR & PARTS	235.91

J# 5+11CVZ0DB DIAG STAND BRAKES
Added Operation (ROBK @ 12/16/2004 07:07)
PARKING BRAKE WILL NOT HOLD
SEE WARRANTY REPAIRS
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 4	GMPP	GMPP DEDUCTIBLE	229698	200.00
			TOTAL - MISC	200.00

COMMENTS
VEH HIT ON LEFT FRONT-TOWED IN FROM MERCHANT TIRES
CALLED 337-12/16 L/M

TOTALS

[] CASH [] CHECK CK NO. []
[] VISA [] MASTERCARD [] DISCOVER
[] AMER XPRESS [] OTHER [] CHARGE
SHORTLY YOU WILL BE RECEIVING A SURVEY FROM
CHEVROLET MOTOR DIVISION. THIS IS OUR REPORT
CARD. IF FOR ANY REASON YOU CAN NOT ANSWER
COMPLETELY SATISFIED. PLEASE CONTACT TRACEY JONES OR
RAFFI KIRKORIAN AT 703-670-8181. PLEASE COMPLETE
YOUR SURVEY AND RETURN IT. ANY LESS THAN
COMPLETELY SATISFIED IS A FAILING GRADE FOR US.
THANK YOU FOR YOUR BUSINESS!!

NEW SERVICE HOURS
7:00AM-7:00PM
SATURDAY 8:00AM-2:00PM

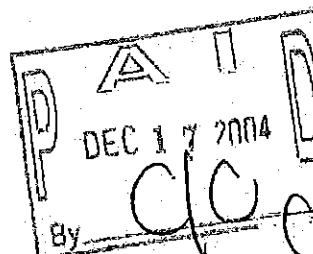
CUSTOMER SIGNATURE

TOTAL LABOR	86.47
TOTAL PARTS	149.44
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	200.00
TOTAL MISC DISC	0.00
TOTAL TAX	7.47
TOTAL INVOICE \$	443.38

LIMITED WARRANTY
All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.
All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.
All Body Shop Parts And Associated
Labor Guaranteed 12 Months.
**THIS INVOICE MUST ACCOMPANY
ANY AND ALL ADJUSTMENTS OR
CLAIMS.**

LIMITED WARRANTY
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CELL: 703-586-8904

CUSTOMER NO. 29646	ADVISOR AMY KELLER	TAG NO. 46613	INVOICE DATE 02/09/09	INVOICE NO. CTCS306765
	LICENSE NO. [REDACTED]	INVOICE 2114	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/AVALANCHE/4 DOOR	87,069	DELIVERY DATE	DELIVERY MILES
WOODBRIDGE, VA	VEHICLE I.D. NO. 3 G N E K 1 3 T 1 2 G		SELLING DEALER NO.	PRODUCTION DATE 06/01/01
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/09/09	
BUSINESS PHONE	COMMENTS			

MO: 87069

LABOR & PARTS
J# 1 05CVZ0DB **DIAG DRIVEABILITY** TECH(S): 47 **INTERNAL**
CUSTOMER STATES HEARS A GRINDING NOISE IN 2ND GETS WORSE
IN 4WD
ROADTESTED AND VERIFIED NOISE, INSPECTED AND FOUND FRONT
LEFT AXLE LOOSE INSIDE CARRIER.
FRONT DIFF NEEDS TO BE REPLACED.
ESTIMATE FOR A JASPER FROM DIFFERENTIAL INSTALLED-\$2350.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ27 **27 POINT CHECK OVER** TECH(S): 47 **INTERNAL**
PERFORM 27 POINT MAINTENANCE CHECK AND ADVISE.
COMPLETED PER SPECS
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 00CVZDEC **DECLINED RECOMMENDAT** TECH(S): 47 **INTERNAL**
Added Operation (AMYK @ 02/09/2009 13:57)
RECOMMENDATION SERVICES DECLINED BY CUSTOMER AT THIS TIME
DECLINED
LEFT FRONT WINDOW MOTOR-\$280.00
RIGHT FRONT INNER TIE ROD W/ ALIGNMENT-\$321.00
TRANSFER CASE OUTPUT SHAFT SEAL LEAKING-\$300.00
90,000 MILE SERVICE-\$625.00
OR INDUCTION SVC - \$175.00 AND TRANS FLUSH - \$225.00
JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS:
OIL IS LOW
TRANS FLUIDS IS DIRTY

RECOMMENDATIONS:
SEE DECLINED OPCODE

LIMITED WARRANTY
All GM Parts and Associated Labor
Guaranteed 12 Months or 12,000 Miles
Whichever Comes First.

All Other Parts & Labor Guaranteed For
90 Days Or 4,000 Miles Whichever
Comes First.

All Body Shop Parts And Associated
Labor Guaranteed 12 Months.

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esis

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*

Paul Olle
Claims Administrator

January 22, 2013

[REDACTED]
WOODRIDGE, VA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 753122
Our Client: General Motors LLC
Date/Event: 12/29/2012
Subject Vehicle: 2002 Chevrolet Avalanche
VIN: 3GNEK13T12G [REDACTED]

Dear Mrs [REDACTED]

Enclosed is a copy of the data that was retrieved from the air bag module of your 2002 Chevrolet Avalanche.

Sincerely,

Paul Olle

Paul Olle

Claims Administrator

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	3GNEK13T12G [REDACTED]
User	RAY MICHAEL
Case Number	753122
EDR Data Imaging Date	01/21/2013
Crash Date	12/29/2012
Filename	[REDACTED] 3GNEK13T12G [REDACTED] ACM.CDRX
Saved on	Monday, January 21 2013 at 10:52:51
Collected with CDR version	Crash Data Retrieval Tool 8.0
Reported with CDR version	Crash Data Retrieval Tool 8.0
EDR Device Type	Airbag Control Module
Event(s) recovered	Non-Deployment

Comments

LOCATION-158 LAKEVIEW DR, GRANTSVILLE, MD
 CONNECTED-USED DLC
 POWERED UP-VEHICLE BATTERY STILL CONNECTED AND POWERING SYSTEMS
 MILEAGE-105312
 PRESET-KEVIN AND CATHY PEUTERBAUGH
 SIR LAXXMP-FLASHED AND WENT OFF DURING KEY ON POWER UP

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 may be overwritten by another Non-Deployment Event. This event will be cleared by the SDM, after approximately 250 ignition cycle. 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 a Deployment Level Event occurs within five seconds after the Deployment Event, the Deployment Level Event will overwrite any non-locked Non-Deployment Event. 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 will record up to the first 150 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
- 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 Belt Switch Circuit Status indicates the status of the driver's 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.

-Passenger Front Air Bag Suppression Switch Circuit Status indicates the status of the suppression switch circuit.

-The Time Between This Event and the Previous Events is displayed in seconds. If the time between the two events is greater than five 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.

-If the vehicle is a 2000 - 2002 Chevrolet Cavalier Z24 or a Pontiac Sunfire GT, with a manual transmission (RPO MM5) and a 2.4L engine (RPO LD9), the Brake Switch Circuit Status data will be reported in the opposite state than what actually occurred, e.g. an actual brake switch status of "ON" will be reported as "OFF".

-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 SDM may obtain Belt Switch Circuit Status data a number of different ways, depending on the vehicle architecture. Some switches are wired directly to the SDM, while others may obtain the data from various vehicle control modules, via the vehicle's communication network.
- The Passenger Front Air Bag Suppression Switch Circuit is wired directly to the SDM.

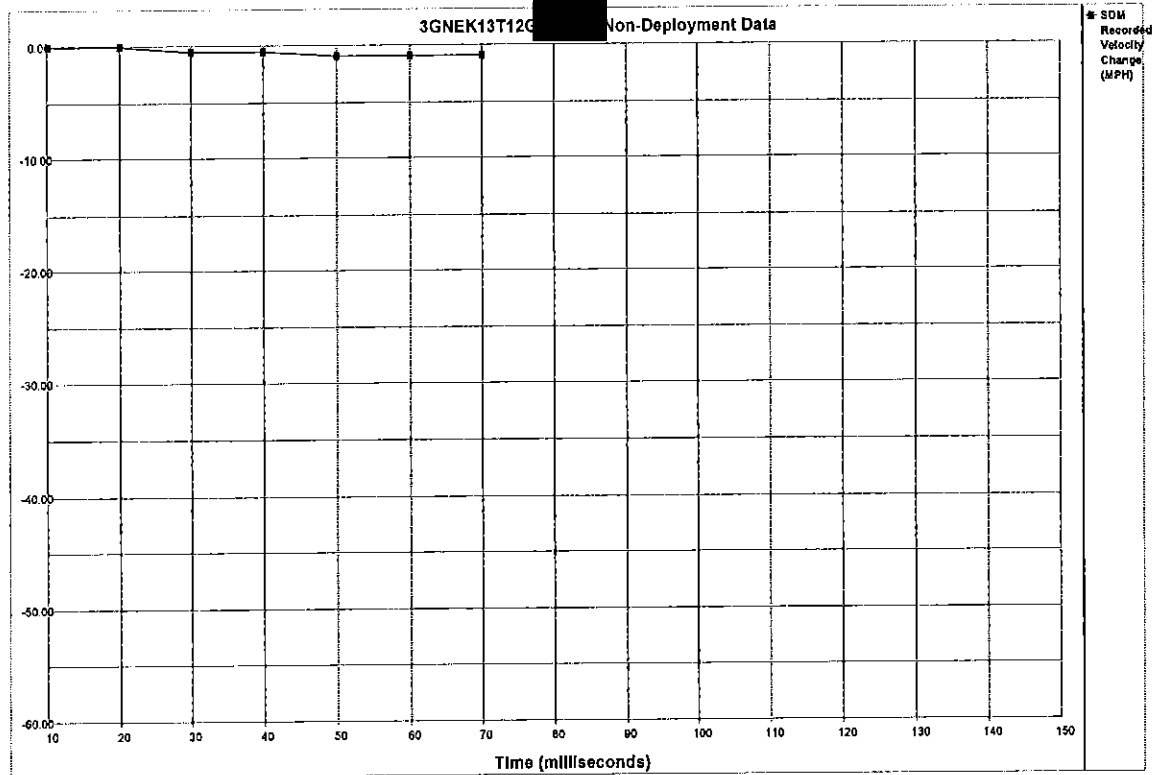
01025_SDMG-99JXZ09-10_r003

System Status At Non-Deployment

SIR Warning Lamp Status	OFF
Driver's Belt Switch Circuit Status	BUCKLED
Passenger SIR Suppression Switch Circuit Status (if equipped)	Air Bag Not Suppressed
Ignition Cycles At Non-Deployment	8856
Ignition Cycles At Investigation	8861
Maximum SDM Recorded Velocity Change (MPH)	-1.27
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	60

Seconds Before AE	Vehicle Speed (MPH)	Engine Speed (RPM)	Percent Throttle
-5	1	704	0
-4	2	704	0
-3	4	704	0
-2	5	640	0
-1	5	832	0

Seconds Before AE	Brake Switch Circuit State
-8	OFF
-7	ON
-6	ON
-5	OFF
-4	ON
-3	ON
-2	ON
-1	ON



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Recorded Velocity Change	0.00	0.00	-0.44	-0.44	-0.88	-0.88	-0.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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 08 23 2C 2C
$02 AB A9
$03 41 53 31 31 35 39
$04 4B 36 36 50 51 33
$05 00
$06 15 07 13 91
$10 FB AC E0
$11 7F 7F 80 7C 85 00
$14 0F C4 34 A0
$18 7F 7E 7F 83 82 84
$1C FA FA FA FA FA FA
$1D FA FA FA FA FA FA
$1E FA FA
$1F 00 01 05 05 00
$20 A0 00 00 FF 7D 80
$21 FF FF FF FF FF FF
$22 FF FF FF FF FF FF
$23 FF 00 00 5D 01 00
$24 00 01 01 02 02 02
$25 FF FF FF FF FF FF
$26 FF FF 07 08 08 06
$27 04 02 00 F6 00 00
$28 00 00 00 00 00 0D
$29 0A 0B 0B 0B 00 FB
$2A AC FF FC 00 01 00
$2B 02 FF FF 00 00 00
$2C 00 00 00 00
$2D 18 0C 07 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
$3C FF FF FF FF
$40 FF FF FF FF FF FF
$41 FF FF FF FF FF FF
$42 FF FF FF FF FF FF
$43 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.

EA11-001

GM

2/28/2013

ATTACHMENT 1

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 gather since our May 31, 2012 update.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	Fire	NUMBER WITH INJURIES/ FATALITIES*
Owner Reports	7	2	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)	8	2	0	0	0	0/0
Total Vehicles with Reports (Unique VIN)	8	2	0	0	0	0/0

TABLE 2-1: GM NON SALT BELT STATES UPDATE GM RECORDS FOR 1999 – 2003 MY
MAY RELATE TO ALLEGED DEFECT - REPORT CLASSIFICATION

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. The records summarized in Table 2-2 are the records gather since our May 31, 2012 update.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	FIRE	NUMBER WITH INJURIES/ FATALITIES*
Owner Reports	5	0	0	1	0	0/0
Field Reports	0	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)	5	0	0	1	0	0/0
Total Vehicles with Reports (Unique VIN)	5	0	0	1	0	0/0

TABLE 2-2: GM NON SALT BELT STATES GM RECORDS FOR 2004 – 2006 MY
MAY RELATE TO ALLEGED DEFECT - REPORT CLASSIFICATION

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	02/06/2013
Technical Assistance Center	02/06/2013
Field Information Network Database (FIND)	02/11/2013
Field Product Report Database (FPRD)	02/11/2013
Company Vehicle Evaluation Program (CVEP)	02/11/2013
Captured Test Fleet (CTF)	02/11/2013
Early Quality Feedback (EQF)	02/11/2013
Legal/Employee Self Insured Services (ESIS)/Product Liability Claims/Lawsuits	02/11/2013

TABLE 2-3: DATA SOURCES

EA11-001

GM

2/28/2013

ATTACHMENT 1

Q_02

Deborah
Stewart/Austin/GM1
05/31/2012 02:57 PM

To marsha.m.owens@gm.com
cc
bcc
Subject 71-1071954295 PAR Case Handled within BRC No Action
Required

A product allegation claim has been made in your district. The customer is alleging brake failure caused a collision and the air bags did not deploy.



*2006 GMC Sierra HD
2GTEK13T86 [REDACTED]
No involved dealer.*

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

Best wishes,
Debbie Stewart | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 31117 | Fax: 866-775-9478 | www.minacs.adityabirla.com Follow us on
Twitter