

July 23, 2013

[REDACTED]  
Bristol, CT [REDACTED]

Dear [REDACTED]

Thank you for your recent contact to the Saturn Customer Assistance Center.

Enclosed is the GM Product Field Action Customer Reimbursement Request Form. Please complete the form in its entirety and present it to your dealer with all required documents (see the attached reimbursement request form for details). Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

After receiving your completed claim form and documentation, your dealer will carefully review the documents to confirm the repairs were directly related to the condition described in the recall/special coverage. While we cannot guarantee all reimbursement requests will be honored, each request will be carefully reviewed for reimbursement consideration.

At Saturn, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request: 71-1065613544

## GENERAL MOTORS PRODUCT FIELD ACTION CUSTOMER REIMBURSEMENT PROCEDURE

If your vehicle is included in the bulletin and you have paid to have the related condition corrected before the bulletin customer notification date, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

**If your claim is:**

- Approved, you will receive a check from your Saturn dealer or General Motors,
- Denied, you will receive notification from your Saturn dealer or General Motors with the reason(s) for the denial, or
- Incomplete, your dealer will request that you provide additional documentation, or you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Request Form provided to file a claim for reimbursement. If you have questions about this reimbursement procedure that your dealer is unable to resolve, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

## General Motors Product Field Action Customer Reimbursement Request Form

**This section to be completed by customer (please print)**

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_

(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- \* The name and address of the person who paid for the repair.
- \* The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- \* Description of problem, the repair performed, date of repair and who performed the repair.
- \* The total cost of the repair expense that is being requested.
- \* Proof of payment for the repair in question and the date of payment.

(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

**This section to be completed by dealer (please print)**

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

**If denied, please provide a copy of this form to the customer and retain original for your files**

Bristol, CT

HARTFORD CT 061

26 MAY 2012 PM 3 L



05-18-12A07:44 RCVD

Customer and Relationship Services

PO Box 33170

Detroit, MI 48232-5170

482325170





## General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: \_\_\_\_\_  
Street Address or P.O. Box: \_\_\_\_\_  
City: Forestville State: CT Zip Code: \_\_\_\_\_  
Daytime Telephone Number (include Area Code): \_\_\_\_\_  
Evening Telephone Number (include Area Code): \_\_\_\_\_  
Date Request Form and Supporting Documentation Submitted to Dealer: 5/09/12  
Vehicle Identification Number of Involved Vehicle: 1G8ZS57N57A \_\_\_\_\_  
Mileage at Time of Repair: 61,682 Date of Repair: 5-09-12 (17 Characters)  
Amount of Reimbursement Requested: \$ 300.01

### THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- \* The name and address of the person who paid for the repair.
- \* The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- \* Description of problem, the repair performed, date of repair and who performed the repair.
- \* The total cost of the repair expense that is being requested.
- \* Proof of payment for the repair in question and the date of payment.  
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_  
Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_  
Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files

# HERITAGE AUTO WORKS

138 Whiting Street  
Plainville, Connecticut 06062  
(860) 747-3951

DATE OF ORDER

5/9/12

CITY, STATE, ZIP

Forestville Conn 06010

9617

HOME PHONE

BUS. PHONE

EXT.

DATE PROMISED

YEAR, MAKE AND MODEL

07 Saturn Aura

CUSTOMER'S ORDER NUMBER

1682557157E

ORDER WRITTEN BY

SERIAL NUMBER

MOTOR NUMBER

ODOMETER

61682

QTY.	PART NO. AND DESCRIPTION	AMOUNT		AMOUNT
------	--------------------------	--------	--	--------

1	Shifter cable	91.38		
---	---------------	-------	--	--

1	shift cable bracket	15.71		
---	---------------------	-------	--	--

LUBE    CHG.OIL    OIL FILTER    TUNE UP    TRANS.    DIFF.

Towin Noshifer operator  
found Broken shifter  
cable

Replaced shifter cable 175.00  
with updated cable & bracket

tested OK

ORIGINAL

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 107.09

\_\_\_\_ LITERS/GALS. OF GAS @

\_\_\_\_ LITERS/QTS. OF OIL @

\_\_\_\_ kg/LBS. OF GREASE @

TOTAL LABOR 175.00

TOTAL PARTS 107.09

ACCESSORIES

GAS, OIL AND GREASE

SUBLET REPAIRS

EPA / WASTE DISPOSAL

OK #1245

5/9/12

TOTAL ACCESSORIES

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

282.09

TAX 17.92

TOTAL 300.01

THANK YOU

# ADDITIONAL PARTS LISTING

QTY.	PART NO. AND DESCRIPTION	AMOUNT	
<b>TOTAL PARTS</b>			

**OUR POLICY**

We try sincerely to handle all service work honestly, efficiently — and at a fair price! Should you ever have a question regarding our work, please feel free to bring it to us.

**ADDITIONAL**

*Thank You!*

FORESTVILLE, CT

5-10-2012 Date

PAY TO THE ORDER OF Heritage \$ 300.01

Three Hundred & 01/100 DOLLARS

**WebsterBank**  
WebsterOnline.com

FOR

FARMINGTON SAVINGS BANK  
21170347  
PLAINVILLE, CT 06082  
FOR DEPOSIT ONLY  
WELLS FARGO AUTO WORKS, LLC  
20276370

Posting Date 2012 May 11  
 Amount \$300.01  
 Account [REDACTED]  
 Check 000000001245

Fax #  
8669622868

CP [REDACTED]



July 23, 2013

[REDACTED]  
[REDACTED]  
Forestville, CT [REDACTED]

Dear [REDACTED]

Thank you for contacting us recently about the notice you received for your 2007 Saturn AURA. We apologize for any inconvenience you may have experienced as a result of this action.

At Saturn, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and are happy to inform you that you are being reimbursed for the full amount of the repair associated with the field action. We have enclosed a check in the amount of \$300.01. Please note that this reimbursement does not include any additional reimbursement requests not associated with the prescribed repair (e.g. maintenance items, wear-and-tear items, etc).

If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to ensure all necessary steps have been taken to repair your vehicle.

At Saturn, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request: 71-1065613544

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

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



CHECK NO. [REDACTED] 50-937  
 213

DATE: 05/22/12 AMOUNT: 300.01  
 300. DOLLARS 01 CENTS

North American Operations  
 General Motors Corporation  
 Disbursement Account

PAY TO THE ORDER OF [REDACTED]  
 FORESTVILLE CT [REDACTED]

*Ben D. Albee*  
 SIGNATURE

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

AUDIT



**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE: 05/22/12

ENDORSEMENT NO. [REDACTED] 1  
 ENDORSEMENT NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
8ZS57N57F [REDACTED]	05/21/12 71-1065613544.1	VH 1-HOCBMM 1-HOCBMM	00.0000	300.01	.00	300.01
<b>TOTAL</b>				300.01	.00	300.01

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

M3

July 23, 2013

[REDACTED]  
[REDACTED]  
West Babylon, NY [REDACTED]

Dear [REDACTED]

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

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn AURA.

This offer is valid towards one service visit on VIN 1G8ZS57N37F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request 71-1066414110

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

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**

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

July 23, 2013

[REDACTED]  
[REDACTED]  
Detroit, 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 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-1071790635

William Duffy/Austin/GM1

07/11/2012 01:06 PM

To sandra.jensen@gm.com

cc

bcc

Subject 71-1085866107 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a transmission concern caused a collision. This case is being escalated to ESIS because the customer's insurance carrier is subrogating for property damage.

*Clements*

*2007 Saturn Aura*

*1G8ZS57N37F [REDACTED]*

*Halladay Motors, Inc., Cheyenne, WY (117903)*

*Michelle Dixon, svc. manager*

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

Best wishes,  
William Duffy | PAR Agent

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext 21071 | Fax 866-660-2731 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter

William Duffy/Austin/GM1

07/31/2012 12:39 PM

To andrew.fegan@gm.com

cc

bcc

Subject 71-1089982677 PAR Case Handled within BRC No Action  
Required

A product allegation claim has been made in your district. The customer is alleging a defect in the transmission caused the vehicle to slip out of gear.

*Taba*

*2008 Saturn Aura*

*1G8ZS57N88F [REDACTED]*

*Bob McCosh Chevrolet Buick GMC, Inc. Columbia, MO (111385)*

*Mike Mountjoy, svc. manager*

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

Best wishes,  
William Duffy | PAR Agent

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext 21071 | Fax 866-890-4231 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter

William Duffy/Austin/GM1

07/31/2012 12:41 PM

To kevin.p.phillips@gm.com

cc andrew.fegan@gm.com

bcc

Subject 71-1089982677 PAR Recommended Denial BRM Approval  
Required

A recent product allegation claim was made in your region. The customer alleged a defect in the transmission caused the vehicle to slip out of gear.

*Taba*

*2008 Saturn Aura*

*1G8ZS57N88F [REDACTED]*

*Bob McCosh Chevrolet Buick GMC, Inc. Columbia, MO (111385)*

*Mike Mountjoy, svc. manager*

PAR is recommending *denial* to resolve the customer's claim. **Please respond with your denial.** Once we receive it, the decision will be relayed to the customer and the involved dealership.

Best wishes,  
William Duffy | PAR Agent

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext 21071 | Fax 866-890-4231 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter



kevin.p.phillips@gm.com

07/31/2012 12:50 PM

To william\_duffy@gmexpert.com

cc andrew.fegan@gm.com

bcc

Subject Re: 71-1089982677 PAR Recommended Denial BRM  
Approval Required

Agreed, Denial.

From: william\_duffy@gmexpert.com

To: kevin.p.phillips@gm.com

Cc: andrew.fegan@gm.com

Date: 07/31/2012 11:41 AM

Subject: 71-1089982677 PAR Recommended Denial BRM Approval Required

A recent product allegation claim was made in your region. The customer alleged a defect in the transmission caused the vehicle to slip out of gear.

Taba

2008 Saturn Aura

1G8ZS57N88E [REDACTED]

Bob McCosh Chevrolet Buick GMC, Inc. Columbia, MO (111385)

Mike Mountjoy, svc. manager

PAR is recommending denial to resolve the customer's claim. Please respond with your denial. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Best wishes,

William Duffy | PAR Agent

Aditya Birla Minacs | inspired every day

7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741

Phone 866-790-5700 ext 21071 | Fax 866-890-4231 |

[www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on Twitter

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

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the



intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

July 23, 2013

[REDACTED]  
Folsom, PA [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 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-1109765029

Dalia Rangel/Austin/GM1

09/26/2012 03:15 PM

To jon.joyce@gm.com

cc

bcc

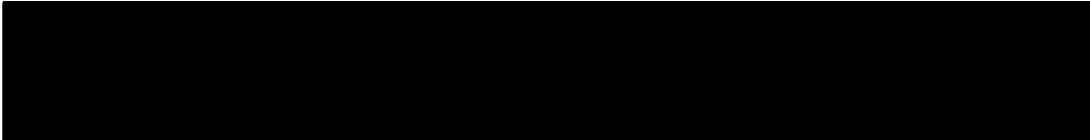
Subject 71-1110245467 PAR Case Handled within BRC No Action  
Required

A product allegation claim has been made in your district. The customer is alleging the veh went out of shift causing a collision.

*Peace*  
*2007 Pontiac G*  
*1G2ZF58B574 [REDACTED]*  
*Dealership, City, State (BAC) no dlr involved*  
*Dealership Contact, Title/Position*

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

Best wishes,  
Dalia Rangel I CRS



Dalia Rangel/Austin/GM1

09/26/2012 05:21 PM

To rod.gasperik@gm.com

cc jon.joyce@gm.com

bcc

Subject 71-1110245467 PAR Recommended denial BRM Approval  
Required

A recent product allegation claim was made in your region. The customer alleged the veh went out of shift while turned of causing a collision.

*Peace*  
*2007 Pontiac G6*  
*1G2ZF58B574 [REDACTED]*  
*Dealership, City, State (BAC) no dlr involved*  
*Dealership Contact, Title/Position*

PAR is recommending denial to resolve the customer's claim. **Please respond with your** denial. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Best wishes,  
Dalia Rangel | CRS

[REDACTED]



**Kellin  
Babbs/Austin/GM1**  
09/28/2012 12:49 PM

To john.clay@gm.com  
cc  
bcc  
Subject 71 1111205865 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your district. The customer is alleging that their vehicle was in park when it rolled forward hitting their neighbors vehicle. The customer has not filed an insurance claim with their insurance company but they are wondering who is going to pay for the damage on their neighbors vehicle. They do not have damage on their vehicle. This case is being escalated to ESIS because of third party property damage



2007 Saturn Aura

1G8ZS57N97F

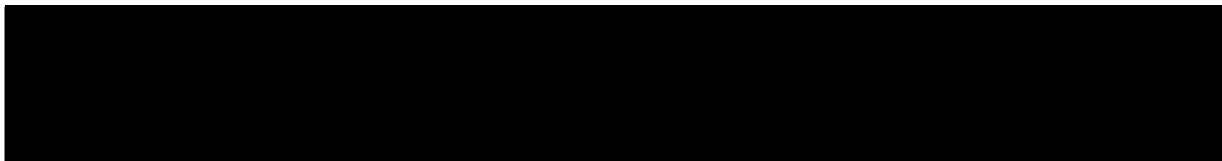


Royal Automotive, Inc. Vestavia Hills AL 117558

(205) 823-3100 - Henry Parker - Service Manger

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

Respectfully,  
Kellin Babbs I CRS



July 23, 2013

[REDACTED]  
[REDACTED]  
N Brunswick, NJ [REDACTED]

Dear [REDACTED]

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

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2008 Saturn AURA.

This offer is valid towards one service visit on VIN 1G8ZS57N58F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request 71-1113696794

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

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**ATTENTION: DEALERSHIP SERVICE MANAGER**

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

S.I.N.Y

TRIBORO NY 112  
BKLYN-STATEN ISL.  
16 OCT 2012 PM 3 L



U.S. POSTAGE

11201

FOREVER

08259358



FE0037600205402

0675 APC

10-19-12 A08:44 IN

SATURN CUSTOMER ASSISTANCE  
PO Box 33173  
DETROIT, MICHIGAN

48232517373

482325173

12 October 2012

Saturn Customer Assistance  
PO Box 33173  
Detroit, MI 48232-5173

Re: # 71-1113-809530

Dear Sir/Madam:

On Thursday, 10/4/12 my vehicle would not start due to a broken shifter cable. Attached, please find receipts for the repair of my vehicle along with receipts for the tolls incurred when it was towed from Brooklyn to Staten Island. Please note, that the actual towing was a benefit of my AAA membership and no reimbursement is requested for the towing.

Repair:	\$ 365.35
Tolls	<u>39.00</u> (2 receipts 26+13)
Total	\$ 404.35

Thank you for you assistance in this matter.

Yours truly,

Staten Island, NY



**Island Tech II Auto Repair, Inc.**  
 135 Morningstar Rd.  
 Staten Island, NY. 10303  
 Phone - 718-442-9029 Fax - 718-442-9391  
 Expert Foreign & Domestic Repair

INVOICE

310

**INVOICE**

Print Date : 10/05/2012

[Redacted]  
 Staten Island, NY [Redacted]  
 Cellular [Redacted]  
 Cust ID : 247 Ref # : [Redacted]

2007 Saturn - Aura XE  
 3.5L, V6, VIN (N)  
 Lic # : [Redacted] Odometer In : 53587  
 Unit # : [Redacted]  
 Vin # : 1G8ZS57N67F [Redacted]  
 Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
SHIFT CABLE 25907379	1.00	71.86	71.86	BEING TOWED IN NO START== CUSTOMER STATES SHIFT CABLE IS LOOSE	N/C
CABLE HOLD DOWN BRACKET 25907374	1.00	18.71	18.71	DIAGNOSE BROKEN SHIFTER CABLE. REMOVE AND REPLACE SHIFTER CABLE AND HOLD DOWN BRACKET. VEHICLE NEEDS BRAKE PADS AND ROTORS ALL AROUND	45.00 200.00

*Handwritten:*  
 FD  
 GED  
 V-6

**COPY**

[ Technicians : Please Select, Technician ]

Org. Estimate \$0.00	Revisions \$0.00	Current Estimate \$0.00	Additional Cost	Revised Estimate	<b>Labor: 245.00</b>
					<b>Parts: 90.57</b>
					<b>Sublet: 0.00</b>
					-----
					<b>Sub: 335.57</b>
					<b>Tax: 29.78</b>
					<b>Total: 365.35</b>
					<b>Bal Due: \$365.35</b>

[ Payments - ]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

COPIES  
OF TOLL  
RECEIPTS

26 →

MIA BRIDGES AND TUNNELS  
VERKAZANDU NARRUWS BRIDGE  
LUL PI DATE TIME UPER. ID AMOUNT  
20 10/04/12 13:59 02108 \$26.00

13 →

MIA BRIDGES AND TUNNELS  
VERKAZANDU NARRUWS BRIDGE  
LUL PI DATE TIME UPER. ID AMOUNT  
20 10/04/12 13:59 02108 \$13.00

COPY

**AUTHORIZATION TO TOW**

**64179**

DCA #832919



**AUTOMOBILE CLUB OF NEW YORK INC**  
58-70 54<sup>th</sup> STREET  
MASPETH, NY 11378  
(718) 628-4043 • (800) 222-4357

*COPY OF  
TOWING RECEIPT  
(NOT INVOICED)*

DATE  
**10/4/12**

TIME

PHONE

MAKE AND TYPE OF CAR  
**Saturn ION** YEAR  
**07** STATE REG NO  
**AXR 7-10**

TOW CAR DRIVER'S NAME  
**CHAS. J. WOK** IDENTIFICATION NO  
**133N55**

MEDALLION NO  
**6270** STATE REGISTRATION NO  
**1A40027**

Towing AUTHORIZATION TO REPAIR\* at the scene of an accident  
 CAUTION  
Person In Charge

**COPY**

Before signing, be sure to read "CAUTION" above. In case of complaint concerning overcharge for towing or related towing service, notify Dept. of Consumer Affairs, Complaint Division, 42 Broadway, New York, NY 10004 Dial 311.

CAR WAS TOWED FROM  
**172 Route 170** DISTANCE TOWED  
# MILEAGE  
END **6.811**

TO  
**MONROE ST. TAHOE J.C. TRUCK** # MILEAGE  
START **6.825**

TOWING CHARGES TOTAL DISTANCE TOWED  
**1.8**

MILE OR PART THERE OF  
EACH ADDITIONAL MILE

STORAGE \$10.00 PER DAY FOR FIRST 3 DAYS; \$15.00 PER DAY

ADDITIONAL CHARGES: PREPARING FOR TOW WHICH REQUIRES AN UNUSUAL PREPARATION SUCH AS IN A STORE-FRONT OR OVERTURNED VEHICLE \$12.00 PER TOW CAR FOR EACH 1/4 HOUR OR PART THEREOF (NO. OF HOURS)

OTHER CHARGES NEW YORK CITY SALES TAX @ 8.875% TOTAL **1.8**

TOLLS (TO BE PAID BY PERSON IN CHARGE)

**PAY THIS AMOUNT** TOTAL CHARGES

ALL OF THE ABOVE ENTRIES MUST BE COMPLETE AT TIME OF PREPARATION TOWING CHARGES MAY BE COMPUTED AND ENTERED AT TERMINATION OF TRIP.

CARS RELEASED 9 A.M. TO 5 P.M. MONDAY TO FRIDAY EXCLUDING HOLIDAYS



**Kellin  
Babbs/Austin/GM1**  
10/17/2012 04:38 PM

To robert.dusek@gm.com  
cc  
bcc  
Subject 71 1117562896 PAR Case Handled within BRC No  
Action Required

A product allegation claim has been made in your district. The customer is alleging that their vehicle was in park when it rolled into another vehicle.

Klein

2007 Pontiac G6

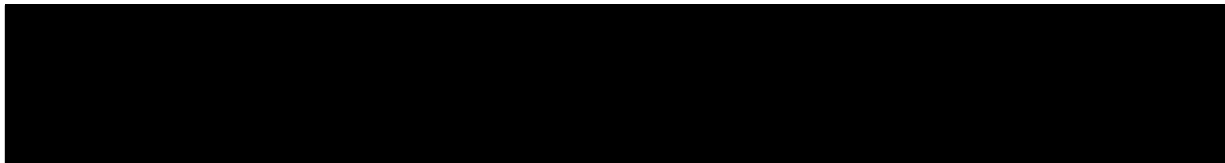
1G2ZF58B374 [REDACTED]

Bill Jacobs Joliet, L.L.C. Joliet IL 113194

(815) 725-7110 David Kendrick

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

Respectfully,  
Kellin Babbs I CRS



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	1G2ZF58B374 [REDACTED]
User	[REDACTED]
Case Number	71-1117562896
EDR Data Imaging Date	10/22/2012
Crash Date	10/16/2012
Filename	1G2ZF58B374 [REDACTED].ACM.CDRX
Saved on	Monday, October 22 2012 at 11:04:08
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	None

## Comments

No comments entered.

## 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). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, 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 of 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 may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 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 Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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 can record up to 220 milliseconds of data after Deployment criteria is met and up to 70 milliseconds before Deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of Deployment command in a Deployment event and AE to time of maximum SDM recorded vehicle velocity change in a Non-Deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when Deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the Deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- Significant changes in the tire's rolling radius
- Final drive axle ratio changes
- Wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- No data is received from the module sending the pre-crash data
- No module is present to send the pre-crash data
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment 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 the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

**Data Source:**

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

01016\_SDMEps\_r004

## 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 00 05 00 00 44 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 60 06
$07 00 09 00 00 00 00 00
$08 FB 96 00 00 00 00 00
$09 00 7B 72 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D FE F2 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 32 5A 46 35 38 42
$11 33 37 34 31 39 32 35
$12 32 39 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 03 03 00 00 00 00 00
$1B 3F 30 00 67 00 7A 00
$1C 3F 30 00 66 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 4F 00 4F 00 01 00
$1F 31 C0 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 8E 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 A3 17 01 C8 00 00
$2F 00 FE 3E 9E 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
```

\$3C FF FF FF FF FF FF C0  
\$3D FF FF FF FF FF FF 00  
\$3E FF FF FF FF 00 00 00  
\$3F 00 00 F0 00 00 00 00  
\$40 E0 FF 00 00 00 00 00  
\$41 F8 F8 90 00 00 00 00  
\$42 80 FF FF FF FF 00 00  
\$43 FF FF FF 00 00 00 00  
\$44 FF FF FF FF FF FF 00  
\$45 FF FF FF FF FF FF 00  
\$46 FF FF FF FF FF FF 00  
\$47 FF FF FF FF FF FF 00  
\$48 FF FF FF FF FF FF 00  
\$49 FF FF FF FF FF FF 00  
\$4A FF FF FF FF FF FF 00  
\$4B FF FF FF FF FF FF 00  
\$4C FF FF FF FF FF FF 00  
\$4D FF FF FF FF FF FF 00  
\$4E FF FF FF FF FF FF 00  
\$4F FF FF FF FF FF FF 00  
\$50 FF FF FF FF FF FF 00  
\$51 F0 00 00 F0 00 00 00  
\$52 81 FF FF FF 00 00 00  
\$53 FF FF FF 00 00 00 00  
\$54 82 FF FF 00 00 00 00  
\$55 FF FF FF FF FF FF 00  
\$67 A0 FF 00 00 00 00 00  
\$68 F8 F8 90 C0 00 00 00  
\$69 80 FF FF FF FF 00 00  
\$6A FF FF FF 00 00 00 00  
\$6B FF FF FF FF FF FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
\$6F FF FF FF FF FF FF 00  
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\$74 FF FF FF FF FF FF 00  
\$75 FF FF FF FF FF FF 00  
\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 36 34 37 32 52 36 32 34 32 32 36 39 4E 48  
\$02 41 05 94 61  
\$03 41 54 36 34 37 32 52 36 32 34 37 32 36 4A 46 53  
\$04 41 05 94 61  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 36 34 37 33 52 36 32 32 36 32 4A 46 56 41  
\$0E 01 5A 39 A4  
\$0F 41 4A 36 34 37 33 52 36 32 32 36 32 4A 46 56 45  
\$10 01 5A 39 A4  
\$13 42 52 39 38 32 30 44 32 36 32 39 39 38 33 4C 36  
\$14 16 46 3D 35  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 32 16 B8 0B 5E 11 91 9A



```
$22 60 06
$23 32 5A FA FA FA FA FA
$24 32 5A FA FA FA FA FA
$25 32 5A FA FA FA FA FA
$26 32 5A FA FA FA FA FA
$40 00 00
$41 3F 30 00 66 00 1A
$42 D0 E4
$43 00 00 8E 80
$44 C6 00 00 FC 80 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 30 30 36 32 31 31 4E 46 5A 20 20 20 20
$B7 50 AA 01 0F 02
$B8 4C 54 69 09 30
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 E8 C9 C6
$CC 00 E8 C9 C6
$D1 00 00
$DB 00 00
$DC 00 00
```

### **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.



**71-1117562896 GM Product Allegation Investigation Request**  
Al Difalco to: Al Difalco

10/18/2012 10:12 AM

---

PAR Information Provided:

PAR Record Number:

Number : PAR0000985

Provided Information:

PAR File Number : 71-1117562896

Customer Information:

Customer First Name : [REDACTED]

Customer Last Name : [REDACTED]

Customer Address : [REDACTED]

Customer City : Minooka

Customer State : IL

Customer Zip Code : [REDACTED]

Customer Home Phone : [REDACTED]

Customer Work Phone :

Customer Cell Phone :

Vehicle Information:

VIN : 1G2ZF58B374[REDACTED]

Vehicle Year : 2007

Vehicle Make : Pontiac

Vehicle Model : G6

Vehicle Mileage : 91000

Vehicle Location Information:

Dealer/Salvage/Other : Dealer

POC Name : David Kendrick

POC Phone : (815) 725-7110

POC Email : leponshe@billjacobsjoliet.com

Dealer BAC : 113194

Name of Business : Bill Jacobs Joliet, L.L.C.

Vehicle Location Address : 2001 W Jefferson

Vehicle Location City : Joliet

Vehicle Location State : PA

Vehicle Location Zip Code : 60435-8135

Customer Concerns:

Air Bag Deployment Concern - In a Collision : false

Air Bag Deployment Concern - No Collision : false

Accelerator/Throttle Concern : false

Brakes ABS Concern : false

Engine/Transmission/Drivetrain Concern : true

Fire/Thermal Event Concern : false

Restraint/SIR/Seats/Seatbelt Concern : false

Steering/Suspension/Tire/Wheels Concern : false

Water/Moisture/Odor Concern : false

Additional Information Concern : Customer is alleging that the vehicle was in park when it rolled forward and hit another vehicle. Customer is alleging that the vehicle experienced what the recall they heard on the TV said.

CSR Information:

Requestor Name : Kellin Babbs

Requestor Email : kellin\_babbs@gmexpert.com

Requestor Phone : (866) 790-5700 ext 41026

Requestor Fax : 866-311-2784

Ref:MSG0365418

Document ID: 2329227

## #09077A: F/CMVSS Noncompliance - Shift Lever Indicator May Not Display Correct Gear - (Aug 20, 2009)



**Subject: 09077A – Shift Lever Indicator May Not Display Correct Gear**

**Models: 2009 Chevrolet Malibu**

**2009 Pontiac G6**

**2009 Saturn AURA**

**Equipped with 4-Speed Transmission (RPO ME7/MN5)**

---

**The population for this recall has been expanded. The breakpoints have been revised as necessary. Please discard all copies of bulletin 09077, issued July 2009.**

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### Condition

General Motors has decided that certain 2009 model year Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission (RPO ME7/MN5) fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect", and Standard 114, "Theft Protection and Rollaway Prevention". On some of these vehicles, the end fitting tabs on the transmission shift cable may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

### Correction

Dealers are to install a retainer over the transmission shift cable end fitting. If the end fitting tabs are fractured, the shift cable must be replaced.

### Vehicles Involved

Involved are **certain** Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission (RPO ME7/MN5) and built within these VIN breakpoints:

Year	Division	Model	From	Through
------	----------	-------	------	---------

2009	Chevrolet	Malibu	94100044	94259763
			9F100005	9F225042
2009	Pontiac	G6	94100004	94259662
2009	Saturn	AURA	9F100007	9F218224

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved. - GM dealers and Canadian Saturn retailers should use GMVIS. - Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US and Canadian dealers/retailers – GM GlobalConnect Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Parts Information

**GM Only:** Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. **Kit PN 19210732 is not eligible for RIM Management.**

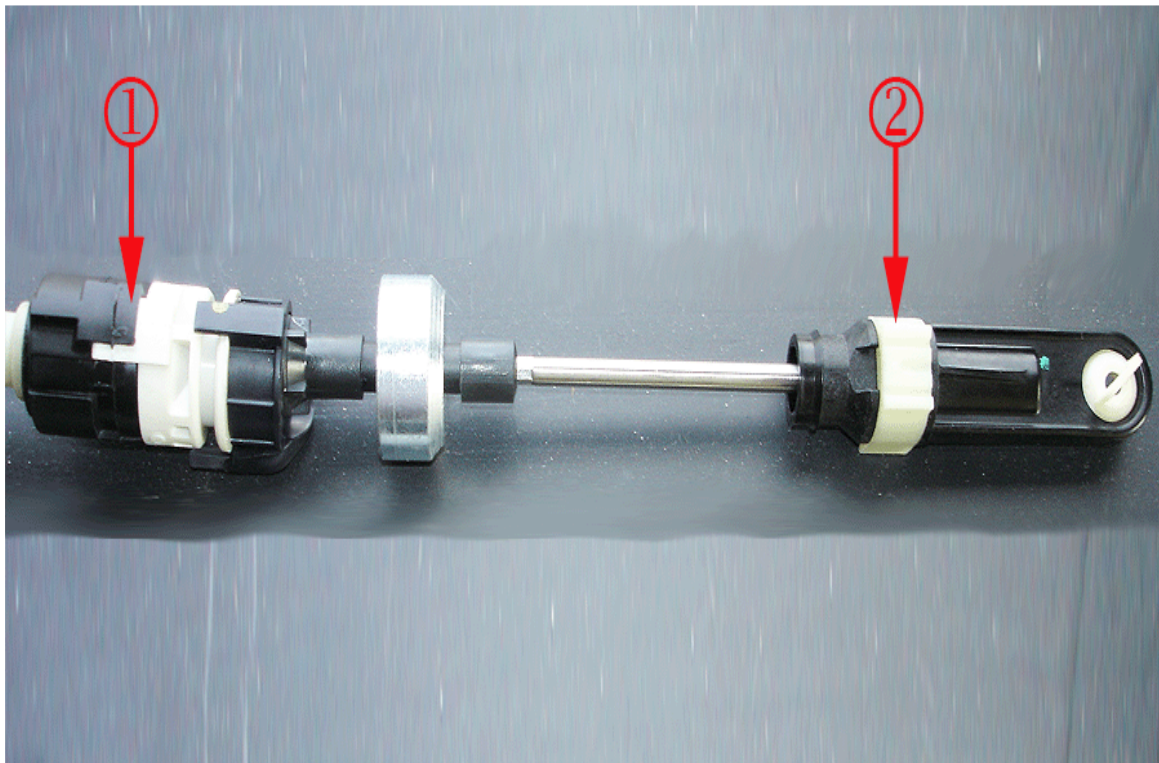
**Saturn US Only:** Saturn will not be doing a pre-shipment of parts for this recall. Please place orders for the required parts as necessary.

Part Number	Description	Qty/ Vehicle
19210732	Cable Kit, A/Trns Range Sel Lvr	1

25974057	Cable, A/Trns Range Sel Lvr (Malibu)	1 (If Req'd)
25910201	Cable, A/Trns Range Sel Lvr (G6)	1 (If Req'd)
25907379	Cable, A/Trns Range Sel Lvr (AURA)	1 (If Req'd)

## Service Procedure

### Transmission Shift Cable Kit Installation Procedure

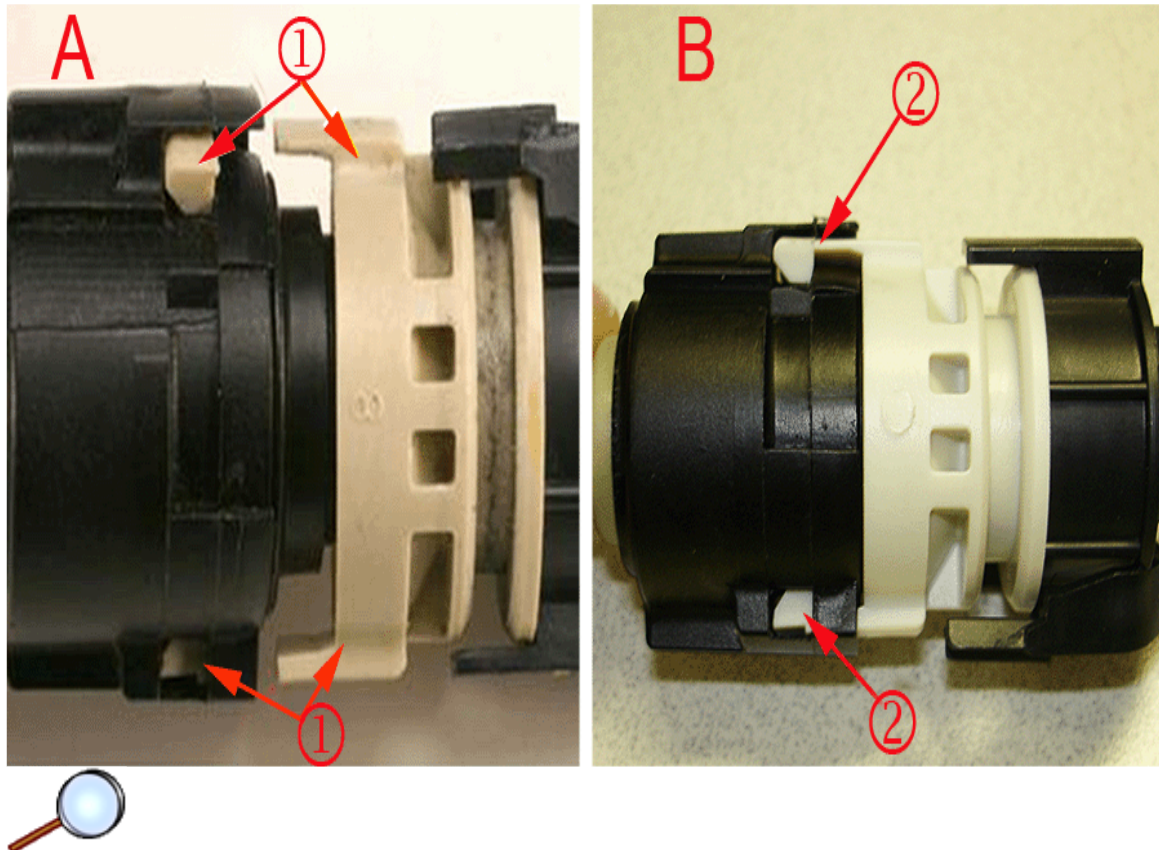


(1) Shift Cable Locking Tabs

(2) Shift Cable Adjuster Locking Clip

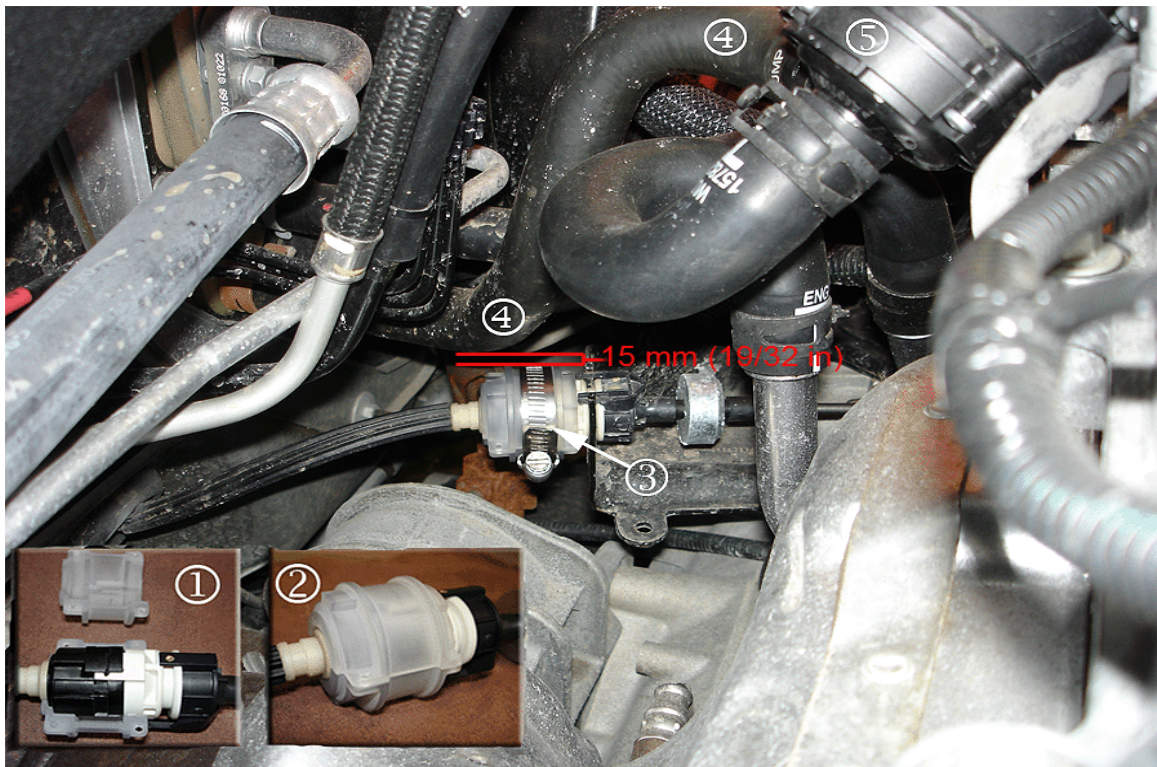
Hybrid Vehicle Notice Remove the generator control module cover to gain access to the transmission shifter cable. Refer to Generator Control Module Cover Replacement in SI.

1. Open the hood and locate the transmission shift cable.



2. Determine if the transmission shift cable locking tabs are fractured and separated.

- If the transmission shift cable locking tabs (1) are fractured and separated (A), remove the transmission shift cable and replace it with a new one. Refer to Floor Shift Control Cable Replacement or Range Selector Lever Cable Replacement in SI. No further action is required after replacing the transmission shift cable. DO NOT install a transmission shift cable kit.
- If the transmission shift cable locking tabs (2) are NOT fractured and separated (B), install the transmission shift cable kit. Proceed to Step 3.



- (1) Clam Shell in Two Pieces
  - (2) Clam Shell Around Shift Cable Locking Tabs
  - (3) Clamp on Clam Shell
  - (4) Inlet Coolant Hose and
  - (5) Heater Cooler Pump
3. Install the clam shell (1) (2) over the shifter cable locking tabs.
  4. Install the service clamp over the clam shell (3). Position the clamp fastener head away from the inlet coolant hose (4). **Tighten the clamp to 4 N·m(35 lb-in).**
  5. Ensure that there is 15 mm (19/32 in) of clearance between the inlet coolant hose (4) and the clam shell (3). On hybrid equipped vehicles, it may be necessary to reposition the inlet coolant hose (4) to achieve the required 15 mm (19/32 in) of clearance. **To reposition the inlet coolant hose (4) on hybrid equipped vehicles, locate the heater cooler pump (5) and perform Steps 5.1-5.4.**

Caution Do not kink or damage the inlet coolant hose (4) when repositioning the hose to obtain the 15 mm (19/32 in) clearance. To avoid damaging the hose clamp, use J-38185 or equivalent hose clamp pliers to loosen the hose clamp.

- 5.1 Using J-38185 or equivalent hose clamp pliers, loosen the inlet coolant hose (4) connected to the heater cooler pump (5). Note the location of the clamp on the inlet coolant hose (4).
- 5.2 Rotate the inlet coolant hose (4) clockwise until 15 mm (19/32 in) of clearance between the inlet coolant hose (4) and clam shell (3) is achieved.
- 5.3 Ensure that the inlet coolant hose clamp is secure on the inlet coolant hose (4) in the production location.



5.4 Install the generator control module cover. Refer to Generator Control Module Cover Replacement in SI.

6. Close the hood.

### Courtesy Transportation – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

### Claim Information – GM, Saturn Canada Only

Submit a Product Recall Claim with the information indicated below:

<b>Repair Performed</b>	<b>Part Count</b>	<b>Part No.</b>	<b>Parts Allow</b>	<b>CC - FC</b>	<b>Labor Op</b>	<b>Labor Hours</b>
Installation of Transmission Shift Cable	1	—	*	MA - 96	V2088	0.2
Add: Hybrid Vehicle						0.1
Transmission Shift Cable Replacement	1	—	**	MA - 96	V2089	
- Malibu						1.3
- AURA, G6						0.9
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA - 96	***	N/A
* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the transmission shift cable kit needed to complete						

the repair.

\*\* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the transmission shift cable needed to complete the repair.

\*\*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**Claim Information – Saturn US Only**

1. To receive credit, submit a claim with the information below:

<b>Repair Performed</b>	<b>Parts Allow.</b>	<b>Sale Type</b>	<b>Case Type</b>	<b>Labor Op.</b>	<b>Labor Hrs.</b>
Installation of Transmission Shift Cable	*	WC	VC	V2088	0.2
Add: Hybrid Vehicle					0.1
Transmission Shift Cable Replacement	*	WC	VC	V2089	0.9

\* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.

2. Submit courtesy transportation as a net item using the appropriate net item code.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

### Customer Notification – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### Customer Notification – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### Dealer Recall Responsibility – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

***This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your dealership may be subject to a civil penalty for each such sale.***

### Dealer Recall Responsibility – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

July 2009

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2009 model year Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect", and Standard 114, "Theft Protection and Rollaway Prevention". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

**Important:**

- Your vehicle is involved in recall 09077.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

***Why is your vehicle being recalled?***

Recently, you may have brought your vehicle in for an inspection of the shift cable adjustment clip; however, there is one additional repair we would like to perform on the transmission shift cable.

The end fitting tabs on the transmission shift cable may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

***What will we do?***

Your GM dealer will repair the transmission shift cable. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the service correction time of approximately 20 minutes. If the transmission shift cable requires replacement, an additional hour will be required.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

***What should you do?***

You should contact your GM dealer to arrange a service appointment as soon as possible.

***Do you have questions?***

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about your vehicle can be found at the Owner Center at [www.gmownercenter.com](http://www.gmownercenter.com).

Division	Number	Text Telephones (TTY)
----------	--------	-----------------------

Chevrolet	1-800-630-2438	1-800-833-2438
Pontiac	1-800-620-7668	1-800-833-7668
Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson

Director,

Customer and Relationship Services

Enclosure

09077

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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TECHNICIAN  
CERTIFICATION

## #09077A: F/CMVSS Noncompliance - Shift Lever Indicator May Not Display Correct Gear - (Aug 20, 2009)



**Subject: 09077A – Shift Lever Indicator May Not Display Correct Gear**

**Models: 2009 Chevrolet Malibu**

**2009 Pontiac G6**

**2009 Saturn AURA**

**Equipped with 4-Speed Transmission (RPO ME7/MN5)**

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**The population for this recall has been expanded. The breakpoints have been revised as necessary. Please discard all copies of bulletin 09077, issued July 2009.**

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### Condition

General Motors has decided that certain 2009 model year Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission (RPO ME7/MN5) fail to conform to Federal/Canada Motor Vehicle Safety Standard 102, "Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect", and Standard 114, "Theft Protection and Rollaway Prevention". On some of these vehicles, the end fitting tabs on the transmission shift cable may fracture and separate. If the tabs were to separate, the shift lever and the actual position of the transmission gear may not match. With this condition, the driver could move the shifter to PARK and remove the ignition key, but the transmission gear may not be in PARK. The driver may not be able to restart the vehicle and the vehicle could roll away after the driver has exited the vehicle, resulting in a possible crash without prior warning.

### Correction

Dealers are to install a retainer over the transmission shift cable end fitting. If the end fitting tabs are fractured, the shift cable must be replaced.

### Vehicles Involved

Involved are **certain** Chevrolet Malibu, Pontiac G6, and Saturn AURA vehicles equipped with a 4-speed transmission (RPO ME7/MN5) and built within these VIN breakpoints:

Year	Division	Model	From	Through

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2009	Chevrolet	Malibu	94100044	94259763
			9F100005	9F225042
2009	Pontiac	G6	94100004	94259662
2009	Saturn	AURA	9F100007	9F218224

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved. - GM dealers and Canadian Saturn retailers should use GMVIS. - Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US and Canadian dealers/retailers – GM GlobalConnect Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Parts Information

**GM Only:** Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. **Kit PN 19210732 is not eligible for RIM Management.**

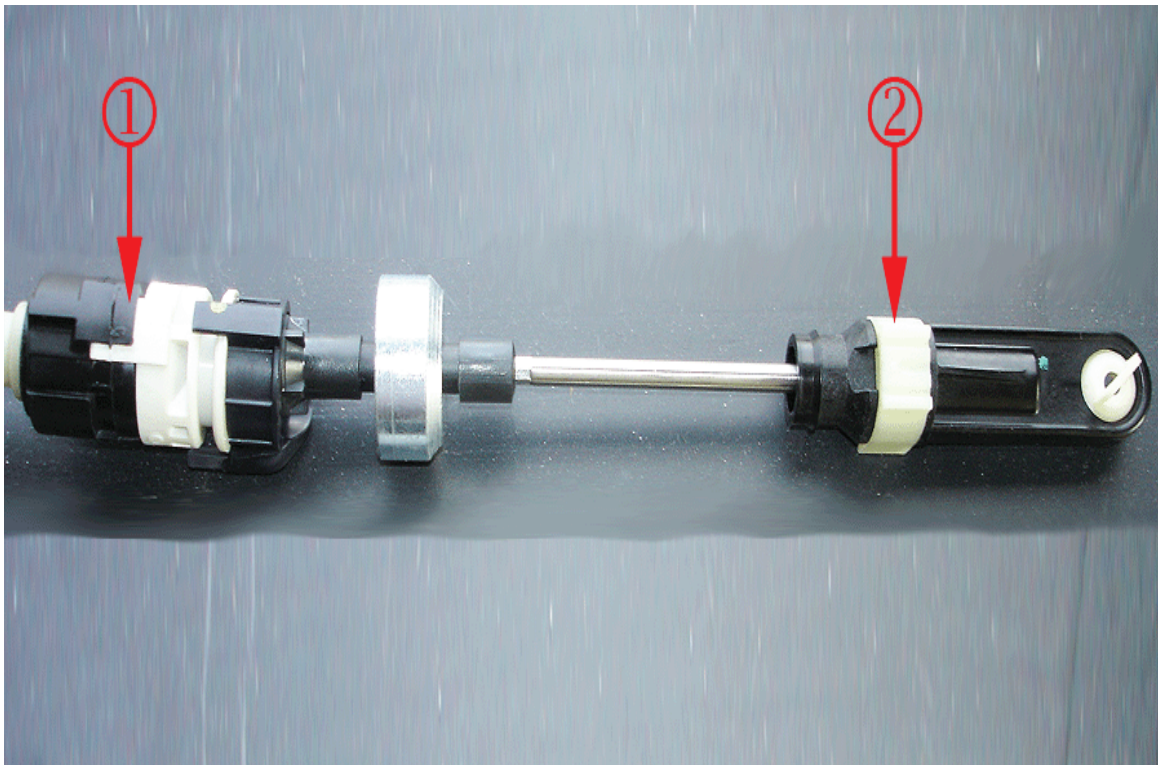
**Saturn US Only:** Saturn will not be doing a pre-shipment of parts for this recall. Please place orders for the required parts as necessary.

Part Number	Description	Qty/ Vehicle
19210732	Cable Kit, A/Trns Range Sel Lvr	1

25974057	Cable, A/Trns Range Sel Lvr (Malibu)	1 (If Req'd)
25910201	Cable, A/Trns Range Sel Lvr (G6)	1 (If Req'd)
25907379	Cable, A/Trns Range Sel Lvr (AURA)	1 (If Req'd)

## Service Procedure

### Transmission Shift Cable Kit Installation Procedure

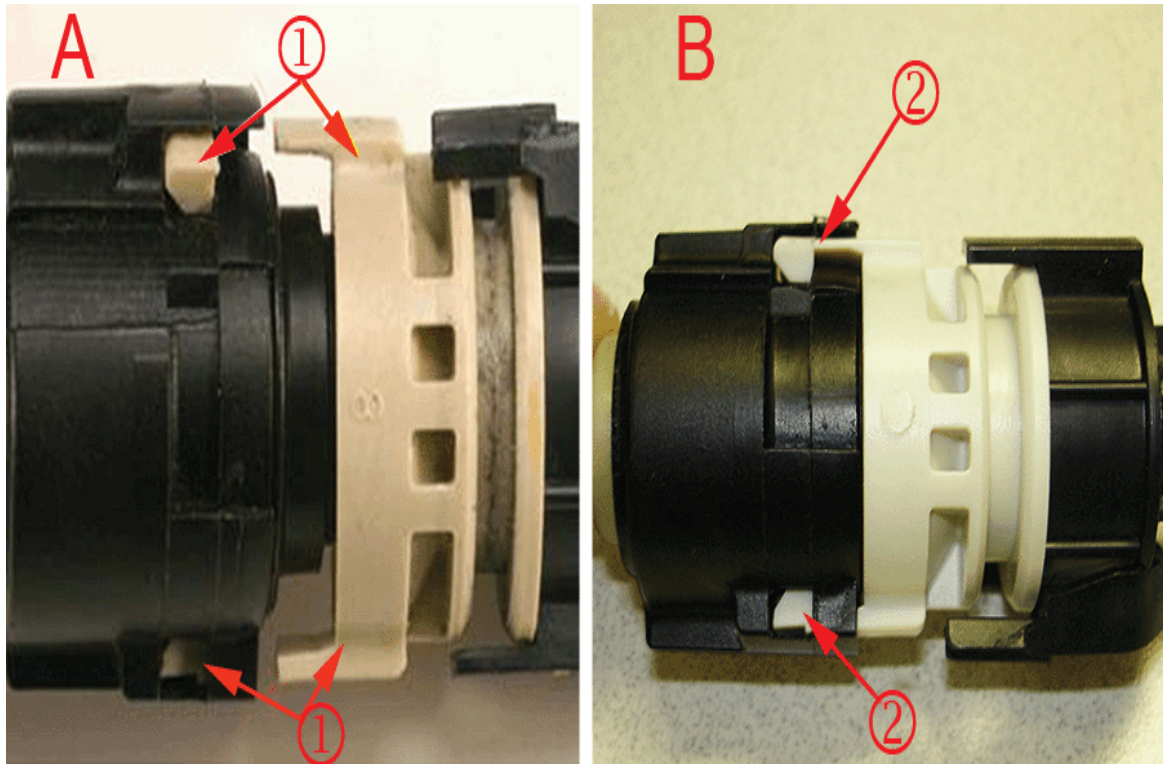


- (1) Shift Cable Locking Tabs
- (2) Shift Cable Adjuster Locking Clip

Hybrid Vehicle Notice Remove the generator control module cover to gain access to the transmission shifter cable. Refer to Generator Control Module Cover Replacement in SI.

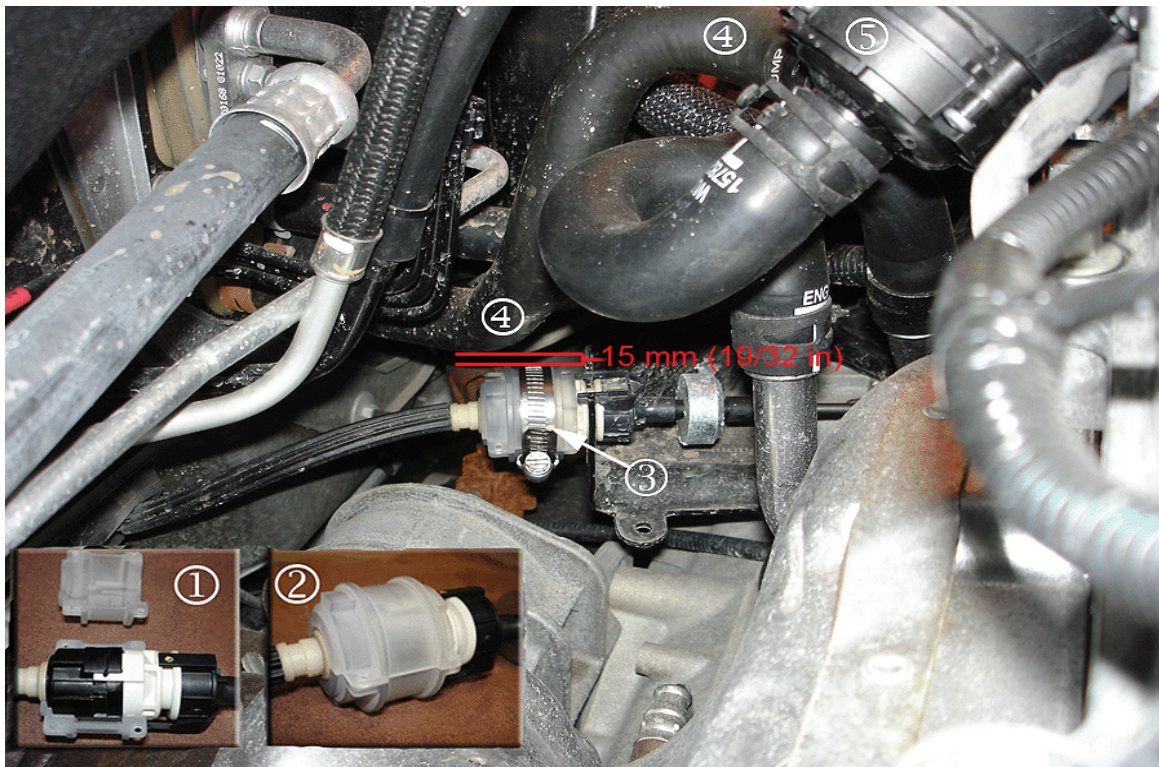
1. Open the hood and locate the transmission shift cable.





2. Determine if the transmission shift cable locking tabs are fractured and separated.

- If the transmission shift cable locking tabs (1) are fractured and separated (A), remove the transmission shift cable and replace it with a new one. Refer to Floor Shift Control Cable Replacement or Range Selector Lever Cable Replacement in SI. No further action is required after replacing the transmission shift cable. DO NOT install a transmission shift cable kit.
- If the transmission shift cable locking tabs (2) are NOT fractured and separated (B), install the transmission shift cable kit. Proceed to Step 3.



- (1) Clam Shell in Two Pieces
  - (2) Clam Shell Around Shift Cable Locking Tabs
  - (3) Clamp on Clam Shell
  - (4) Inlet Coolant Hose and
  - (5) Heater Cooler Pump
3. Install the clam shell (1) (2) over the shifter cable locking tabs.
  4. Install the service clamp over the clam shell (3). Position the clamp fastener head away from the inlet coolant hose (4). **Tighten the clamp to 4 N·m(35 lb-in).**
  5. Ensure that there is 15 mm (19/32 in) of clearance between the inlet coolant hose (4) and the clam shell (3). On hybrid equipped vehicles, it may be necessary to reposition the inlet coolant hose (4) to achieve the required 15 mm (19/32 in) of clearance. **To reposition the inlet coolant hose (4) on hybrid equipped vehicles, locate the heater cooler pump (5) and perform Steps 5.1-5.4.**

Caution Do not kink or damage the inlet coolant hose (4) when repositioning the hose to obtain the 15 mm (19/32 in) clearance. To avoid damaging the hose clamp, use J-38185 or equivalent hose clamp pliers to loosen the hose clamp.

- 5.1 Using J-38185 or equivalent hose clamp pliers, loosen the inlet coolant hose (4) connected to the heater cooler pump (5). Note the location of the clamp on the inlet coolant hose (4).
- 5.2 Rotate the inlet coolant hose (4) clockwise until 15 mm (19/32 in) of clearance between the inlet coolant hose (4) and clam shell (3) is achieved.
- 5.3 Ensure that the inlet coolant hose clamp is secure on the inlet coolant hose (4) in the production location.

5.4 Install the generator control module cover. Refer to Generator Control Module Cover Replacement in SI.

6. Close the hood.

### Courtesy Transportation – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

### Claim Information – GM, Saturn Canada Only

Submit a Product Recall Claim with the information indicated below:

<b>Repair Performed</b>	<b>Part Count</b>	<b>Part No.</b>	<b>Parts Allow</b>	<b>CC - FC</b>	<b>Labor Op</b>	<b>Labor Hours</b>
Installation of Transmission Shift Cable	1	—	*	MA - 96	V2088	0.2
Add: Hybrid Vehicle						0.1
Transmission Shift Cable Replacement	1	—	**	MA - 96	V2089	
- Malibu						1.3
- AURA, G6						0.9
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (US & Canadian GM Dealers)	N/A	N/A	N/A	MA - 96	***	N/A
* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the transmission shift cable kit needed to complete						

the repair.

\*\* The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the transmission shift cable needed to complete the repair.

\*\*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**Claim Information – Saturn US Only**

1. To receive credit, submit a claim with the information below:

<b>Repair Performed</b>	<b>Parts Allow.</b>	<b>Sale Type</b>	<b>Case Type</b>	<b>Labor Op.</b>	<b>Labor Hrs.</b>
Installation of Transmission Shift Cable	*	WC	VC	V2088	0.2
Add: Hybrid Vehicle					0.1
Transmission Shift Cable Replacement	*	WC	VC	V2089	0.9

\* The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.

2. Submit courtesy transportation as a net item using the appropriate net item code.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

### Customer Notification – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### Customer Notification – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### Dealer Recall Responsibility – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

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### Dealer Recall Responsibility – All

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July 2009

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**Important:**

- Your vehicle is involved in recall 09077.
- Schedule an appointment with your GM dealer.
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***Why is your vehicle being recalled?***

Recently, you may have brought your vehicle in for an inspection of the shift cable adjustment clip; however, there is one additional repair we would like to perform on the transmission shift cable.

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----------	--------	-----------------------

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Saturn	1-800-972-8876	1-800-833-6000
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

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Scott Lawson

Director,

Customer and Relationship Services

Enclosure

09077

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**Kellin  
Babbs/Austin/GM1**  
10/30/2012 05:39 PM

To: brent.palmer@gm.com  
cc: robert.dusek@gm.com  
bcc:  
Subject: 71 1117562896 PAR Recommended Denial BRM  
Approval Required

A recent product allegation claim was made in your region. The customer alleged that they were dropping their child off when their vehicle rolled forward hitting another vehicle. The customer saw an article on the Huffington Post in which they think GM recalled several vehicles due to a gear shift concern. This is what spawned their initial contact to customer assistance.

Klein

2007 Pontiac G6

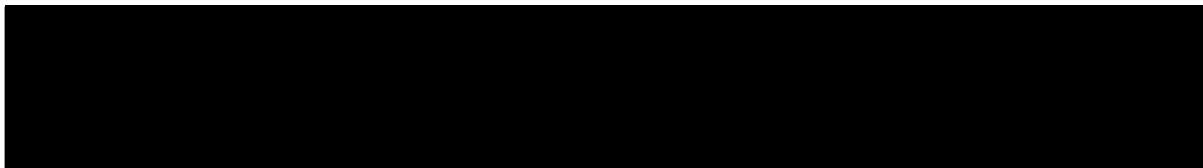
1G2ZF58B374 [REDACTED]

Bill Jacobs Joliet, L.L.C. Joliet IL 113194

(815) 725-7110 David Kendrick

PAR is recommending a denial to resolve the customer's claim in which that we did not show anything abnormal on the vehicle or anything that would exhibit the vehicle to perform their allegation. Please respond with your approval for this denial. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Respectfully,  
Kellin Babbs I CRS







James Flower

[Logout](#)

October 29, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)**INTERFACE WITH  
CUSTOMER****USER OPTIONS**

## 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: 1G2ZF58B374

Model: 2ZF69-2007 G6 1SV SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [0 Open](#)[REQUEST ANOTHER VIN](#)

### 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](#)→ [Investigate Major  
Assembly History](#)

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	01/18/2012	03/14/2007	18 MI	03/14/2015	80,018 MI
	Bumper to Bumper Limited Warranty	01/18/2012	03/14/2007	18 MI	03/14/2010	36,018 MI
	Powertrain Limited Warranty	01/18/2012	03/14/2007	18 MI	03/14/2012	100,018 MI
✓	Special Coverage 10134	01/18/2012	03/14/2007	18 MI	03/14/2017	120,018 MI
✓	Corrosion Limited Warranty	01/18/2012	03/14/2007	18 MI	03/14/2013	100,018 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
06/30/2010	312967	ZREG----Regular Vehicle Transaction		J0108 - Manifold, Exhaust - Replace	55,731 MI
12/01/2006	018664	ZPDI----Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	2 MI
12/01/2006	018664	ZREG----Regular Vehicle Transaction		T5999 - ADDITIONAL PART MARKUP PERCENTAGE OVER 40% NORM	2 MI
11/14/2006	A92529	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

---

Global Warranty Management: [Site Map](#)

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October 29, 2012

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## GM Recalls Nearly 474,000 Cars Due To Gear Shift Problem

Reuters | Posted: 09/21/2012 7:32 am



Sept 21 (Reuters) - General Motors Co is recalling 473,841 Chevrolet, Pontiac and Saturn sedans globally to fix a condition that could lead the cars to roll when the drivers think they are in park, the No. 1 U.S. automaker said on Friday.

GM said it was aware of four crashes that resulted from the problem, but no injuries.

The company said the recall affected Chevy Malibu, Pontiac G6 and Saturn Aura cars from model years 2007 through 2010 and equipped with four-speed automatic transmissions. GM will repair the condition in which the transmission gear position may not match the gear on the shifter.

The recall affects 426,240 in the United States, 40,029 in Canada and 7,572 in other markets.

Dealers will add a reinforcement to the shift cable end fitting to prevent that part from fracturing, GM said. Owners will be notified by letter to schedule the free repairs at dealers, and those who have had the work done already will be eligible for reimbursement.

The company also said it was recalling 6,475 Chevy Sonic subcompact cars globally because they might not alert the driver to a faulty turn-signal bulb.

Dealers will reprogram an incorrectly calibrated module for the cars built between May 29 and August 29 at GM's Orion, Michigan, plant.

The recall affects 4,716 cars in the United States and 1,759 in other markets.

GM said it was unaware of any crashes or injuries stemming from the problem. Owners will be notified of the Sonic recall by letter beginning Oct. 3.

Filed by Reuters |

HUFF  
POST HIGHLIGHTS

people have highlighted this!  
**Huzzah! This text has been highlighted.**

Highlights is a new way to discover the most interesting text on Huffington Post!

[See All Highlights](#)

[+Highlight this!](#)

## Photo Log & Photos for Preliminary Inspection v.2.1

Customer's Last Name:	[REDACTED]	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 [REDACTED]

Inspector (First & Last Name): Jim Flower
Number of photos: 57

### Section 1. Description

<u>Photo #</u>	<u>Description Only</u>	<u>Damage (Yes/No)</u>
1	Vin Plate	No
2	Door Plate (GVWR & Tires Specs)	No
3	Tire Plate (If available)	No
4	IP Cluster / Odometer	No
5	Front (Exterior)	No
6	Passenger's Side (Exterior)	No
7	Rear (Exterior)	No
8	Driver's Side (Exterior)	No
9	Under Hood	No
10	Driver's Side (Interior)	No
11	Passenger's Side (Interior)	No
12	Rear (Interior)	No
13	Trunk/Hatch/Cargo Area	No
14	Underbody front	No
15	Underbody rear	No
16	Tech 2 screenshot Supplemental Inflatable Restraint system DTC 1 – B1370	Yes
17	Tech 2 screenshot Supplemental Inflatable Restraint system DTC 2 – B1325	Yes
18	Tech 2 screenshot Supplemental Inflatable Restraint system DTC 3 – B0081	Yes
19	Tech 2 screenshot Radio controller DTC 1 – U2103	Yes
20	Tech 2 screenshot Radio controller DTC 2 – B1001	Yes
21	Tech 2 screenshot Radio controller DTC 3 – B1325	Yes
22	Tech 2 screenshot no DTCs stored in ECM	No
23	Tech 2 screenshot no DTCs stored in TCM	No
24	Tech 2 screenshot no DTCs stored in Body control module	No
25	Left front inner fender liner separated from fender	Yes
26	Front license plate bent slightly	Yes
27	Front license plate bent slightly	Yes
28	Right front wheel overview	No
29	Right front hub cap scrape marks 1	Yes
30	Right rear wheel overview	No
31	Right rear tire tread	No
32	Left front tire overview	Yes
33	Left front hubcap scraped	Yes
34	Left rear tire overview	No
35	Left rear tire tread	No
36	Transmission fluid fill hole cap 1	No
37	Transmission fluid fill hole	No
38	Transmission fluid from cap on white paper	No
39	Transmission fluid seepage from left front axle seal	Yes
40	Transmission mount 1	No
41	Transmission mount 2	No
42	Transmission mount 3	No
43	Transmission mount 4	No
44	Transmission mount 5	No
45	Transmission shifter cable 1	No
46	Transmission shifter cable 2	No
47	Transmission shifter cable 3	No
48	Transmission shifter cable 4	No
49	Brake pedal wear	No
50	Brake pedal travel measurement 1	No
51	Brake pedal travel measurement 2	No
52	Tech 2 Data screenshot while performing pedal bridge test 1	No
53	Tech 2 Data screenshot while performing pedal bridge test 2	No

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

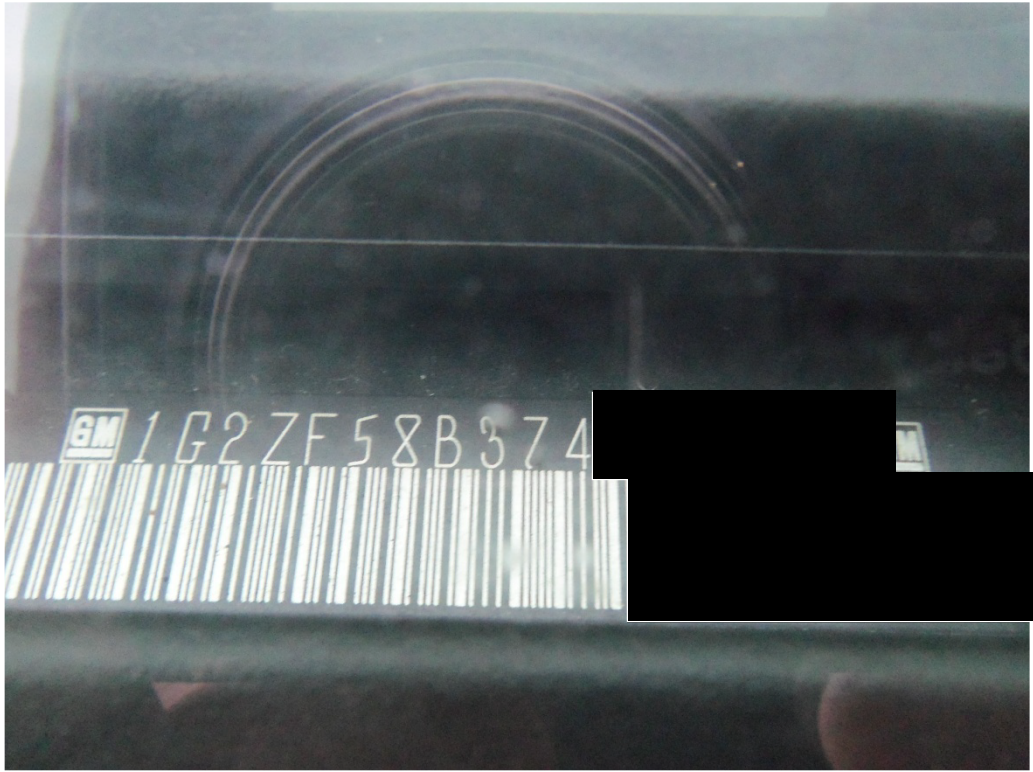
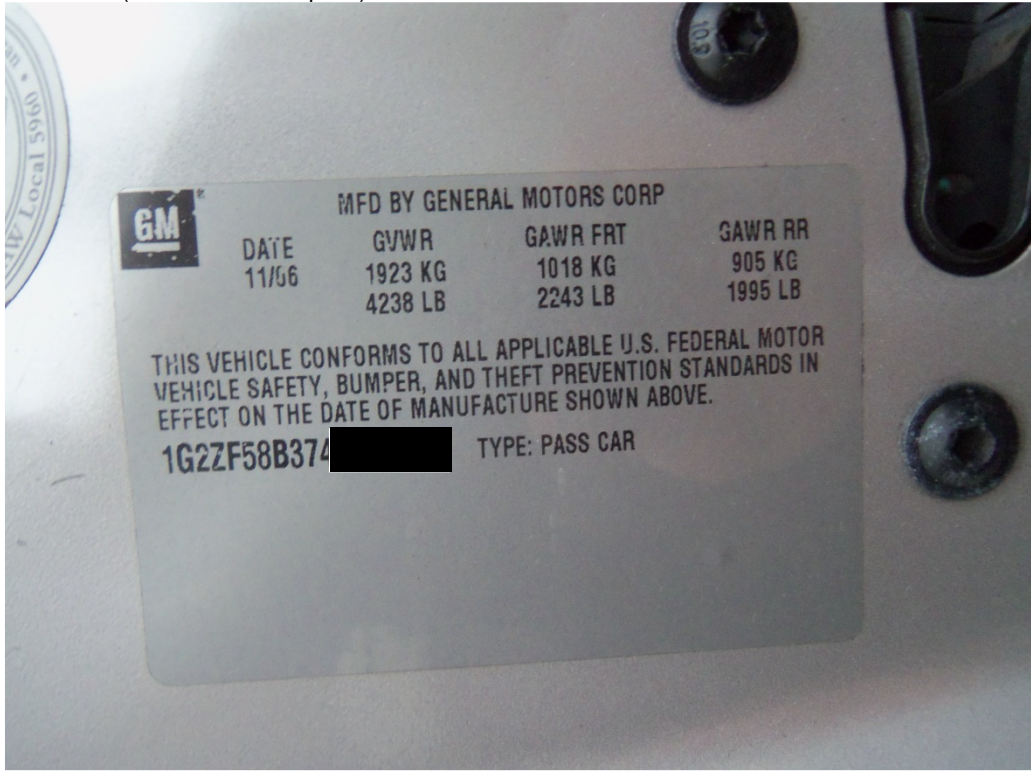
<b>Photo #</b>	<b>Description Only</b>	<b>Damage (Yes/No)</b>
54	Tech 2 Data screenshot while performing pedal bridge test 3	No
55	Tech 2 Data screenshot while performing pedal bridge test 4	No
56	Tech 2 Data screenshot while performing pedal bridge test 5	No
57	Tech 2 Data screenshot while performing pedal bridge test 6	No

**Section 2.**

**Description and Photos**

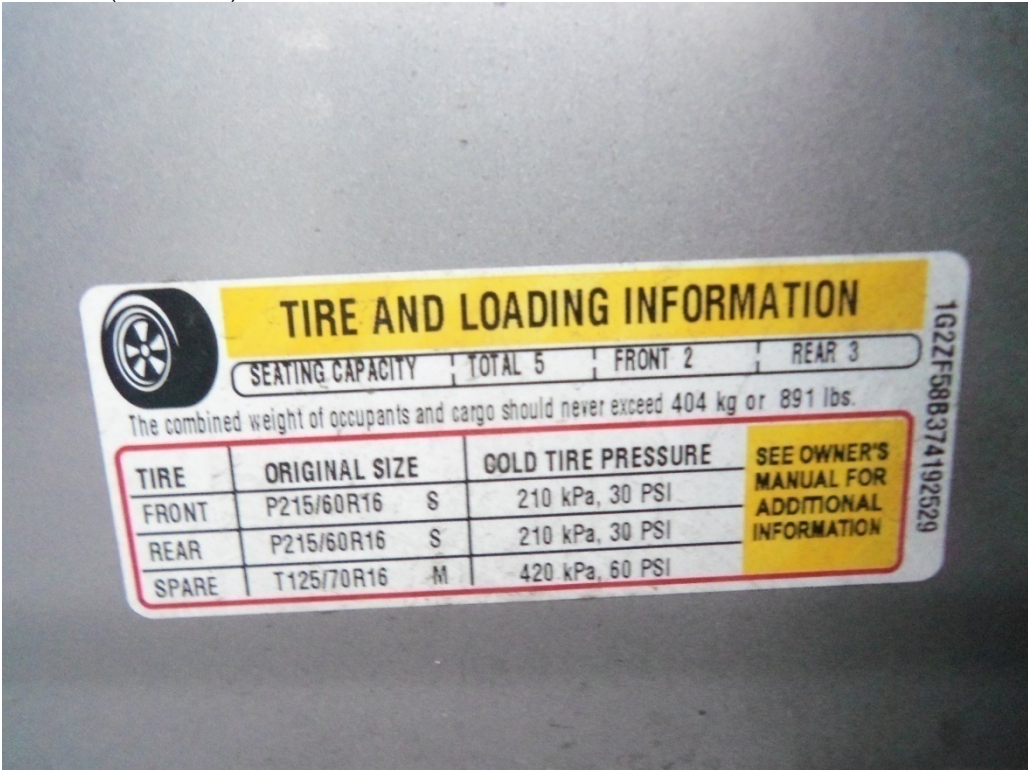

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B3741██████████

Photo #	Description / Photo	Damage (Yes/No)
1	Vin Plate 	No
2	Door Plate (GVWR & Tires Specs) 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

Photo #	Description / Photo	Damage (Yes/No)
3	Tire Plate (If available) 	No
4	IP Cluster / Odometer 	No

**Photo Log & Photos for Preliminary Inspection v.2.1**



Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
5	Front (Exterior) 	No
6	P██████████ 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	Klein	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374192529

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
7	Rear (Exterior) 	No
8	Driver's Side (Exterior) 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

Photo #	Description / Photo	Damage (Yes/No)
9	<p>Under Hood</p> 	No
10	<p>Driver's Side (Interior)</p> 	No

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

Photo #	Description / Photo	Damage (Yes/No)
11	Passenger's Side (Interior) 	No
12	Rear (Interior) 	No


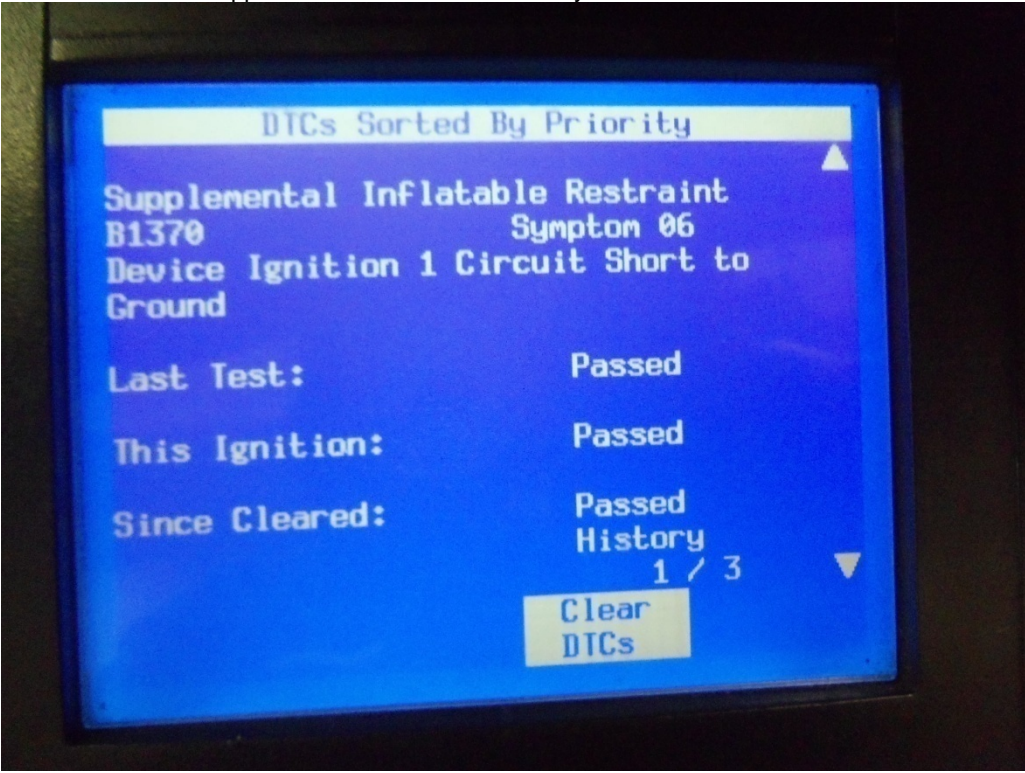
**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████


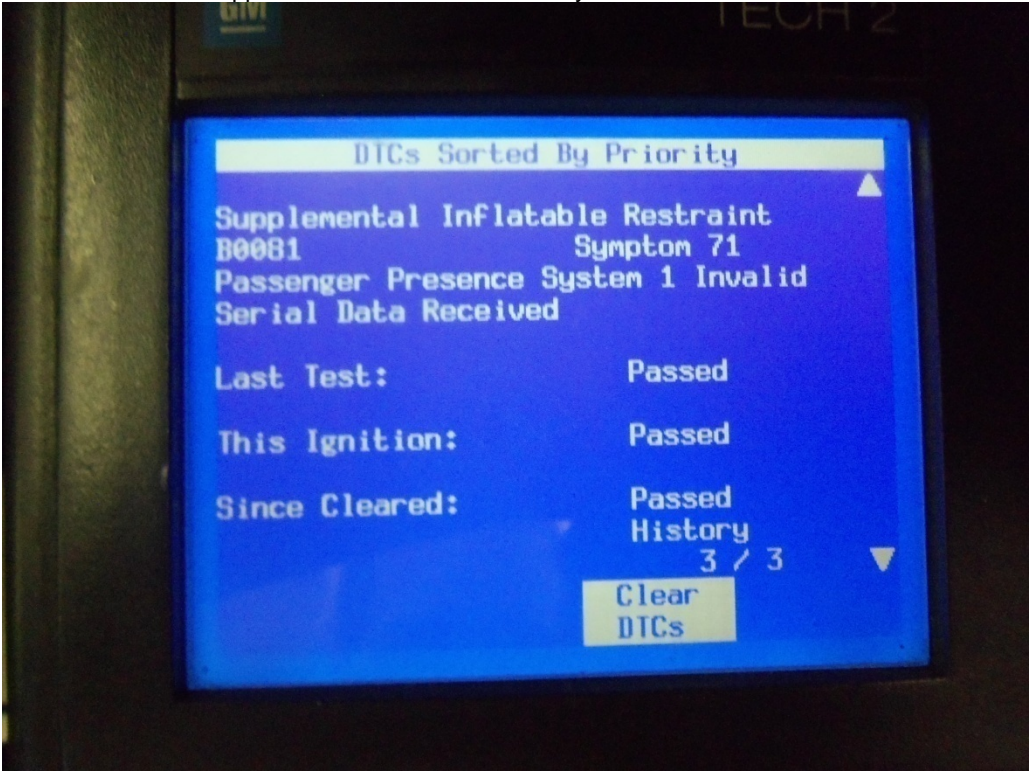
Photo #	Description / Photo	Damage (Yes/No)
13	<p>Trunk/Hatch/Cargo Area</p> 	No
14	<p>Underbody front</p> 	No

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

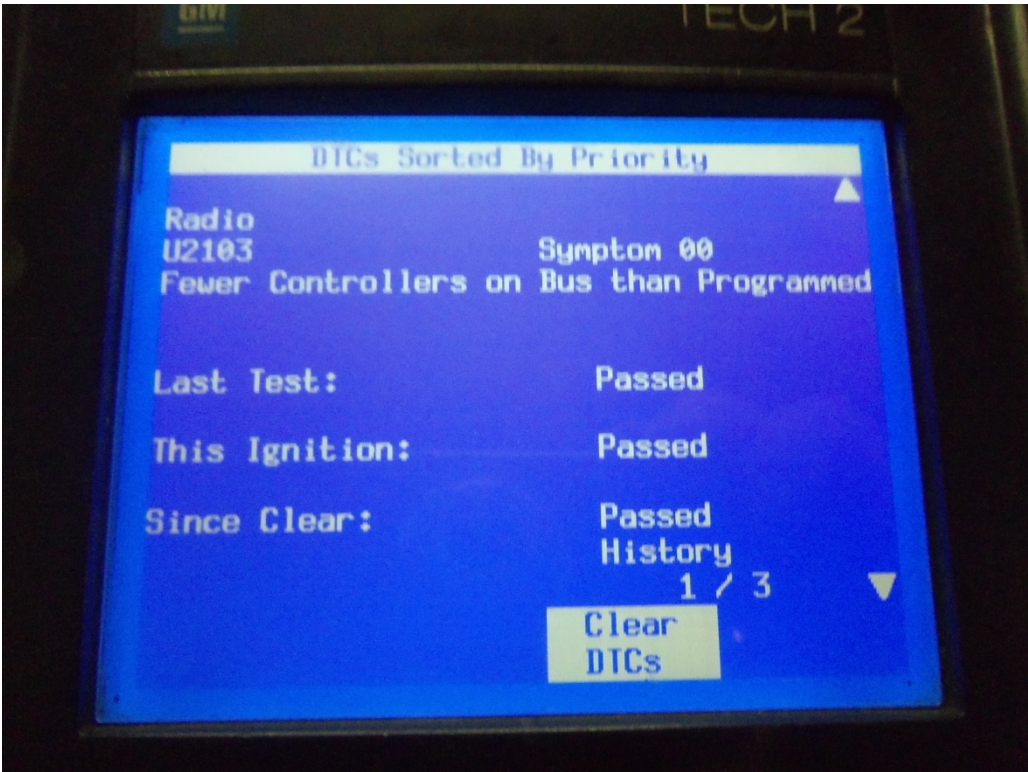
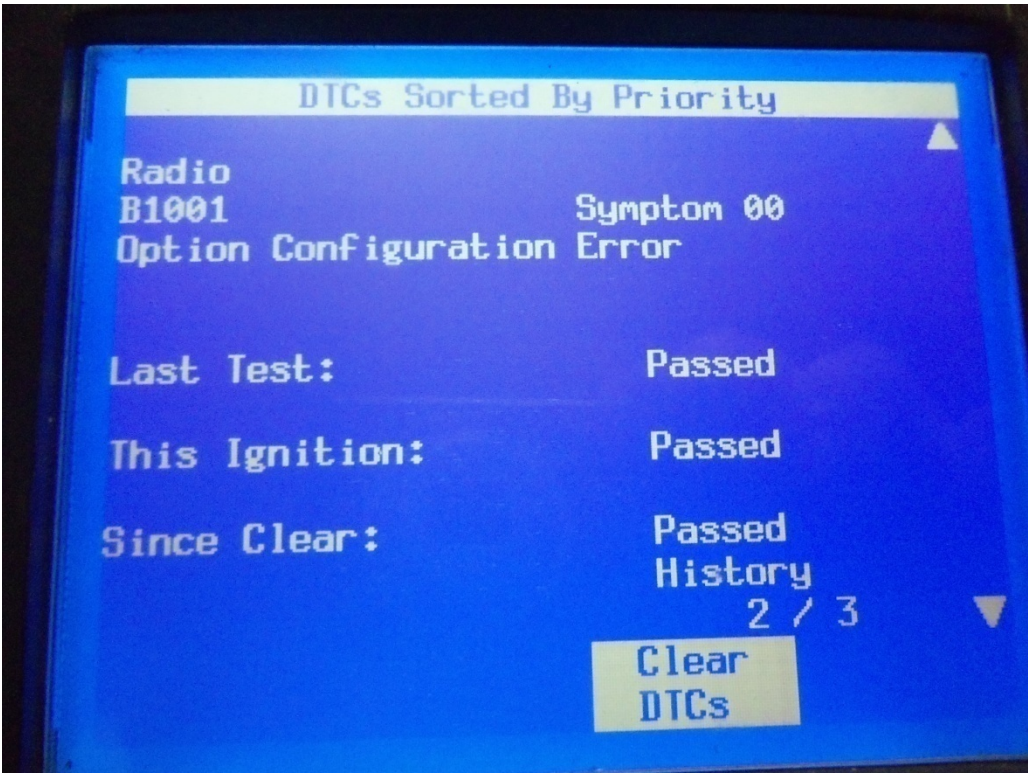
Photo #	Description / Photo	Damage (Yes/No)
15	Underbody rear 	No
16	Tech 2 screenshot Supplemental Inflatable Restraint system DTC 1 	Yes

		Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374

Photo #	Description / Photo	Damage (Yes/No)
17	Tech 2 screenshot Supplemental Inflatable Restraint system DTC 2 	Yes
18	Tech 2 screenshot Supplemental Inflatable Restraint system DTC 3 	Yes


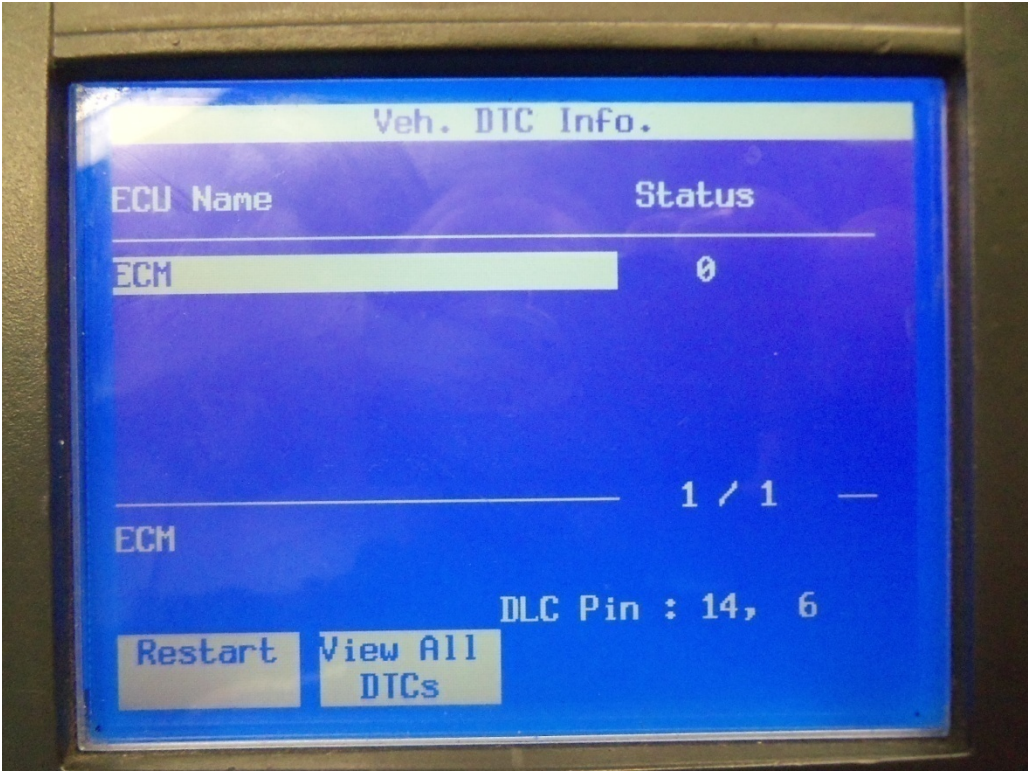
**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
19	Tech 2 screenshot Radio controller DTC 1 	Yes
20	Tech 2 screenshot Radio controller DTC 2 	Yes

**Photo Log & Photos for Preliminary Inspection v.2.1**

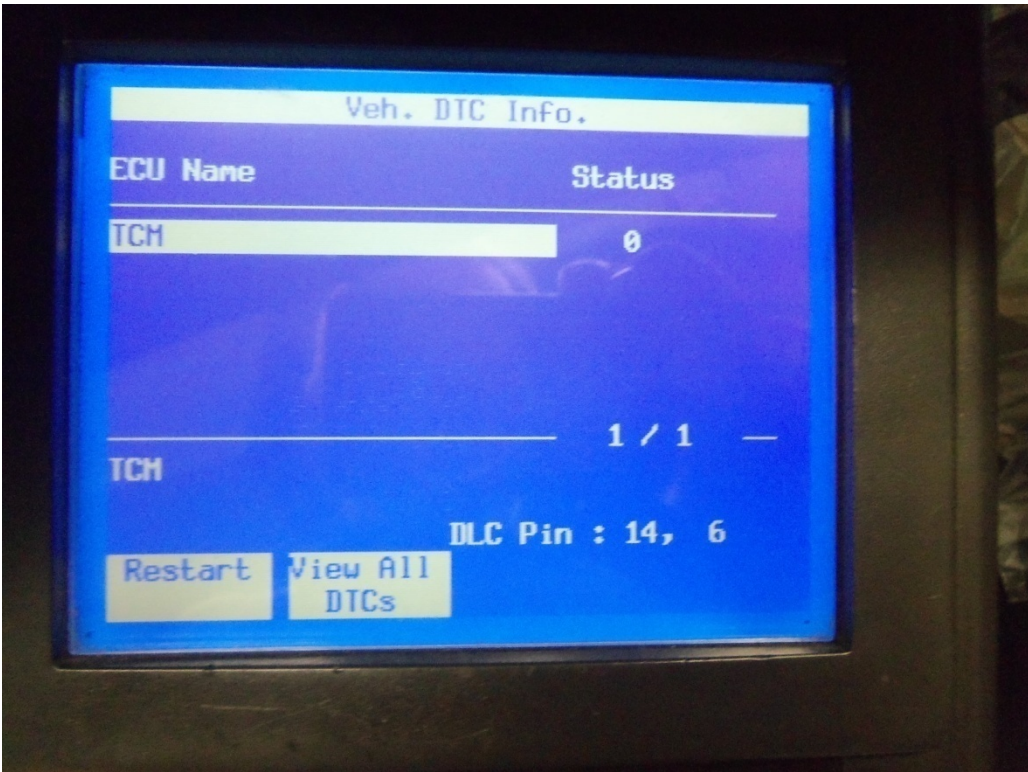
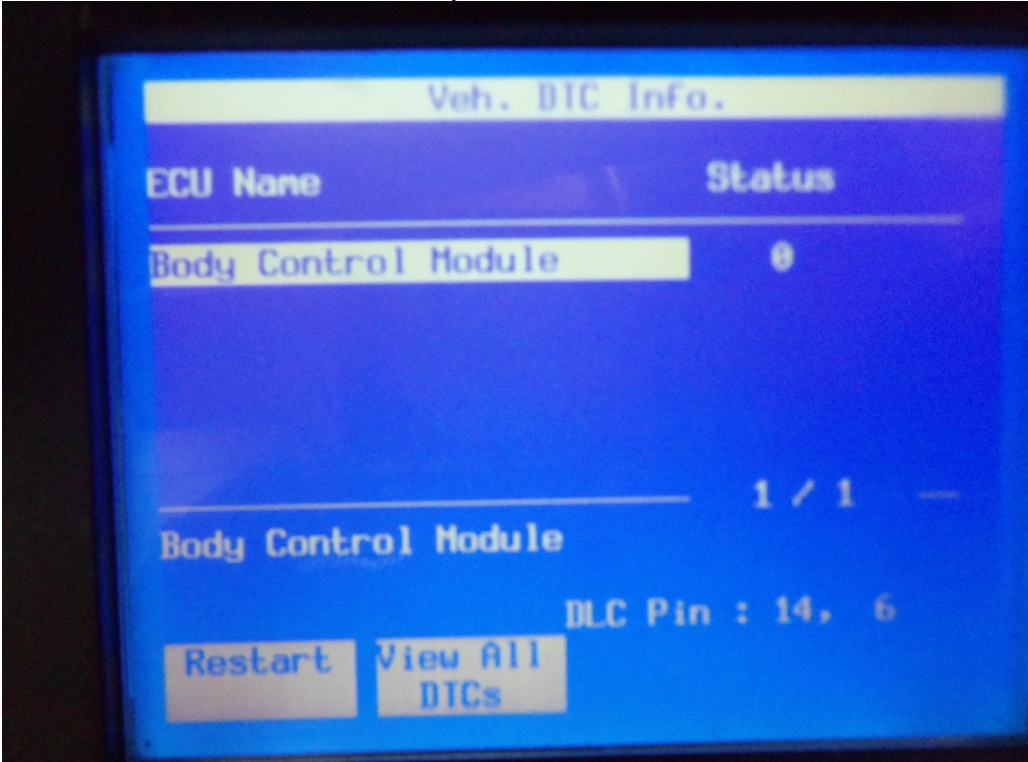
Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
21	Tech 2 screenshot Radio controller DTC 3 	Yes
22	Tech 2 screenshot no DTCs stored in ECM 	No





**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

Photo #	Description / Photo	Damage (Yes/No)
23	Tech 2 screenshot no DTCs stored in TCM  <p>The screenshot shows a blue screen with the title 'Veh. DTC Info.'. Below the title is a table with two columns: 'ECU Name' and 'Status'. The first row shows 'TCM' in the 'ECU Name' column and '0' in the 'Status' column. At the bottom of the screen, it says 'DLC Pin : 14, 6' and has two buttons: 'Restart' and 'View All DTCs'.</p>	No
24	Tech 2 screenshot no DTC's stored in Body control module  <p>The screenshot shows a blue screen with the title 'Veh. DTC Info.'. Below the title is a table with two columns: 'ECU Name' and 'Status'. The first row shows 'Body Control Module' in the 'ECU Name' column and '0' in the 'Status' column. At the bottom of the screen, it says 'DLC Pin : 14, 6' and has two buttons: 'Restart' and 'View All DTCs'.</p>	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
25	Left front inner fender liner separated from fender 	Yes
26	Front license plate bent slightly 	Yes

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B37██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
27	Front license plate bent slightly 	Yes
28	Right front wheel overview 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
29	Right front hub cap scrape marks 1 	Yes
30	Right rear wheel overview 	No

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
31	Right rear tire tread 	No
32	Left front tire overview 	Yes

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
33	<p>Left front hubcap scraped</p> 	Yes
34	<p>Left rear tire overview</p> 	No


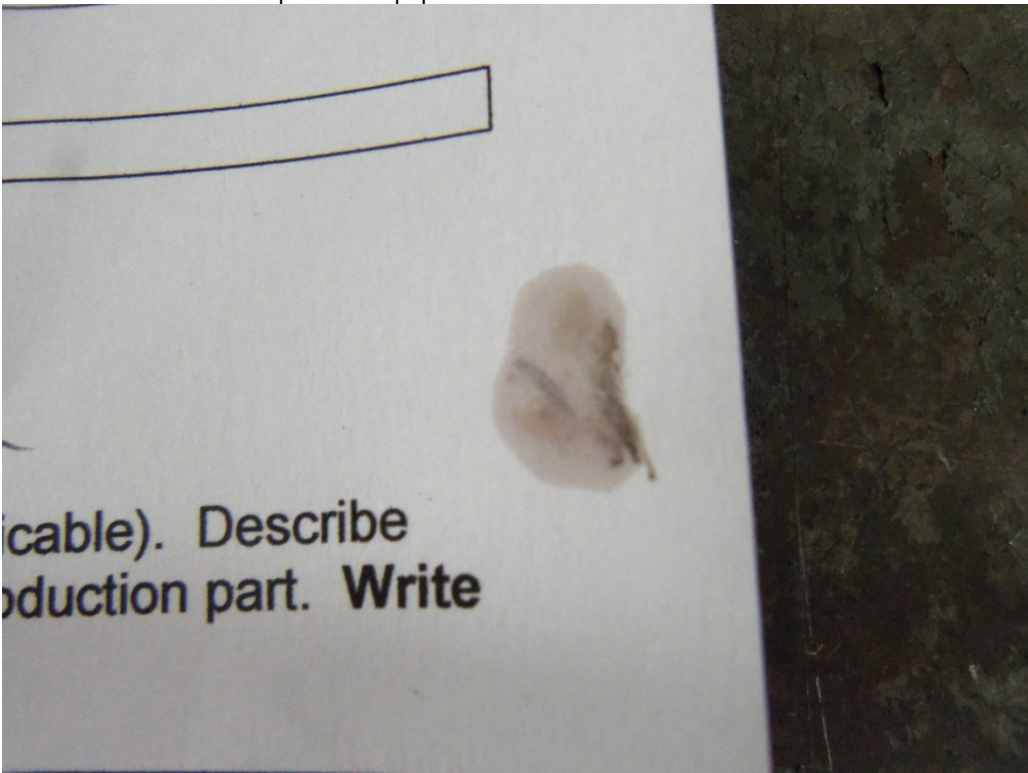
**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

Photo #	Description / Photo	Damage (Yes/No)
35	Left rear tire tread 	No
36	Transmission fluid fill hole cap 1 	No

**Photo Log & Photos for Preliminary Inspection v.2.1**



Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
37	Transmission fluid fill hole 	No
38	Transmission fluid from cap on white paper 	No





**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
39	Transmission fluid seepage from left front axle seal 	Yes
40	Transmission mount 1 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
41	Transmission mount 2 	No
42	Transmission mount 3 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
43	Transmission mount 4 	No
44	Transmission mount 5 	No



**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
45	Transmission shifter cable 1 	No
46	Transmission shifter cable 2 	No

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

<u>Photo #</u>	<u>Description / Photo</u>	<u>Damage (Yes/No)</u>
47	Transmission shifter cable 3 	No
48	Transmission shifter cable 4 	No


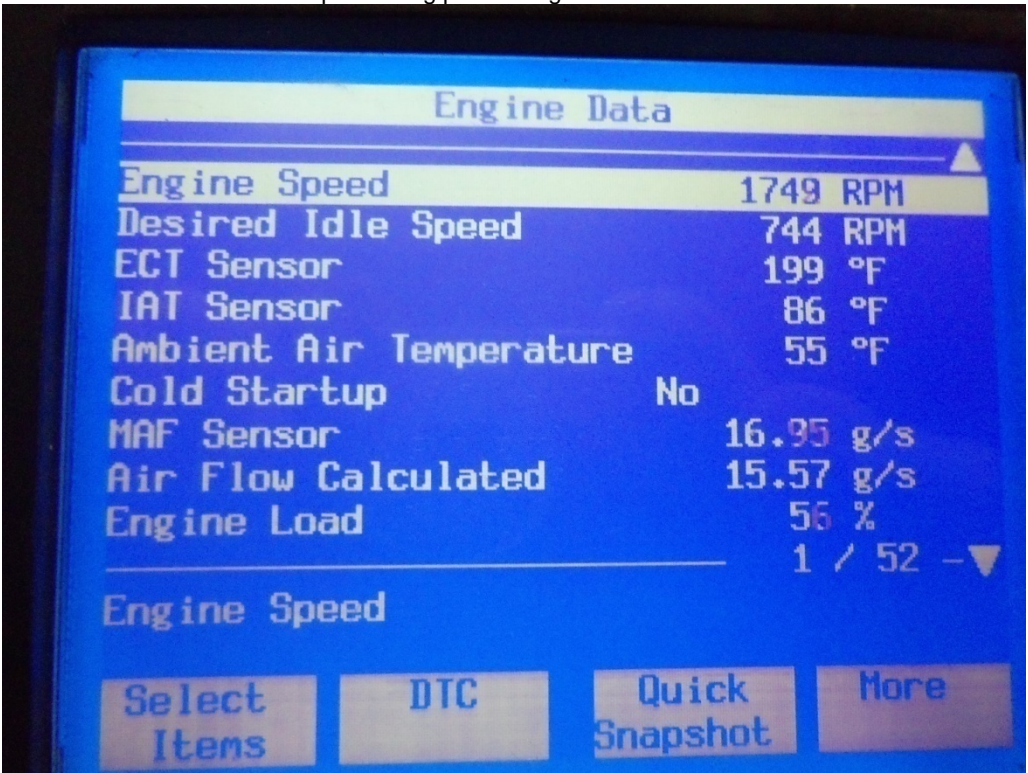
**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
49	Brake pedal wear 	No
50	Brake pedal travel measurement 1 	No

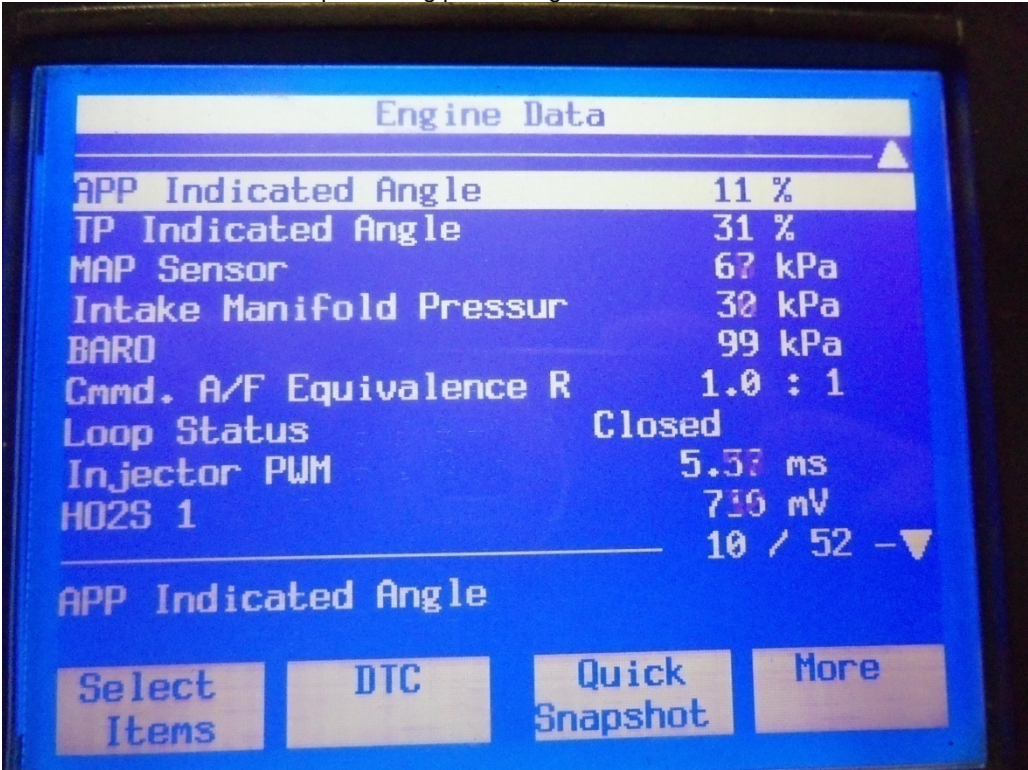
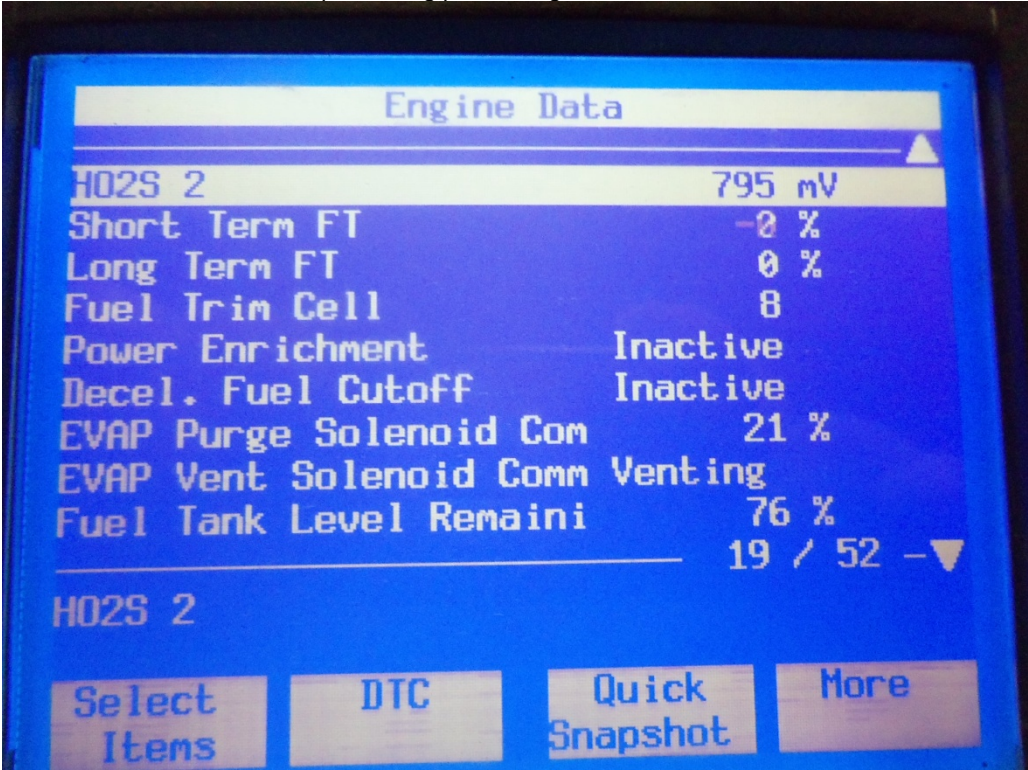
**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)																						
51	Brake pedal travel measurement 2 	No																						
52	Tech 2 Data screenshot while performing pedal bridge test 1  <table border="1" data-bbox="284 1186 1209 1722"> <thead> <tr> <th colspan="2">Engine Data</th> </tr> </thead> <tbody> <tr> <td>Engine Speed</td> <td>1749 RPM</td> </tr> <tr> <td>Desired Idle Speed</td> <td>744 RPM</td> </tr> <tr> <td>ECT Sensor</td> <td>199 °F</td> </tr> <tr> <td>IAT Sensor</td> <td>86 °F</td> </tr> <tr> <td>Ambient Air Temperature</td> <td>55 °F</td> </tr> <tr> <td>Cold Startup</td> <td>No</td> </tr> <tr> <td>MAF Sensor</td> <td>16.95 g/s</td> </tr> <tr> <td>Air Flow Calculated</td> <td>15.57 g/s</td> </tr> <tr> <td>Engine Load</td> <td>56 %</td> </tr> <tr> <td colspan="2">1 / 52</td> </tr> </tbody> </table>	Engine Data		Engine Speed	1749 RPM	Desired Idle Speed	744 RPM	ECT Sensor	199 °F	IAT Sensor	86 °F	Ambient Air Temperature	55 °F	Cold Startup	No	MAF Sensor	16.95 g/s	Air Flow Calculated	15.57 g/s	Engine Load	56 %	1 / 52		No
Engine Data																								
Engine Speed	1749 RPM																							
Desired Idle Speed	744 RPM																							
ECT Sensor	199 °F																							
IAT Sensor	86 °F																							
Ambient Air Temperature	55 °F																							
Cold Startup	No																							
MAF Sensor	16.95 g/s																							
Air Flow Calculated	15.57 g/s																							
Engine Load	56 %																							
1 / 52																								

**Photo Log & Photos for Preliminary Inspection v.2.1**


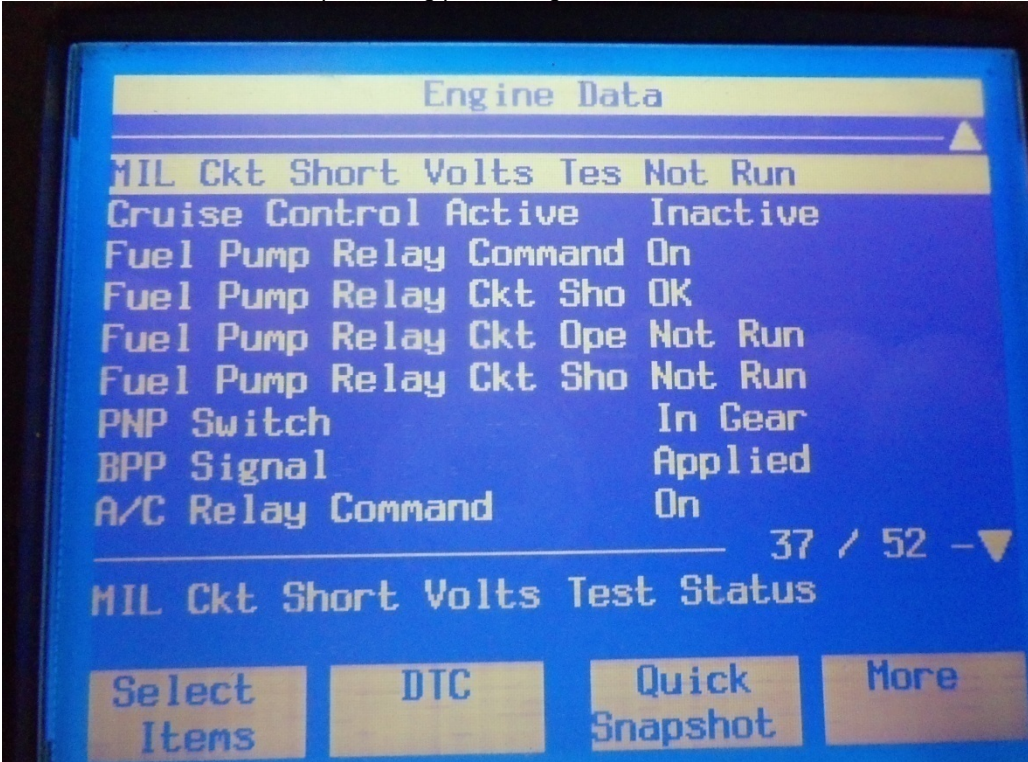
Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
53	Tech 2 Data screenshot while performing pedal bridge test 2 	No
54	Tech 2 Data screenshot while performing pedal bridge test 3 	No



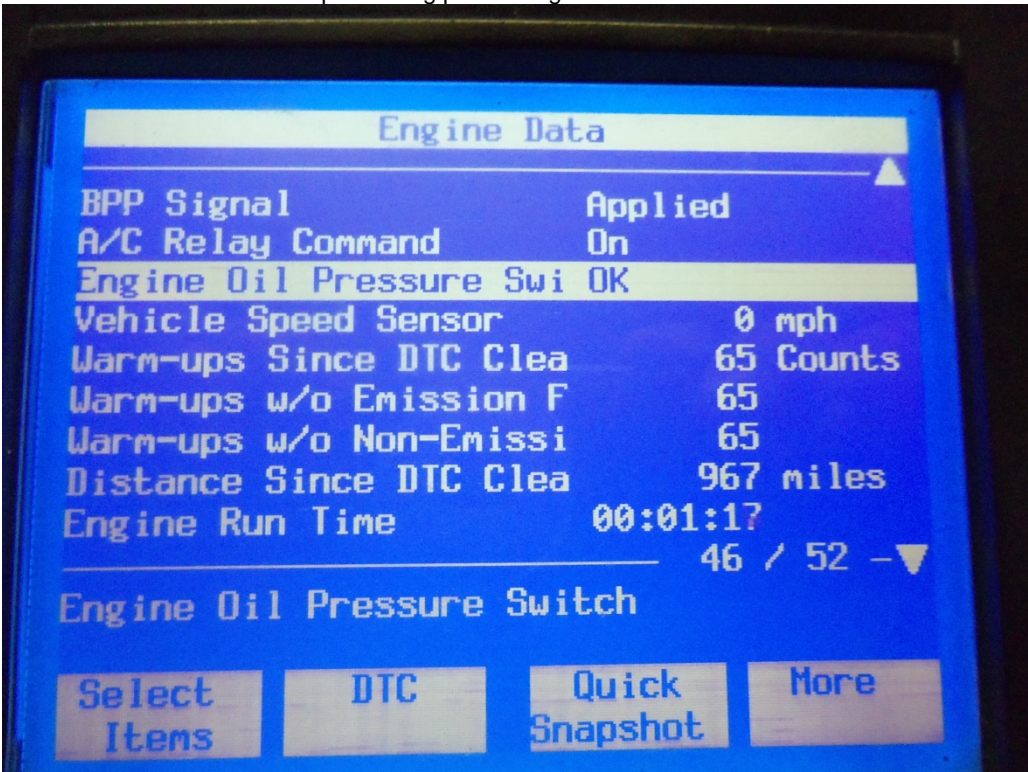
**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
55	Tech 2 Data screenshot while performing pedal bridge test 4  <p>The screenshot shows the 'Engine Data' menu with the following items:</p> <ul style="list-style-type: none"> <li>Spark: 30 °</li> <li>Ignition 1 Signal: 13.9 Volts</li> <li>Ignition Accessory Sign On</li> <li>EC Ignition Relay Comma On</li> <li>EC Ignition Relay Feedb: 13.90 Volts</li> <li>MIL Command: Off</li> <li>MIL Requested by DTC: No</li> <li>MIL Ckt Short Gnd Test: OK</li> <li>MIL Ckt Open Test Statu: OK</li> </ul> <p>Navigation buttons at the bottom include 'Select Items', 'DTC', 'Quick Snapshot', and 'More'. A page indicator '28 / 52' is visible.</p>	No
56	Tech 2 Data screenshot while performing pedal bridge test 5  <p>The screenshot shows the 'Engine Data' menu with the following items:</p> <ul style="list-style-type: none"> <li>MIL Ckt Short Volts Tes: Not Run</li> <li>Cruise Control Active: Inactive</li> <li>Fuel Pump Relay Command: On</li> <li>Fuel Pump Relay Ckt Sho: OK</li> <li>Fuel Pump Relay Ckt Ope: Not Run</li> <li>Fuel Pump Relay Ckt Sho: Not Run</li> <li>PNP Switch: In Gear</li> <li>BPP Signal: Applied</li> <li>A/C Relay Command: On</li> </ul> <p>Navigation buttons at the bottom include 'Select Items', 'DTC', 'Quick Snapshot', and 'More'. A page indicator '37 / 52' is visible.</p>	No

**Photo Log & Photos for Preliminary Inspection v.2.1**

Customer's Last Name:	██████████	Inspection Date:	10/22/2012
Vehicle Brand:	Pontiac	Year/Model:	2007 G6
File Case #	71-1117562896	VIN:	1G2ZF58B374 ██████████

Photo #	Description / Photo	Damage (Yes/No)
57	<p>Tech 2 Data screenshot while performing pedal bridge test 6</p>  <p>The screenshot shows the following data:</p> <ul style="list-style-type: none"> <li>BPP Signal Applied</li> <li>A/C Relay Command On</li> <li>Engine Oil Pressure Swi OK</li> <li>Vehicle Speed Sensor 0 mph</li> <li>Warm-ups Since DTC Clea 65 Counts</li> <li>Warm-ups w/o Emission F 65</li> <li>Warm-ups w/o Non-Emissi 65</li> <li>Distance Since DTC Clea 967 miles</li> <li>Engine Run Time 00:01:17</li> <li>46 / 52</li> <li>Engine Oil Pressure Switch</li> <li>Buttons: Select Items, DTC, Quick Snapshot, More</li> </ul>	No

## R009 Transmission System Preliminary Inspection v2.0

Customer's last name:	[REDACTED]	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 [REDACTED]

Mileage at inspection:	92,186	Inspection location: Bill Jacobs Joliet
Inspected by:	Jim Flower	Address: 2001 W. Jefferson St., Joliet, Illinois 60435
Inspector's phone number:	248-687-4334	

Was a dealer technician used?  Yes  No

If Yes, number of hours?

If possible, document the RO number:

Maximum vehicle speed taken from CDR report:

Did CDR detect a rollover event?  Yes  No

Number of photos	57
Number of DTCs	6

### Section 1 INSPECTION SUMMARY

**Provide driver/claimant's complete description of incident. Do not paraphrase the customer's words. This is a very important section of the report:** The customer stated she was dropping off her child at school and was parked in the drop off lane. The customer stated she shifted the vehicle into park. She stated she is certain the vehicle was in park because the automatic door locks unlocked the doors when the vehicle was shifted into park. The customer stated as the school aide was opening the passenger side rear door, the vehicle rolled forward approximately 2-3 feet and bumped into the vehicle that was parked in front of customer.

The customer stated she was unaware at first that her vehicle rolled forward and thought that the vehicle in front of her had backed into her vehicle. The driver of the other vehicle and the school aide informed the customer that her vehicle was the vehicle that rolled forward. The customer stated there was minimal damage to her vehicle and no damage to the other vehicle involved. The customer stated she recalled a story online dated 9/21/2012 on the Huffington Post that included Pontiac G6, Chevy Malibu, and Saturn Aura for model years 2007-2010. Note: DOC ID 2329227 (attached) indicates that the 09 model years only are potentially involved

**Following the inspection, summarize the facts and observations:**

The Bosch CDR download showed no recorded events. The vehicle had 3 DTCs stored in the SIR system and 3 DTCs stored in the radio system (see photos 16-21). During the inspection, numerous attempts were made to duplicate the customer allegation. The vehicle did not exhibit any abnormalities while performing test drive or attempting to duplicate the customer allegation. The Huffington post article is included in the case file. The GM Global Warranty screen showed no open recalls or field actions.

- The vehicle showed no signs of significant damage to the exterior (see photos 5-8).
- There were no modifications visible in the engine compartment or underbody (see photos 9 and 14-15).
- There were some personal items present in the passenger compartment and trunk (see photos 10-13).
- There were 3 DTCs stored as Passed/ History in the Supplemental Inflatable Restraint System.
  - B1370 Device Ignition 1 Circuit short to ground.
  - B1325 Device power 1 circuit voltage below threshold.
  - B0081 Passenger presence system 1 invalid serial data received.
- There were 3 DTCs stored as Passed/ History in the Radio System.
  - U2103 Fewer controllers on BUS than programmed.
  - B1001 Option configuration error.
  - B1325 Device power 1 circuit voltage below threshold.
- There were no DTCs stored in the Electronic control module, Transmission control module, or Body control module (see photos 22-24).
- The left front inner fender liner was separated from the left front fender (see photo 25).
- The front license plate was bent slightly (see photos 26-27).
- The right front and left front hubcaps were scraped there was no damage to the other wheels (see photos 28-35).
- The transmission fluid was colored and smelled slightly burnt (see photos 36-38).
- The transmission was wet around the left front axle seal area (see photo 39).
- The transmission mounts showed no signs of damage (see photos 40-44).
- The transmission shifter cable showed no signs of external damage and operated properly. (see photos 45-48).
- The brake pedal showed no signs of abnormal wear. (see photo 49).
- The brake pedal travel measurement was 1 ¾ inches (see photos 50-51).
- The Tech 2 data screenshots showed no abnormalities while performing the pedal bridging test. (See photos 52-57).

## R009 Transmission System Preliminary Inspection v2.0

Customer's last name:	[REDACTED]	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 [REDACTED]

### Section 2 INTERVIEW - INCIDENT DETAILS

Interviewee name:	[REDACTED]
Address:	[REDACTED]
Date of interview:	10/22/2012
Interview mode: (Telephone or in person)	In Person

Police report?  Yes  No

Fire report?  Yes  No

**Driver's Physical Description**

Name:	[REDACTED]
Gender:	Female
Height:	5'1"
Weight:	126
Disabilities:	Glasses for reading only

**Driver's Trip Information**

Hours	Minutes	Distance	Driver's Estimated Speed
		2-3 Ft	1-2 MPH

<b>Exact incident location:</b> Minooka Primary Center, Minooka, IL	<b>Exact incident date &amp; time:</b> 10/16/2012 @ 8:40 a.m.
<b>Weather condition &amp; visibility:</b> Partly cloudy and dry	<b>Approximate temp (°F):</b> 50-55

Was there a collision?  Yes  No

Were there any other occupants in the vehicle at the time of the incident?  Yes  No

**Occupant's Information (If Applicable)**

Name:	[REDACTED]
Gender:	female
Height:	2'6"
Weight:	29 lbs
Age:	3

Name:	
Gender:	
Height:	
Weight:	
Age:	

**Where were the other occupants seated?**

Front Row:  Right Front  Front Center

Second Row:  Right Rear  Center  Left Rear

Third Row:  Right Rear  Center  Left Rear

<b>If the vehicle is a truck or a car trailering cargo at the time of the incident, estimate total weight of cargo and trailer</b>	<b>(lbs)</b>
<b>Load description:</b> None	

Any objects in the road?  Yes  No

If yes, describe: \_\_\_\_\_

Did vehicle leave the roadway?  Yes  No

If yes, what was impacted? \_\_\_\_\_

Was there any evasive action?  Turning  Braking  Accelerating  Other: None

Road Surface:  Concrete  Asphalt  Gravel  Crushed Rock  Dirt

Road Condition:  Dry  Wet  Icy  Other:

Shoulder/Curb Condition:  Dry  Wet  Icy  Other:

Select One----->  Shoulder  Curb

<b>R009</b>			
		Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)?  Yes  No  
 If Yes, from where? \_\_\_\_\_

Prior to, or after the incident, were there any warning lights on, or messages displayed on the Driver's Information Center?  Yes  No  
 If Yes, what indicator? \_\_\_\_\_

Has this condition been observed prior to this incident?  Yes  No  
 If yes, how often? \_\_\_\_\_

**Investigator Note #1:** Vehicle has not done this since the first time. Customer stated that one time when pulling into parking spot the vehicle jerked when shifting into park but the customer had her foot on the brake and the vehicle did not move forward.

Was the repair facility contacted regarding this concern?  Yes  No  
 Is an invoice for the repair available?  Yes  No  
 If Yes, what was the outcome? \_\_\_\_\_

Driver's seat position  Forward  Middle  Rearward  Fixed

Have the seats been readjusted since the incident?  Yes  No  Unknown

Tilt steering wheel?  Yes  No  
 If yes, position?  Low  Med  High

Telescoping steering wheel?  Yes  No  
 If yes, position?  Forward  Middle  Rearward

Normally brake with:  Right Foot  Left Foot

Adjustable pedals?  Yes  No  
 If yes, position?  Forward  Middle  Rearward

Distance from brake pedal to front of seat (inches)?

Incident occurred while:  Turning  Braking  Coasting  Accelerating  Driving Normally  
 Position of shifter:

**Inspector's Note #2:** The customer stated vehicle was stationary in park when the vehicle rolled forward.

**System functionality during incident:**

	Before the incident	At the beginning* and during the incident
Transmission operation (normal, slips into gear, etc)	Normal	Normal
Transmission selector position	Drive	Park
Engine operation (normal, surges, rough/fast idle, stalls, starts in gear, etc.):	Normal	Normal
Brake operation (normal, fade, pull, grab, etc.):	Normal	Normal
Warning lights/messages displayed. Describe:	None	None
Unusual odors/smoke (from where?)	None	None
Park brake function:	Off	Off
Other:		

\* The beginning of the incident is the initiation of the sequence during which the incident occurred.

**Additional comments concerning the incident:** The customer now uses the parking brake to avoid vehicle rolling forward.

## R009 Transmission System Preliminary Inspection v2.0

Customer's last name:	[REDACTED]	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 [REDACTED]

### Section 3 VEHICLE HISTORY

Obtain information for this section from Driver / Claimant

**If any information for this section is obtained from anyone other than the claimant, provide the name, address, phone number and relationship, if any, to the claimant**

Name:	[REDACTED]
Address:	[REDACTED]
Phone number:	[REDACTED]
Relationship to claimant:	[REDACTED]

Did the owner purchase the vehicle new?     Yes     No  
 If yes, date of purchase?   

If purchased used, provide the name and address of the seller and date of purchase:

Name:	[REDACTED]
Address:	[REDACTED]
Date of purchase:	[REDACTED]

#### VEHICLE REPAIR / SERVICE HISTORY

If the answer is "Yes" to any of the following questions, describe the repairs. Obtain copies of the repair order(s) if possible, and document the name of the service facility, its address, and telephone number.

Any repairs outside of warranty?     Yes     No

If yes, provide dates, descriptions of the repair(s) and repair invoices if possible:

Date	Repair Description / By Whom?

Prior transmission service?     Yes     No

If yes, provide the following:

Date	Description

Prior electrical system service?     Yes     No

If yes, provide the following:

Date	Description

#### VEHICLE MODIFICATIONS / ALTERATIONS

Ask if there are any vehicle modifications or alterations present, and has any after-market equipment been installed? Remember that if the vehicle has been pre-owned, the current owner may not know of any changes to the vehicle.

Remote Start	Suspension	Tires/Wheels	Audio/Video	Snow Removal
Body Modifications	Towing Equip.	Security Alarm	Wiring	<input checked="" type="checkbox"/> Other None
Unknown				

If yes, describe component, who installed it, and capture photos:

Other vehicle history information from interview, GM Warranty, or Dealership history files?     Yes     No

If Yes, describe & make copies:

## R009 Transmission System Preliminary Inspection v2.0

Customer's last name:	██████████	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 ██████████

### Section 4

### VEHICLE INSPECTION

#### ---Note---

Do Not "Clear Codes" from any on board module(s)

Use the scan tool to capture all diagnostic trouble codes (current or history), and photograph the screens (if a scan tool was used).

DTC	Symptom	Description	Current	History
B1370	06	Device Ignition 1 Circuit short to ground		x
B1325	03	Device power 1 circuit voltage below threshold		x
B0081	71	Passenger presence system 1 invalid serial data received		x
U2103	00	Fewer controllers on BUS than programmed		x
B1001	00	Option configuration error		x
B1325	03	Device power 1 circuit voltage below threshold		x

#### SDM Crash Data Collection:

Describe and photograph any evidence that the passenger compartment may have had moisture intrusion or the SDM has incurred any damage due to moisture/corrosion. Visually inspect the carpet and floor pan for moisture and the SDM electrical connector male and female ends for signs of corrosion. If the SDM is mounted under a seat, visually inspect for any foreign objects that could affect the airbag system operation and, if found, inspect the area very carefully. Photograph as needed.

If the vehicle is equipped with roll-over protection, download the ROS data after downloading the CDR data. (See ROS Coverage document to determine whether vehicle is supported, and/or observe the icons on the function bar on the CDR screen.) SUV-type vehicles may have roll-over protection. An "Airbag" name will be embossed on the trim at the A and possibly B pillars of the vehicle.

**NOTE:** Some vehicles do not require the ignition key to be in the ignition "on" position in order to download the data

- OBTAIN DERM/SDM DOWNLOADS FOR ALL INADVERTENT DEPLOYMENT ALLEGATIONS
- IF POSSIBLE, AVOID CYCLING THE IGNITION KEY ON/OFF PRIOR TO OBTAINING THE DOWNLOAD
- PHOTOS OF THE CDR SCREEN ARE REQUIRED TO SHOW ANY ERROR MESSAGES

**NOTE:** Save the raw CDR and ROS files, and then a PDF files. Submit all files with report.

Was the CDR download available?

Yes  No

If "No", describe:

How was download obtained?

ALDL / DLC  Directly from module using adapter harness w/ Bosch CDR

If the download was obtained directly from the module, was the module removed from the vehicle?

Yes  No

If removed from the vehicle, describe and photograph the conditions under which the module was mounted when the download was obtained:

#### CAPTURE APPLICABLE PHOTOS RELATING TO THE INCIDENT.

Anything unusual or "out of place" on the vehicle?

-Left front inner fender liner is separated from fender (see photo 25).  
 -Front license plate is bent slightly (see photos 26-27).  
 -Scrape marks on right front and left front hubcaps (see photos 28-35).

#### TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

Tire size:

Tire pressure:

Are the tires/wheels the proper size for the vehicle?

Yes  No

## R009 Transmission System Preliminary Inspection v2.0

Customer's last name:	██████████	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 ██████████

### TRANSMISSION CONTROL / FLUID

Check transmission shift indicator alignment. Do the shifter mechanical indications agree with the I/P display of transmission gear selection?  Yes  No

**Inspector's Note #3:** There is no shift indicator display present on the vehicle.

Describe the transmission fluid (Level, Color, Smell, Temperature) and any sign of contamination.

<input type="checkbox"/>	Full	<input checked="" type="checkbox"/>	Clear	<input type="checkbox"/>	Normal Smell	<input checked="" type="checkbox"/>	Other: Slight burnt smell
<input type="checkbox"/>	Hot	<input type="checkbox"/>	Cold				

Look for signs of external leakage of transmission fluid.  
Any leakage observed?  Yes  No

Use the following table to document what you found during the inspection. Identify the tests and test results (if applicable). Describe anything relevant to the allegation that is not in normal working condition, does not function properly, or is a non-production part. **Write "Not Applicable" for sections and questions unrelated to the customer allegation.**

	OBSERVATIONS/TEST RESULTS
Transmission mounting (normal, broken mounts, missing bolts, etc)	Normal
Transmission controls: (normal, misaligned, position at inspection, binding etc.)	Normal
Transmission park mechanism: (normal, etc.)	Normal
Engine mounting/operation (normal, cracked mounts, missing bolts, rough operation, incorrect idle, stall speed etc.)	Normal
Throttle system (normal, misadjusted binding, TPS voltage at closed and WOT, etc.)	Normal
Brake system operation (normal, grabs, pulls, high pedal effort, excessive pedal travel, etc.)	Normal
Parking brake function:	Does not hold vehicle stationary when on incline.
Other: Noise	Clunk noise evident from front of vehicle while driving. Front stabilizer links worn

### BRAKE SYSTEM

Statically test and operate the brake system. Record observations (vacuum, fluid level, feel, pedal wear pattern, etc):  
(It may be necessary to refer to the brake system inspection form for instructions.)

I test drove the vehicle and there were no abnormalities felt in the braking system during the test drive.

Perform a pedal travel check according to service information procedures. Record pedal travel (inches):

Describe and photograph the method used to measure pedal travel:  
I measured from the top of the brake pedal to the steering wheel with tape measure. Next, I measured distance with brake pedal at rest and the with brake pedal depressed. (see photos 50-51)

Note if there is a wear pattern on the brake pedal. Photograph the pedal. There was no unusual wear pattern on brake pedal (see photo 49).

### OPERATIONAL TESTS

**Check the Brake Transmission Shift Interlock (BTSI) and Automatic Transmission Shift Lock Control (ATSLC) systems as follows:**

Turn the ignition key to the "On" position and attempt to move the transmission gear selector from Park to Reverse or Neutral. Could the gear selector be moved?  Yes  No



### R009 Transmission System Preliminary Inspection v2.0

Customer's last name:	██████████	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 ██████████

If **No**, apply the brake and attempt to move the gear selector. The BTSI / ATSLC system(s) should prevent the driver from moving the gear selector from Park into any other transmission gear or neutral unless the brake pedal is depressed.

Does the BTSI system operate normally?  Yes  No

If **No**, record observations:

Does the ATSLC system operate normally?  Yes  No

If **No**, record observations:

Can the key be removed from the lock cylinder with the trans selector in any position other than Park?  Yes  No

If **Yes**, record observations:

If possible, check idle speeds (see Service Information for specific procedures). Record the throttle position and IAC counts using the GM Scan Tool if available.

Warm, stable idle  Fast idle speed (warm re-start)

With the engine running, operate the accelerator system, and if possible, road test the vehicle. Record observations:

Describe Throttle Feel:	Normal Accelerates and decelerates smoothly
Describe Shift Indications:	Normal Transmission shifts smoothly with no slipping or harshness
Describe Braking Performance:	Normal Brake system operates with no pulling pulsation or noises

During the road test, set the cruise control, and then disengage by applying the brake. Does the cruise system disengage properly?  Yes  No

**Inspector's Note #4:** The vehicle is not equipped with Cruise Control.

**Note:** Conduct the following tests with the vehicle in a safe area clear of obstructions for 200 ft.

**Perform Brake Torque Test:** Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and observe the results.

Does the brake system hold the vehicle stationary?  Yes  No

**Pedal Bridging Test:** With vehicle in drive, bridge the right foot across accelerator and brake pedals and apply both pedals evenly. Record observations and Tech II data during this test:

If the customer alleges that the vehicle rolled while the transmission selector was in Park, attempt to replicate the customer's allegation using the same or a similar grade condition. Describe the results:

## Section 5 SITE INSPECTION

**NOTE:** In most instances a site inspection is not required on vehicles with no damage present (e.g. claimant says they hit a pot hole...)

Was a site inspection performed?  Yes  No

Comments?

Posted speed where the incident occurred?  (mph)

**R009 Transmission System Preliminary Inspection v2.0**

Customer's last name:	██████████	Inspection date:	10/22/2012
Vehicle brand:	Pontiac	Year/Model:	2007 G6
Case #:	71-1117562896	VIN:	1G2ZF58B374 ██████████

**SITE INSPECTION: PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:**

- If the customer can identify the incident scene and verify tire marks, gouges in the pavement, debris, or any police marks at the scene, measure location of the items and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during, or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

**Photograph the scene and any property involved. Only factual comments should be entered in this section:**

**Section 6 COMMENT OVERFLOW**

Please use this area for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

**Section 7 OTHER REPORT INFORMATION**

Check here if there was evidence of a "Fire-Related" event.  
 According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

**Attachments: (Check all that apply)**

x	Photographs	x	Data Downloads	x	Other Records
---	-------------	---	----------------	---	---------------



**brent.palmer@gm.com**

10/31/2012 08:58 AM

To: kellin\_babbs@gmexpert.com

cc: robert.dusek@gm.com

bcc:

Subject: Re: 71 1117562896 PAR Recommended Denial BRM Approval Required

I support a denial.

Brent Palmer  
Business Resource Manager  
North Central Region  
mobile: 630-659-9932  
e-mail: brent.palmer@gm.com

From: kellin\_babbs@gmexpert.com  
To: brent.palmer@gm.com  
Cc: robert.dusek@gm.com  
Date: 10/30/2012 04:40 PM  
Subject: 71 1117562896 PAR Recommended Denial BRM Approval Required

---

A recent product allegation claim was made in your region. The customer alleged that they were dropping their child off when their vehicle rolled forward hitting another vehicle. The customer saw an article on the Huffington Post in which they think GM recalled several vehicles due to a gear shift concern. This is what spawned their initial contact to customer assistance.

[REDACTED]  
2007 Pontiac G6

1G2ZF58B374 [REDACTED]

Bill Jacobs Joliet, L.L.C. Joliet IL 113194

(815) 725-7110 David Kendrick

PAR is recommending a denial to resolve the customer's claim in which that we did not show anything abnormal on the vehicle or anything that would exhibit the vehicle to perform their allegation. Please respond with your

approval for this denial. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 31460 I Fax: 866-311-2784 I  
[www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) Follow us on Twitter

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

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

July 23, 2013

[REDACTED]  
Tulare, CA [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 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-1122617026

July 23, 2013

[REDACTED]  
Besmoines, IA [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 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-1130227121

July 23, 2013

[REDACTED]  
[REDACTED]  
[REDACTED]  
Santa Fe, NM [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 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at [Saturn.com](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-1148794109

8048

THE STATE OF NEW HAMPSHIRE

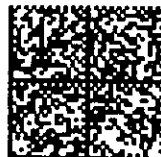
DEPARTMENT OF JUSTICE

33 CAPITOL STREET

CONCORD, N.H. 03301-6397

RETURN SERVICE  
REQUESTED

PRESORTED  
FIRST CLASS



02 1R

\$ 00.38<sup>4</sup>

0006557528

FEB 07 2013

MAILED FROM ZIP CODE 03301

*[Handwritten scribble]*

3-13P12:39 RCVD

SAFARI CORPORATION  
PO BOX 1500  
SPRING HILL TN 37174-1500

AXXWS3B 37174

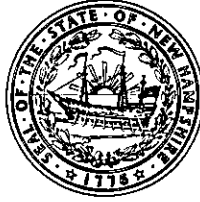




**ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE**

33 CAPITOL STREET  
CONCORD, NEW HAMPSHIRE 03301-6397

MICHAEL A. DELANEY  
ATTORNEY GENERAL



ANN M. RICE  
DEPUTY ATTORNEY GENERAL

February 7, 2013

Saturn Corporation  
PO Box 1500  
Spring Hill TN 37174-1500

Re: Satum Corporation  
Edward Valentine  
Our File No. 2012102057

Dearr/Madam:

On December 26, 2012, the Consumer Protection and Antitrust Bureau forwarded a copy of [REDACTED] complaint to your business for review and response. Although we asked for the courtesy of a written response within two weeks of the date of the letter, we have not yet received one.

Please respond to this letter within 10 (ten) days, so that we can be fully informed of your position.

Sincerely,

A handwritten signature in cursive script that reads "James T. Boffetti".

James T. Boffetti  
Senior Assistant Attorney General  
Consumer Protection and Antitrust Bureau  
Tele: 603-271-3643  
Fax: 603-223-6202

[REDACTED]  
Seabrook, NH [REDACTED]

February 18, 2013

State of New Hampshire  
Office of the Attorney General  
Consumer Protection Division  
Attention: James T. Boffetti

Customer: [REDACTED]  
Reference number: 2012102057  
Service request: 71-1154849162  
Customer Relationship Specialist: Melissa

Dear James T. Boffetti

Thank you for your recent correspondence regarding Mr. [REDACTED]. We are sorry he is dissatisfied with his 2007 Saturn AURA. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their Saturn products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper-to-Bumper coverage on the 2007 Saturn AURA is 36 months and/or 36,000 miles, whichever comes first. We regret that because Mr. [REDACTED] vehicle is additional 39 months and 49,000 miles beyond the warranty, we cannot comply with his request for financial assistance.

If you have further questions, please contact our Saturn Customer Assistance Center at 1-800-553-6000 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors

## Service Request Detail

SR No.	71-1085866107	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	Transmission - Shift Indicator	Sub-Area	ESIS Escalation	
Address		City	Involved Dir	Halladay Motors, Inc.	Safety	Yes	
State	ZipCd	Con Acct	Source	Phone	Updated	7/11/2012 12:58:19 PM	
Serial #/VIN	1G8ZS57N37F	Model Year	2007	Priority	Medium	License #	
Make	Saturn	Warr. Start	01/11/2007	Status	Open	Owner	DUFFYWI
Model	AURA	Mileage		Sub-Status	Dissatisfied	Opened	7/11/2012 09:30:19 AM
Abstract	(ESIS) Transmission - Shift Indicator (Manual / Automatic)						Closed
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to William Duffy @						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Insurance Agent	3/16/2011 10:30:00 AM	N	1	0			n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	n/a	n/a	n/a	n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
			American National Property Insurance					
Loc	Incident Desc	Cust. parked veh., veh. rolled downhill and hit a neighbors veh.						
Component	transmission							
Vehicle	w/ cust.	Damage Desc	rear end					
Loc		Add'l Info	Veh. repaired at Halladay Motors. Insurance agent did not have veh. maint. info., street/weather cond. info.					
Emgcy Svc Names	n/a	Maint Loc	unk					

### PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	unk		
Vehicle Speed	0	Weather Condition	unk	Prop Owner	Anthony Hawk	Property Type	veh.			
Last Service Date		Loc Last Service		Property Location	unk	Prop Est Repair Cost				
Veh Est Repair Cost		Spec Equip Installer	unk	Prop Damage Description	2001 Dodge Dakota					
Primary Veh Use	Personal	Inspection Type	Transmission/Transaxle	Inspected By	Inspection Not Performed	Inspection Date/Time				
Veh Damage Description	rear end	Explain Other	Insurance agent did not have veh. maint. info., street/weather cond. info.							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2012 09:27:11 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		Property Damage, Insurance Involvement
Contact Last Name		Contact First Name		Account		BAC Code	
<b>Comments</b> cust claims transmission failure caused a collision resulting in property damage, cus's insurance is seeking subrogation							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 01:09:57 PM	DUFFYWI	DUFFYWI	Scheduled Follow-up		Scheduled Alarm		Check if case picked up by ESIS
Contact Last Name		Contact First Name		Account		BAC Code	
<b>Comments</b>							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 01:09:26 PM	DUFFYWI	AMSTUTST	Notify CRM		Done	7/13/2012 09:26:59 AM	Please escalate case to ESIS for insurance involvement, property damage
Contact Last Name		Contact First Name		Account		BAC Code	
<b>Comments</b> Cust. alleged a trans. defect caused a coll. resulting in property damage. Cust. insurance carrier involved, called in claim, seeking subro. Property damage involved. Veh. involved in spec. covg. 11175							
<b>Confidential Comments</b>							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 01:07:52 PM	DUFFYWM	DUFFYWM	BRC PAR	Business Case	Done	7/11/2012 01:09:25 PM	Business Case

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

#### Comments

Business Case

- \* Cust. alleged a trans. defect caused a coll. resulting in property damage.
- \* Cust. insurance carrier involved, called in claim, seeking subro.
- \* Property damage involved.
- \* Veh. involved in spec. covg. 11175

Forwarding case to ESIS for further consideration

William Duffy/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 01:02:55 PM	DUFFYWM	DUFFYWM	Outbound Email	DVM/CAM/Field	Done	7/11/2012 01:07:14 PM	e-mail to DDMA sandra.jensen@gm.com

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

#### Comments

A product allegation claim has been made in your region. The customer is alleging a transmission concern caused a collision. This case is being escalated to ESIS because the customer's insurance carrier is subrogating for property damage.

#### Clements

2007 Saturn Aura  
1G8ZS57N37  
Halladay Motors, Inc., Cheyenne, WY (117903)  
Michelle Dixon, svc. manager

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

Best wishes,  
William Duffy | PAR Agent

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Phone 866-790-5700 ext 21071 | Fax 866-660-2731 | www.minacs.adityabirla.com | Follow us on Twitter

William Duffy/PAR/ATX

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 12:55:10 PM	DUFFYWI	DUFFYWI	Ownership Changed	Ownership Escalated to BRC	Done	7/11/2012 12:55:10 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
7/11/2012 10:43:13 AM	MERCADTO	DUFFYWI	Ownership Changed		Done	7/11/2012 10:43:13 AM	Service Request Ownership has changed FROM: MARTIN10 TO: DUFFYWI

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 10:40:00 AM	MERCADTO	DUFFYWI	BRC PAR	Initial Contact - Field	Done	7/11/2012 12:40:21 PM	e-mail to DDMA

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

Sending an e-mail to notify DDMA of local cust. making a product allegation: transmission defect that caused a collision resulting in property damage.

William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 10:39:52 AM	MERCADTO	DUFFYWM	BRC PAR	Initial Contact- Dealer	Done	7/11/2012 01:02:49 PM	call to HALLADAY MOTORS 307-634-1511
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS spoke with: Justin Young, svc. advisor as Michelle Dixon, svc. manager, was unavailable. advised of cust product allegation.

Maint: No

Evidence of abuse misuse or lack of maint: No

Known product concerns relating to customer's allegation: Cust. had repair done last year for trans. concern re: spec. covg.

Is the customer in a rental vehicle? No  
(if yes, explain rental policy)

If an inspection becomes necessary would you host a 3rd party inspection: Veh. already repaired  
(only 2 hours of tech assist)

If the result of the inspection is repairs, will your dealership be able to complete the repairs: Done  
(at warranty rates)

If the customer needs to a rental, will your dealership be able to provide a rental: n/a  
(at 38.00 per day in a GM rental )

William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 10:38:57 AM	MERCADTO	DUFFYWM	BRC PAR	Initial Contact- Phone	Done	7/11/2012 12:56:43 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs verified customer contact information.

Cust. states: Insured/cust. had parked veh., sometime later it rolled backwards and collided w/ a neighbor's parked veh. Property damage being subrogated. GM dir. already covered repairs under spec. covg. No info. on repairs and limited info. can be given re: cust. or claimant.

Original owner? Unk

Currently in a rental or loaner vehicle? No

Who placed you in a rental or loaner vehicle? n/a

Cust. sustained injuries? Unk

Did the injured party seek medical attention? Unk

Are cus/injured party in the medical field? Unk

Crs gathered prePAR and PAR Detail info.  
CRS advised customer of required verbiage as stated in d\_1075834

Cust requested the file to be referred to the Central Claims dept.  
Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days. Crs provided contact information and the case number

William Duffy/PAR/ATX

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 10:38:47 AM	MERCADTO	DUFFYWI	BRC PAR	Acknowledgement	Done	7/11/2012 12:44:39 PM	call to [REDACTED] American National Property Insurance (800) 333-2861 x2570
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs Adv: This is William calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sls: Yes

Continued in Initial

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 10:38:39 AM	MERCADTO	DUFFYWI	Research		Done	7/11/2012 12:37:44 PM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

S/R's: 71-1023377821 12-28-11 spec. covg. reimb.  
71-1078803225 6-21-12 update on prev. case

Recalls: None

Branded: No

Warranty Block: No

Repairs: 01/20/2012 336205 ZREG—Regular Vehicle Transaction K5180 - Cable, Shift Control - Replace 52,909 MI

William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/11/2012 10:38:32 AM	MERCADTO	DUFFYWM	Notify CRM		Done	7/11/2012 12:31:44 PM	File assinged to William Duffy @ x31244

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
7/11/2012 10:38:01 AM	MERCADTO	DUFFYWM	BRC PAR	Case Assigned	Done	7/11/2012 12:31:40 PM	File assinged to William Duffy @ x31244

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
7/11/2012 10:37:47 AM	MERCADTO	MARTIN10	SR Opened		Done	7/11/2012 10:37:47 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
7/11/2012 10:37:44 AM	MERCADTO	MARTIN10	SR Closed - Dissatisfied		Done	7/11/2012 10:37:45 AM	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
7/11/2012 09:36:23 AM	MARTIN10	AMSTUTST	Notify CRM		Done	7/11/2012 10:37:27 AM	Insurance call Received and Assigned In PAR Stacy
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
7/11/2012 09:30:32 AM	MARTIN10	MARTIN10	Inbound Call Customer	Complex Request	Done	7/11/2012 09:36:09 AM	Insurance
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
American National Insurance 1-800-333-2861 Ext 2570							
cust sts- I am calling from American National Insurance and would like to make a payment claim for damages that were caused to another vehicle that we paid for bc of a Recall that was on this saturn. She thought her vehicle was in park it shifted gears due to recall and rolled down the hill now the customer already got reimb for those damages but we want to get payment for the damages the saturn caused to another non GM vehicle							
Crs ts-I will be forwarding this info over to our product allegation dept who will be contacting you back within 24-48 bus hours							
Cust agreed							
Marissa Martinez/1cacab/vl 1							
Confidential Comments							

### UCC Information

UCC Code	Symptom	Description
S96 K37	Saturn slipped	Non Component GM Transmission - Shift Indicator (Manual / Automatic)

William Duffy/Austin/GM1  
07/11/2012 01:06 PM

To sandra.jensen@gm.com  
cc  
bcc

Subject 71-1085866107 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a transmission concern caused a collision. This case is being escalated to ESIS because the customer's insurance carrier is subrogating for property damage.

*Clements  
2007 Saturn Aura  
1G8ZS57N37F [REDACTED]  
Halladay Motors, Inc., Cheyenne, WY (117903)  
Michelle Dixon, svc. manager*

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

Best wishes,  
William Duffy | PAR Agent

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July 16, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary

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

For this vehicle:

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

#### Vehicle Information

VIN 1G8ZS57N37F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract No Branded Title: No Warranty Block No PDI Status: Yes  
 Order Type: T - DEALER STOCK  
 Field Actions: [Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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 (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Inactive  
 XM Equipped: N XM Radio ID XM Status: NA  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Saturn 60/100K Powertrain	11/28/2011	01/11/2007	10 MI	01/11/2012	100,010 MI
	Saturn 72/100K Corrosion	11/28/2011	01/11/2007	10 MI	01/11/2013	100,010 MI
	Saturn 36/36K Bumper to Bumper	11/28/2011	01/11/2007	10 MI	01/11/2010	36,010 MI
	Saturn 96/80M Emission select components	11/28/2011	01/11/2007	10 MI	01/11/2015	80,010 MI
	Special Coverage 11175	11/28/2011	01/11/2007	10 MI	01/11/2017	120,010 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
07/02/2009	0084358	ZSET—Service Event		M5300 - INFORMATION LINE	40,815 MI
08/02/2009	0083950	ZSET—Service Event		M0010 - MAINTENANCE SCHEDULE 1	39,462 MI
01/02/2009	0081947	ZSET—Service Event		M5070 - REPLACE ENGINE AIR FILTER	35,242 MI
01/02/2009	0081947	ZSET—Service Event		M0111 - 33,000 MI SERVICE	35,242 MI
08/18/2008	0079838	ZSET—Service Event		M0111 - 33,000 MI SERVICE	30,368 MI
04/23/2008	0077710	ZSET—Service Event		M0071 - Maintenance Service - Front Wheel Bearings - Repack	24,574 MI
03/28/2008	0077323	ZREG—Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	21,839 MI
10/04/2007	0074390	ZSET—Service Event		M5300 -	20,936 MI
10/04/2007	0074390	ZREG—Regular Vehicle Transaction		C3260 - Front Side Door Upper Trim Cover Replacement	20,936 MI
09/08/2007	0073907	ZREG—Regular Vehicle Transaction		T5878 - 07215 - Install Air Dam (Deflector)	20,890 MI
01/22/2007	0270919	ZSET—Service Event		M5300 -	6 MI
01/22/2007	0270919	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	6 MI

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July 16, 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: 1G8ZS57N37F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type T - DEALER STOCK  
 Field Actions [G 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 ZZS69-2007 AURA XE SEDAN Order Number KPMZK7  
 Gross Vehicle Weight 0 Build Date: 01/10/2007  
 Build Plant: F

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

- |   |   |
|---|---|
| 1SZ - DISCOUNT OPTION PKG   | 63U - BERRY RED   |
| 6AZ - COMPONENT FRT LH COMPUTER SEL SUSP                                | 7AZ - COMPONENT FRT RH COMPUTER SEL SUSP                                      |
| 85B - GRAY  | 85I - INTERIOR TRIM TITANIUM/EBONY  |
| 8AB - COMPONENT RR LH COMPUTER SEL SUSP                                 | 9AB - COMPONENT RR RH COMPUTER SEL SUSP                                       |
| A51 - SEATS, CUSTOM   | AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING                    | AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS                 |
| B9C - GM PRODUCTION WEEK #03  | C1U - ENTERPRISE RENT A CAR   |
| C80 - AIR CONDITIONING  | D49 - POWER OUTSIDE MIRRORS   |
| F83 - RATIO TRANSAXLE FINAL DRIVE 3.05                                  | FAI - FAIRFAX   |
| FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE                                | FE9 - FEDERAL EMISSIONS   |
| FL7 - FLEET PROCESSING OPTION   | HP0 - HYBRID PROPULSION NOT INSTALLED   |
| IBB - INTERIOR TRIM   | JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL                 |
| KG7 - GENERATOR 125 AMP   | LZ4 - ENGINE, 3.5L V6 SFI   |
| MN5 - TRANSMISSION, 4 SPEED AUTO  | N45 - STEERING WHEEL, 3 SPOKE   |
| NT7 - EMISSION SYSTEM FEDERAL, TIER 2                                   | P22 - WHEEL 17 X 7, STEEL   |
| QAD - TIRE ALL P225/50R17-83S BW TL ST AL2                              | R6F - IDENTIFY B CODE USERS   |
| R8K - ONSTAR TURN-BY-TURN NAVIG AVAIL                                   | R6P - SPECIAL PAINT   |
| R9N - LEATHER SEATING   | U2J - DELETE XM SATELLITE RADIO   |
| U77 - ANTENNA RR WINDOW, RADIO  | UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)       |
| US8 - RADIO AM/FM STEREO, SEEK/SCAN, CD, AUTO TONE, CLOCK ETR, MP3, RDS | UW5 - SPEAKER SYSTEM 6, BASE  |
| V2G - FULL FUEL FILL CREDIT   | V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA                                 |
| VK3 - LICENSE PLATE BRACKET, FRONT                                      | VQ2 - FLEET ORDERING ASSISTANCE   |
| VX7 - LONG TERM DAILY RENTAL PROGRAM                                    |   |

Added Option Codes

-BT-

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July 16, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

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

#### Vehicle Information

VIN 1G8ZS57N37 [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract: No Branded Title: No Warranty Block No PDI Status: Yes  
 Order Type T - DEALER STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 063470619
Source Plant: A-CPC RAMOS ARIZPE, MEXICO	Part / Number Broadcast: BPH
Date Scanned: 01/09/2007	Time Scanned: 22:02:00 Scan Station: 06
Component Code: 61-TRANSMISSION	Traceability: 3JZ6
Source Plant: J-HYDRAMATIC WINDSOR, ONTARIO	Part / Number Broadcast: 7ESJ
Date Scanned: 01/09/2007	Time Scanned: 22:12:00 Scan Station: 05
Component Code: 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability: 634005600
Source Plant: R-	Part / Number Broadcast: 2863
Date Scanned: 01/10/2007	Time Scanned: 08:28:00 Scan Station: 00
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 170020TTU
Source Plant: M-DELCO ELECTRONICS MILWAUKEE, WISCONSIN	Part / Number Broadcast: YPKA
Date Scanned: 01/10/2007	Time Scanned: 08:28:00 Scan Station: 07
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 2H1479M
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 6680
Date Scanned: 01/10/2007	Time Scanned: 08:12:00 Scan Station: 08
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 2138S
Source Plant: 2-	Part / Number Broadcast: 5006
Date Scanned: 01/10/2007	Time Scanned: 08:28:00 Scan Station: 09
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1820509
Source Plant: -	Part / Number Broadcast: 1CZ
Date Scanned: 01/04/2007	Time Scanned: 05:01:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 0723625
Source Plant: -	Part / Number Broadcast: 1AG
Date Scanned: 01/09/2007	Time Scanned: 16:59:00 Scan Station:
Component Code: DF----	Traceability: 00470249
Source Plant: D-	Part / Number Broadcast: 7470
Date Scanned: 01/09/2007	Time Scanned: 19:11:00 Scan Station: 02
Component Code: DG----	Traceability: 00570364
Source Plant: D-	Part / Number Broadcast: 7469
Date Scanned: 01/09/2007	Time Scanned: 19:11:00 Scan Station: 01



**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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July 16, 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 1G8ZS57N37F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: T - DEALER STOCK  
 Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 01/20/2012

Job Card Number: 336205

Repair Service Agent: 117803  
 HALLADAY MOTORS  
 2100 WESTLAND ROAD  
 CHEYENNE WY 82001-3328  
 3076341511

Odometer Reading: 52,909 MI  
 Authorization Code: A

Process Date:  
01/26/2012

Transaction Type:  
ZREG—Regular Vehicle  
Transaction

Transaction Expense Category:  
Policy

Customer Complaint Code:  
0342-Transmission -  
Transmission Shifting

Job Card Line # 1 Transaction Adjustment Cause Code: 6573-Module/Component - No/Incorrect  
Communication

Labour Op: K5180-Cable, Shift Control - Replace

Causal Part Number  
[--See other Parts and/or Net Items](#)

Job Card Date: 07/02/2009

Job Card Number: 0084359

Repair Service Agent: 163939  
 SATURN OF CHEYENNE  
 2300 WESTLAND ROAD  
 CHEYENNE WY 82001-3338  
 3076343500000

Odometer Reading: 40,815 MI  
 Authorization Code:

Process Date:  
07/24/2009

Transaction Type:  
ZSET—Service Event

Transaction Expense Category:  
Service Event

Customer Complaint Code:  
-

Job Card Line # 1 Transaction Adjustment Cause Code: -

Labour Op: M5300-INFORMATION LINE

Causal Part Number  
[--See other Parts and/or Net Items](#)

---

Job Card Date: 06/02/2009	Job Card Number: 0083950
Repair Service Agent: 163939 SATURN OF CHEYENNE 2300 WESTLAND ROAD CHEYENNE WY 82001-3338 30763435000000	Odometer Reading: 39,462 MI Authorization Code

---

Process Date:  
06/04/2009

Transaction Type:  
ZSET---Service Event

Transaction Expense Category:  
Customer Complaint Code  
-

Job Card Line # 2	Transaction Adjustment	Cause Code -
Labour Op M0010-MAINTENANCE SCHEDULE I		
Causal Part Number		
--See other Parts and/or Net Items		

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Job Card Date: 01/02/2009	Job Card Number: 0081947
Repair Service Agent: 163939 SATURN OF CHEYENNE 2300 WESTLAND ROAD CHEYENNE WY 82001-3338 30763435000000	Odometer Reading: 35,242 MI Authorization Code

---

Process Date:  
01/03/2009

Transaction Type:  
ZSET---Service Event

Transaction Expense Category:  
Service Event

Customer Complaint Code  
-

Job Card Line #: 2	Transaction Adjustment	Cause Code: -
Labour Op M5070-REPLACE ENGINE AIR FILTER		
Causal Part Number		
--See other Parts and/or Net Items		

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Job Card Date: 01/02/2009	Job Card Number: 0081947
Repair Service Agent: 163939 SATURN OF CHEYENNE 2300 WESTLAND ROAD CHEYENNE WY 82001-3338 30763435000000	Odometer Reading: 35,242 MI Authorization Code

---

Process Date:  
01/03/2009

Transaction Type:  
ZSET---Service Event

Transaction Expense Category:  
Service Event

Customer Complaint Code  
-

Job Card Line #: 1	Transaction Adjustment	Cause Code: -
Labour Op M0111-33,000 MI SERVICE		
Causal Part Number		
--See other Parts and/or Net Items		

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**Job Card Date:** 08/18/2008 **Job Card Number:** 0078638  
**Repair Service Agent:** 163939 **Odometer Reading:** 30,366 MI  
 SATURN OF CHEYENNE **Authorization Code:**  
 2300 WESTLAND ROAD  
 CHEYENNE WY 82001-3338  
 30763435000000

---

**Process Date:** 08/22/2008  
**Transaction Type:** ZSET—Service Event  
**Transaction Expense Category:** Service Event  
**Customer Complaint Code:** -  
**Job Card Line #:** 1 **Transaction Adjustment:** **Cause Code:** -  
**Labour Op:** M0111-33,000 MI SERVICE  
**Causal Part Number:**  
 --See other Parts and/or Net Items

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**Job Card Date:** 04/23/2008 **Job Card Number:** 0077710  
**Repair Service Agent:** 163939 **Odometer Reading:** 24,574 MI  
 SATURN OF CHEYENNE **Authorization Code:**  
 2300 WESTLAND ROAD  
 CHEYENNE WY 82001-3338  
 30763435000000

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**Process Date:** 04/25/2008  
**Transaction Type:** ZSET—Service Event  
**Transaction Expense Category:**  
**Customer Complaint Code:** -  
**Job Card Line #:** 1 **Transaction Adjustment:** **Cause Code:** -  
**Labour Op:** M0071-Maintenance Service - Front Wheel Bearings - Repack  
**Causal Part Number:**  
 --See other Parts and/or Net Items

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**Job Card Date:** 03/28/2008 **Job Card Number:** 0077323  
**Repair Service Agent:** 163939 **Odometer Reading:** 21,839 MI  
 SATURN OF CHEYENNE **Authorization Code:**  
 2300 WESTLAND ROAD  
 CHEYENNE WY 82001-3338  
 30763435000000

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**Process Date:** 03/29/2008  
**Transaction Type:** ZREG—Regular Vehicle Transaction  
**Transaction Expense Category:** Warranty  
**Customer Complaint Code:** 0524-Features/Controls/Displays - Locks/Keys/Keyless Remote  
**Job Card Line #:** 1 **Transaction Adjustment:** **Cause Code:** 7079-  
**Wiring/Electrical/Sensors - Shorted**  
**Labour Op:** R4490-Remote Control Door Lock Transmitter Replacement  
**Causal Part Number:** 00000000015252034-TRANSMITTERASM-R/CONDRLK  
 --See other Parts and/or Net Items

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Job Card Date: 10/04/2007	Job Card Number: 0074390
Repair Service Agent: 163939 SATURN OF CHEYENNE 2300 WESTLAND ROAD CHEYENNE WY 82001-3338 30763435000000	Odometer Reading: 20,936 MI Authorization Code:

Process Date  
11/21/2007

Transaction Type:  
ZSET—Service Event

Transaction Expense Category:

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 2	Transaction Adjustment	Cause Code -
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Labour Op MS300-  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 10/04/2007	Job Card Number: 0074390
Repair Service Agent: 163939 SATURN OF CHEYENNE 2300 WESTLAND ROAD CHEYENNE WY 82001-3338 30763435000000	Odometer Reading: 20,936 MI Authorization Code:

Process Date  
11/13/2007

Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1	Transaction Adjustment:	Cause Code: 0000-Converted Claims
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Labour Op C3260-Front Side Door Upper Trim Cover Replacement  
Causal Part Number 000000000025860840-BEZELASM-SIWDOSW  
--See other Parts and/or Net Items

Job Card Date: 09/08/2007	Job Card Number: 0073907
Repair Service Agent: 163939 SATURN OF CHEYENNE 2300 WESTLAND ROAD CHEYENNE WY 82001-3338 30763435000000	Odometer Reading: 20,890 MI Authorization Code:

Process Date  
09/13/2007

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
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Labour Op T5678-07215 - Install Air Dam (Deflector)  
Causal Part Number 000000000025874532-DEFLECTOR-FRTBPRFASCIAAIR  
--See other Parts and/or Net Items

Job Card Date: 01/22/2007

Job Card Number: 0270919

Repair Service Agent: 121749  
SATURN OF FORT COLLINS  
3325 SOUTH COLLEGE AVENUE  
FORT COLLINS CO 80525-2604  
97022312340000

Odometer Reading: 6 MI  
Authorization Code:

Process Date:  
11/20/2007

Transaction Type:  
ZSET—Service Event  
Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2  
Labour Op M5300-

Transaction Adjustment:

Cause Code: -

Causal Part Number

Job Card Date: 01/22/2007

Job Card Number: 0270919

Repair Service Agent: 121749  
SATURN OF FORT COLLINS  
3325 SOUTH COLLEGE AVENUE  
FORT COLLINS CO 80525-2604  
97022312340000

Odometer Reading: 6 MI  
Authorization Code:

Process Date:  
01/22/2007

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](#)

July 16, 2012

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Delivery Information



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

### Vehicle Information

VIN: 1G8ZS57N37F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type T - DEALER STOCK  
 Field Actions [Q Open](#) [REDACTED]

For this vehicle:

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

### Invoice Information

Invoicing Service Agent: 121749 Invoice Date: 01/11/2007  
 SATURN OF FORT COLLINS  
 3325 SOUTH COLLEGE AVENUE  
 FORT COLLINS CO 80525-2604 97022312340000

### Ship to Information

Ship to Service Agent: 121749 Ship to Date: N/A  
 SATURN OF FORT COLLINS  
 3325 SOUTH COLLEGE AVENUE  
 FORT COLLINS CO 80525-2604 97022312340000

### Delivery Information

Delivery Service Agent: 121749 Delivery Date: 01/11/2007  
 SATURN OF FORT COLLINS Delivery Type:  
 3325 SOUTH COLLEGE AVENUE Delivery Odometer: 10  
 FORT COLLINS CO 80525-2604 97022312340000

### In Service Information

Invoicing Service Agent: 2210085 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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This CARFAX Vehicle History Report provided free of charge by:



ESIS GM  
 300 Renaissance Center  
 MC 482 C19 B61  
 Detroit, MI 48265  
 586-212-2141

**SHOW ME THE CARFAX™**

## CARFAX® Vehicle History Report™

An independent company established in 1986

US \$34.99

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**Vehicle Information:**  
**2007 SATURN AURA XE**  
 VIN: 1G8ZS57N37F [REDACTED]  
 SEDAN 4 DR  
 3.5L V6 FI  
 FRONT WHEEL DRIVE  
Standard Equipment | Safety Options

**CARFAX Report Provided By:**  
 ESIS GM  
 300 Renaissance Center  
 MC 482 C19 B61  
 Detroit, MI 48265  
 586-212-2141

- No accident / damage reported to CARFAX**
- 2 Previous owners**
- Types of owners: Rental, Personal**
- Last owned in Wyoming**
- 51,967** Last reported odometer reading
- \$20** Above retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/17/12 at 9:55:06 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

### Price Calculator™


Adjust the value of this 2007 Saturn Aura XE based on the information available in this report


<p><b>1) Retail Book Value</b></p> <div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; margin-right: 10px;">\$</span> <span style="font-size: 36px; margin-right: 10px;">0</span> </div> <p style="font-size: x-small; margin-top: 5px;">Enter retail book value here</p>	<p><b>2) CARFAX Price Adjustment™</b></p> <div style="font-size: 24px; margin: 10px 0;">+</div> <div style="font-size: 36px; margin: 10px 0;">+ \$20</div> <p style="font-size: x-small; margin-top: 5px;">Above retail book value</p>	<p><b>3) Adjusted Retail Value</b></p> <div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px; margin-right: 10px;">=</span> </div> <p style="font-size: x-small; margin-top: 5px;">Begin by entering the retail book value</p>
<p style="font-size: x-small; margin-top: 5px;">Start by entering the retail book value from a pricing guide website.</p>	<div style="font-size: 24px; margin: 10px 0;">\$</div> <p style="font-size: x-small; margin-top: 5px;">This vehicle is worth more than average, based on information in this report.</p>	<div style="font-size: 24px; margin: 10px 0;">🔍</div> <p style="font-size: x-small; margin-top: 5px;">Compare adjusted retail value to seller's asking price when making your decision.</p>


<b>CARFAX</b> Ownership History	Owner 1	Owner 2
The number of owners is estimated		
Year purchased	2007	2008
Type of owner	Rental	Personal




Estimated length of ownership	10 months	4 yrs. 6 mo.
Owned in the following states/provinces	Colorado	Wyoming
Estimated miles driven per year	24,305/yr	9,889/yr
Last reported odometer reading	21,642	51,967

 <b>Title History</b> CARFAX guarantees the information in this section	Owner 1	Owner 2
	Guaranteed No Problem	Guaranteed No Problem
	Guaranteed No Problem	Guaranteed No Problem


**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. [Register](#) | [View Terms](#) | [View Certificate](#)

 <b>Additional History</b> Not all accidents / issues are reported to CARFAX	Owner 1	Owner 2	
	<b>Total Loss</b> No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	<b>Structural Damage</b> No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	<b>Airbag Deployment</b> No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	<b>Odometer Check</b> No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
	<b>Accident / Damage</b> No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	<b>Manufacturer Recall</b> Check with an authorized <a href="#">General Motors dealer</a> for any open recalls.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
	<b>Basic Warranty</b> <u>Original warranty</u> estimated to have expired.	<b>Warranty Expired</b>	<b>Warranty Expired</b>

 <b>Detailed History</b>	<a href="#">Glossary</a>				
	<b>Owner 1</b> Purchased: 2007 Type: Rental Where: Colorado Est. miles/year: 24,305/yr Est. length owned: 2/14/07 - 12/20/07 (10 months)	<b>Date:</b>	<b>Mileage:</b>	<b>Source:</b>	<b>Comments:</b>
		02/14/2007	6	Colorado Motor Vehicle Dept. Englewood, CO Title #284120	Original Equipment OnStar Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
		05/09/2007		Colorado Motor Vehicle Dept. Englewood, CO Title #284120	Title or registration issued First owner reported Registered as rental vehicle  Registration issued or renewed

12/20/2007	21,642	Dealer Inventory Cheyenne, WY	Vehicle offered for sale
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**Owner 2**  
Purchased: 2008  
Type: Personal  
Where: Wyoming  
Est. miles/year: 9,889/yr  
Est. length of length owned: 1/3/08 - present (4 yrs. 6 mo.)

Date:	Mileage:	Source:	Comments:
01/03/2008	21,703	Wyoming Motor Vehicle Dept. Cheyenne, WY	Vehicle purchase reported
01/23/2008		Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1642988	Title issued or updated New owner reported
01/30/2009		Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1642988	Registration issued or renewed Vehicle color noted as Maroon
01/28/2010		Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1642988	Registration issued or renewed Vehicle color noted as Maroon
01/24/2011	51,967	Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1642988	Vehicle purchase reported Registration issued or renewed Registration updated when owner moved the vehicle to a new location Vehicle color noted as Maroon
02/17/2011		Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1747274	Title issued or updated
04/25/2011		Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1747274	Registration issued or renewed Vehicle color noted as Maroon
01/26/2012		Wyoming Motor Vehicle Dept. Cheyenne, WY Title #02-1747274	Registration issued or renewed Registration updated when owner moved the vehicle to a new location Vehicle color noted as Maroon

**Low mileage!**  
This owner drove less than the industry average of 15,000 miles per year.



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Saturn Aura XE.

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).



**Glossary**

[View Full Glossary](#)

**CARFAX Price Adjustment™**

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**First Owner**

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**New Owner Reported**

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

**Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

**Rental**

Vehicle was registered by a rental agency.

**Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.

7/17/12 9:55:06 AM (EDT)

5  
8/3/11

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Lawrence Harrington**  
Claims Administrator

Springfield, MO

RE: Claimant: [REDACTED]  
Our File No.: 745061 YOUR FILE 49 A 28 F 726  
Our Client: General Motors LLC  
Date/Event: 3/16/2011  
Subject vehicle: 2007 SATURN AURA  
VIN: 1G8ZS57N37F [REDACTED]

Dear [REDACTED]:

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

In that regard, I am in receipt of your correspondence to GM concerning your insured. Your correspondence alleges that your insured 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:

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

# 5

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,

*Lawrence Harrington*

Lawrence Harrington  
Claims Administrator

**ESIS/GM CLAIM - HOLROYD (745061) ANPAC FILE 49 A 28 F 726**  
Lawrence Harrington to: jclements

08/03/2012 10:45 AM

From: Lawrence Harrington/C/US/GM/GMC  
To: jclements@anpac.com

Good Morning Ms. [REDACTED]

As we discussed I have attached acknowledgment correspondence to address the subrogation claim presented in the above matter.

Please forward all available claim supports to my attention at your convenience .

Please confirm receipt of this correspondence .

Regards,



GML\_DMS-#3822737-v1-ESIS\_LTR\_(PD\_ACK)\_-\_HOLROYD\_(745061)\_.PDF  
Lawrence Harrington  
ESIS/General Motors, LLC  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000  
TEL : 313.665.3387  
FAX : 313.665.0911



**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*

**Lawrence Harrington**  
Claims Administrator

8/3/12

[REDACTED]  
Springfield, MO [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 745061 YOUR FILE 49 A 28 F 726  
Our Client: General Motors LLC  
Date/Event: 3/16/2011  
Subject vehicle: 2007 SATURN AURA  
VIN: 1G8ZS57N37F [REDACTED]

Dear [REDACTED]:

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

In that regard, I am in receipt of your correspondence to GM concerning your insured. Your correspondence alleges that your insured 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:

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.



**esis**

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,

*Lawrence Harrington*

Lawrence Harrington  
Claims Administrator




Re: ESIS/GM Claim-Halroyd (745061), ANPAC claim 49A28F726 

Lawrence Harrington to: 

09/25/2012 01:01 PM

From: Lawrence Harrington/C/US/GM/GMC

To: 

Good Morning Ms. 

Acknowledgement correspondence requesting specific information in support of the claim was forwarded on 8/3/2012, I have received no further documentation on the above referenced claim.

Please resend the referenced 8/6/12 documentation for evaluation, as it was not received.



Regards,

Lawrence Harrington  
ESIS/General Motors, LLC  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000  
TEL : 313.665.3387  
FAX : 313.665.0911

"Harris, Jan"

Good Morning, I wanted to follow up the informat...

09/25/2012 12:53:49 PM

From:   
To: "lawrence.harrington@gm.com" <lawrence.harrington@gm.com>  
Date: 09/25/2012 12:53 PM  
Subject: ESIS/GM Claim-(745061), ANPAC claim 49A28F726

---

Good Morning,

I wanted to follow up the information sent to you requesting reimbursement on the above mentioned file on 8/6/2012. Please advise status at your earliest opportunity.

Thank you

Jan Harris for Judy Clements  
ANPAC Sr. Subrogation Specialist, AINS  
American National Property & Casualty  
1949 E Sunshine St  
Springfield, MO 65899-0001  
PH 800-333-2861 x2070

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**subro\*49a28f726\* your clm # 745061 ac status**

██████████ to: lawrence.harrington@gm.com

Cc: Scanpac

10/05/2012 09:53 AM

From: ██████████

To: lawrence.harrington@gm.com <lawrence.harrington@gm.com>

Cc: Scanpac <scanpac@anpac.com>

Mr Harrington,

Please advise as to the email that was sent to you on 9-26-12, and advise if anything further is needed or when we can expect payment.

**Thank You,**

***Judy Clements***

***Subrogation Specialist***

***ANPAC, American National Property and Casualty Companies***

***1949 E Sunshine***

***Springfield Mo 65899-0001***

***Fax: 417-877-5410***

***Phone: 1-800-333-2861 ext 2570***

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American National Property And Casualty Co.  
American National General Insurance Co.  
American National Lloyds Insurance Co.  
Pacific Property And Casualty Co.  
ANPAC Louisiana Insurance Co.  
American National County Mutual Insurance Co.

American National Corporate Centre  
1949 East Sunshine  
Springfield, MO • 65899-0001  
417-887-0220 • Fax 417-887-1801  
<http://www.anpac.com>

November 12, 2012

Esis/Gm Central Claims Un  
Po Box 300  
Mail Code 482 C19 B61  
Detroit MI 48265-3000

**RECEIVED**

NOV 19 2012

ESIS-GM CLAIMS UNIT

Re: Insured: [REDACTED]  
Claim #: [REDACTED]  
Date of Loss: March 16, 2011  
Your claim # : 745061

Dear Mr Harrington,

Enclosed are the receipts to show that the repairs were made due to the recall, prior to the recall being issued, and a receipt showing our client being reimbursed for these repairs due to the recall.

As you can see the original repairs were done just days after the accident of our insureds vehicle rolling into the adverse parties vehicle.

To clarify what we are looking for is that our clients vehicle rolled into the adverse parties vehicle, causing damages to the adverse vehicle. The car rolled due to the manufacturer defect recalled later that year. We are looking for reimbursment of the damages that we paid to the adverse vehicle.

You should have all of the paperwork sent previously to you for the damages to the adverse in this loss. Please forward payment

Your cooperation in this matter is appreciated.

Sincerely,

Judy Clements



"Members of the American National Family of Companies"



American National Corporate Centre  
1949 East Sunshine  
Springfield, MO • 65899-0001  
417-887-0220 • Fax 417-887-1801  
<http://www.anpac.com>

American National Property And Casualty Co.  
American National General Insurance Co.  
American National Lloyds Insurance Co.  
Pacific Property And Casualty Co.  
ANPAC Louisiana Insurance Co.  
American National County Mutual Insurance Co.

Subrogation Specialist  
American National Property And Casualty Co



CUSTOMER #: 65749

326399



HALLADAY MOTORS, INC.

2100 WESTLAND ROAD  
CHEYENNE, WYOMING 82001  
TELEPHONE: (307) 634-1511  
1-888-HALLADAY  
www.halladaymotors.com

\*INVOICE\*

PAGE 1

CHEYENNE, WY

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 7458 JEANNE JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	SATURN AURA	1G8ZS57N37F		52909/52909	833	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			17:00 21MAR11		100.00	CASH	23MAR11
R.O. OPENED	READY	OPTIONS:					
12:49 21MAR11	12:44 23MAR11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CAN MOVE SHIFTER BUT DOESN'T GO INTO GEAR-SHIFT LINKAGE BROKEN?							
26			TRANSMISSION (AUTO)				
			7044 CP10			278.25	278.25
	1	25907379	F-CABLE		90.45	90.45	90.45
	1	25907374	BRACKET		25.52	25.52	25.52
	1		FREIGHT FREIGHT		10.00	10.00	10.00
PARTS:	125.97	LABOR:	278.25	OTHER:	0.00	TOTAL LINE A:	404.22

SHIFTER CABLE BROKEN. R & R CABLE AND INSTALLED NEW CABLE AND  
UPDATED BRACKET

EST: 100.00 21MAR11 14:40 SA: 7458

Thank you for choosing Halladay Motors for your maintenance and warranty needs. We appreciate your business. Did you know that you can schedule your next service appointment on our web site? www.halladaymotors.com Follow us on Facebook and YouTube

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. ALL WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES EXCEPT WHERE EXTENDED BY MANUFACTURER. NO WARRANTY ON LABOR WHEN USED OR CUSTOMER SUPPLIED PARTS ARE INSTALLED.

Halladay Motors warrants all paint and collision workmanship for one year from date of repair and delivery of the vehicle to you.

Supplies - A token charge equivalent to 11% of the labor charge is included for supplies used - minimum charge is \$3.00 and the maximum charge is \$50.00. Applicable supply items are: nuts, bolts, washers, tape, pins, rags, cleaners, towels, etc.

I assume responsibility for any monies not reimbursed by warranty or insurance submission.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	278.25
PARTS AMOUNT	125.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	404.22
LESS INSURANCE	0.00
SALES TAX	24.26
PLEASE PAY THIS AMOUNT	428.48

CUSTOMER #: 65749

336205

HALLADAY MOTORS, INC.

2100 WESTLAND ROAD  
CHEYENNE, WYOMING 82001  
TELEPHONE: (307) 634-1511  
1-888-HALLADAY  
www.halladaymotors.com

WARRANTY

PAGE 1

CHEYENNE, WY

HOME CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 7458 JEANNE JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	SATURN AURA	1G8ZSS7N37F		52909/52909		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			18:00 20JAN12		100.00	VMC	27JAN12
R.D. OPENED		READY		OPTIONS:			

16:01 20JAN12 10:04 27JAN12

LINE OPCODE TECH TYPE HOURS

A REIMBURSEMENT

CAUSE: REIMBURSEMENT

K5180 CABLE, SHIFT CONTROL REPLACE  
7044 WC1 0.00

0 0 TPARTS  
0 0 TLABOR

TECH: 7044 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

\*\*\*\*\*

Thank you for choosing Halladay Motors.  
We sincerely appreciate your business.

"Like" us on Facebook for a special offer on  
your next maintenance service.

TECH: 7044 ACTUAL HRS.: 0.00 SOLD HRS.: 0

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	0	0	336205	1/26300	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

<small>AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. ALL WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES EXCEPT WHERE EXTENDED BY MANUFACTURER. NO WARRANTY ON LABOR WHEN USED OR CUSTOMER SUPPLIED PARTS ARE INSTALLED.</small>	<small>Halladay Motors warranties all paint and collision workmanship for one year from date of repair and delivery of the vehicle to you.</small>	<small>Supplies - A token charge equivalent to 11% of the labor charge is included for supplies used - minimum charge is \$3.00 and the maximum charge is \$50.00. Applicable supply items are: nuts, bolts, washers, tape, pins, rags, cleaners, towels, etc.</small>	<small>I assume responsibility for any monies not reimbursed by warranty or insurance submission.</small>	DESCRIPTION	TOTALS
				LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

*Reimburse to Ms. Horky for Recall*



American National Corporate Centre  
1949 East Sunshine  
Springfield, MO • 65899-0001  
417-887-0220 • Fax 417-887-1801  
<http://www.anpac.com>

American National Property And Casualty Co.  
American National General Insurance Co.  
American National Lloyds Insurance Co.  
Pacific Property And Casualty Co.  
ANPAC Louisiana Insurance Co.  
American National County Mutual Insurance Co.

February 6, 2013

ESIS/GM CENTRAL CLAIMS UN  
MAIL CODE 482 C19 B61  
P O BOX 300  
DETROIT MI 48265-3000

Re: Insure [REDACTED]  
Claim [REDACTED]  
Date of Loss: March 16, 2011

We were unable to contact you. Please call toll-free: 1-800-333-2861, extension 2570.

I have left several phone messages with no response. Please review the previous letter and respond.

Your cooperation in this matter is appreciated.

Sincerely,

Judy Clements  
Subrogation Specialist  
American National Property And Casualty Co

**RECEIVED**

**FEB 13 2013**

**ESIS-GM CLAIMS UNIT**

c46



"Members of the American National Family of Companies"



## Service Request Detail

SR No.	71-1091822697	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	Transmission - Shift Indicator	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Timbrook Automotive, Inc.	Safety	Yes
State	MD ZipCd	Con Acct	Source	Phone	Updated	10/9/2012 05:11:43 PM
Serial #/VIN	1G2ZG58N87	Model Year	Priority	Esc to T2 - License # PONTIAC	Owner	JACKSOFA
Make	Pontiac	Warr. Start	Status	Open	Opened	7/28/2012 12:20:49 PM
Model	G6	Mileage	Sub-Status	Satisfied	Closed	
Abstract	The car moved while in park mode					
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Falh Jackson @					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/27/2012 07:00:07 PM	N	0	0	Gravel	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'5"		no				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Goods	Meagan	(301) 777-7877	Er					
Incident Loc	brothers.	Incident Desc	was in the garage, heard a noise, veh was locked and in park. walked out and seen car down pavement. backed down					
Component	brakes	Damage Desc	underneath, transmission pan, dented underneath passenger floor board, dented all the way up. fenders, front panel of the air ducts., right fender, ca					
Vehicle Loc	TIMBROOK BUICK PONTIAC GMC CADILLAC	Add'l Info						
Emgcy Svc Names	emergency response was not contacted.	Maint Loc	My husband would do some oil changes himself.					

### PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	ground effect, front and sides.
Vehicle Speed		Weather Condition	clear, sunny.		Prop Owner	n/a	Property Type	n/a
Last Service Date		Loc Last Service			Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost		Spec Equip Installer	Timbrook Collision Center.		Prop Damage Description	n/a	Inspected By	Inspection Not Performed
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Traction Control		Inspection Date/Time		Explain Other	speed unknown, last service date and last service location is unknown.
Veh Damage Description	rocker molding, underneath, transmission pan, dented underneath passenger floor board, dented all the way up. fenders, front panel of the air ducts., right fender, car cover, trim brake, glass, bumper cover, carpet, alignment.							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 10:49:15 AM	KINZERTH	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		ESIS - Insurance Involvement

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

Customer claims vehicle rolled while parked  
Vehicle has been repaired by customers insurance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 05:12:02 PM	JACKSOFA	KINZERTH	Notify CRM		Done	10/10/2012 10:50:29 AM	review to send file to ESIS

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
10/9/2012 05:11:44 PM	JACKSOFA	JACKSOFA	Ownership Changed	Ownership Escalated to BRC	Done	10/9/2012 05:11:44 PM	Ownership Escalated to BRC

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 03:18:16 PM	KINZERTH	JACKSOFA	Notify CRM		Done	10/9/2012 05:01:37 PM	rejected

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

Field rep e-mail not attached to file  
BRC Type not set to "PAR"

Please correct and resubmit

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 03:15:41 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Scheduled Alarm		waiting for ESIS to pick up the case.

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
10/9/2012 03:15:26 PM	JACKSOFA	KINZERTH	Notify CRM		Done	10/9/2012 03:19:19 PM	review to send file to ESIS

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
10/9/2012 03:13:41 PM	JACKSOFA	JACKSOFA	BRC PAR	Business Case	Done	10/9/2012 03:15:24 PM	sending file to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Business Case:

\*sending file to ESIS due to insurance involvement.

Faith Jackson/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 03:10:37 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	10/9/2012 03:13:17 PM	

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

Crs sls calling to see if you decided it was ok for me to send your file to our central claims dept for further review.

Cust sls want to pursue claim against GM.

Crs sls ok, someone from central claims dept will be in touch with you within 7-10 business days.

Falith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 04:07:59 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	10/9/2012 02:46:52 PM	waiting for cust to decide if she wants to pursue a product allegation against GM.

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2012 12:41:23 PM	JACKSOFA	JACKSOFA	Inbound Call Customer	Voice Mail Received	Done	10/5/2012 12:41:50 PM	cust called in.

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

Janna Powell, we spoke last week, got a message from you. My phone number is 814-494-0555. sr 71-1091822697. Message received Oct 2 at 1:19pm.

Falith Jackson/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 05:45:05 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Cancelled	Done	10/5/2012 12:41:58 PM	discuss case.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 03:23:30 PM	JACKSOFA	JACKSOFA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/4/2012 05:45:04 PM	cust says will talk to her husband and call on 10/3/2012 to let CRS know if want to pursue allegation.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Action plan: cust says will talk to her husband and call on 10/3/2012 to let CRS know if want to pursue allegation.

10/4/2012 03:00:30 PM

Falth Jackson/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:58:31 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	10/2/2012 03:23:28 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs sts was calling to refer you to the dealership. dlr is the only one that can tell you if there is something else going on w the veh to cause it to roll backwards, an inspection would not tell you this.

Cust sts if dlr does find problems w the cables, then what?

Crs sts dlr can then tell you if its customer pay or if there is any cost assistance available.

Crs sts on friday I beleive you stated you were not going to pursue a product allegation.

Cust sts never said that. what is an allegation? What am I alleging?

Crs sts that a product failure caused accident damage to your vehicle.

Cust sts I am saying there was a product problem causing my veh to do this.

Crs sts can have the vehicle inspected.

Cust sts can they do the inspection when dlr is looking at cables?

Crs sts no, that is separate from diagnostics.

cust sts will speak to my husband and see what he wants to do. will call you back tomorrow.

Crs sts ok. since the allegation and getting dlr look at it will be separate.

Faith Jackson/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 03:10:44 PM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAM/Field	Done	10/1/2012 03:11:36 PM	mark.heuer@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
A product allegation claim has been made in your region. The customer is alleging a product failure caused her car to move out of park and roll, colliding into different points. This case is being escalated to ESIS because the customer insurance has already paid for repairs.

2007 Pontiac G6

1G2ZG58N87

Timbrook Automotive, Inc., Cumberland, MD (BAC: 115698)

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

Best wishes,  
Faith Jackson | CRS

Aditya Birla Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5600 x31243 | Fax 866-852-1526 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:56:47 PM	JACKSOFA	JACKSOFA	Scheduled Outbound Call	Follow-up Attempt	Done	10/2/2012 02:58:29 PM	Send file to ESIS or tell cust that nobody can tell her if something more is wrong with the veh other than the dealership.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Action plan:

cust wants to know if something else wrong with veh to cause it to roll backwards. advise cust that nobody can tell you that but the dealership. Insurance involvement, send file to ESIS; if you are seeking compensation, send file to ESIS.

10/2/2012 01:00:47 PM

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:54:46 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Left Message	Done	10/1/2012 01:56:42 PM	wants
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
left message

-----  
cust wants to know if something else wrong with veh to cause it to roll backwards. advise cust that nobody can tell you that but the dealership. Insurance involvement, send file to ESIS; if you are seeking compensation, send file to ESIS.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 07:11:35 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	10/1/2012 01:44:56 PM	run this by Pat. go to ESIS. or go back to CAC. she wants to find out if there is something else wrong w the cables.
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
9/27/2012 07:05:18 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	9/28/2012 02:48:51 PM	run this by Pat. go to ESIS. or go back to CAC. she wants to find out if there is something else wrong w the cables.

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 08:51:01 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	9/28/2012 07:11:31 PM	[REDACTED] Send to ESIS, insurance involvement.

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

Comments: [REDACTED]

Cust sts shouldn't cables be looked at to see if veh is safe to drive? pulled apart to look

Crs sts If centralclaims agent decides to inspect the veh, the inspections are thorough, many pictures are taken. GM will be able to tell if there is a product defect. not to tell if there is still an issue w the cables you feel is there.

Cust sts the Internal problem w the cables need to be looked at, that is where I am at now with you. they just moved gear shift up and down. car rolls away for no reason, and gm says don't know why it did that. Cust assistance did nothing for me.

Crs sts CAC can get technical assistance involved to see if there is an Internal issue w the veh that could possibly caused the veh to roll backward.

Cust sts was over when I said insurance was involved, this car rolled away for a reason. should have went to PAR 2 months ago when veh was damaged. was not advised to do the right thing through GM.

Faith Jackson/PAR/ATX

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 08:48:47 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	9/28/2012 12:50:52 PM	email dma. send case to ESIS.

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 06:47:48 PM	JACKSOFA	JACKSOFA	BRC PAR	Business Case	Done	9/27/2012 06:48:18 PM	Business Case
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Sending file to ESIS for Insurance Involvement.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 06:28:10 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	9/27/2012 06:47:48 PM	Send to ESIS, Insurance Involvement.
Contact Last Name	Contact First Name	Account	BAC Code				

Cust stis was in the garage, heard a noise, veh was locked and in park. walked out and seen car down pavement. backed down driveway in park, gone inside to visit, in garage, heard a noise, graveled from brothers driveway, pretty flat, a little decline in it, went down his yard, at least 20-30 feet. at end of yard, embankment to woods. went through woods and through the trees, underneath hit concrete bolder, that is what did most of the damage to the veh. came to a stop on flat area. was kind of in a ditch then.

Cust stis been an ongoing process. she could only take my information. matt called me, said see that I claimed this under my insurance, he is the rep for the area. that upset me.

Cust stis something with gears and cables of the gears. nothign to do with the brakes, and emergency brakes weren't pulled.

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.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:48 PM	MERCADTO	JACKSOFA	Ownership Changed		Done	9/27/2012 02:19:49 PM	Service Request Ownership has changed FROM: PEREZMA TO: JACKSOFA
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
9/27/2012 02:19:34 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Field	Done	10/1/2012 03:10:43 PM	mark.heuer@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Subject: 71-1091822697 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a product failure caused her car to move out of park and roll, colliding into different points. This case is being escalated to ESIS because the customer insurance has already paid for repairs.

Powell

2007 Pontiac G6

1G2ZG58N874

Timbrook Automotive, Inc., Cumberland, MD (BAC: 115698)

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:23 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Dealer	Done	9/27/2012 06:44:09 PM	No Initial Contact required. Vehicle has not been to dealer in two years
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

Falth Jackson/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:09 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Phone	Done	9/27/2012 06:45:44 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs verified customer contact information.

Cust. states: accident was at my brothers house, south Conda Way, Rawlings Mariland. don't have exact address.

Original owner? Eyes.

Currently in a rental or loaner vehicle? no, but was. we got the vehicle back, it is repaired. did have a rental car for almost a month. insurance paid for so much rental, I had to pay about \$125-150 out of pocket for rest of rental.

Who placed you in a rental or loaner vehicle? Insurance company.

Cust. sustained injuries? no

Did the injured party seek medical attention? n/a

Are cust/injured party in the medical field? n/a

Crs gathered prePAR and PAR Detail info.

CRS advised customer of required verbiage as stated in d\_1075834

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:00 PM	MERCADTO	JACKSOFA	BRC PAR	Acknowledgement	Done	9/27/2012 06:28:06 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs Adv: This is Faith calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in Initial

Faith Jackson/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:50 PM	MERCADTO	JACKSOFA	Research		Done	9/27/2012 06:42:39 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CASE SCAN

S/R's: 71-748216349

Recalls: none

Branded: none

Warranty Block: none

Repairs: none

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:40 PM	MERCADTO	JACKSOFA	Notify CRM		Done	9/27/2012 06:19:38 PM	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
9/27/2012 02:18:23 PM	MERCADTO	JACKSOFA	BRC PAR	Case Assigned	Done	9/27/2012 06:19:34 PM	Assigned to Faith x31243
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Faith  
866-790-5600 x 31243.

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:16 PM	MERCADTO	PEREZMA	SR Opened		Done	9/27/2012 02:18:16 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
9/27/2012 02:18:12 PM	MERCADTO	PEREZMA	SR Closed - Dissatisfied		Done	9/27/2012 02:18:13 PM	Service Request has been Closed Dissatisfied.

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:17:49 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	9/27/2012 02:18:06 PM	PAR V/M

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

71-1091822697  
rollaway - collision  
Sep 27 12:41pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 01:26:27 PM	MERCADTO	KINZERTH	Notify CRM		Done	9/27/2012 02:17:48 PM	PAR - rollaway - collision

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

leave activity open - file will be assigned in the order received

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 12:51:05 PM	CAPARRMI	CAPARRMI	Scheduled Outbound Call	Cust	Done	9/27/2012 02:17:41 PM	

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
9/27/2012 12:50:12 PM	CAPARRMI	CAPARRMI	Outbound Call Third Party	Left Message	Done	9/27/2012 12:50:58 PM	SC left PAR Dept a VM

Contact Last Name Contact First Name Account BAC Code

#### Comments

SC provided info, would like to know if this case applies for PAR escalation. Provided contact info as well.

SC Mike T2 BA CAC L2

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 12:28:57 PM	CAPARRMI	CAPARRMI	Outbound Call Customer	Made Contact	Done	9/27/2012 12:48:11 PM	SC talked to Mr

Contact Last Name Contact First Name Account BAC Code

#### Comments

SC sts: wanted to discuss case.

Cust sts: 2 months ago veh was in park and all of a sudden it rolled back into my brother's garden. Somebody from GM called the Collision Center to ask them to send the veh to a GM dlr for inspection. She also heard there is a recall applicable to the 2008-2009 G8 and under the same conditions as the one she experienced. Paid more than \$6000 plus a \$500 deductible. To her this is a collision due to a product failure.

SC adv: let me check with a diff dept to see if something should be done at this point, cannot assure you anything. Will give you a call tomorrow between 12pm and 2pm.

Cust agreed.

SC Mike T2 BA CAC L2

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 12:35:49 PM	PEREZMA	CAPARRMI	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/27/2012 12:28:54 PM	

Contact Last Name	Contact First Name	Account	BAC Code

-Cust's vehicle crashed because it moved on its own while it was in park and has \$6,000 worth of damage. Insurance is already involved.  
-Dir couldn't find a reason why the vehicle moved on its own and it was taken to a collision center.  
-Cust states somebody from GM called the collision center and asked them to have the vehicle checked at a GM dealership because there was a recall on the same issue she had, and wanted to know who called them.  
-DS advised her we don't have that info as we don't deal with collision centers and we can't see her vehicle is included in a recall.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 12:23:07 PM	PEREZMA	PEREZMA	Outbound Call Customer	Made Contact	Done	9/26/2012 12:35:07 PM	

Contact Last Name	Contact First Name	Account	BAC Code

DS reached cust and she stated there was a massive recall on the same problem she had with her vehicle (it moved on its own while it was parked and then it crashed) and wanted to check if her vehicle was included in that recall. DS advised her that it is not included in any kind of recall. She asked if DS knew who told us when Dir diagnosed the vehicle, they could not find anything that would make the vehicle move on its own. DS advised her we got that info from Svc Mgr. She stated she was not provided with any kind of paperwork and DS advised her to reach Dir about that. She stated somebody from GM called the collision center and advised them they wanted to have the vehicle checked at the dealership and asked who that was. DS advised her that we don't have that information since we don't work with collision centers. She requested to speak to a supervisor and DS advised her that will schedule a call for the next 24 hrs.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 09:11:21 AM	PEREZMA	PEREZMA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/26/2012 12:22:37 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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(814) 494-0555  
09/26/2012  
Between 12-2 PM

Action plan: call cust and check what she wanted to discuss.

Matt / BA / CAC / Tier 2 / lvl 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 10:13:00 AM	FONSECCA	PEREZMA	Notify CRM	Customer Called	Done	9/26/2012 09:11:15 AM	customer called in seeking DS

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
9/25/2012 10:10:10 AM	FONSECCA	PEREZMA	SR Opened		Done	9/25/2012 10:10:10 AM	SR in Status of Closed has been Re-Opened by FONSECCA

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
8/8/2012 06:06:44 PM	ERCOLAPA	PEREZMA	SR Closed - Dissatisfied		Done	8/8/2012 06:06:44 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 05:12:07 PM	PEREZMA	ERCOLAPA	Manager Review	Case Assessment	Done	8/8/2012 06:06:32 PM	Case Overview - Close SR Dissatisfied
Contact Last Name		Contact First Name	Account		BAC Code		

#### Comments

Case Overview - Close SR Dissatisfied

#### REASONS:

- Cust Issue: she states her vehicle came out of park mode, travelled on its own and was damaged.
- Cust sks: for the repairs to be covered under warranty as she states it's ridiculous that this is an insurance case and she will have to pay a \$500 deductible.
- Dealer Info: checked cust's vehicle, couldn't find a reason why the vehicle would come out of park and travelled and also found the underside was damaged pretty hard, like she hit a rock or concrete. Also, Svc Mgr was advised the collision center took cust's vehicle and will make this an insurance case.
- DMA contact? No.
- Why cust is dissat: because she has to pay a \$500 deductible and stated she will involve a lawyer if this happens again because somebody could get hurt.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

#### Approved

Polly Ercolano/TM CAC T2 L3/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 05:07:46 PM	PEREZMA	PEREZMA	Outbound Call Customer	Made Contact	Done	8/8/2012 05:12:06 PM	
Contact Last Name		Contact First Name	Account		BAC Code		

#### Comments

(814) 494-0555

DS reached cust and advised her we were informed by Dir the collision center took her vehicle and that this will be an insurance case, and asked her if her insurance will cover the repairs. She stated that it will but that she will have to pay a \$500 deductible. She also stated she's been looking on Internet and there's 8-10 cases of this happening to other people. She wanted to know what would happen if she didn't have money to pay for the deductible and if there somebody got hurt. DS advised her that we would review what to do but that since that did not happen, we can't tell her. She was frustrated because Dir was unable to find a reason why the vehicle would move in park because you can't take the keys out of the vehicle unless it's on park and that they never had a problem with the vehicle but that now she is scared of driving it. She also stated this should not be an insurance case but a warranty case, that this is ridiculous and stated if this happens again and somebody gets hurt, GM will be liable and a lawyer will be involved. DS apologized for the inconveniences and advised cust that will document her frustration.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 11:55:49 AM	PEREZMA	PEREZMA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/8/2012 04:59:40 PM	

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

Between 5-7 PM

Action plan: call cust and advise her we were advised the collision center took her vehicle. Ask her if her insurance will cover the repairs.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 11:47:55 AM	PORTISPA	PEREZMA	Notify CRM	Customer Called	Done	8/8/2012 11:55:44 AM	Customer called

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

pls see inbound call customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 11:45:38 AM	PORTISPA	PORTISPA	Inbound Call Customer	Complex Request	Done	8/8/2012 11:47:52 AM	RFI agent

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

CUST STS:need to speak to agent

CUST SKS:Info regarding case

CRS ADV:will notify agent that you called

patrick.portis/ab/cac/t1 lvld

Confidential Comments

1 OF 1 RECORD(S)

## Motor Vehicle Registrations

This data is for informational purposes only.

### Maryland Motor Vehicle Registration

#### Registrant Information

##### Registrant 1

Name: [REDACTED]  
Date of Birth: [REDACTED]  
Address: [REDACTED]  
CUMBERLAND, MD  
ALLEGANY COUNTY

##### Registrant 2

Name: [REDACTED]  
Date of Birth: [REDACTED]  
Address: [REDACTED]  
CUMBERLAND, MD  
ALLEGANY COUNTY

#### Registration Information

Original Registration Date: 07/11/2012  
Registration Date: 07/11/2012  
Registration Expiration Date: 07/31/2014

#### Vehicle Information

VIN: 1G2ZG58N874 [REDACTED]  
Transmission: J  
Vehicle Class: PASSENGER CAR/LIGHT TRUCK  
Power Steering: Standard  
Air Conditioning: Standard  
Model Year: 2007  
Roof: None / not available  
Front Wd: Yes  
Make: Pontiac  
Optional Roof: Power sun/moon roof  
4WD: No  
Model: G6  
Anti-Lock Brakes: 4 wheel optional  
Series: G6/SE  
Tilt Wheel: Standard  
Power Brakes: Standard  
Style: Sedan 4 Door  
Security System: Passive Engine Immobilizer & keyless entry  
Power Windows: Standard  
Color: UNKNOWN  
Radio: AM/FM CD  
Daytime Running Lights: Standard  
Engine Type: 6  
Engine Size: 214  
Base Price: \$19,190

#### Plate Information

License Plate Number: [REDACTED]  
License Plate Type: Private  
Plate State: Maryland  
Previous License Plate Number: [REDACTED]

**Previous Plate State: Maryland**

**Important:** The Public Records and commercially available data sources used on reports have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Your DPPA Permissible Use is: Insurer

Your GLBA Permissible Use is: Resolving Customer Disputes or Inquiries

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This CARFAX Vehicle History Report provided free of charge by:



ESIS GM  
 300 Renaissance Center Mc 482 C19 B61  
 Detroit, MI 48265  
 586-212-2141

SHOW ME THE CARFAX™

**CARFAX** **CARFAX® Vehicle History Report™** US \$39.99  
 An independent company established in 1986

**Vehicle Information:**

**2007 PONTIAC G6/SE**  
 VIN: 1G2ZG58N874 [REDACTED]  
 SEDAN 4 DR  
 3.5L V6 FI  
 FRONT WHEEL DRIVE  
Standard Equipment | Safety Options

**CARFAX Report Provided By:**

ESIS GM  
 300 Renaissance Center Mc 482 C19 B61  
 Detroit, MI 48265  
 586-212-2141

- No accident / damage reported to CARFAX
- 3** Previous owners
- 4** Service records available
- Types of owners: Personal, Lease
- 60,640** Last reported odometer reading
- \$70** Below retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/11/12 at 9:13:12 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**CARFAX** Price Calculator™

Adjust the value of this 2007 Pontiac G6/SE based on the information available in this report

1) Retail Book Value

\$

Enter retail book value here

2) CARFAX Price Adjustment™

- \$70

Below retail book value

3) Adjusted Retail Value

Begin by entering the retail book value



Start by entering the retail book value from a pricing guide website.



This vehicle is worth less than average, based on information in this report.



Compare adjusted retail value to seller's asking price when making your decision.

**CARFAX** Ownership History

The number of owners is estimated

	Owner 1	Owner 2	Owner 3
Year purchased	2007	2009	2009
Type of owner	Personal	Lease	Personal
Estimated length of ownership	2 years	29 days	3 years
Owned in the following states/provinces	Pennsylvania	Pennsylvania	Maryland
Estimated miles driven per year	17,325/yr	---	10,833/yr
Last reported odometer reading	18,897	28,939	60,640



### Title History

CARFAX guarantees the information in this section

Owner 1

Owner 2

Owner 3

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed  
No Problem

Guaranteed  
No Problem

Guaranteed  
No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed  
No Problem

Guaranteed  
No Problem

Guaranteed  
No Problem



**GUARANTEED** - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms | View Certificate



### Additional History

Not all accidents / issues are reported to CARFAX

Owner 1

Owner 2

Owner 3

**Total Loss**  
No total loss reported to CARFAX.

No Issues  
Reported

No Issues  
Reported

No Issues  
Reported

**Structural Damage**  
No structural damage reported to CARFAX.

No Issues  
Reported

No Issues  
Reported

No Issues  
Reported

**Airbag Deployment**  
No airbag deployment reported to CARFAX.

No Issues  
Reported

No Issues  
Reported

No Issues  
Reported

**Odometer Check**  
No indication of an odometer rollback.

No Issues  
Indicated

No Issues  
Indicated

No Issues  
Indicated

**Accident / Damage**  
No accidents or damage reported to CARFAX.

No Issues  
Reported

No Issues  
Reported

No Issues  
Reported

**Manufacturer Recall**  
Check with an authorized [General Motors dealer](#) for any open recalls.

No Recalls  
Reported

No Recalls  
Reported

No Recalls  
Reported

**Basic Warranty**  
Original warranty estimated to have expired.

Warranty  
Expired

Warranty  
Expired

Warranty  
Expired



### Detailed History

Glossary

#### Owner 1

Purchased: 2007  
Type: Personal  
Where: Pennsylvania  
Est. miles/year: 17,325/yr  
Est. length owned: 7/13/07 - 8/4/09 (2 years)

Date:	Mileage:	Source:	Comments:
07/13/2007	53	Pennsylvania Motor Vehicle Dept. Falls Creek, PA	Vehicle purchase reported
07/19/2007		Pennsylvania Motor Vehicle Dept. Falls Creek, PA Title #64887284MI01	Title issued or updated First owner reported Registered as personal vehicle Loan or lien reported
08/13/2008	18,897	Osburn Buick Pontiac GMC Truck Du Bois, PA 814-371-4600 osburnonline.com	Oil and filter changed
12/29/2008		Pennsylvania Motor Vehicle Dept. Falls Creek, PA Title #64887284MI01	Registration issued or renewed

#### Owner 2

Purchased: 2009  
Type: Lease  
Where: Pennsylvania  
Est. length owned: 8/4/09 - 9/2/09 (29 days)

Date:	Mileage:	Source:	Comments:
08/04/2009	28,908	Pennsylvania Motor Vehicle Dept. Indiana, PA Title #64887284FI02	Title issued or updated New owner reported Registered as lease vehicle

09/02/2009 28,939 Online Listing Vehicle offered for sale

**Owner 3**

Purchased: 2009  
 Type: Personal  
 Where: Maryland  
 Est. miles/year: 10,833/yr  
 Est. length owned: 9/22/09 - present (3 years)

**Low mileage!**  
 This owner drove less than the industry average of 15,000 miles per year.



Date:	Mileage:	Source:	Comments:
09/22/2009	29,385	Maryland Motor Vehicle Dept. Cumberland, MD Title #40427877	Title or registration issued New owner reported Loan or lien reported
10/07/2009	29,902	Timbrook Pontiac Cadillac Nissan Cumberland, MD 301-722-8300 timbrook.com	Lock cylinder(s) replaced
06/30/2010		Maryland Motor Vehicle Dept. Cumberland, MD Title #40427877	Registration issued or renewed
07/11/2012		Maryland Motor Vehicle Dept. Cumberland, MD Title #40427877	Registration issued or renewed
08/06/2012	35,000	Timbrook Automotive Cumberland, MD 301-722-8300 timbrook.com	Maintenance inspection completed
08/10/2012	60,640	Timbrook Nissan Cumberland, MD 301-777-8600 timbrooknissan.com	Vehicle serviced



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Pontiac G6/SE.

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).



**Glossary**

[View Full Glossary](#)

**CARFAX Price Adjustment™**

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**First Owner**

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

**Lease**

When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.

**New Owner Reported**

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

**Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.



#### **Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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10/11/12 9:13:12 PM (EDT)

## Service Request Detail

SR No.	71-111205865	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	Transmission - Shift Indicator	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Royal Automotive, Inc.	Safety	Yes
State	AL ZipCd	Con Acct	Source	Phone	Updated	9/28/2012 12:47:11 PM
Serial #/VIN	1G8ZS57N97	Model Year	Priority	Esc to T2 - License # SATURN -	Owner	BABBSKE
Make	Saturn - GM	Warr. Start	Status	Open	Opened	9/26/2012 11:26:55 AM
Model	AURA	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	transmission - collision					
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	9/25/2012 07:45:00 PM	N	1	Asphalt	Dry	na	unk
Driver Last Name	Driver First Name	Height	DOB	Disabilities			
		6'0		none			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency				
unk	unk		Allstate				
Incident Loc	1881 Saint Shaws Birmingham AL 35211			Incident Desc	Customer is alleging that their vehicle rolled forward hitting another vehicle while in park		
Component	transmission			Damage Desc	no damage		
Vehicle Loc	Royal Automotive: 3010 Columbiana Rd Vestavia Hills AL			Add'l Info	insurance claim not made		
Empoy Svc Names	unk			Maint Loc	Independent		

### PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	0		Weather Condition	normal			Prop Owner	unk
Last Service Date			Loc Last Service				Property Location	1881 Saint Shaws Birmingham AL 35211
Veh Est Repair Cost			Spec Equip Installer	na			Prop Damage Description	small dent in bumper/ damage cost is unknown at this point but the customer wants to know who will pay for the neighbors vehicle
Primary Veh Use	Personal		Inspection Type	Brake, ABS & Tracolon Control			Inspected By	Inspection Not Performed
Veh Damage Description	no damage						Inspection Date/Time	
							Explain Other	case is being sent to ESIS for third party property damage

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 03:46:26 PM	KINZERTH	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		ESIS - Property Damage

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

Customer claims vehicle rolled while parked and struck another vehicle

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 03:46:03 PM	BABBSKE	BABBSKE	Inbound Call Customer	Complex Request	Done	10/10/2012 03:49:14 PM	

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

crs spoke w/ Malinda James

cust sts: It's been 7-10 days no one has contacted me.

crs adv; will contact you when I get the contact information:

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 12:37:59 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Scheduled Alarm		esis

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

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - 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
10/9/2012 10:24:59 AM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/10/2012 12:37:26 PM	esis

Contact Last Name	Contact First Name	Account	BAC Code
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**Comments**  
Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 10:31:42 AM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/9/2012 10:23:42 AM	esis

Contact Last Name	Contact First Name	Account	BAC Code
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Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2012 02:05:53 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/8/2012 10:31:39 AM	esis

Contact Last Name	Contact First Name	Account	BAC Code
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**Comments**  
Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - 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
10/4/2012 03:30:19 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	10/4/2012 03:31:55 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

crs spoke with malinda james

crs adv; just fu with you

cust sts; i called your detroit office but they transferred me to you i spoke to you the other day.

crs adv: case is being sent to our central claims dept. they will fix in 7-10 business days.

cust sts>: okay

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 03:29:27 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	10/4/2012 03:30:09 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

crs spoke w/ front of household

crs adv; malinda james?

cust sts; cell phone:  
205-568-1625

kellinbabbs/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 12:27:12 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/5/2012 02:05:51 PM	esis

Contact Last Name Contact First Name Account BAC Code

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 12:26:40 PM	BABBSKE	BABBSKE	Outbound Call Customer	Received No Answer	Done	10/4/2012 12:27:47 PM	

Contact Last Name Contact First Name Account BAC Code

Comments

case is being sent to central claims they will fu with you.

no answer

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:53:30 AM	SAUCEDO	BABBSKE	Notify CRM	Customer Called	Done	10/4/2012 12:25:39 PM	IBCC

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:31:06 AM	SAUCEDOA	SAUCEDOA	Inbound Call Customer	Complex Request	Done	10/4/2012 11:53:23 AM	Cust called in

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

Cust States: I am waiting on claim regarding my veh rolling and hitting another veh  
I have a job and two children and I need a veh to drive  
I have already spoken to Kellin Babbs and they told me to call Detroit

Cust disconnected

Cust Seeks: Info

Exec Advised: I am sorry but due to nature of your concern I cannot assist you  
I would recommend speaking to your owning  
agent Kellin Babbs  
I can get you to vm or let them know you called  
Thank you

Aureliano Saucedo/Exec/ATX/Level 2

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:23:20 AM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/4/2012 12:25:44 PM	esis

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

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - 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
10/2/2012 01:31:57 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/3/2012 10:23:09 AM	esls - third party property damage

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

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esls - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:16:56 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	10/1/2012 05:20:56 PM	

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

crs spoke w/ malinda james

crs adv: just returning your call.

cust sts: I had talked to my insurance company and they said they would pay for the repairs but should I wait? I am not sure, I was thinking about having them repair the other persons vehicle. I mean, do I have to wait all these days?

crs adv: The case has been sent to our central claims dept and as far as a further update on what is going to be done in regards to repairs, yes that is correct. Thank you for your patience.

cust sts: ok.

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:15:35 PM	BABBSKE	BABBSKE	Inbound Call Customer	Voice Mail Received	Done	10/1/2012 05:16:56 PM	

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

cust sts: this is [redacted] can you please call me back at [redacted]

kellinbabbs/par/atx 439 10/1/12

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:20:39 PM	BABBSKE	BABBSKE	Outbound Call Customer	Received No Answer	Done	10/1/2012 01:20:55 PM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

no answer

kellinbabbs/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:19:44 PM	BABBSKE	BABBSKE	Outbound Call Customer	Left Message	Done	10/1/2012 01:21:06 PM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

crs left message melinda james

crs advc just letting you know that your case has been sent to our central claims dept and you will be contacted.

kellinbabbs/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:12:47 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/2/2012 01:31:55 PM	es/s - third party property damage

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

es/s - third party property damage

kellinbabbs/par/abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 12:37:53 PM	SCHNEIAL	SCHNEIAL	Inbound Call Customer	Simple Call Resolved	Done	10/1/2012 12:39:29 PM	Customer contact

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

Customer called in requesting to spk with OCRS.

CS std if not available would customer like OCRS VM.

Customer std yes but he is not responding.

\*\*\*\*transferred customer to VM\*\*\*\*

Alice / BRC Case Specialist / ATX / 11232

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 12:38:56 PM	SCHNEIAL	BABBSKE	Notify CRM		Done	10/1/2012 01:12:26 PM	See IB Call

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
9/28/2012 12:55:38 PM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	9/28/2012 12:55:49 PM	business case

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

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors 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
9/28/2012 12:55:11 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/1/2012 01:12:39 PM	esis - third party property damage

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

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - third party property damage

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 12:54:41 PM	BABBSKE	BABBSKE	Notify CRM		Done	10/10/2012 03:46:56 PM	esis - third party property damage

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

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

esis - 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
9/28/2012 12:50:41 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	9/28/2012 12:53:49 PM	john.clay@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

A product allegation claim has been made in your district. The customer is alleging that their vehicle was in park when it rolled forward hitting their neighbors vehicle. The customer has not filed an insurance claim with their insurance company but they are wondering who is going to pay for the damage on their neighbors vehicle. They do not have damage on their vehicle. This case is being escalated to ESIS because of third party property damage

2007 Saturn Aura

1G8ZS57N97F

Royal Automotive, Inc. Vestavia Hills AL 31755

(205) 823-3100 - Henry Parker - Service Manger

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

Respectfully,  
Kellin Babbs | CRS

Aditya Biria Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 | Fax: 866-311-2784 | www.minacs.adityabiria.com Follow us on Twitter

### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 12:45:07 PM	BABBSKE	BABBSKE	Outbound Call Dealer	Left Message	Done	9/28/2012 12:46:29 PM	henry parker service manager at dealership Royal Automotive, Inc. (205) 823-3100
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

crs left contact information for Henry Parker service manager.

case has been sent to our central claims dept and the customer has been informed that we will fu in 7-10 bus days.

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 12:39:28 PM	BABBSKE	BABBSKE	Inbound Call Customer	Complex Request	Done	9/28/2012 12:43:52 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

\*customer is stating that there is damage now.

crs spoke w/ [REDACTED]

cust sts: there is actually damage on the neighbors vehicle who would pay for that?

crs adv; this case will now be sent to our central claims dept.

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

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 12:38:13 PM	BABBSKE	BABBSKE	Scheduled Outbound Call	Cancelled - Completed Early	Done	9/28/2012 12:44:46 PM	fu with Henry Parker service manager
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

make sure we can do the dealerships inspection and that is in fact what the inspection is showing the special coverage with the cable being broken.

kellinbabbs/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 12:37:25 PM	BABBSKE	BABBSKE	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	9/28/2012 12:44:29 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
let customer know what is going on with inspection and if we are going to cover the vehicle or not.

kellinbabbs/par/atx  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 12:36:21 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	9/28/2012 12:37:21 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
crs spoke w/ [redacted]  
crs adv: I am looking at doing the inspection at the dealership that way you will not have wait too long to have the vehicle repaired if in fact it is the special coverage that has caused the vehicle to do this.

cust sts: thank you.  
crs adv; will fu on mon 2-4  
cust sts: ok thank you.

kellinbabbs/par/atx  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:50:14 AM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	9/28/2012 11:50:14 AM	Ownership Escalated to BRC

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
9/28/2012 11:22:35 AM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	9/28/2012 12:19:49 PM	bus case
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Customer is alleging that they had their vehicle in park at their home when it rolled forward and hit their neighbors vehicle.

raytheon inspection.

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:22:27 AM	BABBSKE	BABBSKE	Other		Done	9/28/2012 12:20:59 PM	vehicle incident location
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

1881 Saint Shaws Birmingham AL 35211

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:20:12 AM	MERCADTO	BABBSKE	Ownership Changed		Done	9/28/2012 10:20:12 AM	Service Request Ownership has changed FROM: GORALMA 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
9/28/2012 10:20:00 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	9/28/2012 12:50:40 PM	john.clay@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

A product allegation claim has been made in your district. The customer is alleging that their vehicle was in park when it rolled forward hitting their neighbors vehicle. The customer has not filed an insurance claim with their insurance company but they are wondering who is going to pay for the damage on their neighbors vehicle. They do not have damage on their vehicle. This case is being escalated to ESIS because of third party property damage

2007 Saturn Aura

1G8ZS57N97

Royal Automotive, Inc. Vestavia Hills AL 37558

(205) 823-3100 - Henry Parker - Service Manger

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

Respectfully,  
Kellin Babbs | CRS

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Phone: 866-790-5600 | Fax: 866-311-2784 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) Follow us on Twitter

#### Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:19:50 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/28/2012 12:36:14 PM	Royal Automotive, Inc. (205) 823-3100
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS spoke with: Ralph Daniels - service advisor

hparker@royalautomotive.net

advised of cust product allegation

crs gave contact information

crs adv: 7F

dlr sts: The shifter cable is broken. Initially she said she was going to do an insurance claim. We talked to DMA and he mentioned to not touch it til someone came out from GM to inspect. We inspected it on 8/27/12 and there were not any problems found at that time.

Evidence of abuse misuse or lack of maint: It's not maintained at the dealership

Known product concerns relating to customer's allegation: n

Is the customer in a rental vehicle? n  
(if yes, explain rental policy)

If an inspection becomes necessary would you host a 3rd party inspection: y  
(only 2 hours of tech assist)

If the result of the inspection is repairs, will your dealership be able to complete the repairs: y  
(at warranty rates)

If the customer needs to a rental, will your dealership be able to provide a rental: y  
(at 38.00 per day in a GM rental )

crs transferred to Henry Parker -

crs left message for Henry Parker to contact him.

explained to service manager that we can do inspection there. Ralph Daniels had mentioned that there was a cable broken that was what the special coverage was mentioning.

kellinbabbs/pa/abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:19:41 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Phone	Done	9/28/2012 11:58:49 AM	

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

crs spoke w/

crs verified email address  
customer states they do not have an email address

crs verified customer contact information.  
1881 Saint Shaws Birmingham AL 35211

Cust. states: On 8/27 took vehicle to get serviced and I received a letter stating to not bring it in if it is not doing it. At the time it was parked. As I got back in the car it would not crank. As I took my self off the emergency brake the vehicle it rolled down a hill. I took it in and they said nothing was wrong with the vehicle. Tuesday night when I got home I put it in park and went in and it bumped my neighbors bumper.

Original owner? n

rental? n

medical attn? n

par form notes:  
claim has not been made yet

Crs gathered prePAR and PAR Detail info.  
CRS advised customer of required verbiage as stated in d\_1075834

kellinbabbs/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:19:32 AM	MERCADTO	BABBSKE	BRC PAR	Acknowledgement	Done	9/28/2012 11:37:18 AM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: y

(Continued in Initial)

kellinbabbs/par/abc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:19:24 AM	MERCADTO	BABBSKE	Research		Done	9/28/2012 11:35:47 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

S/R's:  
71-1111205865 - transmission

Recalls: 0

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/abc

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:19:16 AM	MERCADTO	BABBSKE	Notify CRM		Done	9/28/2012 11:22:57 AM	File assigned

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
9/28/2012 10:19:00 AM	MERCADTO	BABBSKE	BRC PAR	Case Assigned	Done	9/28/2012 11:23:01 AM	Assigned to Kellin 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
9/28/2012 10:18:51 AM	MERCADTO	GORALMA	SR Opened		Done	9/28/2012 10:18:52 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
9/28/2012 10:18:48 AM	MERCADTO	GORALMA	SR Closed - Satisfied		Done	9/28/2012 10:18:50 AM	Service Request has been Closed Satisfied.

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
9/28/2012 10:04:16 AM	GORALMA	KINZERTH	Notify CRM		Done	9/28/2012 10:18:19 AM	PAR

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

Vehicle rolled while in Park and collided with another vehicle.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:02:15 AM	GORALMA	GORALMA	Outbound Call Third Party	Made Contact/Engineering Own	Done	9/28/2012 10:04:16 AM	Called BRC

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

Contacted Rita at BRC, provided information on case. She adv to escalate it to BRC PAR queue.

Matt CAC/BAL2/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 09:58:35 AM	GORALMA	GORALMA	Outbound Call Customer	Made Contact	Done	9/28/2012 09:59:09 AM	NO CONTACT

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

Case escalated to the wrong dpt. Qualifies for PAR.

Matt CAC/BAL2/T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:55:18 PM	BALDERL1	GORALMA	Dealer Notification	Action Required	Done	9/27/2012 05:55:18 PM	Dir Notify on T2 Escalation

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

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:55:17 PM	BALDERL1	GORALMA	Ownership Changed		Done	9/27/2012 05:55:18 PM	Service Request Ownership has changed FROM: PARDOST TO: GORALMA

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
9/27/2012 05:55:17 PM	BALDERL1	GORALMA	T2 Initial Acknowledgement		Done	9/28/2012 09:58:31 AM	Initial Customer Contact after escalation

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
9/27/2012 05:50:31 PM	BALDERL1	MELUDE	Resolution Plan	Assist	Done	9/27/2012 05:55:04 PM	for escalation

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

reason for escalation

\*Veh is a saturn aura 2007  
\*As per sa that the DS rep ordered not tom work on the veh today  
\*SVM /DS rep is involved as per the SA (sa/ralph danle).

queen/cact11/man/tvl1  
866-790-5600 ext.32736

SC approval

Dexter Melu/SuperCoach/CAC/Mia/Tier1/Auth1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:27:51 PM	BALDERL1	BALDERL1	Other		Done	9/27/2012 05:45:38 PM	after talking to the dir / continuation with the customer

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

after talking to the dir / continuation with the customer

crs: I have spoke to a SA, sa/ralph daniel. He said that the svm is already involved on this & the ds rep is already informed. so for now they are looking into this further.

Kindly instruct us the btc & bntc.

customer: I need a car, i will never buy a gm car.  
I will call the lawyer. when they will inspect the veh?  
my lawyer will call you tom. morning.  
they treat you like a dog.

crs: we respect your decision. I am sorry if you feel that way

customer: I only have one car & I have two kids.  
requested for a supervisor

crs: our supervisor still engage with other customer but the file will now be escalated to a higher dept. btc & bntc?

customer: btc  
time: 8am / 9am est

queen/cac11/man/lvl1  
866-790-5800 ext32736

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:19:00 PM	BALDERL1	BALDERL1	Outbound Call Dealer	Made Contact	Done	9/27/2012 05:27:50 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

assisting only--crs called dlr / (205) 823-3100

crs: this is que from gm, this call maybe monitored or recorded.  
we would like to know the status on the veh of ms. melinda james, customer claims

sa/ralph daniel: as of right now, based on the diagnosis, the customer put the veh in park & he hit someone else. so we have to involved the SVM on this & as per the svm that he already spoke with the ds rep. regarding this. & as per my svm , the ds rep mentioned not do anywork today. the svm name is henry parker.

crs:ok so when we call you back for a decision?

sa/ralph daniel: try to call tomorrow.

crs: ok thanks

queen/cac/11/man/411  
866-790-5600 ext32736

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:18:29 PM	BALDERL1	BALDERL1	Notify CRM	Customer Called	Done	9/27/2012 05:54:17 PM	wrong activity
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

wrong activity

#### Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:18:13 PM	BALDERL1	BALDERL1	Inbound Call Customer	Complex Request	Done	9/27/2012 05:19:31 PM	assisting only--customer called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

assisting only--customer called

customer:  
I should received a call today  
but she have not called me.  
saturn aura 2007

crs: I am sorry, let me just gather some info from you so I may pull up the file for you.

crs: I am seeing here based on the file that theres a callback on sept 28 4-6pmestL

customer: but I thought she will call me back today? i am sorry

crs: let me check if she is available.

==customer was on hold==

crs: I was calling because my vhe is under a sc. I received a letter on the mail two months ago.  
the dlr have not touched my car.  
the dlr doesnt want to help me.

crs: we understand you. we appreciate you giving us the chance to look into this.  
we ate sorry if that is the impression that you got from the dealer.

customer: ok.

==customer was on hold==

queen/cac11/man/iv1  
866-790-5600 ext32736

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 04:51:24 PM	DEBERRDA	PARDOST	Notify CRM	Customer Called	Done	9/28/2012 09:59:13 AM	see lbcc and obcd

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
9/27/2012 04:49:00 PM	DEBERRDA	DEBERRDA	Outbound Call Dealer	Left Message	Done	9/27/2012 04:51:23 PM	Royal Auto - Ralph

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

left for Ralph providing OCRS information and situation

Davis DeBerry/ATX/CAC/T1/L0

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 04:45:41 PM	DEBERRDA	DEBERRDA	Inbound Call Customer	Complex Request	Done	9/27/2012 04:48:58 PM	Assisting only

Contact Last Name	Contact First Name	Account	BAC Code
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Cst: called up yesterday about my veh not going into park

- veh rolled into another veh
- look it to dir this morning its been there since 8am, dir said i need to contact insurance company and a field rep needs to come out and inspect my veh before they can work on it
- they cant provide me with a loaner
- ive got kids and a job i need a veh
- working with ralph

CRS: attempt to contact OCRS, unsuccessful

- will contact dir to gather information

Davis DeBerry/ATX/CAC/T1/L0

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 11:55:48 AM	PARDOST	PARDOST	Scheduled Outbound Call Cust	Cancelled	Done	9/28/2012 09:59:33 AM	special coverage

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
9/26/2012 11:54:31 AM	PARDOST	PARDOST	Scheduled Outbound Call Dir	Cancelled	Done	9/28/2012 09:59:28 AM	set appt

Contact Last Name	Contact First Name	Account	BAC Code

If veh was repaired under special coverage

Stephanie Pardo/CAC/ATX/T1/LVL0

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 11:44:34 AM	PARDOST	PARDOST	Dealer Visit Referred by CAC	CAC Scheduled Via Phone	Done	9/28/2012 11:54:30 AM	Set up appt

Contact Last Name	Contact First Name	Account	BAC Code

CRS spoke w: Ralph

CRS adv: I am calling because I have a cust who is experiencing issues with their veh. She claims when she put the veh in park the veh still rolled. I looked into her veh hist and she does have a special coverage for this issue. I would like to bring it in to have it repaired. She said she did go there the other day but you all sent her away. That same night she hit another veh went she got out of her veh.

Dealer sts: She hasn't been here since 8/27/12. She just called me today. At that time she wasn't experiencing this issue. Go ahead and bring her over.  
Date of appt: 9/27/12 at 8am

Stephanie Pardo/CAC/ATX/T1/LVL0

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:27:16 AM	PARDOST	PARDOST	Inbound Call Customer	Complex Request	Done	9/28/2012 10:08:34 AM	RFI-recall
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Customer STS: I am calling because I saw there was an open recall on my veh. About the veh being in park but still in drive. The other night when I got out of my veh I put it in park and the veh was still moving. It hit another car. I left the veh there because I couldn't drive. If the dealership brushed me off and wouldn't fix my veh. They just gave me this #.

Customer SKS:

CRS ADV: I am going to look through my resources into the recall. I see you do have a special coverage and it is for a Shift lever. It does fit all the issues you claim to be having. I am going to contact the dealership and set you up an appt.

Stephanie Pardo/CAC/ATX/T1/LVL0

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
K37	Misaligned	Transmission - Shift Indicator (Manual / Automatic)



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October 11, 2012

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

**INTERFACE WITH CUSTOMER**

**View Vehicle Summary**

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

For this vehicle:

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

**Vehicle Information**

VIN 1G8ZS57N97F [REDACTED] Model ZZS89-2007 AURA XE SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type T - DEALER STOCK  
 Field Actions [Open](#) [REDACTED]

**Required Field Actions**

Open field actions are highlighted

Vehicle has no current record of required field actions.

**Branded Title**

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 (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped Y OnStar Status Active  
 XM Equipped N XM Radio ID XM Status NA  
 OnStar Vehicle Diagnostics Y DMN Enabled N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Saturn 72/100K Cosmosion Special Coverage 11175	11/28/2011	09/22/2006	10 MI	09/22/2012	100,010 MI
	Saturn 80/100K Powertrain	11/28/2011	09/22/2006	10 MI	09/22/2011	100,010 MI
	Saturn 96/80M Emission select components	11/28/2011	09/22/2006	10 MI	09/22/2014	80,010 MI
	Saturn 36/36K Bumper to Bumper	11/28/2011	09/22/2006	10 MI	09/22/2009	36,010 MI

**Service Contract**


Vehicle has no current record of service contracts.

Transaction History					<a href="#">View Details</a>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/27/2012	377997	ZREG---Regular Vehicle Transaction		T5842 - 11175 - Diagnostic Time Only - No Repair Required	104,024 MI
10/14/2008	0161432	ZREG---Regular Vehicle Transaction		E7700 - Intermediate Steering Shaft Replacement	30,958 MI
10/09/2008	0161333	ZSET---Service Event		X5050 - PARTS ON ORDER	30,722 MI
07/14/2008	0114598	ZSET---Service Event		N2411 - Front Seat Adjuster Switch Replacement - Driver Side	28,497 MI
05/30/2008	0113819	ZSET---Service Event		M5300 - INFORMATION LINE	28,497 MI
05/30/2008	0113819	ZREG---Regular Vehicle Transaction		R4491 - Remote Control Door Lock Transmitter Programming	28,497 MI
04/30/2008	0113334	ZSET---Service Event		M5300 - INFORMATION LINE	28,375 MI
04/30/2008	0113329	ZSET---Service Event		M5300 - INFORMATION LINE	28,375 MI
04/12/2008	0113055	ZSET---Service Event		M5070 - REPLACE ENGINE AIR FILTER	28,375 MI
04/12/2008	0113055	ZSET---Service Event		B0485 - Front Air Deflector Replacement	28,375 MI
04/12/2008	0113055	ZSET---Service Event		M5004 - EXTERIOR LIGHTING CHECK	28,375 MI
04/12/2008	0113055	ZSET---Service Event		M5090 - DETAIL CAR (WAX & BUFF)	28,375 MI
04/12/2008	0113055	ZSET---Service Event		M6000 - SATURN USED CAR SERVICE INSPECTION	28,375 MI
05/24/2007	211822	ZREG---Regular Vehicle Transaction		B6000 - Fuel Tank Filler Door Replacement	10,749 MI
10/03/2006	P54773	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	10 MI

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October 11 2012
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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 1G8ZS57N97F	Model ZZS69-2007 AURA XE SEDAN
Service Contract No	Branded Title No
Order Type T - DEALER STOCK	Warranty Block No
Field Actions <a href="#">Q Open</a>	PDI Status No

**Vehicle Build**

Model ZZS69-2007 AURA XE SEDAN	Order Number KHFBXP
Gross Vehicle Weight 0	Build Date 09/21/2006
	Build Plant F

**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.

- |   |   |
|---|---|
| 1SZ - DISCOUNT OPTION PKG   | 40U - CREAM WHITE   |
| 6AZ - COMPONENT FRT LH COMPUTER SEL SUSP  | 7A2 - COMPONENT FRT RH COMPUTER SEL SUSP                                |
| 85B - GRAY  | 85I - INTERIOR TRIM TITANIUM/EBONY                                      |
| 8AB - COMPONENT RR LH COMPUTER SEL SUSP   | 9AB - COMPONENT RR RH COMPUTER SEL SUSP                                 |
| A51 - SEATS, CUSTOM   | AEB - PWR SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST                 |
| AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR   | AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING                    |
| AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS   | 80V - GM PRODUCTION WEEK #38  |
| C60 - AIR CONDITIONING  | DL8 - FOLDING POWER OUTSIDE MIRRORS, HEATED                             |
| F83 - RATIO TRANSAXLE FINAL DRIVE 3.05  | FA1 - FAIRFAX   |
| FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE  | FE9 - FEDERAL EMISSIONS   |
| FLT - FLEET PROCESSING OPTION   | HP0 - HYBRID PROPULSION NOT INSTALLED                                   |
| IBB - INTERIOR TRIM   | JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL           |
| KCV - VANGUARD RAC  | KG7 - GENERATOR 125 AMP   |
| LZ4 - ENGINE, 3.5L V8 SFI   | MN5 - TRANSMISSION, 4 SPEED AUTO  |
| N45 - STEERING WHEEL, 3 SPOKE   | NT7 - EMISSION SYSTEM FEDERAL, TIER 2                                   |
| PCM - PREFERRED PKG: *POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *FOLDING POWER OUTSIDE MIRRORS, HEATED | PFG - 17" MACHINE FACED ALUMINUM WHEEL                                  |
| QAD - TIRE ALL P225/50R17-93S BW TL ST AL2  | R6F - IDENTIFY B CODE USERS   |
| R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL   | R6P - SPECIAL PAINT   |
| R9N - LEATHER SEATING   | U2J - DELETE XM SATELLITE RADIO   |
| U77 - ANTENNA RR WINDOW, RADIO  | UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE) |
| UK3 - STEERING WHEEL RADIO CONTROLS   | US8 - RADIO AM/FM STEREO, SEEK/SCAN, CD, AUTO TONE, CLOCK ETR, MP3, RDS |
| UW5 - SPEAKER SYSTEM 6, BASE  | V2G - FULL FUEL FILL CREDIT   |
| V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA   | VN9 - DAILY RENTAL REPURCHASE   |

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](#)

PROGRAM

---

**Added Option Codes**

---

Vehicle has no current record of SAIO codes.

---

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October 11, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Component Summary



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

#### Vehicle Information

VIN 1G8ZS57N97F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type T - DEALER STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 062440905
Source Plant A-CPC RAMOS ARIZPE, MEXICO	Part / Number Broadcast BPH
Date Scanned 09/20/2006	Time Scanned 16:24:00 Scan Station 08
Component Code 61-TRANSMISSION	Traceability 1PNH
Source Plant J-HYDRAMATIC WINDSOR, ONTARIO	Part / Number Broadcast 7ESJ
Date Scanned 09/20/2006	Time Scanned: 16:37:00 Scan Station 05
Component Code 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability 624701120
Source Plant R-	Part / Number Broadcast 2863
Date Scanned 09/21/2006	Time Scanned 06:43:00 Scan Station 00
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 16256M5YS
Source Plant M-DELCO ELECTRONICS MILWAUKEE, WISCONSIN	Part / Number Broadcast YPKA
Date Scanned 09/21/2006	Time Scanned 06:43:00 Scan Station 07
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 2GXXN0D
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 6680
Date Scanned 09/20/2006	Time Scanned: 22:18:00 Scan Station 08
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 20DVX
Source Plant 2-	Part / Number Broadcast 5008
Date Scanned 09/21/2006	Time Scanned 06:43:00 Scan Station 09
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 0930832
Source Plant -	Part / Number Broadcast 1CZ
Date Scanned 09/13/2006	Time Scanned 05:02:00 Scan Station
Component Code CP-SEQ NUM (FLEX) GEN ASM	Traceability 0850882
Source Plant -	Part / Number Broadcast 1AG
Date Scanned 09/20/2006	Time Scanned 11:48:00 Scan Station
Component Code DF---	Traceability 25760458
Source Plant D-	Part / Number Broadcast 2677
Date Scanned 09/20/2006	Time Scanned 12:58:00 Scan Station 02
Component Code DG---	Traceability 25760201
Source Plant D-	Part / Number Broadcast 2676
Date Scanned 09/20/2006	Time Scanned 12:58:00 Scan Station 01

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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October 11, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail



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

For this vehicle:

[View Vehicle Summary](#)

- Service
- Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)

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

#### Vehicle Information

VIN 1G8ZS57N97F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract No Branded Title No Warranty Block No PDI Status: No  
 Order Type T - DEALER STOCK  
 Field Actions [Open](#) [REDACTED]

Job Card Date: 08/27/2012

Job Card Number: 377897

Repair Service Agent 117558  
 ROYAL AUTOMOTIVE, INC.  
 3010 COLUMBIANA RD  
 VESTAVIA HILLS AL 35216-3507  
 2058233100

Odometer Reading 104,024 MI  
 Authorization Code

Process Date 08/28/2012

Transaction Type  
 ZREG—Regular Vehicle Transaction

Transaction Expense Category Special Policy

Customer Complaint Code  
 0341-Transmission - Transmission Performance

Job Card Line # 1 Transaction Adjustment Cause Code 6573-Module/Component - No/Incorrect Communication

Labour Op T5842-11175 - Diagnostic Time Only - No Repair Required  
 Causal Part Number

Job Card Date: 10/14/2008

Job Card Number: 0161432

Repair Service Agent 121773  
 SATURN OF BIRMINGHAM  
 3010 COLUMBIANA ROAD  
 BIRMINGHAM AL 35216-3507  
 20597841230000

Odometer Reading 30,958 MI  
 Authorization Code

Process Date 10/16/2008

Transaction Type  
 ZREG—Regular Vehicle Transaction

Transaction Expense Category Warranty

Customer Complaint Code  
 0123-Drivability - Steering

Job Card Line # 1 Transaction Adjustment Cause Code 2017-Surface (Interior) - Broken

Labour Op E7700-Intermediate Steering Shaft Replacement  
 Causal Part Number 00000000025979679-SHAFTASM-INTERSTRG  
 ->See other Parts and/or Net Items

Job Card Date: 10/09/2008

Job Card Number: 0161333

Repair Service Agent 121773  
SATURN OF BIRMINGHAM  
3010 COLUMBIANA ROAD  
BIRMINGHAM AL 35216-3507  
20597841230000

Odometer Reading: 30,722 MI  
Authorization Code

Process Date  
10/09/2008  
Transaction Type  
ZSET—Service Event  
Transaction Expense Category  
Service Event  
Customer Complaint Code  
-

Job Card Line # 1                      Transaction Adjustment                      Cause Code -  
Labour Op X5050-PARTS ON ORDER  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 07/14/2008

Job Card Number: 0114598

Repair Service Agent 121983  
SATURN OF UNION CITY  
4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

Odometer Reading: 28,497 MI  
Authorization Code

Process Date  
07/14/2008  
Transaction Type  
ZSET—Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line # 1                      Transaction Adjustment                      Cause Code -  
Labour Op N2411-Front Seal Adjuster Switch Replacement - Driver Side  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 05/30/2008

Job Card Number: 0113819

Repair Service Agent 121983  
SATURN OF UNION CITY  
4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

Odometer Reading: 28,497 MI  
Authorization Code

Process Date  
05/30/2008  
Transaction Type  
ZSET—Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line # 2                      Transaction Adjustment                      Cause Code -  
Labour Op M5300-INFORMATION LINE  
Causal Part Number  
--See other Parts and/or Net Items

Job Card Date: 05/30/2008

Job Card Number: 0113819

Repair Service Agent 121983

Odometer Reading: 28,497 MI

SATURN OF UNION CITY  
4100 JONESBORO RD  
UNION CITY GA 30291-2283  
77030660000000

Authorization Code:

Process Date:  
05/30/2008

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code:  
0524-Features/Controls/Displays -  
Locks/Keys/Keyless Remote

Job Card Line # 1

Transaction Adjustment Cause Code: 9094-Other - Follow  
operation

Labour Op R4491-Remote Control Door Lock Transmitter Programming  
Causal Part Number

Job Card Date: 04/30/2008

Job Card Number: 0113334

Repair Service Agent 121983  
SATURN OF UNION CITY  
4100 JONESBORO RD  
UNION CITY GA 30291-2283  
77030660000000

Odometer Reading 28,375 MI  
Authorization Code

Process Date:  
04/30/2008

Transaction Type  
ZSET---Service Event

Transaction Expense Category  
Customer Complaint Code

Job Card Line # 1

Transaction Adjustment

Cause Code -

Labour Op M5300-INFORMATION LINE

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 04/30/2008

Job Card Number: 0113329

Repair Service Agent 121983  
SATURN OF UNION CITY  
4100 JONESBORO RD  
UNION CITY GA 30291-2283  
77030660000000

Odometer Reading 28,375 MI  
Authorization Code

Process Date:  
04/30/2008

Transaction Type  
ZSET---Service Event

Transaction Expense Category  
Customer Complaint Code

Job Card Line # 1

Transaction Adjustment

Cause Code -

Labour Op M5300-INFORMATION LINE

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 04/12/2008

Job Card Number: 0113055

Repair Service Agent 121983  
SATURN OF UNION CITY

Odometer Reading 28,375 MI  
Authorization Code

4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

Process Date  
04/18/2008  
Transaction Type  
ZSET—Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line # 6                      Transaction Adjustment                      Cause Code -  
Labour Op M5070-REPLACE ENGINE AIR FILTER  
Causal Part Number  
-See other Parts and/or Net Items

Job Card Date: 04/12/2008                      Job Card Number: 0113055  
Repair Service Agent 121983                      Odometer Reading 28,375 MI  
SATURN OF UNION CITY                      Authorization Code  
4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

Process Date  
04/18/2008  
Transaction Type  
ZSET—Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line # 4                      Transaction Adjustment                      Cause Code: -  
Labour Op B0485-Front Air Deflector Replacement  
Causal Part Number  
- See other Parts and/or Net Items

Job Card Date: 04/12/2008                      Job Card Number: 0113055  
Repair Service Agent 121983                      Odometer Reading 28,375 MI  
SATURN OF UNION CITY                      Authorization Code  
4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

Process Date  
04/18/2008  
Transaction Type  
ZSET—Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line #: 3                      Transaction Adjustment                      Cause Code . -  
Labour Op M5004-EXTERIOR LIGHTING CHECK  
Causal Part Number  
-See other Parts and/or Net Items

Job Card Date: 04/12/2008                      Job Card Number: 0113055  
Repair Service Agent 121983                      Odometer Reading 28,375 MI  
SATURN OF UNION CITY                      Authorization Code  
4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

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Process Date  
04/18/2008

Transaction Type  
ZSET---Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line # 2                      Transaction Adjustment                      Cause Code -  
Labour Op M5090-DETAIL CAR (WAX & BUFF)  
Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 04/12/2008

Job Card Number: 0113055

Repair Service Agent 121983  
SATURN OF UNION CITY  
4100 JONESBORO RD  
UNION CITY GA 30291-2263  
77030660000000

Odometer Reading 28,375 MI  
Authorization Code

---

Process Date  
04/18/2008

Transaction Type  
ZSET---Service Event  
Transaction Expense Category  
Customer Complaint Code  
-

Job Card Line # 1                      Transaction Adjustment                      Cause Code -  
Labour Op M6000-SATURN USED CAR SERVICE INSPECTION  
Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 05/24/2007

Job Card Number: 211822

Repair Service Agent 128888  
EAN HOLDINGS, LLC  
BLDG 338, LUCAS DRIVE  
DETROIT MI 48242-0000

Odometer Reading 10,749 MI  
Authorization Code

---

Process Date  
06/09/2007

Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code:  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code 0000-Converted Claims  
Labour Op B6000-Fuel Tank Filler Door Replacement  
Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 10/03/2006

Job Card Number: P54773

Repair Service Agent 126943  
EAN HOLDINGS, LLC  
4221 CRITTENDEN DRIVE  
LOUISVILLE KY 40209-1146

Odometer Reading 10 MI  
Authorization Code

---

Process Date  
12/15/2006

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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October 11, 2012

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

**INTERFACE WITH  
CUSTOMER**

### View Vehicle Delivery Information

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

#### Vehicle Information

VIN	1G8ZS57N97F	Model	ZZS89-2007 AURA XE SEDAN
Service Contract No		Warranty Block No	
Order Type	T - DEALER STOCK	PDI Status	No
Field Actions	<a href="#">0 Open</a>		

#### Invoice Information

Invoicing Service Agent	2239556	Invoice Date	09/22/2006
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#### Ship to Information

Ship to Service Agent	2211807	Ship to Date	N/A
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#### Delivery Information

Delivery Service Agent	2239556	Delivery Date	09/22/2006
		Delivery Type	
		Delivery Odometer	10

#### In Service Information

Invoicing Service Agent	2239556	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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# ROYAL AUTOMOTIVE, INC.

3010 Columbiana Road  
Birmingham, AL 35216  
205-823-3100  
205-978-4176(Direct Dial)  
205-978-4194(Fax)  
ewelliver@royalautomotive.net

To: Bryan Schwartz/CM

From: Ralph Daniel

Fax: 313-665-0911

Pages:

Phone:

Date: 10/22/12

Re: [REDACTED] - 2007

cc:

Comments: Reference [REDACTED] 2007 Saturn Aura

VIN: 1G8ZS57N97F [REDACTED]

Good Afternoon Bryan, As per your telephone conversation with our Service Manager, Henry Parker, the total amount to replace the Shifter Cable ONLY on the above referenced vehicle is \$262.24.

The Repair Order Number is R.O. 380059.

[REDACTED] contact information is as follows:

[REDACTED]  
Birmingham, AL [REDACTED]  
[REDACTED]

Should you have any questions, please feel free to give me a call at 205-978-4155.

Sincerely,

Ralph Daniel

GM/Saturn Service Advisor