

EA12-004

GM

12-14-2012

ATTACHMENT

Q03

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GM

12-14-2012

ATTACHMENT Q03

Ascender_CATS CASES

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 07051013

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 07051013 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED] M/M
OWNER-2 [REDACTED] C
ADDRESS [REDACTED] FGN
C/S/Z.. DERRIDER LA [REDACTED] BUS PHONE: 000/000-0000 EXT: 0000
RES PHONE: [REDACTED]

OPENED DATE 02/20/07 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 04/03/07 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT, N APEC CODES... 04 12 02
DEFERRAL> BEGIN ENDING EXPENSE RECAP A REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUES16S266 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 10/31/05 SERIES USG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 10/31/05 MODEL. H46 SELLING.... 31026 LEITH ISUZU 13 02
PROD DT.. 08/18/05 YEAR.. 06 SERVICING.. 16021 AUTO PLEX ISUZU 02 01
MILEAGE.. 40000 SOURCE V ACCOUNTABLE

INQUIRY: [REDACTED]

2/20/2007 ERS: CUSTOMER STATES THAT THE VEHICLE HAS BEEN TAKEN TO DLR SEVERAL TIMES FOR ELECTRICAL CONCERNS. CUSTOMER STATES THAT THE CONCERNS STARTED WITH THE CONTROL PANEL ON THE DRIVER'S DOOR, THE FUEL LIGHT IS ON, ALL THE LIGHTS ON THE RADIO ARE INOPERABLE, THE TAIL LIGHTS AND BRAKE LIGHTS ARE INOPERABLE, THE CHECK ENGINE LIGHT IS ON, TRACTION LIGHT IS ON, THE AIR CONDITIONING JUST STOPPED WORKING, AND THE BATTERY IS NOW DRAINING. CUSTOMER STATES THAT SHE CAN NOT CONTINUE TO TAKE THE VEHICLE BACK IN FOR SERVICE. CUSTOMER SEEKING TO KNOW WHAT ISUZU IS GOING TO DO.

ACTIONS:

2/20/2007 ERS: CM APOLOGIZED FOR THE CONCERNS. CM ADVISED THAT 02/20/07
ISUZU'S GOAL IS TO REPAIR THE VEHICLE WITHIN THE WARRANTY PARAMETERS. ERSCHMAL
CUSTOMER BEGAN TO EXPRESS EXTREME DISSATISFACTION AND DISCONNECTED 02/20/07
THE CALL. ERSCHMAL
2/20/2007 ERS: CUSTOMER STATES THAT THE VEHICLE IS EXPERIENCING 02/20/07
SEVERAL ELECTRICAL CONCERNS. CUSTOMER SEEKING TO KNOW THE PROCESS OF ERSCHMAL
HOW TO GET RID OF THE VEHICLE. CM ADVISED THAT ISUZU'S GOAL IS TO 02/20/07
REPAIR THE VEHICLE WITHIN THE WARRANTY PARAMETERS. CM ADVISED THAT ERSCHMAL
02/20/07
ERSCHMAL

COMPANY: A CASE NO: 07051013 (CONTINUED)

ACTIONS:

ISUZU WOULD RECOMMEND TAKING THE VEHICLE IN FOR SERVICE. CM ADVISED	02/20/07
THAT ONCE THE VEHICLE IS IN FOR SERVICE, CM COULD FOLLOW UP WITH DLR	ERSCHMAL
TO CONFIRM THAT TECHNICAL RESOURCES ARE BEING INVOLVED AS NEEDED. CM	02/20/07
ADVISED THAT IF THE CUSTOMER IS SEEKING SOMETHING OTHER THEN THE	ERSCHMAL
VEHICLE BEING REPAIRED, THE CUSTOMER WOULD EXPLORE OPTIONS OUTSIDE OF	02/20/07
ISUZU. CUSTOMER ACKNOWLEDGES. CASE CLOSED PENDING CONTACT FROM	ERSCHMAL
CUSTOMER.	02/20/07

*****	02/21/07
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02/21/07 CNA: RCV'D BBB CCF W/NO START DATE. CCF STATES COMPLAINTS	02/21/07
WITH CONTROL PANEL BURNED; RADIO LIGHTS NOR VOLUME IS WORKING	CNANSLEY
PROPERLY; TRACTION LIGHTS STUCK ON; CEL COMES ON PERIODICALLY; FUEL	02/21/07
GAUGE DOES NOT WORK & FUEL LIGHT IS ON; TAIL LIGHTS, RIGHT SIDE	CNANSLEY
BLINKERS AND REAR RIGHT BRAKE LIGHTS DO NOT WORK. CCF STATES CUST IS	02/21/07
SEEKING FOR VEH TO BE REPAIRED OR FOR ISUZU TO REPUR VEH. CUST IS	CNANSLEY
BEYOND PROG SUMM FOR BBB. CM SENT EMAIL TO BBB/M. LEWIS (CC'D NCRM)	02/21/07
AND RFLORES. CM TO CONTACT CUST TO FURTHER DISCUSS CONCERNS.	CNANSLEY

2/21/07 KLH: CASE REVIEW...WTY HISTORY SHOWS RADIO EXCHANGED, POWER	02/21/07
STEERING HOSE RECALL CAMPAIGN, FRONT DOOR SWITCH MODULE REPLACED.	KLHOUGHT

WTY CLAIMS DO NOT SUPPORT C/S CLAIMS AT THIS TIME. RECOMMEND REVIEW	02/21/07
WITH ZSPM JUMP.	KLHOUGHT

02/21/07 CNA: CM LVMM FOR CUST, ACKNOWLEDGING RECEIPT OF CUST'S BBB	02/21/07
CCF AND ADVISED THAT CUST CONCERNS WILL BE ESCALATED TO DLR'S	CNANSLEY
REGIONAL REP. CM ADVISED CM WILL FOLLOW UP WITH CUST AGAIN ONCE AN	02/21/07
UPDATE IS AVAILABLE. CM TO EMAIL ZSPM.	CNANSLEY

02/21/07 WLM: CUST CALLED AND ADVISED RETURNING CNA CALL. TRANSFERRED	02/21/07
CALL TO CNA.	WLMOORE
	02/21/07
	WLMOORE

COMPANY: A CASE NO: 07051013 (CONTINUED)

ACTIONS:

02/21/07 CNA: (CALL XFERRED FROM SCM/WLM) CM ACKNOWLEDGED RECEIPT OF	02/21/07
CUST'S BBB CCF AND APOLOGIZED FOR ONGOING ELECTRICAL CONCERNS. CM	CNANSLEY
ADVISED CM WILL BE ESCALATING VEH ISSUES TO DLR'S REGIONAL REP, WHO	02/21/07
IS THE HIGHEST TECH RESOURCE FOR ISUZU. CUST ACKNOWLEDGED AND STATES	CNANSLEY
VEH WAS TOWED TO DLR 16021 YESTERDAY. CM ADVISED CM WILL CONTACT DLR	02/21/07
SM TO DISCUSS THEIR DIAG AND FOLLOW UP WITH CUST ONCE AN UPDATE IS	CNANSLEY
AVAILABLE. CUST THANKED. CM TO EMAIL ZSPM.	02/21/07
02/26/07 CNA: (LATE ENTRY FROM 2/21) CM SENT E-MAIL TO ZSPM/T. JUMP	02/26/07
(CC'D NCRM) ADVISING OF CUST'S BBB CCF AND VEH CONCERNS. CM ADVISED	CNANSLEY
VEH WAS TAKEN TO DLR 16021 ON 02/20 AND IS STILL THERE. CM REQUESTED	02/26/07
THAT ZSPM REVIEW CASE AND OFFER ASSISTANCE, IF POSSIBLE. CM TO WAIT	CNANSLEY
FOR RESPONSE.	02/26/07
02/26/07 CNA: CM CALLED DLR AND SPOKE WITH SA/CHUCK. CM ADVISED	CNANSLEY
CALLING TO FIND OUT DLR'S DIAG. SA STATES THAT THEY FOUND THAT THE	02/26/07
FUEL LEVEL SENSOR, BATTERY AND ANOTHER SENSOR (SA COULD NOT PROVIDE	CNANSLEY
DETAILS AT TIME OF CALL) NEEDED TO BE REPLACED. SA STATES PARTS ARE	02/26/07
ON ORDER AND SHOULD ARRIVE BY WEDNESDAY. SA STATES CUST WAS NOTIFIED	CNANSLEY
ON FRIDAY 02/23. CM THANKED FOR INFO. CM TO CONTACT CUST.	02/26/07
02/27/07 CNA: CM LVMM FOR CUST, ADVISING THAT PARTS HAVE BEEN ORDERED	02/27/07
FOR VEH AND SHOULD ARRIVE TOMORROW (02/28/07). CM ADVISED CM WILL	CNANSLEY
CONTACT DLR TO CONFIRM PARTS ARRIVAL AND THEN FOLLOW UP WITH CUST	02/27/07
AGAIN. CM TO CONTACT DLR.	CNANSLEY
02/28/07 CNA: CM TRIED CALLING SA/CHUCK, BUT WAS ADVISED BY WARR	02/28/07
ADMIN/BOBBIE JO THAT SA WAS OUT TO LUNCH. CM ASKED TO LVMM, BUT WAS	CNANSLEY
ADVISED THEY DO NOT HAVE THAT SYSTEM. CM LEFT A MESSAGE WITH WARR	02/28/07
ADMIN, REQUESTING THAT SA RETURN MY CALL. CM TO WAIT FOR SA'S CALL.	CNANSLEY
	02/28/07
	CNANSLEY

COMPANY: A CASE NO: 07051013 (CONTINUED)

ACTIONS:

03/02/07 CNA: CM CALLED DLR TO VERIFY WHETHER PARTS HAVE ARRIVED.	03/02/07
	CNANSLEY
SA/CHUCK STATES AS OF 03/01, THE PARTS HAD NOT COME IN YET. SA	03/02/07
	CNANSLEY
STATES HIS PARTS TEAM IS OUT TO LUNCH AND REQUESTED THAT CM CALL BACK	03/02/07
	CNANSLEY
LATER THIS AFTERNOON FOR AN UPDATE. CM THANKED. CM TO CONTACT DLR.	03/02/07
	CNANSLEY
03/02/07 CNA: CM CALLED SA/CHUCK AND INQUIRED ABOUT PARTS ARRIVAL.	03/02/07
	CNANSLEY
SA STATES THEY RCV'D THE FUEL PUMP TODAY, BUT THEY ARE STILL WAITING	03/02/07
	CNANSLEY
FOR POWER STEERING SENSOR (PART# 8-19150-081-0) AND LOW TEMP SWITCH	03/02/07
	CNANSLEY
FOR A/C (PART# 8-89040-362-0). CM THANKED FOR INFO AND ADVISED CM	03/02/07
	CNANSLEY
WILL TRY TO GET PARTS ESCALATED, IF POSSIBLE. SA THANKED. CM TO	03/02/07
	CNANSLEY
CONTACT CUST.	03/02/07
	CNANSLEY
03/02/07 CNA: CM LVMM FOR CUST, ADVISING THAT SEVERAL PARTS NEEDED TO	03/02/07
	CNANSLEY
REPAIR THE VEH STILL HAS NOT ARRIVED AT DLR. CM ADVISED CM WILL BE	03/02/07
	CNANSLEY
ESCALATING CASE TO ASSIST DLR IN OBTAINING THESE PARTS. CM	03/02/07
	CNANSLEY
APOLOGIZED FOR THE DELAY AND ADVISED CM WILL CONTINUE FOLLOWING UP	03/02/07
	CNANSLEY
WITH CUST AS UPDATES ARE AVAILABLE. CM TO CONTACT NCRM.	03/02/07
	CNANSLEY
03/02/07 CNA: CM LVMM FOR NCRM, REQUESTING FURTHER ASSISTANCE WITH	03/02/07
	CNANSLEY
THIS CASE. CM TO WAIT FOR RESPONSE.	03/02/07
	CNANSLEY
03/02/07 CNA: CM DISCUSSED THIS CASE WITH NCRM AND WAS ADVISED TO	03/02/07
	CNANSLEY
CONTACT TRILBEY AT EXT# 7421 (PER VM).	03/02/07
	CNANSLEY
03/14/07 CNA: CASE REVIEW. CM TO CALL DLR TO FIND OUT STATUS OF	03/14/07
	CNANSLEY
PARTS.	03/14/07
	CNANSLEY
03/14/07 CNA: CM CALLED DLR AND VERIFIED WITH SA/CHUCK THAT PARTS	03/14/07
	CNANSLEY
HAVE ARRIVED. SA STATES VEH HAS BEEN FULLY REPAIRED AND RETURNED TO	03/14/07
	CNANSLEY
CUST. CM THANKED. CM TO CONTACT CUST.	03/14/07
	CNANSLEY
03/14/07 CNA: CM LVMM FOR CUST, ADVISING OF CM'S CONVO WITH DLR SA.	03/14/07
	CNANSLEY
CM ADVISED CALLING TO VERIFY WHETHER VEH HAS BEEN REPAIRED TO CUST'S	03/14/07
	CNANSLEY

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DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
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==> 07051013

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COMPANY: A CASE NO: 07051013 (CONTINUED)

ACTIONS:

SATISFACTION. CM REQUESTED A RETURN CALL AND PROVIDED CASE# AND

800#. CM TO WAIT FOR CUST'S CALL.

04/03/07 CNA: CUST NEVER RETURNED CM'S CALL AND PER WEBSITE, BBB

CLOSED ITS CASE 04/03/07. CASE CLOSED.

03/14/07

CNANSLEY

03/14/07

CNANSLEY

04/03/07

CNANSLEY

04/03/07

CNANSLEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 07282012
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 07282012 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. BEREA KY [REDACTED] RES PHONE: 859/985-8647

OPENED DATE 10/09/07 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/09/07 SATISFIED... Y EVALUATION CDS T1 L8
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S362 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/22/07 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/22/07 MODEL. T46 SELLING... 15019 OXMOOR ISUZU 12 02
PROD DT.. 04/05/06 YEAR.. 06 SERVICING.. 15019 OXMOOR ISUZU 12 02
MILEAGE.. 5600 SOURCE V ACCOUNTABLE

INQUIRY: [REDACTED].CUST CALLED AND STATES THAT SHE HAS AN
ELECTIRCAL CONCERN. CUST STATES THAT SHE CALLED OXMOOR ISZA (15019)
TO SEE IF CUST COULD GET A LOANER VEH WHEN SHE DROPPED HER VEH OFF
FOR DIAG BECAUSE CUST IS IN THE MILITARY AND LIVES 2 HRS FROM DLR
CUST STATES THAT NOONE FROM THE DLR HAS CALLED HER BACK IN REFERENCE
TO HER VEH CONCERNS. CUST STATES THAT 1 TIME THEFRONT PASS DOOR
WOULD NOT UNLOCK, CUST STATES THAT 1 TIME HER DOOR WOULD LOCK AND
UNLOCK BY ITSELF (CUST STATES CONCERN IS INTERMITTENT), CUST STATES
ONE TIME CUST WAS AT A SOPT LIGHT AND WHEN SHE TRIED TO ACCELERATE,
THE VEH WOULD NOT DRIVE. CUST STATES THAT THE VEH WAS IN THE DRIVE
GEAR. CUST STATES THAT NOW HER MOON ROOF DOES NOT WORK AT ALL. CUST
SEEKS ASSIST. INTERNAL ONLY***CASE 07282011*** WAS CREATED 1ST AND
THE SYSTEM FROZE AND CM WAS NOT ABLE TO PULL CASE BACK UP TO CONTINE
DOCUMENTING THE CASE. CM DELETED CASE 07282011 AND CREATED NEW CASE.

ACTIONS:

10/09/07 ASJ: CASE REVIEW. PRODUCT ENHANCEMENT OPEN ON THE VEH AT 10/09/07
THIS TIME (PE07L003 0703S001)VERIFIED NAME AND ADDRESS IN THE SYSTEM. AJOHNSON
CM ADV'D CUST THAT THERE WAS A PE OPEN ON THE VEH THAT ALSO 10/09/07
NEEDED TO PERFORMED. CUST STATES OK. CM ADV'D CUST THAT RENTALS 10/09/07
ARE NOT COVERED UNDER WARR AND THAT CM WOULD CONTACT DLR TO IF DLR 10/09/07
PARTICIAPTES IS A RENTAL PRG AND SEE WHAT ASSIST CAN BE PROVIDED FOR 10/09/07
AJOHNSON

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 07282012

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COMPANY: A CASE NO: 07282012 (CONTINUED)

ACTIONS:

THE CUST. CUST OK .

10/09/07

AJOHNSON

10/09/07 ASJ: CUST CALLED BACK AND STATES THAT GM JOHN ZEIGLER JUST

10/09/07

AJOHNSON

CALLED AND ADV'D CUST THAT HE WILL PUT CUST IN A LOANER VEH AND HAVE

10/09/07

AJOHNSON

VEH DIAG AND REPAIRED. CUST STATES THAT SHE IS SATISFIED.

10/09/07

AJOHNSON

10/9/07 ASJ: CM CALLED GM JOHN Z TO VERIFY INFO THAT CUST GAVE CM. GM

10/09/07

AJOHNSON

JOHN STATES THAT INFO IS CORRECT AND THAT HE IS CURRENTLY IN THE

10/09/07

AJOHNSON

PROCESS OF GETTING CUST APT SCHEDULED. CM STATES OK.

10/09/07

AJOHNSON

10/9/07 ASJ: CM CALLED CUST TO CONFIRM THAT INFO THAT GM JOHN Z GAVE

10/09/07

AJOHNSON

CUST WAS CORRECT AND CM ADV'D CUST THAT IS CUST HAS ANY OTHER

10/09/07

AJOHNSON

CONCERNS TO CONTACT ORC. CUST STATES OK.

10/09/07

AJOHNSON

AJOHNSON

REPORT NO:ACA040-0

==> 08002020

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 08002020 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

FGN

BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. PARIS

KY [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 01/02/08

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 01/02/08

SATISFIED... Y

EVALUATION CDS T1 L9

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUET16S566 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 04/01/06 SERIES USG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 04/01/06 MODEL. N66

SELLING.... 33026

STEVE CASTRUCCI ISUZU 16 02

PROD DT.. 08/23/05 YEAR.. 06

SERVICING.. 15019

OXMOOR ISUZU

12 02

MILEAGE.. 25535 SOURCE V

ACCOUNTABLE

INQUIRY: CUSTOMER DOESN'T HAVE EMAIL.

1/2/2008 ERS: CUSTOMER STATES THAT WHILE DRIVING THE VEHICLE BEGAN TO SMOKE FROM DRIVER'S SIDE WINDOW AREA. CUSTOMER STATES THAT REMOTE KEYLESS ENTRY WOULDN'T WORK, AND CUSTOMER WAS ABLE TO GET OUT THROUGH PASSENGER SIDE. CUSTOMER STATES THAT THE VEHICLE WAS THEN DRIVEN HOME. CUSTOMER STATES THAT THE VEHICLE WAS STARTED AGAIN, AND THE SAME THING BEGAN TO HAPPEN. CUSTOMER SEEKING TO KNOW OPTIONS.

ACTIONS:

1/2/2008 ERS: CM APOLOGIZED FOR THE CONCERNS. CM ADVISED THAT VEHICLE 01/02/08
ERSCHMAL
IS STILL WELL WITHIN WARRANTY PARAMETERS. CM ADVISED THAT WARRANTY 01/02/08
ERSCHMAL
WORK WOULD NEED TO BE COMPLETED AT AN AUTHORIZED ISUZU DLR. CM 01/02/08
ERSCHMAL
ADVISED THAT IF THE VEHICLE CANNOT BE DRIVEN, THE CUSTOMER COULD 01/02/08
ERSCHMAL
CONTACT ERS TO HAVE THE VEHICLE TOWED TO CLOSEST DLR. CM ADVISED THAT 01/02/08
ERSCHMAL
ONCE REPAIRS ARE COMPLETED, THE CUSTOMER WOULD HAVE TO MAKE 01/02/08
ERSCHMAL
ARRANGEMENTS TO PICK UP VEHICLE FROM DLR. CUSTOMER STATES THAT SHE 01/02/08
ERSCHMAL
CANNOT TAKE TIME OFF WORK TO PICK UP VEHICLE FROM DLR. CUSTOMER 01/02/08
ERSCHMAL
STATES THAT SHE WILL SEEK LEGAL ACTION AND GET RID OF VEHICLE. 01/02/08
ERSCHMAL
CUSTOMER SEEKING TO KNOW IF PART COULD BE SHIPPED TO FORMER ISUZU DLR 01/02/08
ERSCHMAL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 08002020

TIME: 09:48:34

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COMPANY: A CASE NO: 08002020 (CONTINUED)

ACTIONS:

FOR REPAIRS. CM ADVISED THAT WARRANTIES ARE VALID AT AUTHORIZED ISUZU	01/02/08
	ERSCHMAL
DLRS ONLY. CM ADVISED THAT ISUZU DOESN'T WORK WITH LOCAL FACILITIES	01/02/08
	ERSCHMAL
FOR WARRANTY-RELATED REPAIRS. CUSTOMER EXPRESSED DISSATISFACTION. CM	01/02/08
	ERSCHMAL
APOLOGIZED. CASE CLOSED.	01/02/08
	ERSCHMAL
2/4/08 KLH: FRONT DOOR SWITCH MODULE REPLACED.	10/19/09
	KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 08114015

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 08114015 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. PHILADELPHIA

FGN

BUS PHONE: 000/000-0000 EXT: 0000

PA [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 04/23/08

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 04/23/08

SATISFIED... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUES16S266 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 07/17/06 SERIES USG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 07/17/06 MODEL. H46

SELLING.... 36059

DESIMONE ISUZU

18 02

PROD DT.. 01/10/06 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 16000

SOURCE

V

ACCOUNTABLE

INQUIRY: (NO EMAIL) CUST STATED THAT SHE NEEDED INFO ON THE AMOUNT THAT SHE CAN SELL HER VEH. CUST STATED THAT SHE PAID AROUND 33,000 FOR HER VEH.

ACTIONS:

04/23/08 CG: CM ADVISED THAT SHE CAN GO TO THE INTERNET OR GET A

04/23/08

BOOK, KELLY BLUE BOOK TO GET A IDEA OF HOW MUCH SHE CAN SELL HER VEH.

04/23/08

CUST STATED THAT SHE HAS THE BLUE BOOK AND IT STATES 23,000. CM

04/23/08

ADVISED THAT SHE CAN USE THAT AMOUNT OR SELL VEH FOR MORE. CUST

04/23/08

THANKED, CASE CLOSED.

04/23/08

06/17/08 CG: CUST CALLED (CARMEN VASQUEZ) AND WANTED TO KNOW IF ISUZU

06/17/08

WOULD BUY HER VEH BACK. CUST STATED THAT SHE CAN NO LONGER AFFORD THE

06/17/08

PRICE OF GAS FOR HER VEH. CM CHECKED KELLY BOOK BOOK VALUE IF SHE

06/17/08

WOULD TRADE VEH IN AT A DEALER. CM ADVISED CUST THAT SHE CAN GET

06/17/08

AROUND 14,275 FOR HER VEH, BUT THAT IS NOT A GUARANTEE, THAT DLR WILL

06/17/08

GIVE HER THIS AMOUNT. CUST ALSO STATED THAT SHE HAS A PROBLEM WITH

06/17/08

HER WINDOW AND IT WILL NOT GO DOWN. CM ADVISED CUST TO TAKE VEH BACK

06/17/08

CGARCIA

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DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 08114015

TIME: 09:48:34

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COMPANY: A CASE NO: 08114015 (CONTINUED)

ACTIONS:

TO DLR TO HAVE THEM CHECK VEH TO FIND OUT WHAT IS WRONG WITH HER VEH.

06/17/08

CGARCIA

CUST THANKED, CASE CLOSED.

06/17/08

CGARCIA

REPORT NO:ACA040-0

==> 08130008

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

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REGION 00 REQUEST

COMPANY: A CASE NO: 08130008 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. WILMINGTON

FGN

BUS PHONE: 000/000-0000 EXT: 0000

NC

RES PHONE:

OPENED DATE 05/09/08

TYPE..... W

ACKNOW.SENT... Y

CLOSED DATE 06/10/08

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT, N

APEC CODES.... 04 10 01 11

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUES16S066

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 05/15/06 SERIES USG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 05/15/06 MODEL. H46

SELLING.... 31070

BRUCE CAVENAUGH ISUZU 13 02

PROD DT.. 07/25/05 YEAR.. 06

SERVICING.. 31070

BRUCE CAVENAUGH ISUZU 13 02

MILEAGE..

SOURCE

V

ACCOUNTABLE

INQUIRY: REC'D ATTY DEMAND LTR FROM MARGUERITE HUGGINS

& LTR STATES DEFECTIVE DOOR AND WINDOW POWER/MOTOR AND STEERING. LTR STATES 15-DAY STATUTORY REQUIREMENT FOR LAST CHANCE TO REPAIR. LTR ALSO STATES 10-DAY NOTICE DEMANDING REPURCHASE OR SUIT WILL BE FILED.

BLUE LABEL

ACTIONS:

5/9/08 KLH: NO RECORD OF ANY STEERING COMPLAINT OTHER THAN A WHEEL ALIGNMENT 9/12/06. MAIN COMPLAINT APPEARS TO BE DOOR SWITCHES AND WINDOW REGULATOR. LTR STATES ONLY CONTACT SHALL BE THRU ATTY. FAXED LTR TO CNA TO SET UP FRA ASAP AND OBTAIN COMPLETE S/S DOCS. ATTY PROVIDED SOME RO'S BUT NOT ENTIRE SERVICE RECORDS.

05/09/08 CNA: CM FAXED S/S DOCS REQUEST TO SM/LISA BARRITA AND SLS MGR/STEVE NATALE. CM TO CALL ZSPM.

05/09/08 CNA: WARR MGR LVMM FOR RSPM/P. LACHAPELLE REQUESTING A RETURN CALL TO CM. CM TO WAIT FOR RESPONSE.

05/09/08 CNA: RSPM/P. LACHAPELLE CALLED BACK AND ADV'D CM TO DISCUSS

05/09/08 KLHOUGHT
05/09/08 KLHOUGHT
05/09/08 KLHOUGHT
05/09/08 KLHOUGHT
05/09/08 KLHOUGHT
05/09/08 KLHOUGHT
05/09/08 CNANSLEY
05/09/08 CNANSLEY
05/09/08 CNANSLEY
05/09/08 CNANSLEY
05/09/08 CNANSLEY

COMPANY: A CASE NO: 08130008 (CONTINUED)

ACTIONS:

CASE WITH ZSPM/L. ROMERO.

05/09/08

CNANSLEY

05/09/08 CNA: CM CALLED ZSPM/L. ROMERO TO NOTIFY OF CASE AND REVIEW

05/09/08

CNANSLEY

FRA OPTIONS. ZSPM STATES HE WILL REVIEW CASE WITH DLR THEN FOLLOW UP

05/09/08

CNANSLEY

WITH CM. CM THANKED AND ADV'D CASE INFO WILL BE SENT VIA EMAIL.

05/09/08

CNANSLEY

05/09/08 CNA: CM SENT CASE INFO TO ZSPM VIA EMAIL (CC'D NCRM AND

05/09/08

CNANSLEY

RSPM/P. LACHAPELLE). CASE PENDING RESPONSE.

05/09/08

CNANSLEY

05/09/08 CNA: ZSPM/L. ROMERO SENT EMAIL AND LVMM REQUESTING A RETURN

05/09/08

CNANSLEY

CALL. CM CALLED ZSPM TO REVIEW AVAILABILITY. ZSPM STATES HE IS

05/09/08

CNANSLEY

AVAIL WEEK OF 5/20 - 5/23. CM THANKED. CM TO CALL ATTY.

05/09/08

CNANSLEY

05/09/08 CNA: CM LVMM FOR ATTY/MARGUERITE HUGGINS, ADVISING OF AVAIL

05/09/08

CNANSLEY

FRA DATES. CM REQUESTED ATTY REVIEW DATES W/CLIENT THEN FOLLOW UP

05/09/08

CNANSLEY

WITH CM. CASE PENDING ATTY'S CALL.

05/09/08

CNANSLEY

05/12/08 CNA: ATTY/MARGUERITE HUGGINS LVMM REQUESTING FRA INFO IN

05/12/08

CNANSLEY

WRITING. CM TO CALL ATTY.

05/12/08

CNANSLEY

05/12/08 CNA: CM CALLED ATTY AND ADV'D ONCE CUST SELECTS FRA DATE

05/12/08

CNANSLEY

THEN LTR WILL BE FWD'D TO ATTY. ATTY STATES SHE WILL FOLLOW UP WITH

05/12/08

CNANSLEY

CM ONCE CUST RETURNS HER CALL. CASE PENDING ATTY RESPONSE.

05/12/08

CNANSLEY

05/13/08 CNA: CM LVMM FOR ATTY REQUESTING TO KNOW IF CUST HAS CHOSEN

05/13/08

CNANSLEY

AN FRA DATE. CM ASKED FOR CALLBACK ASAP AS ZSPM ARRANGEMENTS HAVE TO

05/13/08

CNANSLEY

BE MADE. CASE PENDING ATTY RESPONSE.

05/13/08

CNANSLEY

05/13/08 CNA: ATTY DID NOT CALLBACK AND ADV'D OF CUST'S PREFERENCE

05/13/08

CNANSLEY

FOR FRA. CM TO CALL ZSPM TO SCHEDULE FRA DATE/TIME.

05/13/08

CNANSLEY

05/13/08 CNA: CM CALLED ZSPM/L. ROMERO AND ASKED FOR FRA DATE/TIME.

05/13/08

CNANSLEY

ZSPM REQUESTED FRA BE SENT FOR TUES 5/20 @ 9AM. CM ACKNOWLEDGED AND

05/13/08

CNANSLEY

ADV'D CM WILL SEND FRA LTR.

05/13/08

CNANSLEY

05/13/08 CNA: CM FAXED FRA LTR TO ATTY. CM ALSO LVMM FOR ATTY

05/14/08

CNANSLEY

COMPANY: A CASE NO: 08130008 (CONTINUED)

ACTIONS:

ADVISING OF FRA DETAILS AND REQUESTING A RETURN CALL TO CONFIRM.	05/14/08
	CNANSLEY
CASE PENDING ATTY RESPONSE.	05/14/08
	CNANSLEY
05/14/08 CNA: ATTY LVMM CONFIRMING FRA APPT W/ZSPM. CM SENT EMAIL TO	05/14/08
	CNANSLEY
ZSPM/L. ROMERO (CC'D NCRM). CASE PENDING OUTCOME OF INSPECTION.	05/14/08
	CNANSLEY
5/20/08 KLH: REC'D SERVICE DOCS BUT NO SALES FILE. CALLED ZSPM WHO	05/20/08
	KLHOUGHT
IS STILL AT DLR W/FSE...ZSPM WILL GET SALES DOCS. PER ZSPM C/S	05/20/08
	KLHOUGHT
(FATHER OR HUSBAND..UNCLEAR WHO) ADVISED ZSPM THERE IS NOTHING WRONG	05/20/08
	KLHOUGHT
WITH THE VEHICLE AT THIS TIME. ZSPM REPORTS VEH HAS CIGARETTE BURNS	05/20/08
	KLHOUGHT
ON NEARLY EVERY SEAT, TRANS HAS BEEN OVERFILLED. REPORT WILL BE	05/20/08
	KLHOUGHT
FORTHCOMING.	05/20/08
	KLHOUGHT
5/22/08 KLH: REC'D SALES DOCS. FWD S/S TO CNA.	05/22/08
	KLHOUGHT
05/23/08 CNA: CM RCV'D S/S DOCS. CM TO DISCUSS WITH NCRM.	05/23/08
	CNANSLEY
5/28/08 KLH: REC'D FRA RO FROM ZSPM. NO ELECTRICAL PROBLEMS FOUND	05/28/08
	KLHOUGHT
WITH DOORS, WINDOWS OR MIRRORS. NO PROBLEM FOUND WITH ALLEGED LOOSE	05/28/08
	KLHOUGHT
FRONT BUMPER. LOOSENESS WAS COMPARED TO ANOTHER NEW VEHICLE AND	05/28/08
	KLHOUGHT
FOUND TO BE THE SAME. C/S CLAIMS TRANS HESITATION COLD WAS CORRECTED	05/28/08
	KLHOUGHT
WITH TRANS SERVICE. C/S STATES STEERING CLICKING NOISE WAS	05/28/08
	KLHOUGHT
CORRECTED. TIRES NEED TO BE ROTATED AND VEH ALIGNED BUT C/S	05/28/08
	KLHOUGHT
DECLINED. CIG BURNS NOTED ON SEVERAL SEAT COVERS. NO PROBLEMS FOUND	05/28/08
	KLHOUGHT
AND NO REPAIRS PERFORMED. FAXED RO TO CNA.	05/28/08
	KLHOUGHT
05/28/08 CNA: CM RCV'D NCRM'S FAX (FRA R/O).	06/05/08
	CNANSLEY
6/10/08 KLH: REC'D FSE SELZ REPORT & PHOTOS. NO FURTHER ACTION TO BE	06/10/08
	KLHOUGHT
TAKEN. AWAIT POSSIBLE FURTHER LEGAL ACTION FROM C/S ATTY. CC CNA.	06/10/08
	KLHOUGHT
06/11/08 CNA: CM EMAILED ROH TO NCRM.	06/11/08
	CNANSLEY

REPORT NO:ACA040-0

==> 09099014

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

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REGION 00 REQUEST

COMPANY: A CASE NO: 09099014 ORIGINATING [REDACTED] HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. OAHU

FGN

BUS PHONE: 000/000-0000 EXT: 0000

HI [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 04/09/09

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 04/09/09

SATISFIED.... N

EVALUATION CDS T1 L9

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF: 09218010

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S062 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/09/05 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 10/09/05 MODEL. S46

SELLING.... 50002

CUTTER ISUZU

07 01

PROD DT.. 07/21/05 YEAR.. 06

SERVICING.. 50015

CUTTER ISUZU

07 01

MILEAGE.. 45000 SOURCE V

ACCOUNTABLE

INQUIRY: (NO EMAIL) CUST STATED THAT SHE PURCHASED VEH USED LAST YEAR. CUST STATED THAT ONE DAY SHE HAD HER WINDOW OPEN AND WATER POURED THROUGH THE WINDOW AND VEH'S WINDOW CAUGHT ON FIRE. CUST STATED THAT VEH WAS TAKEN TO DLR 50015 AND DLR TOOK 2 MONTHS TO REPAIR VEH. CUST STATED IN DEC.2008 SHE REPLACED A FUSE IN VEH AND A SPARK CAME OUT AND VEH'S WHOLE INSTRUMENT PANEL,SHORTED OUT. CUST STATES THAT SHE WANTS TO TAKE VEH TO DLR 50015, BUT DLR DOES NOT PROVIDE RENTAL VEH'S AND SHE WANTS ISUZU TO PAY FOR HER RENTAL.

ACTIONS:

04/09/09 CG: CM ADVISED CUST THAT WARRANTY ON VEH DOES NOT PROVIDE RENTAL VEH'S. CM ADVISED CUST TO TAKE VEH TO DLR 50015 AND SPEAK WITH SM AT DLR TO GET ASSISTANCE. CM ASKED CUST HOW MANY MILES VEH HAS AND CUST STATED THAT SHE DOES NOT KNOW, BUT VEH LAST HAD 45,000 MILES IN DEC.2008. CUST ASKED IF VEH HAS ANY RECALLS AND CM ADVISED CUST THAT VEH HAS NO OPEN RECALLS. CUST THANKED, CASE CLOSED, PENDING CALL FROM CUST. 04/13/09 WLM: RECEIVED E-MAIL FROM MDBRUS AND LEILA AT DLR 50015 WHO STATES THE CUST HAS BEEN IN 3 TIMES FOR WINDOW PROBLEMS. 7/21/08 CUST

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 09099014

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COMPANY: A CASE NO: 09099014 (CONTINUED)

ACTIONS:

COMPLAINT WAS DRIVER SIDE WINDOW INOP AND SMOKE COMING OUT OF WINDOW.	04/13/09
	WLMOORE
TECH FOUND SWITCH BURNT AND ORDERED SWITCH. INSTALLED WINDOW SWITCH	04/13/09
	WLMOORE
09/26/08 AND CUSTOMER CAME BACK 10/7/08 WITH WINDOW PROBLEM AGAIN, BUT	04/13/09
	WLMOORE
NO REPAIRS WERE DONE NO PROBLEM FOUND. (NOTE THE CUST NEGLECTED TO	04/13/09
	WLMOORE
TELL DLR ABOUT WATER IN THE DOOR).	04/13/09
	WLMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 09224003
TIME: 09:48:34
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COMPANY: A CASE NO: 09224003 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. POOLER GA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/12/09 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/12/09 SATISFIED.... Y EVALUATION CDS T1 L9
CLOSING SENT. N APEC CODES.... 04 10
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S472 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 03/17/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/17/07 MODEL. S46 SELLING.... 41059 VIVA ISUZU 05 01
PROD DT.. 11/20/06 YEAR.. 07 SERVICING.. 08127 CITY ISUZU 11 02
MILEAGE.. 36581 SOURCE V ACCOUNTABLE

INQUIRY: C/S CALLED TO ADVISE FIRE BROKE OUT ON THE DRIVER SIDE DOOR PANEL.
VEH TOWED TO DLR. DLR ADVISED DUE TO BAD WIRING IN THE PANEL.
REPAIRS HAVE BEEN COMPLETED UNDER WTY AND C/S NOW HAS NO WAY TO GET
THE VEHICLE BACK HOME. C/S NOT AWARE RETURN TOWING NOT COVERED.

ACTIONS:

8/12/09 KLH: CONTACTED DLR TO DETERMINE CAUSE OF FIRE. DLR ADVISES 08/12/09
KHOUGHTO
LFT FRONT DOOR MODULE/SWITCH SHORTED OUT. NO ACTUAL FIRE, JUST 08/12/09
KHOUGHTO
SMOKING AND WINDOW WOULD NOT ROLL UP. SWITCH REPLACED. ALSO STEERING 08/12/09
KHOUGHTO
COLUMN REPLACED DUE TO EXCESSIVE FREEPLAY. 08/12/09
KHOUGHTO
8/12/09 KLH: REVIEWED C/S REQUEST FOR REUNITE. C/S ALONE W/3 SMALL 08/12/09
KHOUGHTO
CHILDREN @ HOME...HUSBAND IN THE MILITARY...NO WAY TO RETRIEVE VEH. 08/12/09
KHOUGHTO
ADVISED C/S ON A ONE-TIME ONLY GOODWILL BASIS WE WOULD ARRANGE FOR A 08/12/09
KHOUGHTO
REUNITE. CONTACTED ERS AND MADE ARRANGEMENTS FOR TOW. MIKE'S TOWING 08/12/09
KHOUGHTO
WILL RETRIEVE VEH IN APPROX 1 HR. REF #762621. CONTACTED C/S TO 08/12/09
KHOUGHTO
ADVISE. NO FURTHER ACTION REQUIRED. 08/12/09
KHOUGHTO
08/13/09 MRR:CUSTOMERS HUSBAND CALLED LOOKING FOR PAYMENT OF 303.20 08/13/09
MRAMSEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 09224003

TIME: 09:48:34

PAGE: 2

COMPANY: A CASE NO: 09224003 (CONTINUED)

ACTIONS:

FOR A RENTAL CAR. I EXPLAINED THAT ISUZU DOES NOT HAVE A RENTAL

08/13/09

MRAMSEY

CAR PROGRAM. THAT IF HE WANTED A RENTAL VEHICLE WHILE THE VEHICLE

08/13/09

MRAMSEY

WAS IN FOR REPAIR IT WAS HIS RESPONSIBILTY. HE STATE THAT WAS

08/13/09

MRAMSEY

UNACCEPTABLE AND WANTED TO FILE A COMPLAINT. REVIEWED THE CASE WITH

08/13/09

MRAMSEY

KAREN SINCE SHE HAD BEEN INVOLVED IN GETTING THE VEHICLE TOWED TO THE

08/13/09

MRAMSEY

DEALER AS WELL AS GETTING IT TOWED BACK. WE BOTH AREEDED NOT TO PAY

08/13/09

MRAMSEY

FOR THE RENTAL.

08/13/09

MRAMSEY

08/13/09 MRR: CUSTOMER WAS MADE AWARE THAT WE WOULD NOT PAY THE 303.20

08/13/09

MRAMSEY

RENTAL CAR BILL THAT THEY ACRUED DURING THE REPAIR OF THEIR ASCENDER.

08/13/09

MRAMSEY

IT WOULD BE THERE RESPONSIBILTY.

08/13/09

MRAMSEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 09230003

TIME: 09:48:34

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COMPANY: A CASE NO: 09230003 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: [REDACTED] EXT: 0000

C/S/Z.. LONG ISLAND NY [REDACTED] RES PHONE: 000/000-0000

OPENED DATE 08/18/09 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/18/09 SATISFIED.... Y EVALUATION CDS T1 B2
CLOSING SENT, N APEC CODES.... 04 02 03
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S872 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 02/07/08 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/07/08 MODEL. S46 SELLING.... 28047 M. BLATT ATLTC CTY IS 18 02
PROD DT.. 12/07/06 YEAR.. 07 SERVICING.. 30105 QUEENS ISUZU 18 02
MILEAGE.. 26187 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLED CONCERNED ABOUT PARTS DELAY FOR WINDOW SWITCH STATING
VEH BEEN AT DLR FOR 3 WEEKS.

ACTIONS:

8/17/09 JRS: CALLED S/M AT 30105 AND FOUND P/N 8258669930 ORDERED 08/18/09
JSCIOLLA
8-6-09. CHECKED W/AIPDN AND FOUND GM SHIPPED 8-14-09. SHOULD ARRIVE 08/18/09
JSCIOLLA
AT DLR ANY DAY. S/M STATED THEY HAVE FUEL SENDING UNIT NEEDED ALSO IN 08/18/09
JSCIOLLA
STOCK AND WOULD CONTACT CUSTOMER AS SOON AS PART ARRIVES AND IS 08/18/09
JSCIOLLA
REPAIRED. UPDATE TO ADDRESS NOT NEEDED PER CUST INFO. CALLED AND 08/18/09
JSCIOLLA
LEFT MSG ABOUT PART FOR CUST. FED EX TRACKING NUMBER 048931972920198 08/18/09
JSCIOLLA
SCHEDULED FOR DELIVERY ON THE 19TH. 08/18/09
JSCIOLLA
8/27/09 KLH: FRT DOOR SWITCH, FUEL SENDING UNIT AND PCM REPLACED. 09/21/09
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 09239007

TIME: 09:48:34

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COMPANY: A CASE NO: 09239007 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. DICKINSON

TX [REDACTED]

FGN
0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 08/27/09

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/27/09

SATISFIED... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN ENDING EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00 INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00

XREF: 09120006

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13SX62 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/02/06 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 10/02/06 MODEL. T46

SELLING.... 10012

GEORGE GEE ISUZU

06 01

PROD DT.. 07/27/05 YEAR.. 06

SERVICING.. 41098

WESTSIDE ISUZU

02 01

MILEAGE.. 27000 SOURCE V

ACCOUNTABLE

INQUIRY: CUST CALLED ASKING ABOUT REMAINING WARRANTY DUE TO INOP POWER WINDOWS

ACTIONS:

8/27/09 JRS: NO UPDATED INFO NEEDED. ADVISED CUST OF DELIVERY DATE 08/27/09

JSCIOLLA

AND REFERRED HER TO NRST DLR FOR REPAIRS. ALSO ADVISED OF OPEN RECALL 08/27/09

JSCIOLLA

05V-455 AND ADVISED SHE MAKE SURE AND GET THAT TAKEN CARE OF AT THE 08/27/09

JSCIOLLA

SAME TIME. CUST THANKED FOR INFO. 08/27/09

JSCIOLLA

9/1/09 KLH: RECALL CAMPAIGN COMPLETED. 01/08/10

KHOUGHTO

9/16/09 KLH: FRONT DOOR SWITCH MODULE REPLACED. 01/08/10

KHOUGHTO

REPORT NO:ACA040-0

==> 09273004

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 09273004 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

FGN

BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. ERIE

PA [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 09/30/09

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/30/09

SATISFIED... Y

EVALUATION CDS T1 B2

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S162 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 12/19/05 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 12/19/05 MODEL. T46

SELLING.... 36061

AUTO EXPRESS ISUZU 16 02

PROD DT.. 08/22/05 YEAR.. 06

SERVICING.. 36071

AUTO EXPRESS ISUZU 16 02

MILEAGE.. 29000 SOURCE V

ACCOUNTABLE

INQUIRY: CUST CALLED TO ADV THAT VEH IS AT AUTO EXPRESS, MARK IN SERVICE. CUST HAS BEEN WAITING FOR 2 MONTHS FOR THE DRIVER PWR WINDOW CONTROL PANEL. CUST IS REQUESTING ASSISTANCE IN LOCATING PART. REPAIR FACILITY 814 825 4747

ACTIONS:

9/30/09 CD ; NOM CALLED REPAIR FACILITY FOR PART NUMBER.

09/30/09

CDISSING

MARK ADV THAT PART ARRIVED THIS MORNING AND TECH HAS JUST ABOUT

09/30/09

CDISSING

COMPLETED INSTALLATION, NOM ADV CUST.

02/17/10

CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 10137010

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 10137010 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. SMITHFIELD

FGN

BUS PHONE: [REDACTED]

EXT: 0000

VA [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 05/17/10

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 05/17/10

SATISFIED.... Y

EVALUATION CDS T1 B2

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE

00/00/00

XREF: 09072012

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUES16S866 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 12/27/06 SERIES USG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 12/27/06 MODEL. H66

SELLING.... 44047

LITTLE JOE'S ISUZU 17 02

PROD DT.. 12/01/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 64000

SOURCE V ACCOUNTABLE

INQUIRY: C/S STATES VEH DOWN FOR 3 WEEKS WAITING FOR DOOR SWITCH. VEH AT BROWN'S AUTOMOTIVE AND PART SUPPOSEDLY ORDERED BY LITTLE JOE'S WHO IS ADVISING C/S PART IS ON NAT'L B/O. C/S SEEKS ASSISTANCE AS SHE CAN'T GET VEH STATE INSPECTED W/DRIVER DOOR INOP.

ACTIONS:

- 5/17/10 KLH: ADVISED C/S WRITER WILL CALL LITTLE JOE'S FOR PERTINENT INFO. 05/17/10 KHOUGHTO
- 5/17/10 KLH: SPOKE TO DAN IN PARTS AND OBTAINED PART #8-25866-994-0 AND ORD REF #SZ200540. E-MAIL TO TRILBY REQUESTING STATUS. 05/17/10 KHOUGHTO
- 5/17/10 KLH: PER TRILBY PART HAS BEEN ALLOCATED AND SHOULD SHIP WITHIN 24 HRS. CALLED C/S AND ADVISED, NO FURTHER ACTION REQUIRED. 05/17/10 KHOUGHTO
- 5/18/10 KLH: PART DELIVERED 9:08 AM AND SIGNED FOR BY J. DENNIS. 05/18/10 KHOUGHTO

REPORT NO:ACA040-0

==> 10272010

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 10272010 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

FGN

BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. ROCKVILLE

MD [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 09/29/10

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/29/10

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF: 10131017

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S972 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 04/30/07 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 04/30/07 MODEL. S46

SELLING.... 44006

CHERNER ISUZU

17 02

PROD DT.. 03/19/07 YEAR.. 07

SERVICING.. 99999

MILEAGE.. 41980

SOURCE

V

ACCOUNTABLE

INQUIRY: INDEP REPAIR SHOP CALLED TO VERIFY WTY COVERAGE FOR DRIVER DOOR MASTER SWITCH.

ACTIONS:

9/29/10 KLH: ADVISED CALLE 3/50 BASIC WTY HAS EXPIRED. NO FURTHER

09/29/10

KHOUGHTO

ACTION REQUIRED.

09/29/10

KHOUGHTO

REPORT NO:ACA040-0

==> 11179010

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 11179010 ORIGINATING REGION: 00 HANDLING REGION: 02
 OWNER-1 [REDACTED] M/M
 OWNER-2 [REDACTED]
 ADDRESS [REDACTED] FGN BUS PHONE: [REDACTED] EXT: 0000
 C/S/Z.. PORT ST LUCIE FL [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 06/28/11 TYPE..... T ACKNOW.SENT... N
 CLOSED DATE 06/28/11 SATISFIED.... N EVALUATION CDS T1 G5
 CLOSING SENT. N APEC CODES.... 04
 DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
 V.I.N.... 4NUDS13SX62 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
 RETAIL DT 06/03/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 06/03/06 MODEL. S46 SELLING.... 36004 GOLDEN ISUZU 18 02
 PROD DT.. 07/29/05 YEAR.. 06 SERVICING.. 99999
 MILEAGE.. 109000 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLED TO ADV THAT POWER WINDOW SWITCH CAUGHT ON FIRE WHILE VEH
 WAS PARKED IN CHURCH PARKING LOT

ACTIONS:

DATE OF INCIDENT: 06/26/11 TIME: 6:00 PM 06/28/11
 NAME OF OWNER: [REDACTED] CDISSING
 NAME OF DRIVER (IF DIFFERENT): PARKED 06/28/11
 LOCATION OF INCIDENT: AT A CHURCH PARKING LOT 06/28/11
 DETAILS OF INCIDENT: CUST ADV THAT IT WAS RAINING , WHEN CUST CAME 06/28/11
 OUT OF THE CHURCH WHEN SHE OPENED THE DOOR SHE NOTICED A SMELL. 06/28/11
 DRIVER POWER WINDOW WAS INOP. THE NEXT DAY SHE NOTICED THE POWER 06/28/11
 WINDOW SWITCH WAS BLACK AND BURNED. 06/28/11
 _____ 06/28/11
 _____ 06/28/11
 _____ 06/28/11
 _____ 06/28/11
 _____ 06/28/11
 _____ 06/28/11

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 11179010

TIME: 09:48:34

PAGE: 2

COMPANY: A CASE NO: 11179010 (CONTINUED)

ACTIONS:

LOCATION OF VEHICLE: AT CUSTOMER RESIDENCE

06/28/11

CDISSING

06/28/11

CDISSING

06/28/11

CDISSING

WERE THERE ANY INJURIES?: YES NO

IF YES, PROVIDE NAMES AND DESCRIPTION OF INJURIES: _____

06/28/11

CDISSING

06/28/11

CDISSING

06/28/11

CDISSING

06/28/11

CDISSING

06/28/11

CDISSING

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CDISSING

06/28/11

CDISSING

06/28/11

CDISSING

06/28/11

CDISSING

DESCRIBE ANY PROPERTY DAMAGE: JUST VEHICLE

WERE SEAT BELTS WORN?: YES NO

WAS THE INCIDENT REPORTED TO THE POLICE?: YES NO

AGENCY INVOLVED: _____

REPORT#: _____

WAS INCIDENT REPORTED TO INSURANCE COMPANY? YES NO

NAME OF INSURANCE COMPANY: PROGRESSIVE

INSURANCE COMPANY CONTACT: _____

OWNER REFERRED TO INSURANCE CARRIER?: YES NO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12045002

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12045002 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. PORT CHARLOTTE

FGN

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

OPENED DATE 02/14/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 02/14/12

SATISFIED.... N

EVALUATION CDS T1 G5

CLOSING SENT, N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S862

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 04/13/06

-----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 04/13/06

MODEL. S46

SELLING.... 18005

WILKINS ISUZU 17 02

PROD DT.. 02/28/06

YEAR.. 06

SERVICING.. 99999

MILEAGE.. 97000

SOURCE

V ACCOUNTABLE

INQUIRY: CUST CALLED TO ADV OF A POWER WINDOW MOTOR FAILURE. C/S SHE ACTUALLY SAW SMOKE COMING FROM WINDOW AND MOTOR QUIT WORKING. CUST STATES THAT SHE RECENTLY READ A NEWS ARTICLE THAT GM AND NHTSA WERE INVESTIGATING WINDOW MOTOR CONCERNS.CUST IS INQUIRING IF THERE IS ANY RELATED RECALL

ACTIONS:

02/14/12 CD: NOM UPDATED OWNER INFORMATION AND ADV VEH HAS NO RECALL

02/14/12

ON THE POWER WINDOW MOTOR.

CDISSING

02/14/12

CDISSING

NOTE:(PRODUCT ENHANCEMENT PE07-03-S001 COVERED UP TO 80,000 MILES) NO

02/14/12

CDISSING

LONGER APPLIES. NOTE: SUBJECT BULLETIN REGARDING REPROGRAMING FOR

02/14/12

MDBRUS

EMISSIONS. NOTHING TO DO WITH CURRENT COMPLAINT.

02/14/12

MDBRUS

REPORT NO:ACA040-0

==> 12233003

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12233003 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. NEWBURGH

FGN

BUS PHONE: 000/000-0000 EXT: 0000

NY [REDACTED] 0000

RES PHONE: [REDACTED]

OPENED DATE 08/20/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/20/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUET16S066 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 08/14/06 SERIES USG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 08/14/06 MODEL. N66

SELLING.... 28045

MATT BLATT GLSBORO ISU 18 02

PROD DT.. 01/18/06 YEAR.. 06

SERVICING.. 99999

MILEAGE..

SOURCE

V

ACCOUNTABLE

INQUIRY: C/S CALLING ABOUT THE ASCENDER WINDOW SWITCH RECALL.

ACTIONS:

8/20/12 TJM: UPDATED OWNERS INFO. ADV NO OPEN CAMPAIGNS AT THIS TIME.

08/20/12

TMALONEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233004

TIME: 09:48:34

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COMPANY: A CASE NO: 12233004 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN

BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. DAYTON OH [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/20/12 TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/20/12 SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN ENDING EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00 INV CTL NBR..

ICSI SURVEY.. 000000

PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S56 [REDACTED]

---DEALER INFO--- SEND TO SERVICE DEALER... Y

RETAIL DT 08/07/06 SERIES UTG4

----TYPE--- CODE- -----N A M E----- ZONE RGN

DEMO DT.. 08/07/06 MODEL. T46

SELLING.... 02019 SANDS ISUZU 05 01

PROD DT.. 01/06/06 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 67525 SOURCE V

ACCOUNTABLE

INQUIRY: CUST STATES LOCAL NEWS SHOWED STORY ABOUT WINDOW REGULATOR RECALL.
STATES CALLING FOR MORE INFO.

ACTIONS:

08/20/12 WLM: ADVISED NO INFO AVAILABLE. UPDATED OWNER INFO AND

08/20/12

WMOORE

ADVISED SHOULD ANY INFO BECOME AVAILABLE CUST WILL BE NOTIFIED.

08/20/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233005
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12233005 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. CONCORD

FGN

BUS PHONE: 000/000-0000 EXT: 0000

NH [REDACTED] 0000

RES PHONE: [REDACTED]

OPENED DATE 08/20/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/20/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF: 12047005

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S562 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 05/27/06 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 05/27/06 MODEL. T46

SELLING... 27020

AUTO-TORIUM ISUZU

19 02

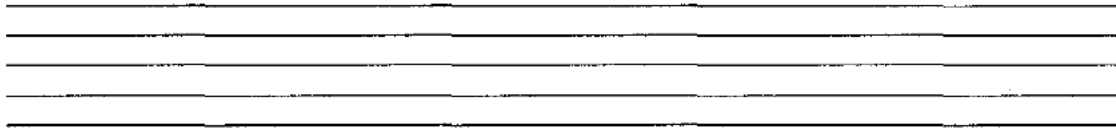
PROD DT.. 02/15/06 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 133907

SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER INQUIRING ON RECALL. CUSTOMER STATES SHE HAS ALREADY REPLACED PART OF THE SWITCH AND IT BROKE AGAIN. CUSTOMER STATES SHE CAN'T LOCK DOORS OR OPEN THE WINDOWS. CUSTOMER STATES SHE TRANSPORTS HANDICAPPED CHILDREN AND IS NERVOUS ABOUT IT CATCHING ON FIRE. CUSTOMER STATES SHE HAS AN APPOINTMENT WITH DEALER ON THURSDAY TO HAVE CAMPAIGN COMPLETED.



ACTIONS:

08/20/12 WLB: ADVISED CUSTOMER CAMPAIGN HAS NOT BEEN RELEASED BY	08/20/12
ISUZU. CUSTOMER INQ IF SHE SHOULD CANCEL APPOINTMENT. ADVISED	WBONNELL
CUSTOMER WAIT UNTIL I CALL HER BACK WITH UPDATES.	08/20/12
08/20/12 WLB: NOM TRIED TO CALL CUSTOMER BACK TWICE BUT COULD NOT	WBONNELL
HEAR CUSTOMER. NOM WILL ADVISE THAT ONLY 'LETTER OF INTENT' WAS SENT	08/20/12
TO NHTSA BY GM. WILL ADVISE WE DO NOT KNOW WHEN OFFICIAL CAMPAIGN	WBONNELL
WILL BE SENT OR WHEN PARTS WILL BE AVAILABLE. NOM WILL ADVISE	08/20/12
CUSTOMER IF SHE DOES NOT FEEL SAFE SHE CAN VEHICLE REPAIRED AND	WBONNELL
SUBMIT FOR REIMBURSEMENT.	08/20/12
8/22/12 KLH: C/S STATES SHE IS TAKING HER CAR IN FOR THE RECALL	08/22/12
	KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233005

TIME: 09:48:34

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COMPANY: A CASE NO: 12233005 (CONTINUED)

ACTIONS:

TOMORROW BECAUSE VEH HAS THIS PROBLEM AND SHE DRIVES DEVELOPMENTALLY	08/22/12
DISABLED CHILDREN AND SHE IS AFRAID IT WILL CATCH ON FIRE. ADVISED	KHOUGHTO
	08/22/12
	KHOUGHTO
C/S RECALL HAS NOT BEEN ISSUED AND IF VEH IS IN NEED OF REPAIR SHE	08/22/12
	KHOUGHTO
SHOULD GET IT FIXED AND KEEP THE RO AND PROOF OF PAYMENT AND WHEN	08/22/12
	KHOUGHTO
RECALL IS ISSUED SHE CAN SUBMIT FOR REIMB.	08/22/12
	KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233007

TIME: 09:48:34

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COMPANY: A CASE NO: 12233007 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. MOULTRIE GA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/20/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/20/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUES16S266 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 10/27/06 SERIES USG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 10/27/06 MODEL. H66 SELLING.... 08094 FRIENDLY ISUZU 14 02
PROD DT.. 09/01/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SAW STORY ABOUT WINDOW REGULATOR RECALL.

ACTIONS:

08/20/12 WLM: ADVISED NO INFORMATION AVAILABLE. UPDATED OWNER INFO 08/20/12
WMOORE
AND ADVISED SHOULD INFO BECOME AVAILABLE CUST WILL BE CONTACTED VIA 08/20/12
WMOORE
MAIL. 08/20/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233010

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12233010 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. CHESAPEAKE VA [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/20/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/20/12 SATISFIED.... N EVALUATION CDS T1 G5
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 11033053 12242017

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S172 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 05/23/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 05/23/07 MODEL. S46 SELLING.... 44047 LITTLE JOE'S ISUZU 17 02
PROD DT.. 07/27/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 120000 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLED AND STATES FOR THE PAST MONTH WHEN HE ROLLS HIS FRONT
WINDOWS DOWN FROM THE DRIVER'S SIDE THEY GO BACK UP ON THEIR OWN.
STATES ALSO SMELLED LIKE SOMETHING ELECTRICAL WAS BURNING. STATES NOW
HAS SEEN RECALL FOR ASCENDERS. CALLING FOR MORE INFO.

ACTIONS:

08/20/12 WLM: ADVISED NO INFO AVAILABLE AT THIS TIME. ADVISED ONCE 08/20/12
WMOORE
MORE INFO BECOMES AVAILABLE CUST WILL BE NOTIFIED VIA MAIL. 08/20/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233019
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12233019 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

[REDACTED] SACRAMENTO

CA [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/20/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/20/12

SATISFIED... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF: 06087011

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 6NUDS13S262 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 11/30/05 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 11/30/05 MODEL. S46

SELLING.... 04009

LASHER ISUZU

07 01

PROD DT.. 10/06/05 YEAR.. 06

SERVICING.. 99999

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: C/S HEARD ABOUT RECALL RE POWER WINDOW/DOOR LOCKS/WIRING. C/S
ASKING IF HER VEH IS INVOLVED.

ACTIONS:

8/20/12 KLH: ADVISED NO DETAILS HAVE BEEN RELEASED YET SO UNABLE TO

08/20/12

PROVIDE ANY FURTHER INFO AT THIS TIME. ADVISED C/S IF HER VEH IS

KHOUGHTO

INVOLVED SHE WILL RECEIVE NOTIFICATION.

08/20/12

KHOUGHTO

08/20/12

KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233020

TIME: 09:48:34

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COMPANY: ATM CASE NO: 12233020 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. LAUREL DE [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/20/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/20/12 SATISFIED.... N EVALUATION CDS T1 G5
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 10232019

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S772 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/16/08 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/16/08 MODEL. T46 SELLING.... 36004 GOLDEN ISUZU 18 02
PROD DT.. 08/14/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER INQUIRING ABOUT CAMPAIGN ANNOUNCED BY GM. CUST STATES HER
DOOR AND WINDOWS PANDEL DOES NOT WORK CUSTOMER STATED SHE STARTED
SMELLING SOMETHING BURNING AND THEN CONTROL ON DOOR BECAME VERY HOT.
CUSTOMER STATES MECHANIC PULLED PANEL AND TOLD HER THAT IT HAD GOTTEN
SO HOT THAT IT MELTED A 1/4 SIZE HOLE IN THE MODULE.

ACTIONS:
08/20/12 WLB: ADVISED CUSTOMER ONLY LETTER OF INTENT HAS BEEN SENT. 08/20/12
WBONNELL
ADVISED CUSTOMER SHE WILL BE NOTIFIED WHEN CAMPAIGN IS OFFICIALLY 08/20/12
WBONNELL
RELEASED. ADVISED CUSTOMER IF VEHICLE IS UNSAFE BECAUSE OF MODULE, 08/20/12
WBONNELL
HAVE IT REPLACED AND SUBMIT FOR REIMBURSMENT. CUSTOMER STATES 08/20/12
WBONNELL
INDEPENDENT HAS NOT BEEN ABLE TO FIND THE PART AS OF YET. 08/20/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233024

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12233024 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. BILOXI MS [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/20/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/20/12 SATISFIED... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13S972 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 11/05/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/05/06 MODEL. S46 SELLING.... 08020 MIDWAY ISUZU 15 02
PROD DT.. 06/15/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SAW ON NEWS THERE IS A RECALL FOR HIS VEH. STATES THINK
IT WAS FOR WINDOW. STATES WAS NOT CERTAIN IF HIS STATE WAS INCLUDED.

ACTIONS:

08/20/12 WLM: ADVISED CUST THERE IS NO INFO AVAILABLE AT THIS TIME. 08/20/12
WMOORE
ADVISED SHOULD INFO BECOME AVAILABLE CUST WILL BE NOTIFIED VIA MAIL. 08/20/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12233026

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12233026 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. PORT JEFFERSON

FGN

BUS PHONE: 000/000-0000 EXT: 0000

NY [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/20/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/20/12

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S062 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 01/08/07 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 01/08/07 MODEL. T46

SELLING... 30093

MALMSTROM ISUZU

18 02

PROD DT.. 07/28/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 69300 SOURCE V

ACCOUNTABLE

INQUIRY: CUST CALLED REGARDING WINDOW RECALL INFO HE SAW ON NEWS.

ACTIONS:

08/20/12 WLM: ADVISED CUST NO INFO AVAILABLE, HOWEVER, SHOULD INFO

08/20/12

WMOORE

BECOME AVAILABLE CUST WILL BE NOTIFIED VIA MAIL.

08/20/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234001
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12234001 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. BLACKWOOD NJ [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/21/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/21/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S76 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 06/06/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 06/06/06 MODEL. S46 SELLING.... 28045 MATT BLATT GLSBORO ISU 18 02
PROD DT.. 02/03/06 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 78000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES STORY ON NEWS SAYS THERE IS RECALL FOR WINDOW. STATES
DRIVER SIDE WINDOW HAS NOT BEEN ABLE TO GO DOWN AND MIRROR DOES NOT
WORK/MOVE.

ACTIONS:

08/21/12 WLM: ADVISED CUST NO INFO AVAILABLE REGARDING ANNOUNCEMENT. 08/21/12
WMOORE
UPDATED OWNER INFO. ADVISED ONCE MORE INFO BECOMES AVAILABLE CUST 08/21/12
WMOORE
WILL BE CONTACTED VIA MAIL. 08/21/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234005

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12234005 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. HIALEAH

FGN

BUS PHONE: 000/000-0000 EXT: 0000

FL [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/21/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/21/12

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN ENDING EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00 INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S57 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 05/18/07 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 05/18/07 MODEL. S46

SELLING.... 08020

MIDWAY ISUZU

15 02

PROD DT.. 06/15/06 YEAR.. 07

SERVICING.. 99999

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: CUST CALLED FOR INFO ON RECALL FOR WINDOWS SWITCH.

ACTIONS:-

08/21/12 WLM: ADVISED NO INFO AVAILABLE ON RECALL AT THIS TIME.

08/21/12

WMOORE

ADVISED ONCE INFORMATION BECOMES AVAILABLE CUST WILL BE ALERTED VIA

08/21/12

WMOORE

MAIL.

08/21/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234007

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12234007 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1

ADDRESS C/S/Z.. BLUE SPRINGS MO FGN BUS PHONE: 000/000-0000 EXT: 0000
RES PHONE:

OPENED DATE 08/21/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/21/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S562 ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 01/27/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 01/27/07 MODEL. S46 SELLING.... 40011 JIM REED ISUZU 12 02
PROD DT.. 04/06/06 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 153000 SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER INQ ON RECALL. CUSTOMER STATES BOTH SIDES HAVE BURNT UP,
CUSTOMER STATES THE PASSENGER SIDE BURNT OUT OVER A YEAR AGO.

ACTIONS:
08/21/12 WLB: ADVISED CUSTOMER WILL RECEIVE NOTICE WHEN CAMPAIGN IS 08/21/12
WBONNELL
RELEASED. ADVISED CUSTOMER I HAVE UPDATED NAME AND ADDRESS. 08/21/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234009

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12234009 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. JACKSONVILLE

FGN

BUS PHONE: 000/000-0000 EXT: 0000

NC [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/21/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/21/12

SATISFIED.... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13SX72 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 02/02/08 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 02/02/08 MODEL. S46

SELLING.... 28047

M. BLATT ATLTC CTY IS 18 02

PROD DT.. 03/08/07 YEAR.. 07

SERVICING.. 99999

MILEAGE.. 68000 SOURCE V

ACCOUNTABLE

INQUIRY: CUST CALLING FOR INFO ON WINDOW SWITCH RECALL SEEN ON NEWS.

ACTIONS:

08/21/12 WLM: ADVISED NO INFO AVAILABLE ON RECALL AT THIS TIME.

08/21/12

WMOORE

ADVISED ONCE INFORMATION BECOMES AVAILABLE CUST WILL BE ALERTED VIA

08/21/12

WMOORE

MAIL.

08/21/12

WMOORE

10/22/12 WLB: CUST STATES HE RCV'D CAMP. CUST INQ IF HE CAN BUY

10/22/12

WBONNELL

PART HAVE IT INSTALLED AND BE REIMB. CUST STATES HE IS IN THE ARMY

10/22/12

WBONNELL

AND WANTS TO TAKE CARE OF IT FOR HIS WIFE AND CHILD BEFORE HE IS

10/22/12

WBONNELL

DEPLOYED AGAIN. ADV CUST HE CAN HAVE REPAIRED AND ONCE CAMP IS

10/22/12

WBONNELL

LAUNCHED HE CAN SUBMIT FOR REIMB.

10/22/12

WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234011

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12234011 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

ADDRESS

C/S/Z.. AURORA

FGN

BUS PHONE: 000/000-0000 EXT: 0000

OH

RES PHONE:

OPENED DATE 08/21/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/21/12

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF: 10272003

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S662

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 12/28/06

SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 12/28/06

MODEL. T66

SELLING.... 33050

GANLEY ISUZU

16 02

PROD DT.. 05/02/06

YEAR.. 06

SERVICING.. 99999

MILEAGE.. 37000

SOURCE

V

ACCOUNTABLE

INQUIRY: CUST STATES SAW STORY REGARDING WINDOW REALL. CALLING FOR ADD'L INFO.

ACTIONS:

08/21/12 WLM: ADVISED NO INFO AVAILABLE ON RECALL AT THIS TIME.

08/21/12

WMOORE

ADVISED ONCE INFORMATION BECOMES AVAILABLE CUST WILL BE ALERTED VIA

08/21/12

WMOORE

MAIL. ADVISED CUST OF ECM REPROGRAM NOTICE.

08/21/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234012

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12234012 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. JACKSONVILLE

FGN

BUS PHONE: 000/000-0000 EXT: 0000

FL [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/21/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/21/12

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> PEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S762 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 01/01/06 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 01/01/06 MODEL. S46

SELLING.... 08094

FRIENDLY ISUZU

14 02

PROD DT.. 07/29/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 100000

SOURCE

V

ACCOUNTABLE

INQUIRY: CUSTOMER INQ ON CAMPAIGN. CUSTOMER STATES HERS HAS BEEN BROKE FOR AWHILE.

ACTIONS:

08/21/12 WLB: ADVISED CUSTOMER CAMPAIGN HAS NOT BEEN RELEASED.

08/21/12

WBONNELL

ADVISED CUSTOMER SHE WILL HAVE TO WAIT TO SEE IF HER VEHICLE IS

08/21/12

WBONNELL

INCLUDED IN CAMPAIGN. CUSTOMER STATES HER FUEL GAUGE IS NOT WORKING

08/21/12

WBONNELL

CORRECTLY AND SHE WANTS TO KNOW IF IT COULD BE CONNECTED TO THE NEW

08/21/12

WBONNELL

RECALL. ADVISED CUSTOMER FUEL GAUGE IS NOT CONNECTED TO THE NEW

08/21/12

WBONNELL

CAMPAIGN.

08/21/12

WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234025

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12234025 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. NEW HOME

TX [REDACTED] FGN

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 08/21/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/21/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S462 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 11/05/05 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 11/05/05 MODEL. S66

SELLING... 41069

FRANK BROWN ISUZU

01 01

PROD DT.. 09/09/05 YEAR.. 06

SERVICING.. 99999

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: C/S CALLING ABOUT WINDOW SWITCH RECALL.

ACTIONS:

8/21/12 TJM: UPDATED OWNERS INFO. ADV CAMPAIGN HAS NOT YET BEEN

08/21/12

TMALONEY

RELEASE AND TO CALL BACK IN A COUPLE WEEKS TO SEE IF VEH IS ELIGIBLE.

08/21/12

TMALONEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12234029
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12234029 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. LAKEWOOD CO [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/21/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/21/12 SATISFIED... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDT13S772 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 01/01/07 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 01/01/07 MODEL. T66 SELLING.... 05026 DENVER ISUZU 06 01
PROD DT.. 07/26/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 102290 SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER INQ ON CAMPAIGN FOR WINDOWS. CUSTOMER STATES HIS IS
STARTING TO BREAK. CUSTOMER STATES WHEN HE USES THE PASSENGER WINDOW
BUTTON ON THE DRIVERS SIDE IT WORKS INTERMITENTLY.

ACTIONS:
08/21/12 WLB: ADVISED CUSTOMER HE CAN HAVE FIXED. ADVISED I DON'T 08/21/12
WBONNELL
KNOW IF HIS VEHICLE WILL BE INVOLVED IN THE CAMPAIGN. ADVISED IF 08/21/12
WBONNELL
VEHICLE IS PART OF CAMPAIGN HE CAN SUBMIT FOR REIMBURSMENT. BUT IF 08/21/12
WBONNELL
IT IS NOT INVOLVED HE WILL NOT BE ABLE TO SUBMIT. 08/21/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12235001

TIME: 09:48:34

PAGE: 1

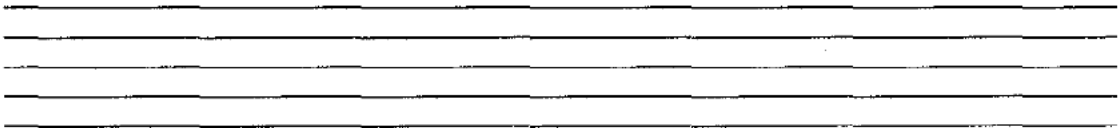
COMPANY: A CASE NO: 12235001 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. PENFIELD PA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/22/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/22/12 SATISFIED.... Y EVALUATION CDS T1 G5
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S57 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 08/11/07 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 08/11/07 MODEL. T46 SELLING.... 36058 JABCO-MAGGI ISUZU 18 02
PROD DT.. 09/15/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 71000 SOURCE V ACCOUNTABLE

INQUIRY: C/S SEVERAL MONTHS AGO HIS DRIVERS DOOR PANEL STARTED SMOKING WHILE HE WAS DRIVING AND WINDOWS WERE GOING UP AND DOWN. C/S TOOK TO HAVE IT DIAG AND THE SHOP REPLACED THE SWITCH AND OTHER COMPONENTS. C/S READ ABOUT THE RECALL ON THE SWITCHES AND INQUIRED ON REIMBURSEMENT.



ACTIONS:

8/22/12 TJM: UPDATED OWNERS INFO. ADV RECALL HAS NOT BEEN RELEASE AS 08/22/12
OF YET. ADV CUST TO CALL BACK TO ORC IN A COUPLE WEEKS IF HE DOES NOT 08/22/12
RECEIVE LETTER AND ORC CAN CONFIRM IF VEH IS ELIGIBLE. CUST THANKED. 08/22/12
09/17/12 WLM: CUST CALLED. STATES HAS NOT REC'D RECALL NOTICE. 09/17/12
ADVISED NO RECALL HAS BEEN ISSUED AND CUST WILL BE NOTIFIED VIA MAIL 09/17/12
SHOULD ANY BE ISSUED. 09/17/12
10/30/12 TJM: CUST SVC AGENT FROM GM STATES ATTY GEN AND CUST HAVE 10/30/12
REACHED OUT TO GM FOR ASSISTANCE ON THE REPAIR OF A RECALLED WINDOW 10/30/12
SWITCH. CRS ADV THAT ISUZU HAS NOT ISSUED A RECALL ON THE WINDOW 10/30/12
SWITCH BUT ONLY THE INTENT HAS BEEN ISSUED. CRS ADV CUST AND ATTY GEN 10/30/12
SHOULD BE DEALING WITH ISUZU DIRECTLY AND NOT GM. 10/30/12

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12235012

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12235012 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. BENTON

FGN

BUS PHONE: 000/000-0000 EXT: 0000

KY [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/22/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/22/12

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S26 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/11/06 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 07/27/06 MODEL. S46

SELLING.... 40AUC

ADESA NASHVILLE AUTO A 01 09

PROD DT.. 08/07/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 36290

SOURCE

V ACCOUNTABLE

INQUIRY: KATHY FROM INDEPENDENT AUTO IS INQUIRING HOW THEY WILL GET REIMBURSED AS THEY JUST PUT A CONTROL MODULE IN THE DRIVERS SIDE DOOR BEFORE THEY SOLD THE VEHICLE.

ACTIONS:

08/22/12 WLB: ADVISED CUSTOMER CAMPAIGN HAS NOT BEEN RELEASED.

08/22/12

WBONNELL

ADVISED I DON'T KNOW IF VEHICLE IS INVOLVED IN CAMPAIGN. ADVISED

08/22/12

WBONNELL

ONCE CAMPAIGN IS RELEASE THEY CAN TRY TO SUBMIT FOR REIMBURSMENT WITH

08/22/12

WBONNELL

AN EXPLANATION BUT I DO NOT KNOW IF THEY WOULD CONSIDER PAYMENT.

08/22/12

WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12235015

TIME: 09:48:34

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COMPANY: A CASE NO: 12235015 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. HINSDALE NH 03451 0000 RES PHONE: [REDACTED]

OPENED DATE 08/22/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/22/12 SATISFIED... Y EVALUATION CDS T1 G5
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDT13S67 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 03/17/08 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/17/08 MODEL. T46 SELLING.... 27019 AUTEX ISUZU 19 02
PROD DT.. 03/16/07 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: C/S STATES SHE JUST HEARD ABOUT THE UPCOMING RECALL AND RECENTLY HAD
HER VEH REPAIRED BECAUSE THE DOOR SWITCH CAUGHT ON FIRE AND IS ASKING
IF SHE CAN BE REIMBURSED.

ACTIONS: .
8/22/12 KLH: ADVISED C/S RECALL HAS NOT YET BEEN RELEASED BUT WHEN IT 08/22/12
KHOUGHTO
IS SHE CAN SUBMIT A REIMB CLAIM FORM. C/S THANKED FOR THE INFO. 08/22/12
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12235017
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12235017 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. KAHULUI

HI

FGN

0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

OPENED DATE 08/22/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/29/12

SATISFIED... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUES16S86

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 08/04/06

SERIES USG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 08/04/06

MODEL. H46

SELLING.... 50002

CUTTER ISUZU

07 01

PROD DT.. 07/26/05

YEAR.. 06

SERVICING.. 99999

MILEAGE.. 89000

SOURCE

V ACCOUNTABLE

INQUIRY: CUST STATES GM OF INDEP AUTO SELLER. STATES THEY BOUGHT VEH WITH CONCERN THAT DRIVER'S SIDE WINDOW WILL NOT GO DOWN. STATES HE REPLACED WINDOW SWITCH BUT WINDOW STILL DOES NOT WORK. STATES SAW ON THE NEWS THERE IS A RECALL FOR THE SWITCHES. CALLING FOR RECALL INFO.

ACTIONS:

08/22/12 WLM: ADVISED CUST THERE IS NO INFO REGARDING RECALL. ADVISED 08/22/12

WMOORE

CUST SHOULD INFO BECOME AVAILABLE THEY WILL BE NOTIFIED VIA MAIL.

08/22/12

WMOORE

9/7/12 KLH: GM OF INDEP DLR CALLED AGAIN RE RECALL. ADVISED HIM

09/07/12

KHOUGHTO

THERE IS NO RECALL TO DATE AND IF/WHEN IT IS RELEASED AND IF HIS VEH

09/07/12

KHOUGHTO

IS INCLUDED HE WILL BE NOTIFIED BY MAIL. C/S STATES HE IS HAVING THE

09/07/12

KHOUGHTO

PROBLEM AS NOTED ABOVE. ADVISED CALLER TO KEEP ANY RECEIPTS FOR

09/07/12

KHOUGHTO

REPAIRS FOR POSSIBLE FUTURE REVIEW.

09/07/12

KHOUGHTO

09/26/12 WLB: CUST ASKING IF CAMP HAS BEEN UPDATED. ADV CUST CAMP

09/26/12

WBONNELL

HAS NOT BEEN LAUNCHED BY GM.

09/26/12

WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12236005

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12236005 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN [REDACTED] 000/000-0000 EXT: 0000
C/S/Z.. SILVER SPRINGS FL [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/23/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/23/12 SATISFIED... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S16 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 08/04/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 08/04/06 MODEL. S46 SELLING.... 08090 LAKELAND ISUZU 14 02
PROD DT.. 12/14/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 100000 SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER STATES HE HEARD ABOUT CAMPAIGN AND HE HAS THIS PROBLEM.
CUSTOMER STATES AT 68,000 MILES THE CONTROL BROKE. CUSTOMER STATES
FIRST HE PAID \$200 FOR NEW SWITCHES THAT WORKED 2 HOURS. THEN HE HAD
THE MODULE REPLACED FOR \$280 AND THAT WORKED FOR 20 MINUTES. CUSTOMER
STATES WHEN IT WENT OUT LAST TIME IT ALSO MADE HIS AIR CONDITIONER
STOP WORKING.

ACTIONS:

08/23/12 WLB: ADVISED CUSTOMER WE DO NOT KNOW WHAT OR WHICH VEHICLES 08/23/12
WBONNELL
WILL BE INCLUDED IN THE CAMPAIGN. ADVISED CUSTOMER HE WILL HAVE TO 08/23/12
WBONNELL
WAIT AND SEE IF HE RECEIVES A CAMPAIGN NOTICE. 08/23/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12236007
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12236007 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN [REDACTED] BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. GRAND JUNCTION CO [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/23/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/23/12 SATISFIED... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDT13S072 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 05/23/07 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 05/23/07 MODEL. T66 SELLING... 05026 DENVER ISUZU 06 01
PROD DT.. 06/27/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SISTER TOLD HER THERE IS A RECALL ON ASCENDER. STATES
CALLING FOR MORE INFO.

ACTIONS:
08/23/12 WLM: ADVISED CUST THERE ARE NO OPEN RECALLS ON VEH. ADVISED 08/23/12
WMOORE
SHOULD ANY BE ISSUED SHE WILL BE NOTIFIED VIA MAIL. 08/23/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12236009

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12236009 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. SAN ANTONIO

FGN

BUS PHONE: 000/000-0000 EXT: 0000

TX [REDACTED] 0000

RES PHONE: [REDACTED]

OPENED DATE 08/23/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/23/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13SX62 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 03/14/08 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/14/08 MODEL. S46

SELLING.... 41088

NORTH PARK ISUZU 02 01

PROD DT.. 05/09/06 YEAR.. 06

SERVICING.. 41109

NORTH PARK ISUZU 02 01

MILEAGE.. 37000 SOURCE V

ACCOUNTABLE

INQUIRY: C/S STATES HE HEARD ON THE NEWS ABOUT A RECALL FOR POSSIBLE FIRES IN THE DOORS AND ASKING IF HIS VEH IS INVOLVED.

ACTIONS:

8/23/12 KLH: ADVISED C/S RECALL HAS NOT BEEN RELEASED AND THE ONLY INFO AVAILABLE IS WHAT WAS REPORTED ON THE NEWS. ADVISED C/S IF HIS VEH IS INVOLVED HE WILL BE NOTIFIED BY MAIL. ADVISED C/S OF OPEN PRODUCT ENCHANCEMENT PE07-03-S001 (ECM REPROGRAM). C/S STATES HE WILL CONTACT DLR AND HAVE THIS TAKEN CARE OF.

08/23/12
KHOUGHTO
08/23/12
KHOUGHTO
08/23/12
KHOUGHTO
08/23/12
KHOUGHTO
08/23/12
KHOUGHTO
08/23/12
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12237004
TIME: 09:48:34
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COMPANY: A CASE NO: 12237004 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. BUENA VISTA GA [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/24/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/24/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13S272 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 10/31/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 10/31/07 MODEL. S46 SELLING.... 09055 KELLEE KARS ISUZU 11 02
PROD DT.. 05/03/07 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SAW NEWS STORY ABOUT WINDOW RECALL. CALLING FOR MORE INFO.

ACTIONS:

08/24/12 WLM: ADVISED CUST THERE IS NOT INFORMATION AND VEH HAS NO 08/24/12
WMOORE
OPEN RECALLS. ADVISED SHOULD ANY RECALLS BE ISSUED CUST WILL BE 08/24/12
WMOORE
NOTIFIED VIA MAIL. 08/24/12
WMOORE

REPORT NO:ACA040-0

==> 12237017

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

TIME: 09:48:34

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COMPANY: A CASE NO: 12237017 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. CONWAY SC [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/24/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/24/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S572 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 07/30/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 07/30/07 MODEL. S66 SELLING.... 38016 MYRTLE BEACH ISUZU 13 02
PROD DT.. 04/30/07 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 71000 SOURCE V ACCOUNTABLE

INQUIRY: C/S CALLING ABOUT RECALL ON WINDOW SWITCHES. C/S VEH IS LOCKING ON
ITS OWN AND CUST STATES HE HAS SMELLED "OZONE" IN THE CAR AS WELL.
C/S WHEN VEH LOCK ITSELF IT ONLY LOCKS THE DRIVERS DOOR AND
SOMETIMES IT LOCKS WHEN KEY IS IN IGNITION.

ACTIONS:

8/24/12 TJM: UPDATED OWNERS INFO. ADV RECALL HAS NOT BEEN ISSUED AND 08/24/12
TMALONEY
VEH HAS NEVER BEEN REGISTERED IN THE AFFECTED STATES. C/S VEH HAS 08/24/12
TMALONEY
BEEN DRIVEN IN PA SOMETIMES. CRS ADV CUST CONCERNS HAVE BEEN NOTED. 08/24/12
TMALONEY
CUST THANKED. 08/24/12
TMALONEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12240006

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12240006 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. PHILADELPHIA PA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/27/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/27/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUES16SX6 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 06/22/06 SERIES USG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 06/22/06 MODEL. H46 SELLING.... 36059 DESIMONE ISUZU 18 02
PROD DT.. 01/06/06 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 49000 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLED FOR RECALL INFO REGARDING RECALL INFO SHE SAW IN THE NEWS. STATES THE CONTROL PANEL FOR THE WINDOWS DOES NOT WORK AND HAS NOT WORKED FOR APPX ONE YEAR.

ACTIONS:

08/27/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 08/27/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 08/27/12
WMOORE
08/27/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

==> 12240010

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12240010 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2

ADDRESS [REDACTED]

C/S/Z.. SPENCER

FGN

BUS PHONE: 000/000-0000 EXT: 0000

IN [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 08/27/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/27/12

SATISFIED... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13SX6 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 03/15/06 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/15/06 MODEL. S46

SELLING.... 36059

DESIMONE ISUZU

18 02

PROD DT.. 08/18/05 YEAR.. 06

SERVICING.. 99999

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: USED CAR LOT RECENT AUCTION PURCHASE INQUIRING OF ANY OPEN RECALLS RELATED TO POWER WINDOW SWITCH.

ACTIONS:

8/27/12 CD: NOM ADV NO OPEN RECALLS, NOM UPDATED CONTACT INFO.

08/27/12

CDISSING

REPORT NO:ACA040-0

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A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12241001

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PAGE: 1

COMPANY: A CASE NO: 12241001 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN [REDACTED] BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. WICHITA KS [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/28/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/28/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S062 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 11/24/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/24/06 MODEL. S46 SELLING.... 09019 MOSS ROBERTSON ISUZU 11 02
PROD DT.. 09/15/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST REPORTS DRIVER SIDE POWER WINDOW SWITCH FAILURE, CUST INQUIRING ON OPEN RECALLS.

ACTIONS:

08/28/12 CD: NOM ADV NO OPEN RECALL, OWNER FILE UPDATED.

08/28/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12241008

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12241008 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. LAKELAND FL 33813 0000 RES PHONE: [REDACTED]

OPENED DATE 08/28/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/28/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 10085015

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S562 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 03/20/06 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/20/06 MODEL. T46 SELLING.... 08047 CENTURY ISUZU 14 02
PROD DT.. 07/20/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLING FOR INFO ON WINDOW SWITCH RECALL. STATES SAW STORY ON THE NEWS.

ACTIONS:

08/28/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 08/28/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 08/28/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12241009

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12241009 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. ALTA LOMA CA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/28/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/28/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER.,
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 09054013

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S062 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 01/29/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 01/29/07 MODEL. S46 SELLING.... 04207 CERRITOS ISUZU 05 01
PROD DT.. 10/19/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 84000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES READ REPORT OF RECALL FOR WINDOW SWITCH. STATES VEH HAS
SAME SYMPTOMS AS DESCRIBED IN RECALL.

ACTIONS:

08/28/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 08/28/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 08/28/12
WMOORE
08/28/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12241013

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12241013 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. KANSAS CITY

FGN

BUS PHONE: 000/000-0000 EXT: 0000

MO 64130 0000

RES PHONE: 816/878-1178

OPENED DATE 08/28/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/28/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S562 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 03/09/06 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/09/06 MODEL. S46

SELLING...., 23023

JACK MILLER ISUZU

03 01

PROD DT.. 07/21/05 YEAR.. 06

SERVICING.. 99999

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: CUST ADV OF A CONCERN WITH THE POWER WINDOW SWITCH, CUST INQUIRING ON OPEN RECALLS.

ACTIONS:

08/28/12 CD: NOM UPDATED OWNER INFO, NOM ADV OF NO OPEN RECALLS.

08/28/12

CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12241016
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12241016 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. MIAMI FL [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/28/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/28/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 09013011

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S472 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 11/14/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/14/06 MODEL. S46 SELLING.... 08020 MIDWAY ISUZU 15 02
PROD DT.. 06/13/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 80000 SOURCE V ACCOUNTABLE

INQUIRY: CUSTOMER STATES HIS MODULE IS BAD AND HE LEARNED ONLINE THAT IT IS
RECALLED. CUSTOMER STATES WINDOWS STARTED GOING UP AND DOWN BY
THEMSELVES. CUSTOMER STATES SHE WAS DRIVING IN THE TROPICAL STORM
AND THE WINDOW WENT DOWN BY ITSELF AND SHE COULD NOT CLOSE IT.
CUSTOMER STATES HE THEN PUT A FUSE IN AND THE DOOR STARTED SMOKING.

ACTIONS:

08/28/12 WLB: ADVISED CUSTOMER CAMPAIGN IS NOT RELEASED. ADVISED 08/28/12
WBONNELL
CUSTOMER FL IS NOT PART OF CAMPAIGN. CUSTOMER STATES HE WAS GOING TO 08/28/12
WBONNELL
BUY MODULE. ADVISED CUSTOMER HE SHOULD ALWAYS KEEP RECEIPTS IN THE 08/28/12
WBONNELL
EVENT THE CAMPAIGN IS EXPANDED. ADVISED CUSTOMER OF DEALER. 08/28/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12241024

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12241024 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. REMOBOTH

MA [REDACTED] FGN 0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED] 7

OPENED DATE 08/28/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 08/28/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S362 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 04/12/07 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/30/06 MODEL. T66

SELLING... 19025

SEEKONK ISUZU

19 02

PROD DT.. 08/23/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 70000

SOURCE

V ACCOUNTABLE

INQUIRY: C/S STATES THERE IS A PROBLEM WITH THE DRIVER SIDE DOOR MODULE AND SHE IS AFRAID IT WILL CATCH ON FIRE. C/S STATES SHE READ THERE IS A RECALL AND STATED WHEN SHE CALLED THE DLR THEY TOLD HER NO RECALL.

ACTIONS:

8/28/12 KLH: ADVISED C/S RECALL HAS NOT BEEN RELEASED. SUGGESTED SHE
HAVE REPAIRS DONE, KEEP RECEIPTS, AND WHEN RECALL COMES OUT AND IF
HER VEHICLE IS INVOLVED SHE CAN SUBMIT FOR REIMB IF THE REPAIRS ARE
INDEED RELATED TO THE RECALL.

08/28/12
KHOUGHTO
08/28/12
KHOUGHTO
08/28/12
KHOUGHTO
08/28/12
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12242006

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12242006 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. PHILADELPHIA PA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 08/29/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/29/12 SATISFIED... Y EVALUATION CDS T1
CLOSING SENT, N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUET16M066 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 03/02/07 SERIES USG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/02/07 MODEL. N78 SELLING.... 36059 DESIMONE ISUZU 18 02
PROD DT.. 08/29/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST INQUIRING IF VEH IS INVOLVED IN WINDOW SWITCH RECALL.

ACTIONS:

08/29/12 CD: NOM UPDATED OWNER INFO AND ADV CUST WOULD BE CONTACTED 08/29/12
CDISSING
BY MAIL IF VEH INVOLVED IN RECALL. 08/29/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12242017

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12242017 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. CHESAPEAKE VA [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/29/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/29/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 11033053 12233010

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S172 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 05/23/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 05/23/07 MODEL. S46 SELLING.... 44047 LITTLE JOE'S ISUZU 17 02
PROD DT.. 07/27/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES CALLING TO GET MORE INFORMATION ON RECALL FOR WINDOW SWITCH. STATES HAS HAD PROBLEMS WITH WINDOW SWITCH FOR QUITE SOME TIME.

ACTIONS:
08/29/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 08/29/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 08/29/12
WMOORE
08/29/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12243009

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12243009 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED] L
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. HOUSTON TX [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/30/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/30/12 SATISFIED... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13SX7 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 11/07/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/07/07 MODEL. S46 SELLING.... 41098 WESTSIDE ISUZU 02 01
PROD DT.. 07/31/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST INQUIRING IF VEH HAS ANY OPEN RECALLS, CUST HEARD OF POSSIBLE
RECALL ON POWER WINDOW MOTORS.

ACTIONS:
08/30/12 CD: NOM VERIFIED OWNER INF AND ADV VEH HAS NO OPEN RECALLS 08/30/12
C DISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12243010

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12243010 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. GLADSTONE MO [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 08/30/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 08/30/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER.,
PERIOD 1 06/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S662 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 04/06/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 04/06/07 MODEL. S46 SELLING.... 23023 JACK MILLER ISUZU 03 01
PROD DT.. 10/02/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES CALLING FOR INFO ON WINDOW SWITCHRECALL.

ACTIONS:
08/30/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 08/30/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 08/30/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12248003

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12248003 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] D

C/S/Z.. PLYMOUTH

NH [REDACTED] FGN 0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 09/04/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/04/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN ENDING EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00 INV CTL NBR..

ICSI SURVEY.. 000000

PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00

XREF: 06297003 07270015

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S562 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 01/22/06 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 01/22/06 MODEL. T46

SELLING.... 27020

AUTO-TORIUM ISUZU 19 02

PROD DT.. 07/20/05 YEAR.. 06

SERVICING.. 99999

MILEAGE..

SOURCE V ACCOUNTABLE

INQUIRY: C/S CALLING ABOUT WINDOW SWITCH RECALL.

ACTIONS:

9/4/12 TJM: UPDATED OWNERS INFO. ADV NO OPEN RECALLS ON VEH. ADV IF

09/04/12

VEH IS INCLUDED IN ANY UPCOMGIN RECALLS THE CUST WILL BE NOTIFIED.

TMALONEY

09/04/12

CUST THANKED.

TMALONEY

09/04/12

TMALONEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12248007

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12248007 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. AUSTIN TX [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 09/04/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/04/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04 03
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 08007008 08134017
10067003 10350002

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13S862 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 12/11/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 12/11/06 MODEL. S46 SELLING... 41100 QUALITY ISUZU OF AUSTI 02 01
PROD DT.. 09/08/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 72300 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES REAR WINDOW WENT DOWN BY ITSELF YESTERDAY, CUST STATES SHE IS BORROWING FRIENDS VEH'S BECAUSE SHE IT AFRAID IT WILL CATCH ON FIRE. CUST STATES THE CE LIGHT HAS BEEN ON FOR OVER A YEAR, CUST STATES IT COMES ON WHEN HER VEH HAS LESS THAN 1/2 TANK OF FUEL. CUST STATES HER CENTER CONSOLE IS BROKEN, CUST STATES REAR AIR COND DOES NOT WORK, CUST STATES SHE THINKS SHE HAS A LEMON, CUST WANTS VEH TOWED TO DLR.

ACTIONS:
09/04/12 WLB: ADV CUST SHE SHOULD TAKE TO DLR AND HAVE ISSUES FIXED. 09/04/12 WBONNELL
ADV CUST VEH MAY NOT BE PART OF CAMP ANNOUNCED ON THE THE NEWS 09/04/12 WBONNELL

REPORT NO:ACA040-0

==> 12248009

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12248009 ORIGINATING REGION: 00 HANDLING REGION: 02
 OWNER-1 [REDACTED]
 OWNER-2 [REDACTED]
 ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
 C/S/Z.. VARNEY WV [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 09/04/12 TYPE..... T ACKNOW.SENT... N
 CLOSED DATE 09/04/12 SATISFIED.... Y EVALUATION CDS T1 G5
 CLOSING SENT. N APEC CODES... 04
 DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S262 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
 RETAIL DT 11/27/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 11/27/06 MODEL. S46 SELLING.... 33050 GANLEY ISUZU 16 02
 PROD DT.. 05/05/06 YEAR.. 06 SERVICING.. 99999
 MILEAGE.. 93200 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES LAST WEEK SAW SMOKE COMING FROM DOOR AND NOTICE WINDOW SWITCH HAD MELTED. STATES JUST SAW THERE IS A RECALL FOR WINDOW SWITCH.

ACTIONS:

09/04/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 09/04/12
 ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
 MAIL. 09/04/12 WMOORE
 10/22/12 WLB: CUST STATES DOOR STARTED SMOKING ABOUT A MONTH AGO. 10/22/12
 NOM ASKED IF STILL SMOKING. CUST STATES IT HAS STOPPED AND HE POPPED WBONNELL
 THE TOP PLATE OFF OF DOOR PANEL AND YOU CAN SEE IT HAS A BURNT SPOT 10/22/12
 ON SWITCH. ADV IF CUST THINKS IT IS STILL A FIRE DANGER HE CAN HAVE WBONNELL
 SWITCH REPLACED AND HE CAN APPLY FOR REIMB WHEN CAMP IS LAUNCHED. 10/22/12
 CUST STATES HE DOES NOT HAVE MONEY FOR SWITCH. ADV IT IS CUST WBONNELL
 DECISION. 10/22/12 WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12250010

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12250010 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. KANSAS CITY MO [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 09/06/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/06/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 05319003

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13SX62 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 08/26/05 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 08/26/05 MODEL. T46 SELLING.... 23023 JACK MILLER ISUZU 03 01
PROD DT.. 07/25/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST FIANCE' CALLED ([REDACTED]) FOR INFO IN WINDOW SWITCH RECALL FOR CUST VEH.

ACTIONS:

09/06/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 09/06/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 09/06/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12250013
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12250013 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. SOUTHAVEN MS [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 09/06/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/06/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. Y APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13S47 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 12/11/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 12/11/07 MODEL. S46 SELLING.... 40023 GWATNEY ISUZU 12 02
PROD DT.. 06/22/07 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST INQUIRING ON POWER WINDOW ELECTRICAL RECALL AND IS INQUIRING IF THIS VEH IS INVOLVED

ACTIONS:
9/6/12 CD: NOM ADV VEH HAS NO OPEN RECALLS, IF THIS VEH IS INVOLVED 09/06/12
CDISSING
IN ANY FUTURE RECALL, CUST WILL BE NOTIFIED BY MAIL, OWNER INFO 09/06/12
CDISSING
UPDATED. 09/06/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12250014

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12250014 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. COLLINGSWOOD

FGN

BUS PHONE: 000/000-0000 EXT: 0000

NJ [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 09/06/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/06/12

SATISFIED.... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S772 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/13/08 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 10/13/08 MODEL, T66

SELLING.... 28045

MATT BLATT GLSBORO ISU 18 02

PROD DT.. 05/07/07 YEAR.. 07

SERVICING.. 99999

MILEAGE.. 47524 SOURCE

V ACCOUNTABLE

INQUIRY: CUST STATES HEARD THERE IS A RECALL FOR WINDOWS ON HER VEH. CALLING FOR ADD'L INFORMATION ON RECALL.

ACTIONS:

09/06/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN

09/06/12

ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA

WMOORE

09/06/12

MAIL.

WMOORE

09/06/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12254018

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12254018 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] AY FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. CORAL SPGS FL [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 09/10/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/10/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13S062 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 08/30/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 08/30/06 MODEL. S66 SELLING.... 08090 LAKELAND ISUZU 14 02
PROD DT.. 09/26/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST ADV OF SMOKE FROM PASS DOOR, CUST HAS SEEN ON THE NEWS OF A
POSSIBLE RECALL RELATED TO THIS CONCERN. CUST SEEKING DIRECTION.

ACTIONS:
9/10/12 CD: NOM ADV VEH HAS NO CURRENT OPEN RECALL, OWNER INFO 09/10/12
CDISSING
UPDATED. NOM ADV IF ANY RECALL RELEASED, OWNER WILL BE NOTIFIED BY 09/10/12
CDISSING
MAIL. 09/10/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12255007

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12255007 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

OWNER-2

ADDRESS

C/S/Z.. ROYAL OAK

FGN

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

OPENED DATE 09/11/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/11/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S472

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/09/08

SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 06/09/07

MODEL. T46

SELLING.... 20021

JOHN ROGIN ISUZU

16 02

PROD DT.. 05/16/07

YEAR.. 07

SERVICING.. 99999

MILEAGE.. 60000

SOURCE

V ACCOUNTABLE

INQUIRY: C/S CALLING RE RECALL FOR DOOR SWITCHES.

ACTIONS:

9/11/12 KLH: ADVISED C/S RECALL HAS NOT YET BEEN RELEASED AND WHEN IT IS IF HER VEH IS INVOLVED SHE WILL RECEIVE NOTIFICATION BY MAIL.

09/11/12
KHOUGHTO
09/11/12
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12255012

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12255012 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. HUMBOLDT TN [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 09/11/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/11/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER.,
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUES16S366 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 04/30/06 SERIES USG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 04/30/06 MODEL. H46 SELLING.... 40008 TED RUSSELL ISUZU 12 02
PROD DT.. 08/29/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 119390 SOURCE V ACCOUNTABLE

INQUIRY: C/S HEARD ABOUT THE GM RECALL FOR DRIVER SIDE WINDOWS AND STATES SHE IS HAVING A PROBLEM WITH THE WINDOW NOT WANTING TO GO UP OR DOWN AT TIMES. C/S STATES SHE READ THAT TN IS NOT INVOLVED BUT SHE IS HAVING A PROBLEM.

ACTIONS:

9/11/12 KLH: ADVISED C/S RECALL HAS NOT BEEN RELEASED AND THERE ARE 09/11/12
NO DETAILS AVAILABLE AT THIS TIME. RECOMMENDED IF SHE DECIDES TO 09/11/12
HAVE REPAIRED THAT SHE MAINTAIN THE RO AND PROOF OF PMT AND IF HER 09/11/12
VEH IS INVOLVED SHE WILL BE NOTIFIED BY MAIL. 09/11/12
KHOUGHTO
KHOUGHTO
KHOUGHTO
KHOUGHTO
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12257008

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12257008 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED] JONI
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. MIDLOTHIAN VA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 09/13/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/13/12 SATISFIED.... Y EVALUATION CDS T1 G5
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S172 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 03/19/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/19/07 MODEL. S46 SELLING.... 31023 UNIVERSITY ISUZU 13 02
PROD DT.. 09/08/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 62000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SHE HAD ALOT OF SMOKE COMING OUT OF THE SWITCH PANEL.
CUST STATES SHE HAD TO HAVE IT REPLACED IN APRIL.

ACTIONS:

09/13/12 WLB: ADV CUST CAMPAIGN HAS NOT BEEN LAUNCHED YET. ADV CUST 09/13/12
WBONNELL
IF PART OF CAMPAIGN SHE WILL BE NOTIFIED AND MAY BE ABLE TO SUBMIT 09/13/12
WBONNELL
FOR REIMB. 09/13/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

==> 12258007

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12258007 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN

BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. BIG CLIFTY KY [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 09/14/12 TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/14/12 SATISFIED... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN ENDING EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00 INV CTL NBR..

ICSI SURVEY.. 000000

PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13SX6 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N

RETAIL DT 09/13/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN

DEMO DT.. 09/13/06 MODEL. S46 SELLING... 38016 MYRTLE BEACH ISUZU 13 02

PROD DT.. 05/02/06 YEAR.. 06 SERVICING.. 99999

MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST ADV THAT THE POWER WINDOWS QUIT WORKING. CUST ADT THAT HER SON HAS REMOVED THE DOOR PANEL AND SOMTHING APPEARS TO HAVE BEEN OVERHEATED IN HARNESS. CUST FOUND SOME INFORMATION ON THE INTERNET CONCERNING A RECALL. CUST IS INQUIRING IF THIS VEH IS INCLUDED.

ACTIONS:

9/14/12 CD: NOM ADV THAT VEH HAS NO RECALL ON WINDOW HARNESS. 09/14/12

CDISSING

NOM ADV THAT GM ISSUED NOTICE OF POSSIBE RECALL AT FUTURE DATE BUT NO 09/14/12

CDISSING

INFO HAS BEEN RELEASED TO ISUZU. NOM UPDATED CUST VIN FILE. 09/14/12

CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12263003
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12263003 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. STEM NC [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 09/19/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/19/12 SATISFIED.... N EVALUATION CDS T1 G5
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 07267018

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S562 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 10/15/05 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 10/15/05 MODEL. S46 SELLING.... 31023 UNIVERSITY ISUZU 13 02
PROD DT.. 07/27/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 106000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES WINDOW STOPPED WORKING YESTERDAY IN THE MIDDLE OF A RAIN
STORM. CUST STATES THE SWITCHES STARTED SMOKING HEAVILY AND HE HAD TO
DISCONNECT THE WIRES TO KEEP IT FROM STARTING THE VEH ON FIRE.

ACTIONS:

09/19/12 WLB: ADV CUST TO GET VEH FIXED AND KEEP RCPT'S. CUST 09/19/12
WBONNELL
STATES HE CAN'T AFFORD TO HAVE IT FIXED. CUST STATES HE IS GOING TO 09/19/12
WBONNELL
TRY TO GET A PART OUT OF A JUNK YARD BECAUSE THE WINDOW WON'T GO 09/19/12
WBONNELL
UP. CUST STATES HE IS UNEMPLOYED RIGHT NOW AND CAN'T AFFORD A NEW 09/19/12
WBONNELL
PART. ADV CUST HE ALSO HAS CAMP 05V-455 FOR POWER STEERING HOSE 09/19/12
WBONNELL
FRACTURE. 09/19/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12263010
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12263010 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. GILBERT AZ [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 09/19/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/19/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 02 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S872 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/15/08 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/15/08 MODEL. S66 SELLING.... 02003 CHAPMAN ISUZU 05 01
PROD DT.. 05/30/07 YEAR.. 07 SERVICING.. 02025 CHAPMAN ISUZU 05 01
MILEAGE.. 60000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES HIS FUEL SENDING UNIT IS BROKEN. CUST STATES HE CAN SEE
ONLINE THAT THIS IS A PROBLEM. CUST STATES HE IS ALSO HAVING A
PROBLEM WITH HIS DOOR LOCKS. CUST STATES THEY WILL CONSTANTLY LOCK
AND UNLOCK WHILE DRIVING. CUST STATES THAT WILL LAST A COUPLE DAYS
AND THEN IT WILL STOP FOR A COUPLE OF DAYS.

ACTIONS:
09/19/12 WLB: ADV CUST TO TAKE VEH TO DLR. ADV FUEL SENDING UNIT IS 09/19/12
WBONNELL
NOT COVERED UNDER WARRANTY. CUST STATES TRAILBLAZER HAS CAMP AND HE 09/19/12
WBONNELL
THINKS ISUZU SHOULD ALSO HAVE ONE. ADV NO CAMP. 09/19/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12264005

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12264005 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1

OWNER-2

ADDRESS

C/S/Z,, MT DORA

FGN

FL

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE:

OPENED DATE 09/20/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/20/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.,... 4NUDS13S672

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 04/12/07 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 04/12/07 MODEL. S46

SELLING.... 08106

CENTRAL FLORIDA ISUZU 14 02

PROD DT.. 11/09/06 YEAR.. 07

SERVICING.. 99999

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: CUST HAS SEEN THAT A RECALL WAS TO BE RELEASED ON THE POWER WINDOWS ON GM BUILT VEHICLES, CUST IS REQUESTING INFO ON RECALL.

ACTIONS:

9/20/12 CD: NOM UPDATED OWNER INFO AND ADV THAT VEH HAS NO OPEN	09/20/12
	CDISSING
RECALLS. NOM ADV THAT NO OFFICIAL NOTIFICATION HAS BEEN RECEIVED FROM	09/20/12
	CDISSING
GM. NOM ADV THAT POSSIBLE RECALL ON POWER WINDOW SWITCH FOR VEH IN	09/20/12
	CDISSING
OPERATION IN SALT BELT STATES. NOM ADV THAT VEH INVOLVED WOULD BE	09/20/12
	CDISSING
SENT A RECALL NOTICE.	09/20/12
	CDISSING
CUST ACKNOWLEDGED.	09/20/12
	CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12268022

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12268022 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. RICHMOND IN [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 09/24/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 09/24/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUET16S766 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 11/08/07 SERIES USG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/08/07 MODEL. N66 SELLING.... 12022 INDY ISUZU 04 01
PROD DT.. 08/04/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST INQ ON WINDOW CAMP ANNOUNCED BY GM.

ACTIONS:

09/24/12 WLB: ADV CUST CAMP HAS NOT BEEN LAUNCHED. ADV CUST OF 09/24/12
WBONNELL
05V-455 FOR POWER STEERING HOSE. 09/24/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 12269015

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12269015 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. SUNRISE BEACH

FGN

BUS PHONE: 000/000-0000 EXT: 0000

MO 65079 0000

RES PHONE: [REDACTED]

OPENED DATE 09/25/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 09/25/12

SATISFIED.... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF: 11200016

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S172 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 10/31/07 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 10/31/07 MODEL. T46

SELLING... 23023

JACK MILLER ISUZU

03 01

PROD DT.. 06/25/06 YEAR.. 07

SERVICING.. 99999

MILEAGE.. 81000

SOURCE

V ACCOUNTABLE

INQUIRY: CUST CALLED FOR INFO ON RECALL FOR WINDOW SWITCH. STATES SAW STORY ON THE NEWS AND READ IT IN THE PAPER.

ACTIONS:

09/25/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN

09/25/12

ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA

WMOORE

09/25/12

MAIL.

WMOORE

09/25/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12275001

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12275001 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. MCKEESPORT PA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/01/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/01/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S372 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 06/28/08 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 06/28/08 MODEL. S46 SELLING.... 36064 COURTESY ISUZU 16 02
PROD DT.. 06/07/07 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: C/S CALLING ABOUT WINDOW SWITCH RECALL.

ACTIONS:

10/01/12 TJM: UPDATED OWNERS INFO, ADV SWITCH RECALL HAS NOT BEEN 10/01/12
ISSUED YET. CUST THANKED. TMALONEY
TMALONEY

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12275003

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12275003 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. PHILADELPHIA

FGN

BUS PHONE: 000/000-0000 EXT: 0000

PA [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 10/01/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/01/12

SATISFIED... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S862 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 01/16/07 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 01/16/07 MODEL. S46

SELLING... 36059

DESIMONE ISUZU

18 02

PROD DT.. 05/02/06 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 69000

SOURCE

V ACCOUNTABLE

INQUIRY: CUST STATES DRIVER SIDE WINDOW HAS WORKED ON AND OFF, BUT NOW WILL NOT WORK AT ALL. STATES FORMER DLR, FROM WHOM SHE PURCHASED THE VEH, TOLD HER THERE IS A RECALL FOR WINDOW SWITCH.

ACTIONS:

10/01/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN

10/01/12

ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA

WMOORE

10/01/12

MAIL.

WMOORE

10/01/12

WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12275017

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12275017 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. DREXELL PA 19026 0000 RES PHONE: [REDACTED]

OPENED DATE 10/01/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/01/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S862 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 01/13/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 01/13/06 MODEL. S46 SELLING.... 28043 MATT BLATT VINELAND IS 18 02
PROD DT.. 07/29/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 62000 SOURCE V ACCOUNTABLE

INQUIRY: C/S STATES SHE HAS A PRINTOUT FROM THE INTERNET REGARDING A RECALL FOR THE DOOR SWITCH, C/S ASKING WHAT SHE SHOULD DO.

ACTIONS:

10/1/12 KLH: ADVISED RECALL HAS NOT YET BEEN ISSUED AND AT THIS POINT 10/01/12
KHOUGHTO
SHE HAS A CHOICE TO WAIT FOR IT TO BE ISSUED OR HAVE REPAIRED AT HER 10/01/12
KHOUGHTO
EXPENSE AND IF IT TURNS OUT TO BE THE SAME REPAIR AS THE RECALL SHE 10/01/12
KHOUGHTO
CAN MOST LIKELY SUBMIT FOR REIMB. C/S THANKED FOR THE INFO. 10/01/12
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12277006

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12277006 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. CHINO VALLEY AZ [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/03/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/03/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S86 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 03/10/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/10/06 MODEL. S46 SELLING.... 23023 JACK MILLER ISUZU 03 01
PROD DT.. 07/21/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 90000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES HER LOCK/UNLOCK CONTROLS ARE NOT WORKING ON HER CONTROL
PANEL. CUST STATES HER BACK HATCH IS ALSO NOT WORKING.

ACTIONS:
10/03/12 WLB: ADV CUST SHE WILL BE NOTIFIED IF HER VEH IS PART OF 10/03/12
WBONNELL
CAMP. ADV CUST IF SHE FEELS IT IS UNSAFE SHE SHOULD GET FIXED. ADV 10/03/12
WBONNELL
TO KEEP RECEIPTS. ADV SHE CAN SUBMIT FOR REIMB IF HER VEH IS PART OF 10/03/12
WBONNELL
CAMP. 10/03/12
WBONNELL

REPORT NO:ACA040-0

==> 12278005

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12278005 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

FGN

BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. MCMINNVILLE

TN [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 10/04/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/04/12

SATISFIED.... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00

00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00

00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S06 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 03/11/06

SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/11/06

MODEL. S66

SELLING.... 40002

LONG ISUZU

11 02

PROD DT.. 10/08/05

YEAR.. 06

SERVICING.. 99999

MILEAGE.. 142990

SOURCE

V

ACCOUNTABLE

INQUIRY: CUST INQ ON WINDOW MODULE CAMP, CUST STATES HIS SHORTED OUT AND DOES NOT WORK.

ACTIONS:

10/04/12 WLB: ADV CAMP HAS NOT BEEN LAUNCHED. ADV NOT ALL STATES

10/04/12

WBONNELL

ARE UNDER CAMP. ADV IF HIS VEH IS AFFECTED HE WILL RCV NOTICE.

10/04/12

WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12279004

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12279004 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. SARASOTA FL [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/05/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/05/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER.,
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S162 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 04/15/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 04/15/06 MODEL. S46 SELLING..., 08020 MIDWAY ISUZU 15 02
PROD DT.. 08/31/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 46000 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLING FOR LOCATION OF NEAREST DLR TO TAKE VEH TO FOR GM WINDOW SWITCH RECALL.

ACTIONS:

10/05/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 10/05/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 10/05/12
WMOORE 10/05/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 12282002

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12282002 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED] ROBERT

OWNER-2

ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. PORT ST LUCIE FL [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/08/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/08/12 SATISFIED.... N EVALUATION CDS T1
DEFERRAL> BEGIN ENDING EXPENSE RECAP CLOSING SENT. N APEC CODES.... 04
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. REPAIR ORDER..
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 ICSI SURVEY.. 000000
XREF: 10134018

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUES16S466 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/18/06 SERIES USG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/18/06 MODEL. H46 SELLING.... 08071 CHARLIE'S ISUZU 15 02
PROD DT.. 07/28/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 70000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES HAS NOT REC'D NOTICE FOR WINDOW SWITCH RECALL FOR ASCENDERS.

[REDACTED]

ACTIONS:

10/08/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 10/08/12
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA WMOORE
MAIL. 10/08/12
WMOORE

[REDACTED]

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12282006

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12282006 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED] DAVID
OWNER-2
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. FERNLEY NV [REDACTED] RES PHONE [REDACTED]

OPENED DATE 10/08/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/08/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUET16M566 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 11/21/05 SERIES USG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/21/05 MODEL. N78 SELLING.... 04185 STEVENS CREEK ISUZU 07 01
PROD DT.. 08/22/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 171623 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES SAW ON NEWS A FEW MONTHS AGO THAT THERE IS A RECALL ON WINDOW SWITCHES FOR HIS VEH. STATES HIS DRIVER'S SIDE WINDOW WILL NOT GO UP.

ACTIONS:

10/08/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS BEEN 10/08/12
WMOORE
ISSUED. ADVISED IF ANY RECALLS ARE ISSUED CUST WILL BE ALERTED VIA 10/08/12
WMOORE
MAIL. ADVISED SHOULD CUST HAVE WINDOW SWITCH REPLACED TO KEEP RO AND 10/08/12
WMOORE
PROOF OF PYMNT TO SUBMIT FOR REVIEW FOR POSSIBLE REIMB. 10/08/12
WMOORE

REPORT NO:ACA040-0

==> 12284002

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

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REGION 00 REQUEST

COMPANY: A CASE NO: 12284002 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. MONROE

CT [REDACTED] FGN 0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 10/10/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/10/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES... 04

DEFERRAL> BEGIN ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13SX62 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 09/19/07 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 09/19/07 MODEL. T46

SELLING.... 06028

DANBURY ISUZU

19 02

PROD DT.. 10/20/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 23000 SOURCE V

ACCOUNTABLE

INQUIRY: CUST CALLED TO SEE IF VEH HAS ANY RECALLS OPEN. STATES SAW RECALL FOR WINDOW CNTRL SWITCH ONLINE.

ACTIONS:

10/10/12 WLM: ADVISED CUST NO INFO AVAILABLE AS NO RECALL HAS

10/10/12

BEEN ISSUED. VEH HAS HAD NO RECALLS ISSUED FOR IT. ADVISED IF ANY

WMOORE

10/10/12

RECALLS ARE ISSUED CUST WILL BE ALERTED VIA MAIL.

WMOORE

10/10/12

WMOORE

REPORT NO:ACA040-0

==> 12284003

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12284003 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. MACHESNEY PARK

IL [REDACTED] FGN

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 10/10/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/10/12

SATISFIED.... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S662 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 03/31/07 SERIES UTG2

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 03/31/07 MODEL. S46

SELLING.... 41096

WORLD CAR ISUZU

02 01

PROD DT.. 07/25/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 91900

SOURCE V

ACCOUNTABLE

INQUIRY: CUST STATES SHE HEARD ABOUT WINDOW MODULE RECALL. CUST STATES THAT HER WINDOWS AND LOCKS INTERMITTENTLY WORK. CUST STATES SOMETIMES SHE CAN HEAR IT SHORTING OUT. CUST STATES THAT WHEN IT IS REALLY BAD ALL OF HER WARNING LIGHTS ON THE DASH COME ON. CUST STATES THAT IF SHE TURNS VEH OFF WHEN ALL THE LIGHTS ARE ON THE DASH SHE WON'T BE ABLE TO START THE VEH FOR AWHILE. CUST STATES HER INDEP SHOP THINKS THE WINDOW SHORTING OUT IS DAMAGING TO THE MAIN CIRCUIT BOARD.

ACTIONS:

10/10/12 WLB: ADV CUST TO HAVE FIXED AND SAVE RECEIPTS FOR POSSIBLE

10/10/12

WBONNELL

RECALL.

10/10/12

WBONNELL

REPORT NO:ACAD40-0

==> 12286008

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

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REGION 00 REQUEST

COMPANY: A CASE NO: 12286008 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. VIRGINIA BCH

FGN VA [REDACTED] 0000

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 10/12/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/12/12

SATISFIED,... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUET16S866 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 12/04/06 SERIES USG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 12/04/06 MODEL. N46

SELLING.... 44047

LITTLE JOE'S ISUZU 17 02

PROD DT.. 11/17/05 YEAR.. 06

SERVICING.. 44053

LITTLE JOE'S ISUZU 17 02

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: CUST ADV OF A CONCERN WITH THE BRAKE LAMP BULBS, C/S THAT HE HAS HEARD OF A PENDING RECALL ON ELECTRICAL SWITCHES AND IS INQUIRING IF THIS VEH IS INVOLVED IN ANY RECALLS.

ACTIONS:

10/12/12 CD: NOM UPDATED OWNER INFO AND ADV VEH HAS NO OPEN RECALLS

10/12/12

CDISSING

IF ANY RECALL IS RELEASED CUST WILL BE ADV BY MAIL

10/12/12

CDISSING

ONLY PARTIAL INFO HAS BEEN RELEASED ON POWER WINDOW SWITCH.

10/12/12

CDISSING

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A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12286010

TIME: 09:48:34

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COMPANY: A CASE NO: 12286010 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. N. AURORA IL [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/12/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/12/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 08014016

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S362 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/08/06 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/08/06 MODEL. T66 SELLING.... 11048 MANCARI'S ISUZU 04 01
PROD DT.. 09/01/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 126000 SOURCE V ACCOUNTABLE

INQUIRY: C/S STATES MASTER DOOR SWITCH WILL NOT OPERATE PROPERLY AND HE READ
THERE IS A RECALL. C/S CALLED CHEVROLET AND WAS ADVISED TO CALL
ISUZU.

ACTIONS:

10/12/12 KLH: ADVISED C/S RECALL HAS NOT YET BEEN LAUNCHED AND WHEN 10/12/12
KHOUGHTO
IT IS HE WILL BE NOTIFIED BY MAIL. C/S ASKED WHAT HE SHOULD DO IN 10/12/12
KHOUGHTO
THE MEANTIME AND HE WAS ADVISED IF HE CHOOSES TO HAVE IT REPAIRED NOW 10/12/12
KHOUGHTO
AND IT TURNS OUT TO BE RECALL RELATED THERE MIGHT BE THE POSSIBILITY 10/12/12
KHOUGHTO
OF REIMB. C/S STATES HE CAN LIVE WITH IT FOR NOW. 10/12/12
KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 12289013

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12289013 ORIGINATING REGION: 00 HANDLING REGION: 01
 OWNER-1 [REDACTED] J
 OWNER-2 [REDACTED] CELL: [REDACTED]
 ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
 C/S/Z.. KANSAS CITY MO [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/15/12 TYPE..... T ACKNOW.SENT... N
 CLOSED DATE 10/15/12 SATISFIED.... Y EVALUATION CDS T1
 CLOSING SENT. N APEC CODES.... 04
 DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 08154006 10207009

VEHICLE DESCRIPTION: ASCENDER
 V.I.N.... 4NUDT13S062 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
 RETAIL DT 04/30/07 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 04/30/07 MODEL. T46 SELLING.... 14013 OLATHE ISUZU 03 01
 PROD DT.. 10/22/05 YEAR.. 06 SERVICING.. 99999
 MILEAGE.. 64500 SOURCE V ACCOUNTABLE

INQUIRY: CUST INQ ON RECALL CAMP FOR WINDOW MODULE. CUST STATES WHEN VEH IS
 PUT INTO PARK THE DRIVERS SIDE DOES NOT AUTOMATICALLY UNLOCK ANY
 MORE.

ACTIONS:
 10/15/12 WLB: ADV CAMP HAS NOT BEEN LAUNCHED. ADV TO HAVE FIXED AND 10/15/12
 WBONNELL
 SAVE RCPT'S. ADV IF CAMP RCV'D SUBMIT RCPT'S FOR REIMB. 10/15/12
 WBONNELL

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DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12293003

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12293003 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] SHOEMAKERSVILLE PA [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/19/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/19/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S262 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 08/28/06 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 08/28/06 MODEL. T46 SELLING.... 36060 ROTHROCK ISUZU 18 02
PROD DT.. 08/26/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST INQUIRING ON INSTRUCTIONS FOR LETTER HE RECEIVED FOR RECALL
12V-406

ACTIONS:

10/169/12 CD: ADV CUST THAT HE WILL BE PROVIDED FURTHER DETAIL WHEN 10/19/12
CDISSING
RECALL INFORMATION IS RELEASED. NOM VERIFIED CUST INFO . 10/19/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12293009
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12293009 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. ERIE PA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/19/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/19/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13S472 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/04/08 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 10/22/07 MODEL, T46 SELLING.... 36061 AUTO EXPRESS ISUZU 16 02
PROD DT.. 08/03/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. 44000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES WINDOW CNTRL AND SEVERAL OTHER ELECTRICAL COMPONENTS HAVE STOPPED WORKING. STATES SEES THERE IS A RECALL FOR THAT.

ACTIONS:

10/19/12 WLM: ADVISED NO RECALLS HAVE BEEN ISSUED FOR ANY OF THE 10/19/12
CONCERNS CUST DESCRIBED. ADVISED RECALL 12V-406 PENDING A LAUNCH ONCE WMOORE
PARTS BECOME AVAILABLE, AND WILL MORE THAN LIKELY NOT CORRECT ALL OF 10/19/12
CUSTOMER'S CONCERNS. ADVISED CUST WILL BE NOTIFIED VIA MAIL ONCE WMOORE
RECALL LAUNCHES. 10/19/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12293010
TIME: 09:48:34
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COMPANY: A CASE NO: 12293010 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.: AUBURN NY 13021 0000 RES PHONE: [REDACTED]

OPENED DATE 10/19/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/19/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S762 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 11/18/05 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/18/05 MODEL. S46 SELLING.... 28043 MATT BLATT VINELAND IS 18 02
PROD DT.. 09/08/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: C/S STATES HE TOOK HIS VEH TO LOCAL MECHANIC AND THEY ORDERED THE
DRIVER DOOR WINDOW SWITCH BUT NOBODY COULD PROGRAM IT SO IT WAS
RETURNED TO ISUZU (?) C/S STATES HE DID NOT HAVE TO PAY FOR IT. C/S
STATES SOME PART FROM THE PASS SIDE WAS PUT ON THE DRIVER SIDE AND THE
DRIVER SIDE NOW WORKS BUT NONE OF THE OTHER WINDOWS WORK. C/S STATES
HE JUST REC'D A LTR FROM ISUZU AND WANTS TO KNOW WHERE TO TAKE VEH
FOR RECALL.

ACTIONS:
10/19/12 KLH: ADVISED C/S LTR WAS TO ADVISE A RECALL WILL BE 10/19/12
FORTHCOMING BUT HAS NOT YET BEEN OFFICIALLY LAUNCHED, PROVIDED C/S KHOUGHTO
WITH DLR INFO FOR FUTURE USE. 10/19/12 KHOUGHTO

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12293011
TIME: 09:48:34
PAGE: 1

COMPANY: A CASE NO: 12293011 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: [REDACTED] EXT: 0000
C/S/Z.. DARLINGTON SC [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/19/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/19/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N... 4NUDS13S97 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 06/26/07 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 06/26/07 MODEL. S46 SELLING.... 07006 HERTRICH'S CAPITOL ISU 17 02
PROD DT.. 10/03/06 YEAR.. 07 SERVICING.. 99999
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES HAS CONCERN WITH WINDOWS NOT WORKING FROM TIME TO TIME.
STATES GOT NOTICE FOR WINDOW SWITCH RECALL. CALLING DIRECTIONS.

ACTIONS:

10/19/12 WLM: ADVISED RECALL 12V-406 IS PENDING. ADVISED ONCE 10/19/12
LAUNCHED CUST WILL BE NOTIFIED VIA MAIL. WMOORE
10/19/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12296001

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12296001 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. ALBANY NY [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/22/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/22/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUET16S166 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 03/22/06 SERIES USG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/22/06 MODEL. N46 SELLING.... 30095 GERMAN AUTO HAUS ISUZU 19 02
PROD DT.. 08/01/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 101000 SOURCE V ACCOUNTABLE

INQUIRY: CUST STATES REC'D RECALL LETTER FOR 12V-406. STATES THINKS HER VEH
MAY HAVE THE PROBLEM DESCRIBED IN LETTER. CALLING FOR INSTRUCTIONS.

ACTIONS:
10/22/12 WLM: ADVISED CUST TO AWAIT NEXT LETTER, WHICH SHOULD ARRIVE 10/22/12
WMOORE
AFTER PARTS ARE AVAILBLE. ADVISED LETTER WILL HAVE SPECIFIC 10/22/12
WMOORE
INSTRUCTIONS ON HOW TO PROCEED. 10/22/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12296003

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12296003 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] NV [REDACTED] FGN [REDACTED] BUS PHONE: 000/000-0000 EXT: 0000
[REDACTED] LAS VEGAS [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/22/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/22/12 SATISFIED.... N EVALUATION CDS T1 G5 H1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER
V.I.N.... 4NUDS13S86 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 11/26/05 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 11/26/05 MODEL. S46 SELLING.... 23023 JACK MILLER ISUZU 03 01
PROD DT.. 07/20/05 YEAR.. 06 SERVICING.. 26010 COURTESY ISUZU 06 01
MILEAGE.. 138750 SOURCE V ACCOUNTABLE

INQUIRY: CUST HUSBAND STATES HIS WIFE WAS IN AN ACCIDENT BECAUSE HER WINDOW
MODULE CAUGHT FIRE WHILE DRIVING. CUST STATES SHE BENT THE BUMPER
AND TIEROD ON THE DRIVERS SIDE. CUST STATES IT WILL COST \$5000 TO
FIX. CUST STATES ESTIMATE IS ASKING TO MUCH MONEY.

ACTIONS:

10/22/12 WLB: ADV CUST IF HE WANTS AN ACCIDENT RECORDED ON FILE, I 10/22/12
WOULD NEED TO TALK TO THE DRIVER. ADV CUST SHOULD GO THROUGH WBONNELL
INSURANCE COMPANY. CUST STATES THEY SHOULD NOT HAVE TO GO THRU WBONNELL
INSURANCE BECAUSE THE ACCIDENT IS OUR FAULT BECAUSE SHE WAS AFRAID OF 10/22/12
THE FIRE. CUST STATES THEY CAN'T GO THRU INSURANCE BECAUSE THEY ONLY WBONNELL
HAVE LIABILITY. ADV CUST TO HAVE DRIVER CALL TO FILL OUT ACCIDENT WBONNELL
REPORT. 10/22/12
* 10/22/12
* 10/22/12
ACCIDENT REPORT BELOW.....WLM 10/22/12
* 10/22/12
WMOORE

COMPANY: A CASE NO: 12296003 (CONTINUED)

ACTIONS:

*

DATE OF INCIDENT: OCT 5, 2010_____	TIME: EARLY MORNING_____	10/22/12
		WMOORE
NAME OF OWNER: [REDACTED]_____		10/22/12
		WMOORE
NAME OF DRIVER (IF DIFFERENT): _____		10/22/12
		WMOORE
LOCATION OF INCIDENT: [REDACTED]_____		10/22/12
		WMOORE
		10/22/12
		WMOORE
DETAILS OF INCIDENT: CUST STATES WAS DRIVING AND TRYING PUT WINDOW		10/22/12
DOWN JUST BEFORE MAKING A LEFT HAND TURN. STATES THE ARM REST/PANEL		10/22/12
BECAME VERY HOT, WHICH STARTLED HER. STATES SHE JUMPED BACK AND ENDED		10/22/12
UP RUNNING INTO ANOTHER VEH. _____		10/22/12
		WMOORE
		10/22/12
		WMOORE
		10/22/12
		WMOORE
LOCATION OF VEHICLE: AT CUSTOMER HOME, IN GARAGE. _____		10/22/12
		WMOORE
		10/22/12
		WMOORE
WERE THERE ANY INJURIES?: YES ___ NO <u>X</u>		10/22/12
		WMOORE
IF YES, PROVIDE NAMES AND DESCRIPTION OF INJURIES: _____		10/22/12
		WMOORE
		10/22/12
		WMOORE
		10/22/12
		WMOORE
DESCRIBE ANY PROPERTY DAMAGE: STATES HER VEH AND THAT OF PERSON SHE		10/22/12
HIT IS DAMAGED. STATES HERS CAN STILL BE DRIVEN, BUT NOT WITHOUT DOING		10/22/12
FURTHER DAMAGE. _____		10/22/12
		WMOORE
		10/22/12
		WMOORE
WERE SEAT BELTS WORN?: YES <u>X</u> NO ___		10/22/12
		WMOORE
WAS THE INCIDENT REPORTED TO THE POLICE?: YES <u>X</u> NO _____		10/22/12
		WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 12296003

TIME: 09:48:34

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COMPANY: A CASE NO: 12296003 (CONTINUED)

ACTIONS:

AGENCY INVOLVED: LAS VEGAS METROPOLITAN POLICE_____ 10/22/12
WMOORE

REPORT#: 121005-1034_____ 10/22/12
WMOORE

WAS INCIDENT REPORTED TO INSURANCE COMPANY? YES NO _____ 10/22/12
WMOORE

NAME OF INSURANCE COMPANY: ACCESS AMERICAN_____ 10/22/12
WMOORE

INSURANCE COMPANY CONTACT: SOMEONE AT CORPORATE OFFICE._____ 10/22/12
WMOORE

OWNER REFERRED TO INSURANCE CARRIER?: YES NO _____ 10/22/12
WMOORE

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12296009

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12296009 ORIGINATING REGION: 00 HANDLING REGION: 01
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. KANSAS CITY KS [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/22/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/22/12 SATISFIED.... N EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S162 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 02/12/07 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 02/12/07 MODEL. T66 SELLING.... 23023 JACK MILLER ISUZU 03 01
PROD DT.. 05/09/06 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 130000 SOURCE V ACCOUNTABLE

INQUIRY: CUST INQ ON WINDOW MODULE CAMP.

ACTIONS:

10/22/12 WLB: ADV CUST HER VEH IS NOT REGISTERED IN A STATE THAT HAS 10/22/12
WBONNELL
THE CAMP. CUST STATES THAT IS NOT RIGHT BECAUSE HER VEH IS IN 10/22/12
WBONNELL
MISSOURI 99% OF THE TIME BECAUSE SHE WORKED THERE. ADV CUST CAMP 10/22/12
WBONNELL
ONLY ON VEH'S REGISTERED IN THOSE STATES. 10/22/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12299001

TIME: 09:48:34

PAGE: 1

COMPANY: A CASE NO: 12299001 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
C/S/Z.. GLASSBORO NJ [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/25/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/25/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDT13S762 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 03/22/06 SERIES UTG4 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 03/22/06 MODEL. T46 SELLING.... 28045 MATT BLATT GLSBORO ISU 18 02
PROD DT.. 12/14/05 YEAR.. 06 SERVICING.. 28053 MATT BLATT GLSBORO ISU 18 02
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST ADV THAT HE HAS APPT SCHEDULED WITH DLR TODAY TO HAVE RECALL
12V-406 COMPLETED, CUST INQUIRING WHAT NEEDS TO BE DONE.
CUST HAS RECEIVED NOTICE OF FORTHCOMING RECALL.

ACTIONS:

10/25/12 CD: NOM ADV THAT THE RECALL INSTRUCTION HAVE NOT BEEN 10/25/12
CDISSING
RELEASED TO DLR. NOM ADV CUST TO WAIT UNTIL HE RECEIVES RECALL 10/25/12
CDISSING
LETTER. CUST ACKNOWLEDGED. 10/25/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM
DAILY ACTIVITY REPORT
REGION 00 REQUEST

==> 12299004

TIME: 09:48:34

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COMPANY: A CASE NO: 12299004 ORIGINATING REGION: 00 HANDLING REGION: 02
OWNER-1 [REDACTED]
OWNER-2 [REDACTED]
ADDRESS [REDACTED]
[REDACTED] RONCEVERTE WV [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/25/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/25/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N... 4NUDS13S862 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 07/08/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 07/08/06 MODEL. S46 SELLING.... 40008 TED RUSSELL ISUZU 12 02
PROD DT.. 05/23/06 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 70000 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLING FOR INFO ON 12V-406. STATES REC'D LETTER AND THINKS SHE HAS RECENTLY STARTED TO SMELL SOMETHING SIMILAR TO A TIRE BURNING.

ACTIONS:

10/25/12 WLM: ADVISED BEYOND INFO CONTAINED IN LETTER THERE IS NO 10/25/12
WMOORE
ADDITIONAL INFORMATION AT THIS TIME. ADVISED ONCE MORE INFO BECOMES 10/25/12
WMOORE
AVAILABLE SHE WILL BE NOTIFIED VIA MAIL. ADVISED CUST TO FOLLOW 10/25/12
WMOORE
RECOMMENDATIONS IN LETTER. 10/25/12
WMOORE

REPORT NO:ACA040-0

==> 12303004

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

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REGION 00 REQUEST

COMPANY: A CASE NO: 12303004 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FGN BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. CHICAGO IL [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/29/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/29/12 SATISFIED.... Y EVALUATION CDS T1
CLOSING SENT. N APEC CODES.... 04
DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S46 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... Y
RETAIL DT 09/01/05 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 09/01/05 MODEL. S46 SELLING.... 23023 JACK MILLER ISUZU 03 01
PROD DT.. 08/10/05 YEAR.. 06 SERVICING.. 99999
MILEAGE.. 120000 SOURCE V ACCOUNTABLE

INQUIRY: CUST CALLED REGARDING LETTER FOR 12V-406 RECALL.

[REDACTED]

ACTIONS:

10/29/12 WLM: ADVISED NO FURTHER INFO AVAILABLE BEYOND WHAT IS STATED 10/29/12 WMOORE
IN LETTER. ADVISED ONCE ADDITIONAL INFO IS AVAILABLE CUST WILL BE 10/29/12 WMOORE
NOTIFIED VIA MAIL. ADVISED 05V-455 RECALL OPEN FOR POWER STEERING 10/29/12 WMOORE
HOSE. 10/29/12 WMOORE

[REDACTED]

REPORT NO:ACA040-0

==> 12304003

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 09:48:34

DAILY ACTIVITY REPORT

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REGION 00 REQUEST

COMPANY: A CASE NO: 12304003 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. CLARKSVILLE

FGN

BUS PHONE: 000/000-0000 EXT: 0000

TN [REDACTED]

RES PHONE: [REDACTED]

OPENED DATE 10/30/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/30/12

SATISFIED.... N

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDT13SX62 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... Y

RETAIL DT 08/01/07 SERIES UTG4

----TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 09/16/05 MODEL. T46

SELLING.... 40AUC

ADESA NASHVILLE AUTO A 01 09

PROD DT.. 08/31/05 YEAR.. 06

SERVICING.. 99999

MILEAGE.. 103358

SOURCE

V

ACCOUNTABLE

INQUIRY: CUST STATES SHE RCV'D CAMP FOR WINDOWS AND EVERYTHING THAT THE NOTICE SPEAKS ABOUT IS HAPPENING TO HER VEH. CUST IS AFRAID THAT IT WILL CATCH ON FIRE AND SHE WILL NOT BE ABLE TO GET HER 2 LITTLE CHILDREN OUT.

ACTIONS:

10/30/12 WLB: ADV CUST SHE CAN TAKE TO DLR TO HAVE COMPLETED BUT SHE 10/30/12
WILL BE RESP FOR PAYMENT. ADV SHE COULD THEN APPLY FOR REIMB WHEN 10/30/12
CAMP RLSD. CUST STATES SHE BOUGHT VEH 1 YEAR AGO AND THE MODULE HAS 10/30/12
BEEN CRACKLING & CLICKING SINCE SHE BOUGHT VEH AND SHE CAN'T AFFORD 10/30/12
TO HAVE IT FIXED ON HER OWN BUT SHE IS VERY SCARED TO DRIVE HER 10/30/12
CHILDREN AROUND. ADV ONLY OPTION AT THIS POINT IS TO TAKE TO DLR AND 10/30/12
HAVE VEH FIXED AT HER EXPENSE. ADV IF IT IS THE SAME ISSUE AS CAMP WE 10/30/12
WILL CONSIDER REIMB. 10/30/12
10/30/12 WLB: CUST WAS TRANSFERRED FROM GM. CUST STATES SHE WILL 10/30/12
CONTINUE TO CALL ANY AND ALL NUMBERS UNTIL SHE GETS HER DOOR FIXED. 10/30/12
CUST STATES SHE HAS TO STRAP HER 2 KIDS INTO CARSEATS (MAKING IT MORE 10/30/12
WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

DAILY ACTIVITY REPORT

REGION 00 REQUEST

==> 12304003

TIME: 09:48:34

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COMPANY: A CASE NO: 12304003 (CONTINUED)

ACTIONS:

DANAGEROUS IN A FIRE), SHE IS PREGNANT, AND HER HUSBAND JUST STARTED	10/30/12
	WBONNELL
A NEW JOB MAKING IN IMPOSSIBLE FOR HER TO PAY NOW.. CUST STATES WE	10/30/12
	WBONNELL
HAVE TO FIX THIS NOW. CUST STATES SHE WILL NOT STOP UNTIL SHE FINDS	10/30/12
	WBONNELL
SOMEONE TO FIX HER PROBLEM.	10/30/12
	WBONNELL

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

==> 12304006

TIME: 09:48:34

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12304006 ORIGINATING REGION: 00 HANDLING REGION: 02
 OWNER-1 [REDACTED]
 OWNER-2 [REDACTED]
 ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000
 C/S/Z.. PONCHATOULA LA [REDACTED] RES PHONE: [REDACTED]

OPENED DATE 10/30/12 TYPE..... T ACKNOW.SENT... N
 CLOSED DATE 10/30/12 SATISFIED.... Y EVALUATION CDS T1
 CLOSING SENT. N APEC CODES.... 04
 DEFERRAL> BEGIN ENDING EXPENSE RECAP REPAIR ORDER..
 PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. ICSI SURVEY.. 000000
 PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 XREF: 07130014

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S072 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
 RETAIL DT 12/07/06 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
 DEMO DT.. 12/07/06 MODEL. S46 SELLING.... 28045 MATT BLATT GLSBORO ISU 18 02
 PROD DT.. 10/03/06 YEAR.. 07 SERVICING.. 16032 AUTO PLEX ISUZU 02 01
 MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST ADV THAT THE POWER DOOR LOCK SWITCH HAS FAILED MANY MONTHS AGO.
 CUST RECEIVED A RECALL LETTER AND IS INQUIRING WHAT SHE SHOULD TO FOR
 REPAIR.

ACTIONS:

10/30/12 CD: NOM ADV THAT RECALL HAS NOT BEEN RELEASED, NOM ADV CUST 10/30/12
 CDISSING
 COULD PAY FOR REPAIR AND SAVE RECIEPT UNTIL RECALL RELEASED OR WAIT 10/30/12
 CDISSING
 UNTIL RECALL RELEASED AND FOLLOW RECALL INSTRUCTIONS. 10/30/12
 CDISSING
 CUST ADV SHE WILL WAIT UNTIL RECALL RELEASED. 10/30/12
 CDISSING

REPORT NO:ACA040-0

==> 12304008

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

TIME: 11:55:25

DAILY ACTIVITY REPORT

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REGION 00 REQUEST

COMPANY: A CASE NO: 12304008 ORIGINATING REGION: 00 HANDLING REGION: 02

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED] FG N BUS PHONE: 000/000-0000 EXT: 0000

C/S/Z.. CHARLESTON WV [REDACTED] 0000 RES PHONE: [REDACTED]

OPENED DATE 10/30/12 TYPE..... T ACKNOW.SENT... N
CLOSED DATE 10/30/12 SATISFIED.... Y EVALUATION CDS T1
DEFERRAL> BEGIN ENDING EXPENSE RECAP APEC CODES.... 04
PERIOD 1 00/00/00 00/00/00 INV CTL NBR.. REPAIR ORDER..
PERIOD 2 00/00/00 00/00/00 TRANSFER DATE 00/00/00 ICSI SURVEY.. 000000
XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUDS13S462 [REDACTED] ---DEALER INFO--- SEND TO SERVICE DEALER... N
RETAIL DT 12/27/05 SERIES UTG2 ----TYPE--- CODE- -----N A M E----- ZONE RGN
DEMO DT.. 12/27/05 MODEL. S46 SELLING.... 41088 NORTH PARK ISUZU 02 01
PROD DT.. 10/04/05 YEAR.. 06 SERVICING.. 46011 JOE HOLLAND ISUZU 16 02
MILEAGE.. SOURCE V ACCOUNTABLE

INQUIRY: CUST ADV THAT HE RECEIVED A RECALL NOTIFACTION LETTER CONCERNING THE
DOOR LOCK AND POWER WINDOW SWITCH. CUST ADV THAT HE STARTED VEH THIS
MORNING AND DROVE FOR 15 MINUTES. WHEN HE WENT OUT AGAIN VEH WILL NOT
START.CUST FEELS THIS IS RELATED TO RECALL AND IS SEEKING DIRECTION.

ACTIONS:

10/30/12 CD: NOM ADV EXACT DETAIL OF RECALL HAS NOT BEEN RELEASED, 10/30/12
CDISSING
NOM ADV THAT IT WOULD BE CUST DECISION TO HAVE VEH REPAIRED. NOM ADV 10/30/12
CDISSING
CUST TO SAVE RECEIPT IF CURRENT CONCERN IS POSSIBLY RELATED. NOM ADV 10/30/12
CDISSING
OF LOCATION OF NEAREST ISUZU DLR. 10/30/12
CDISSING
OWNER INFORMATION UPDATED. 10/30/12
CDISSING

REPORT NO:ACA040-0

DATE: 10/30/12

A.I.M.I. CUSTOMER RELATIONS TRACKING SYSTEM

==> 12304010

TIME: 11:56:46

DAILY ACTIVITY REPORT

PAGE: 1

REGION 00 REQUEST

COMPANY: A CASE NO: 12304010 ORIGINATING REGION: 00 HANDLING REGION: 01

OWNER-1 [REDACTED]

OWNER-2 [REDACTED]

ADDRESS [REDACTED]

C/S/Z.. LIBERTY

MO

FGN

BUS PHONE: 000/000-0000 EXT: 0000

RES PHONE: [REDACTED]

OPENED DATE 10/30/12

TYPE..... T

ACKNOW.SENT... N

CLOSED DATE 10/30/12

SATISFIED.... Y

EVALUATION CDS T1

CLOSING SENT. N

APEC CODES.... 04

DEFERRAL> BEGIN

ENDING

EXPENSE RECAP

REPAIR ORDER..

PERIOD 1 00/00/00 00/00/00

INV CTL NBR..

ICSI SURVEY..

000000

PERIOD 2 00/00/00 00/00/00

TRANSFER DATE 00/00/00

XREF:

VEHICLE DESCRIPTION: ASCENDER

V.I.N.... 4NUES16S466 [REDACTED]

---DEALER INFO---

SEND TO SERVICE DEALER... N

RETAIL DT 06/30/06 SERIES USG2

---TYPE--- CODE-

-----N A M E----- ZONE RGN

DEMO DT.. 06/30/06 MODEL. H46

SELLING.... 23023

JACK MILLER ISUZU 03 01

PROD DT.. 10/20/05 YEAR.. 06

SERVICING.. 23033

JACK MILLER ISUZU 03 01

MILEAGE..

SOURCE

V ACCOUNTABLE

INQUIRY: CUST ADV THAT HE RECIEVED NOTIFACATION OF UPCOMING RECALL ON THE POWER DOOR LOCK AND POWER WINDOW SWITCH. CUST ADV THAT HIS PWR WINDOW SWITCH FAILED TWO DAYS AFTER RECEIVING LETTER. CUST IS INQUIRING WHAT CAN BE DONE TO REPAIR.

ACTIONS:

10/30/12 CD: NOM ADV THAT INSTRUCTIONS ON RECALL HAVE NOT BEEN

10/30/12

CDISSING

RELEASED. NOM ADV CUST THAT HE CAN AUTH AND PAY FOR REPAIR AND SAVE

10/30/12

CDISSING

RECEIPT IN CASE THE CURRENT CONCERN IS DIRECTLY RELATED TO RECALL.

10/30/12

CDISSING

NOM ADV THAT WHEN COMPLETE INFORMATION IS RECEIVED BY ISUZU CUST WILL

10/30/12

CDISSING

BE NOTIFIED BY MAIL AND A REIMBURSEMENT FORM WILL BE INCLUDED.

10/30/12

CDISSING

CUST ACKNOWLEDGED.

10/30/12

CDISSING

EA12-004

GM

12-14-2012

ATTACHMENT Q_05

Ascender_WARRANTY

DATA_Trouble codes

Trouble Code & Description

- 03 Binds/sticks
- 04 Broken in two or more pieces
- 06 Burnt/melted
- 29 Grounded/short circuit
- 35 Leak
- 36 Loose
- 41 Noisy
- 42 Not connected/disconnected
- 44 Open circuit/High resistance
- 47 Overheated
- 51 Plugged/clogged/restricted
- 59 Registers incorrectly
- 63 Seized
- 74 Weak

EA12-004

GM

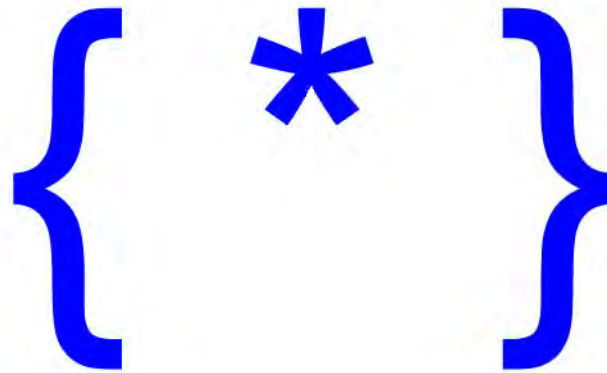
12-14-2012

ATTACHMENT Q_08

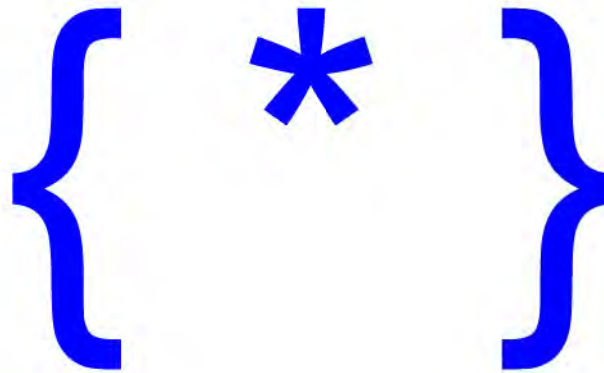
GMT360-p

GMT360/370 Door Module

Test Matrix



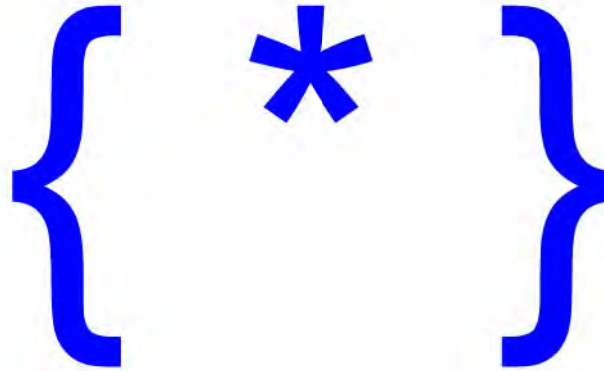
Test set up



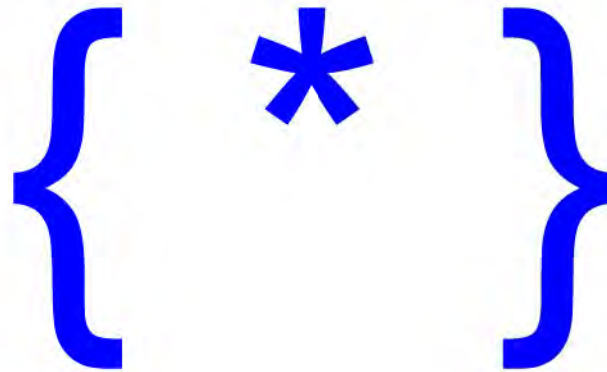




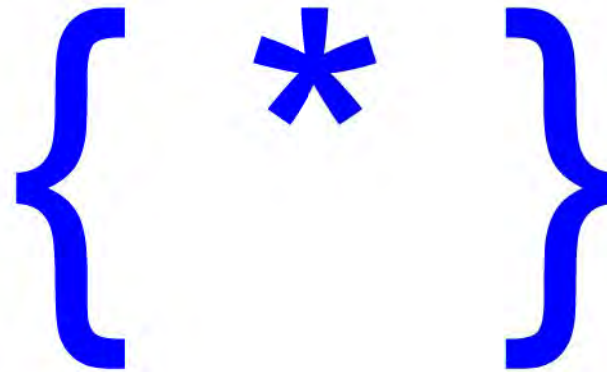
Pre test sample 1



Pre test sample 2



Pre test sample 3



Pre test sample 4

{ * }

Pre test sample 5

{ * }

Pre test sample 6

{ * }

After test sample 1

{ * }

After test sample 2

{ * }

After test sample 3

{ * }

After test sample 4

{ * }

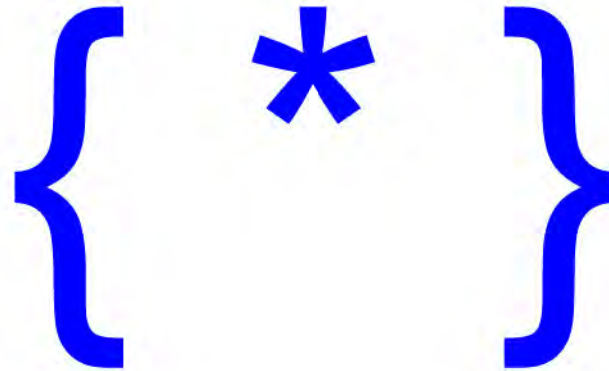
After test sample 5

{ * }

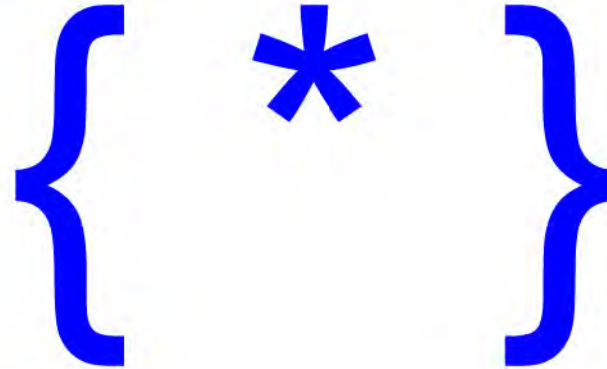
After test sample 6

{ * }

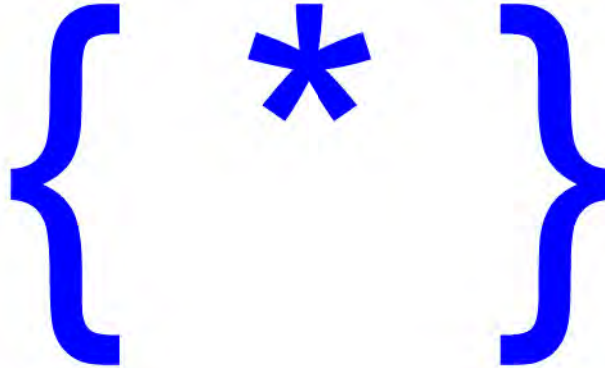
Under Ultra Violet Light Sample 1



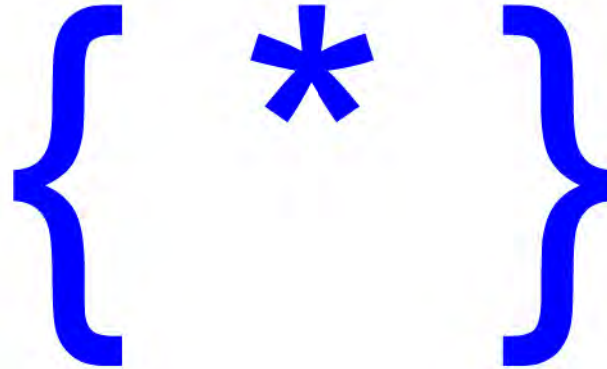
Under Ultra Violet Light Sample 1



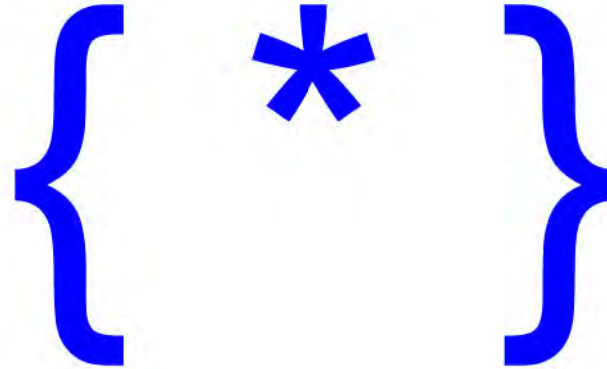
Under Ultra Violet Light Sample 1



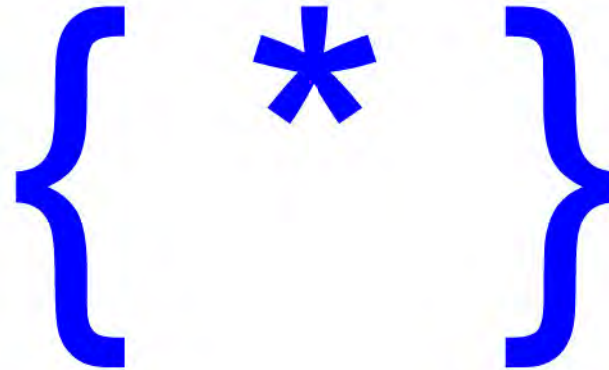
Under Ultra Violet Light Sample 1



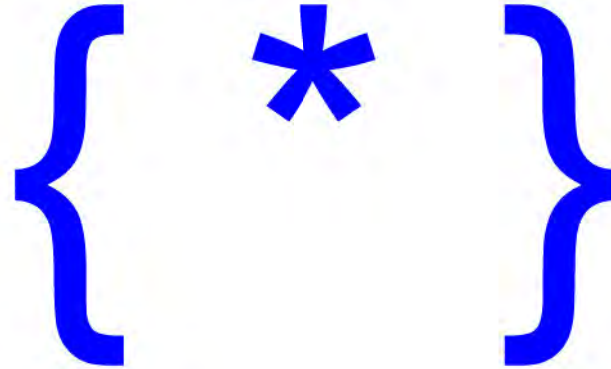
Under Ultra Violet Light Sample 4



Under Ultra Violet Light Sample 4



Under Ultra Violet Light Sample 4





EA12-004

GM

12-14-2012

ATTACHMENT Q_18

2006-7 GMT360_370 DDM

Function 8-20-12-p

Driver Door Module Short Circuit



2006-7 Trailblazer, Envoy, Rainer, 9-7x, Ascender
Potential change from SC to SR 525,377 vehicles (global)
{ ** } (depending upon action)

ETQ N110323

{ * }

{ * }

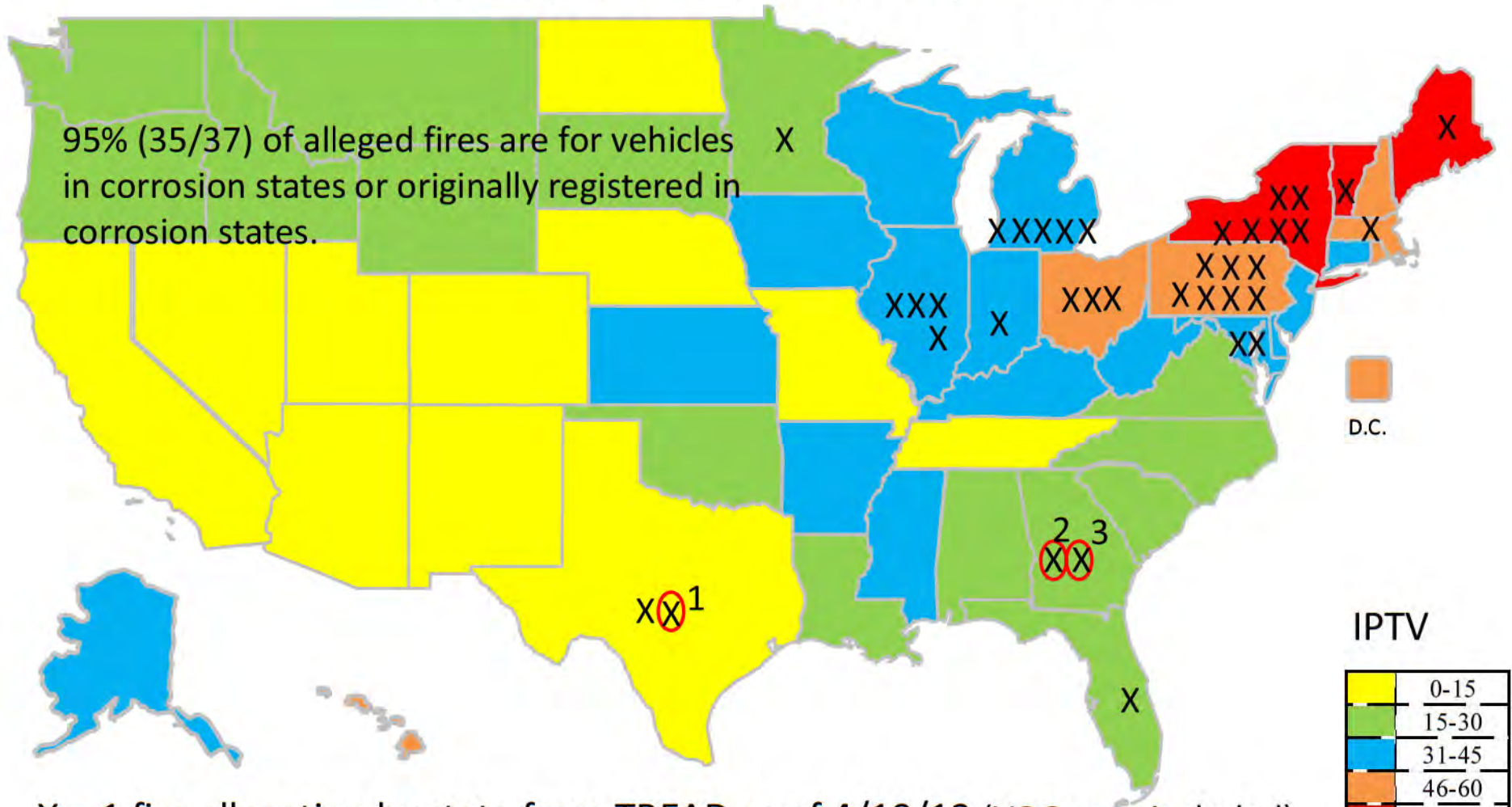
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2006-2007 GMT360/370 DDM US Warranty (Repair Dealer)
 Labor Op N2117 with PVDM Population*

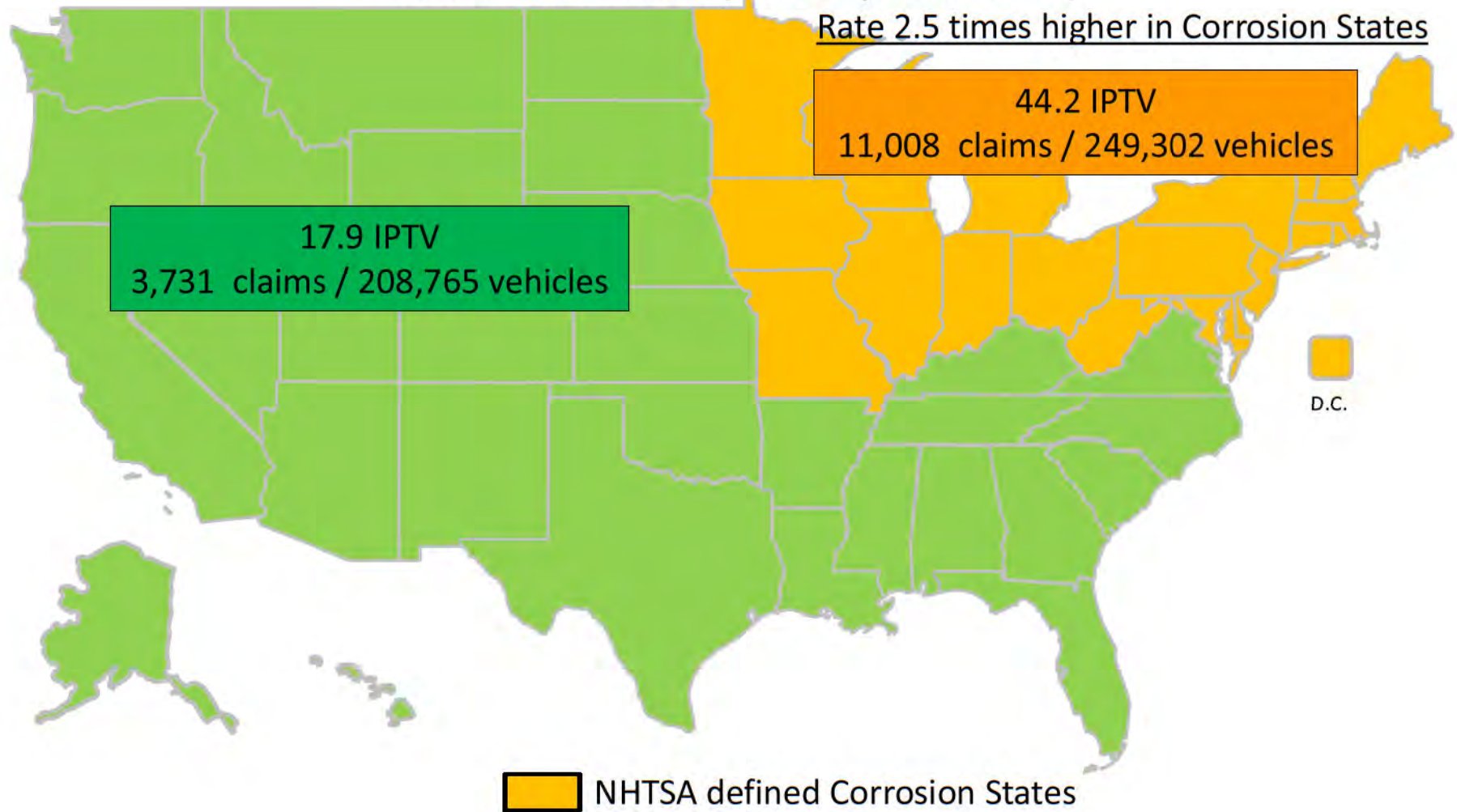


X = 1 fire allegation by state from TREAD as of 4/19/12 (VOQs not included)

⊗ Originally registered: 1 = NY, 2 = NY, 3 = MI

Warranty data as of 6-19-12 *2007 built before 5/15/07

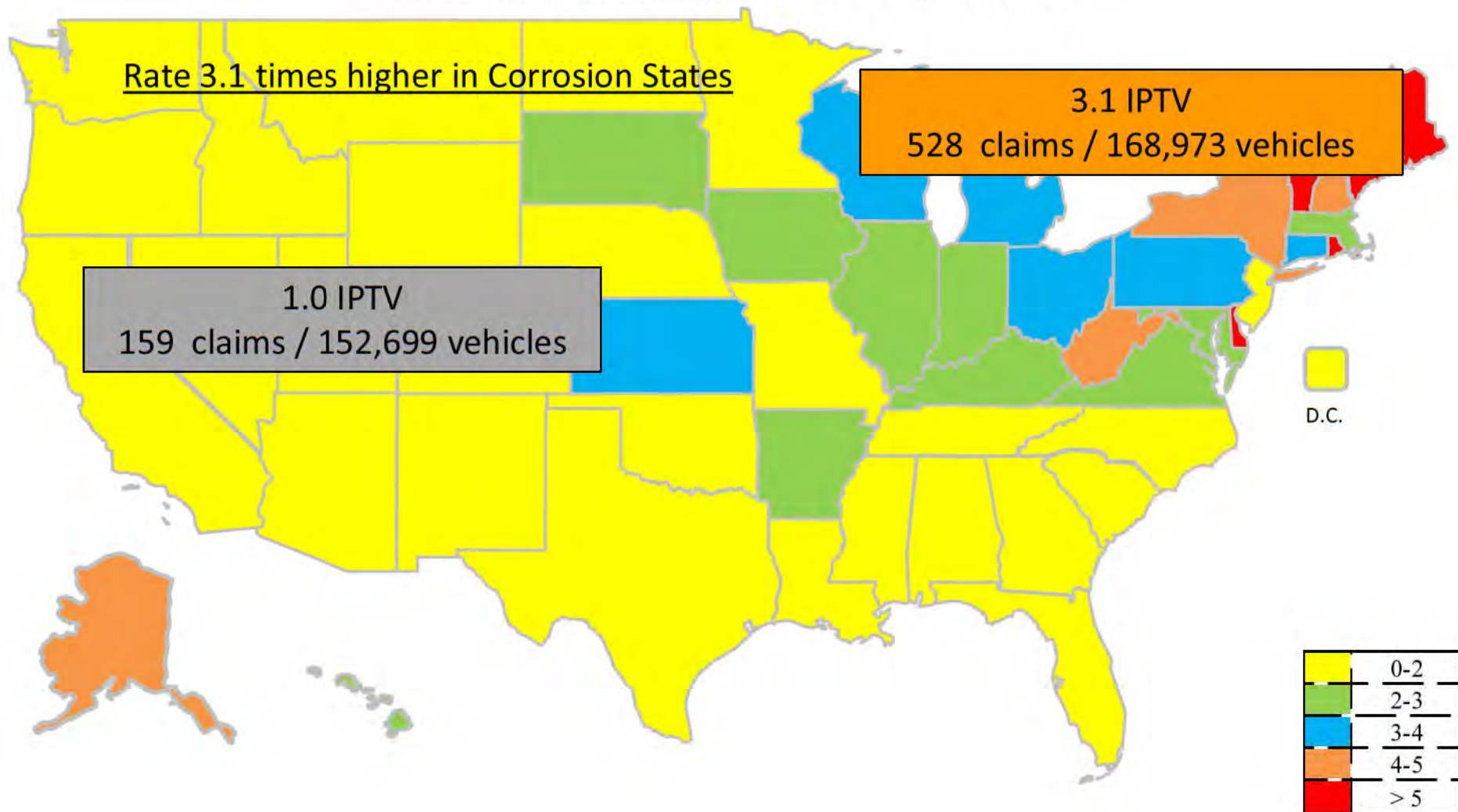
2006-7 Trailblazer/Envoy/Rainier/9-7x Drive Door Module
Corrosion vs Non-Corrosion States Warranty > 6MIS
Labor Code N2117 (All Complaint Codes)



Warranty data 6-19-12

2007 Population built before 5/15/07

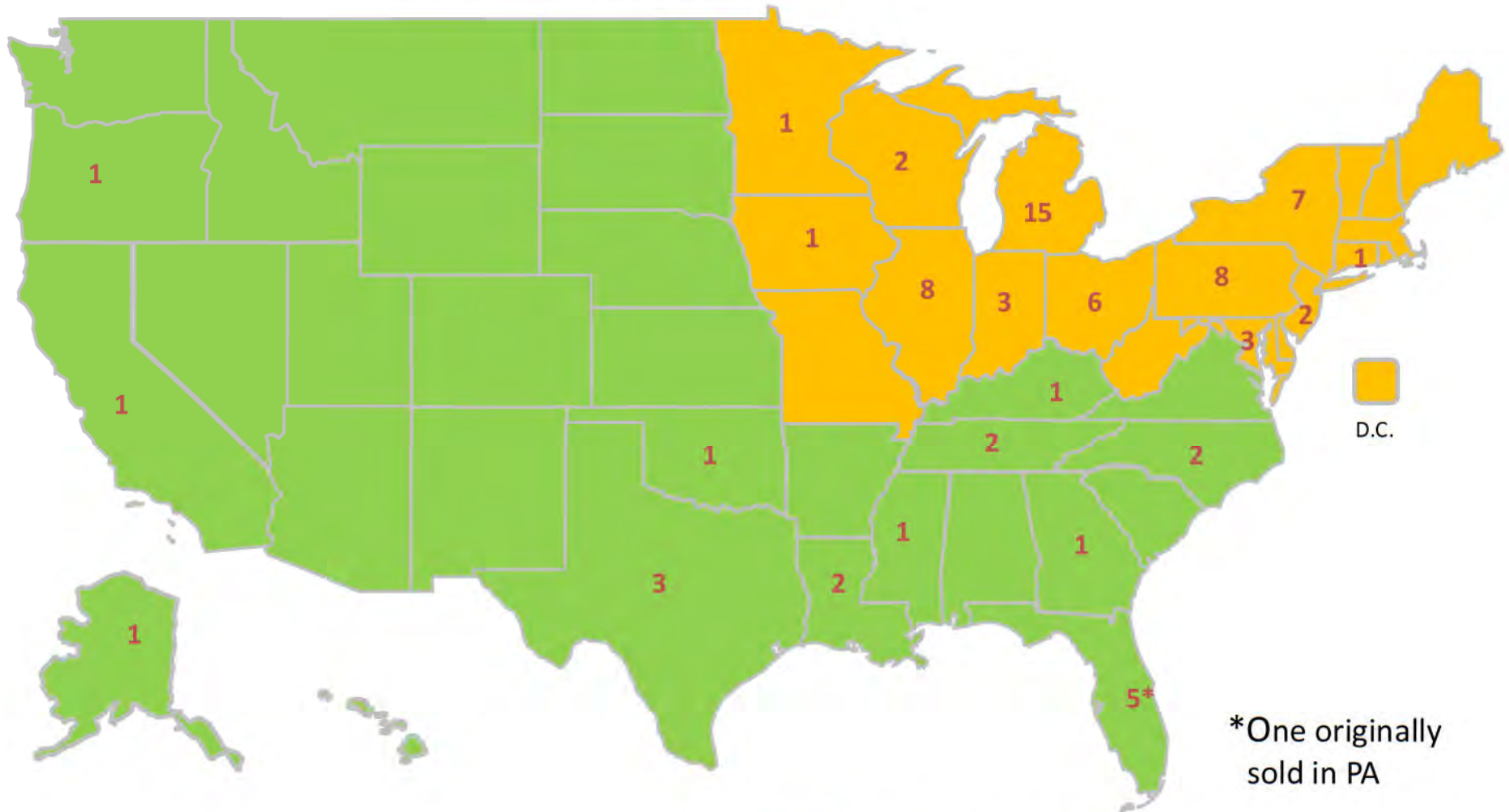
2006-2007 Trailblazer DDM US Warranty (Repair Dealer)
 PE12-003 Claims with PVDM Population*




Warranty data pulled 2-16-12

*2007 built before 5-15-07

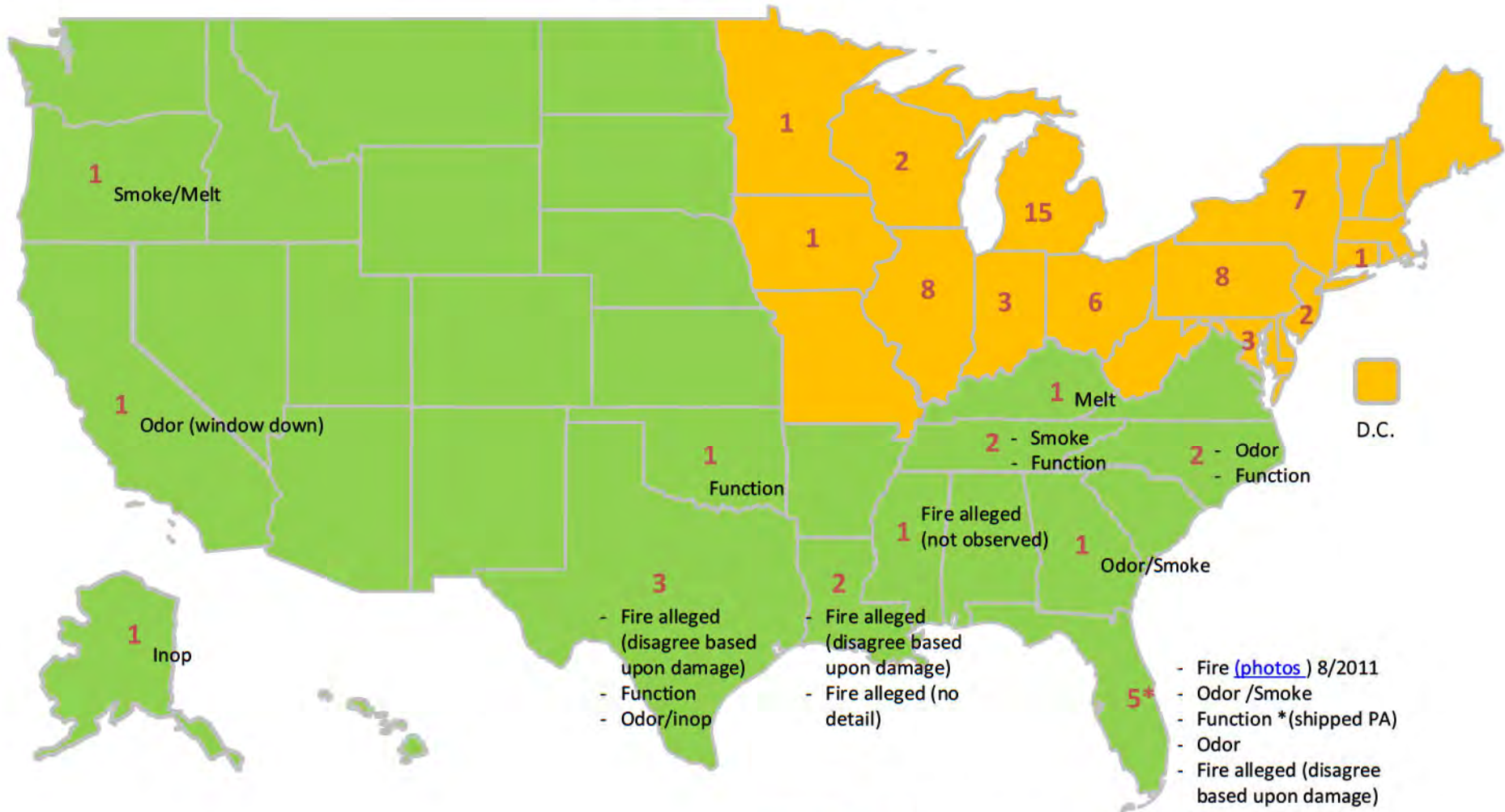
2006-7 Trailblazer/Envoy/Rainier/9-7x Drive Door Module
 79 VOQs as of 4/16/12



 NHTSA defined Corrosion States

Corrosion States = 58 / 265,213 = 21.9 VOQs/100,000 vehicles (entire 2007 MY pop)
 Non Corrosion States = 21 / 219,417 = 9.6 VOQs/100,000 vehicles

2006-7 Trailblazer/Envoy/Rainier/9-7x Drive Door Module
79 VOQs as of 4/16/12



Yellow NHTSA defined Corrosion States

Corrosion States = 58 / 265,213 = 21.9 VOQs/100,000 vehicles (entire 2007 MY pop)
 Non Corrosion States = 21 / 219,417 = 9.6 VOQs/100,000 vehicles



2006-7 GMT360/370 Door Trim (Chevrolet Trailblazer shown)



Driver Door Module Short Circuit

{ * }



Base Switch Package



Uplevel Switch Package

Inspections/Investigations

1GNDT13S872 [REDACTED] - [REDACTED] (727454): Incident date: 3-5-2011; Estimated mileage: 50,000 miles; Fire in driver door while the s/v was parked and unattended.

1GNDT13S072 [REDACTED] [REDACTED] (725483); Incident date: 2-27-2011; 63,000 miles; Fire in driver front door while the s/v was parked and unattended.



Product Investigations disputes the claim of a “fire”. The module in the photo overheated and melted, but there is no evidence that flames were present. This module does meet the NHTSA definition of a “fire”.

Inspections/Investigations

1GNDT13S362 [REDACTED] - [REDACTED] (663106) Incident date: 10-29-2008; Estimated mileage: 50,000 miles; Fire in driver door while the s/v was parked and unattended.



Incident date 8/14/2011, Florida, 1GNDS13S772 [REDACTED] 77,791 miles, Self Extinguished

VOQ: TL- THE CONTACT OWNS A 2007 CHEVROLET TRAILBLAZER. THE CONTACT STATED THE VEHICLE WAS ON FIRE WHILE IT WAS PARKED IN THE DRIVE WAY. THE VEHICLE WAS NOT DESTROYED. THE VEHICLE WAS TOWED TO THE DEALER, AND THE MANUFACTURER WAS CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 77,791. RDS

TREAD: Cust sts she noticed the incident on 8/14/11 @ 1000AM. Cust sts the veh was parked in the driveway of her father,s residence. The windows were foggy. [REDACTED] attempted to use the key fob to unlock the driver door but the door did not unlock. Cust manually opened the door. There was a burnt odor, and saw the driver side door panel, controls and driver seat melted. There was smoke damage throughout the vehicle



EA12-004

GM

12-14-2012

ATTACHMENT Q_18

EA12-004 US + VOQ Flame

12-10-12

2006-2007 Trailblazer/Envoy/Rainier/9-7X/Ascender DDM

PE12-003+EA12-004 Flames (GM + VOQ)/100,000 vehicles @ 6yrs with PVDM Population*

Rate 4.0 times higher in Corrosion States

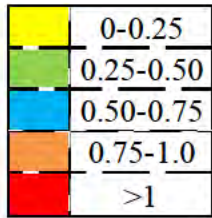
2 of 9 Non-corrosion VINs originally registered in corrosion state:
 1GKDS13S872 [REDACTED] OH, incident FL
 1GNDS13S562 [REDACTED] MI, incident TX

2.9 (GM + VOQ)/100,000
 43 / 249,302 vehicles

0.7 (GM + VOQ) /100,000
 9 / 208,644 vehicles

State	# Flames	Population	IPTV
CT	1	5,180	0.19
FL	3	27,774	0.11
IA	1	3,140	0.32
IL	4	18,490	0.22
IN	3	14,905	0.20
LA	1	8,669	0.12
MA	1	6,741	0.15
MD	4	7,871	0.51
ME	1	1,666	0.60
MI	6	59,152	0.10
MN	1	8,339	0.12
MO	1	12,426	0.08
NJ	2	17,219	0.12
NY	6	26,680	0.22
OH	2	26,286	0.08
PA	9	24,261	0.37
SC	1	6,104	0.16
TN	1	11,236	0.09
TX	3	28,398	0.11
VT	1	1,001	1.00

D.C.



--- Corrosion States

*2007 Population built before 5/15/07

2006-2007 Trailblazer/Envoy/Rainier/9-7X/Ascender DDM

PE12-003+EA12-004 Flames (GM + VOQ)/100,000 vehicles @ 6yrs with PVDM Population*

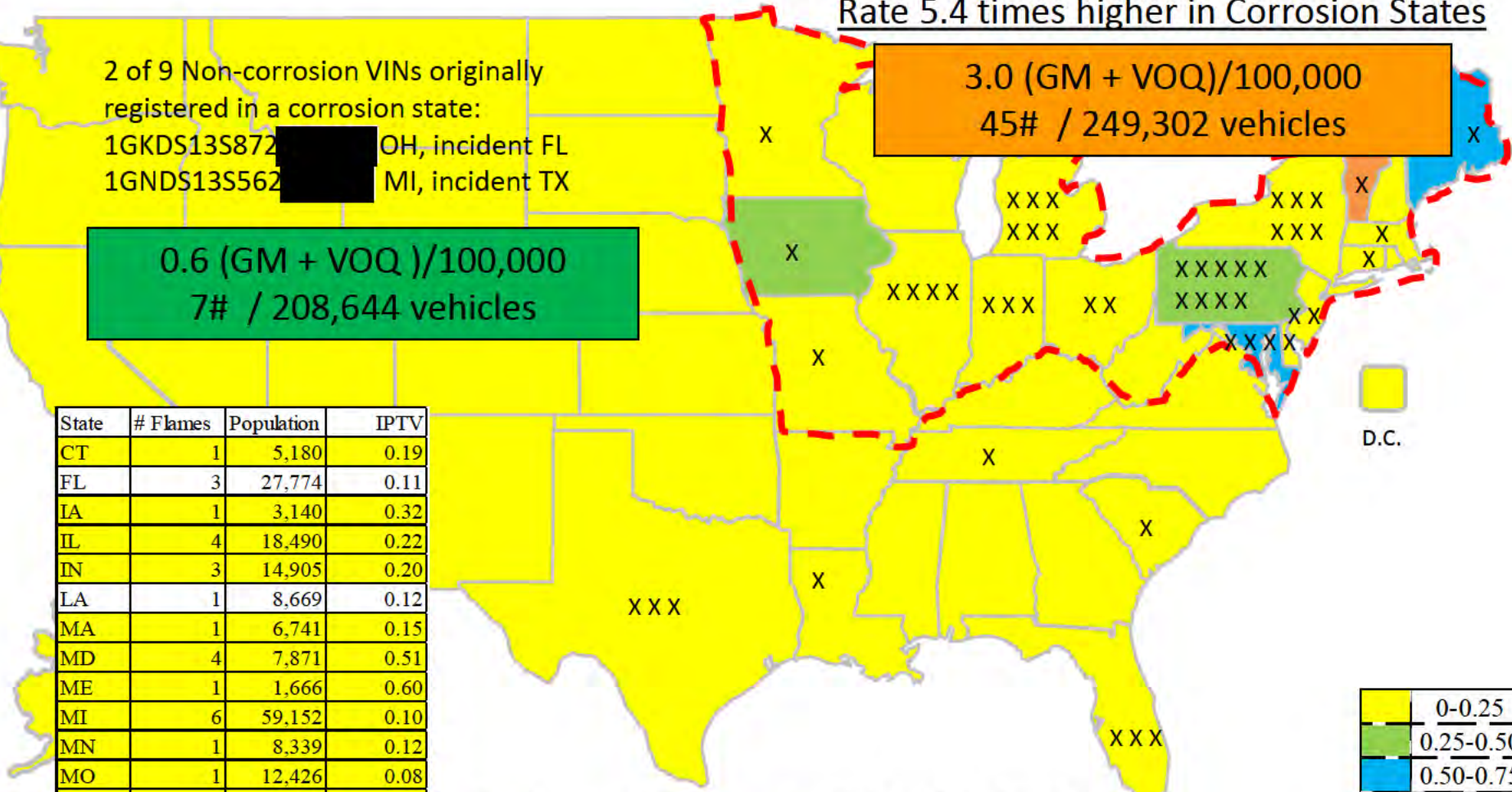
Rate 5.4 times higher in Corrosion States

2 of 9 Non-corrosion VINs originally registered in a corrosion state:
 1GKDS13S872 [redacted] OH, incident FL
 1GNDS13S562 [redacted] MI, incident TX

0.6 (GM + VOQ) / 100,000
 7# / 208,644 vehicles

3.0 (GM + VOQ) / 100,000
 45# / 249,302 vehicles

State	# Flames	Population	IPTV
CT	1	5,180	0.19
FL	3	27,774	0.11
IA	1	3,140	0.32
IL	4	18,490	0.22
IN	3	14,905	0.20
LA	1	8,669	0.12
MA	1	6,741	0.15
MD	4	7,871	0.51
ME	1	1,666	0.60
MI	6	59,152	0.10
MN	1	8,339	0.12
MO	1	12,426	0.08
NJ	2	17,219	0.12
NY	6	26,680	0.22
OH	2	26,286	0.08
PA	9	24,261	0.37
SC	1	6,104	0.16
TN	1	11,236	0.09
TX	3	28,398	0.11
VT	1	1,001	1.00



X = 1 report flames potentially related to DDM

2 originally registered in corrosion used in calculation

--- Corrosion States

Yellow	0-0.25
Green	0.25-0.50
Blue	0.50-0.75
Orange	0.75-1.0
Red	>1

*2007 Population built before 5/15/07

VOQ and GM Report Analysis

Allegations of “Fire” or Flame

- Analysis criteria
 - Reviewed all PE12-003 and EA12-004 where the word “fire” or “flame” was included in the record
 - 42 for PE12-003 (includes duplicates)
 - 127 for EA12-004 (includes duplicates)
 - Then examined complete record for information on vehicle damage, cost of repair, photos (if available) or dealer contact
 - If damage was module only, excluded as having flame (Flame can’t be observed unless burns through trim)
 - If no data to exclude, record was included
 - For VOQs (183 total), looked in TREAD and warranty for information related to alleged claim
 - 4 from Corrosion States
 - 2 from Non-corrosion States
 - 3 of 6 had a matching GM record

EA12-004

GM

12-14-2012

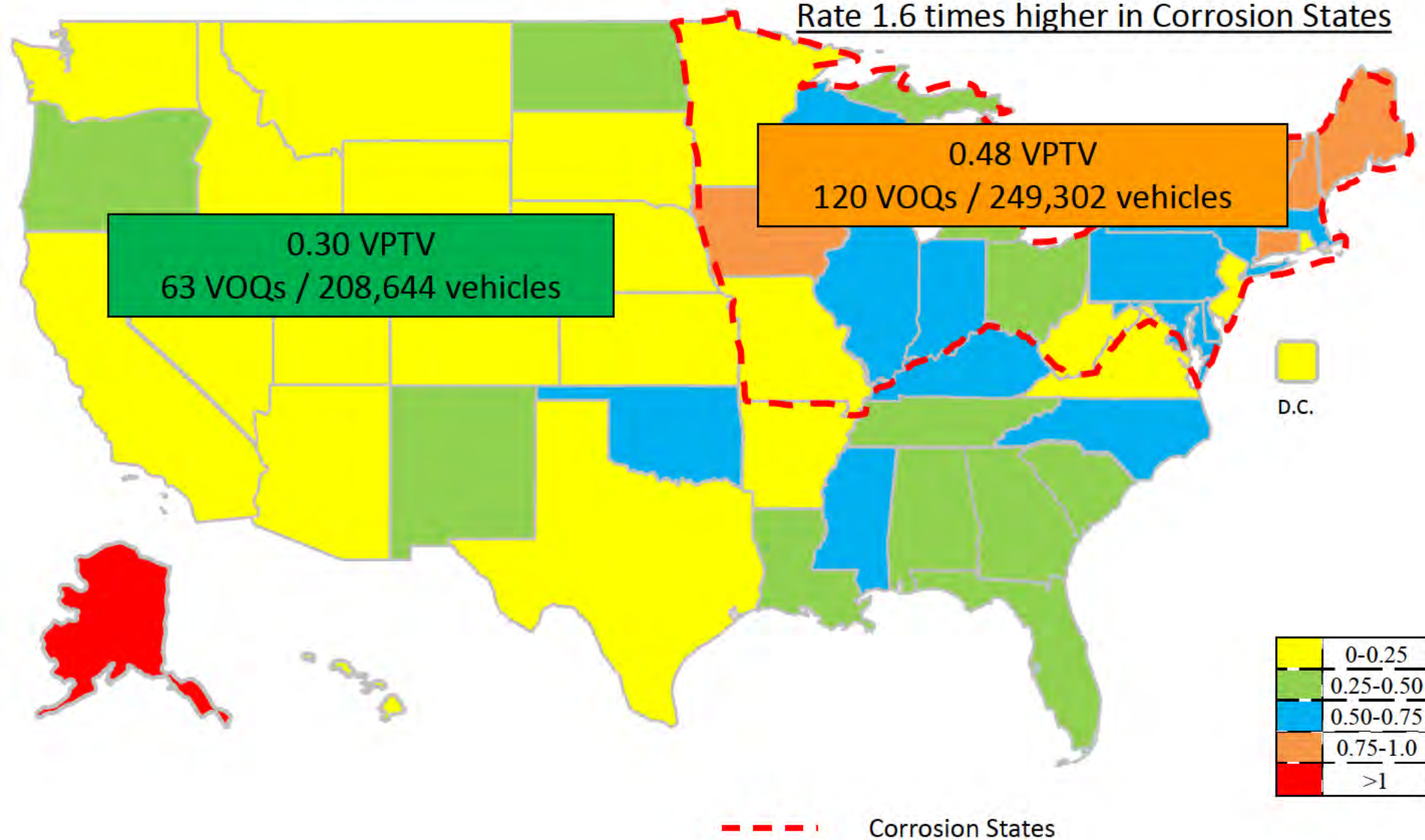
ATTACHMENT Q_18

EA12-004 US VOQ analysis

11-6-12

2006-2007 Trailblazer/Envoy/Rainier/9-7X/Ascender DDM
EA12-004 VOQ Rate (VOQs/1,000 vehicles) with PVDM Population*

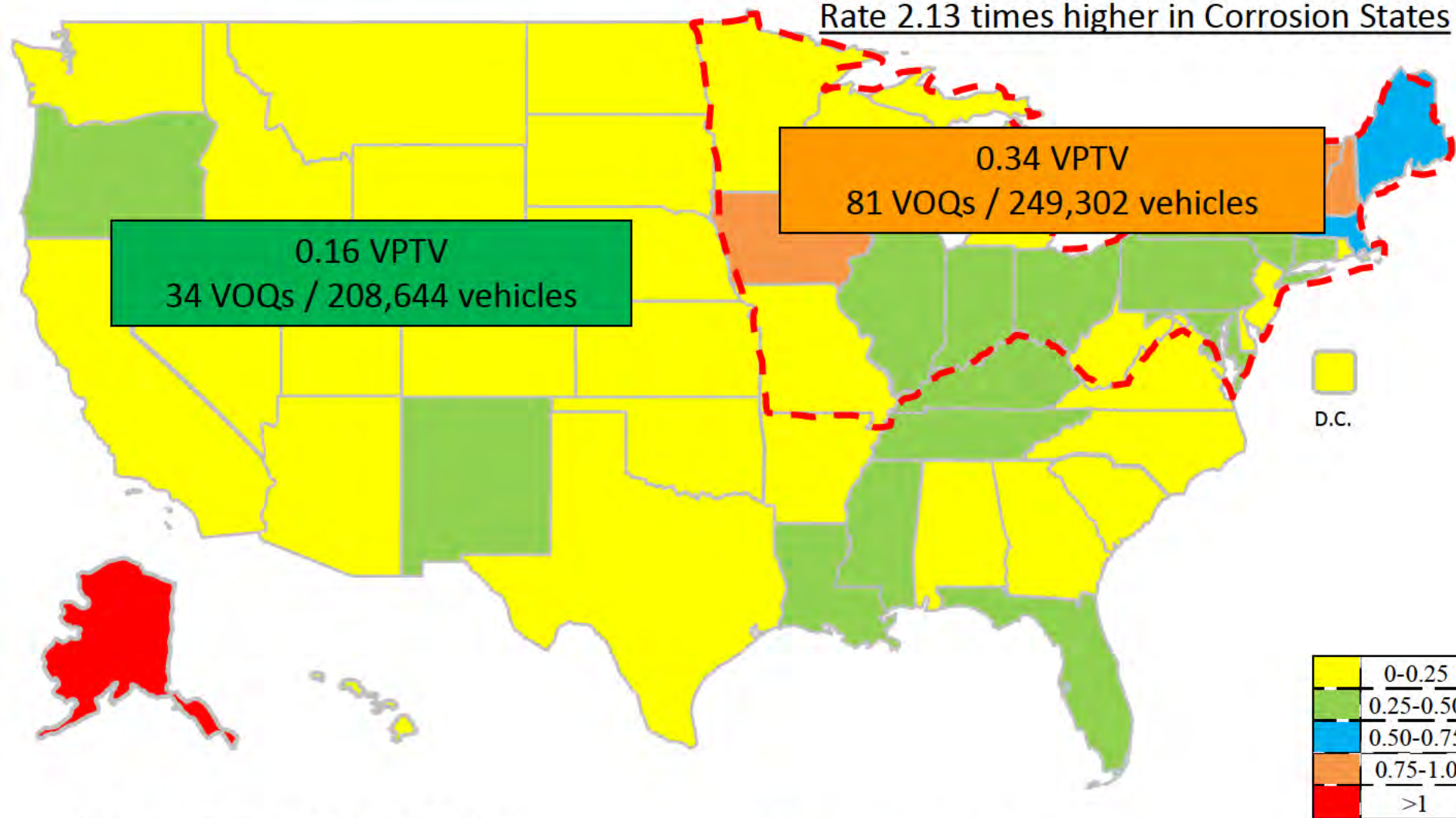
Rate 1.6 times higher in Corrosion States



2007 Population built before 5/15/07

2006-2007 Trailblazer/Envoy/Rainier/9-7X/Ascender DDM
EA12-004 NHTSA "Fire" VOQ Rate (VOQs/1,000 vehicles) with PVDM Population*

Rate 2.13 times higher in Corrosion States

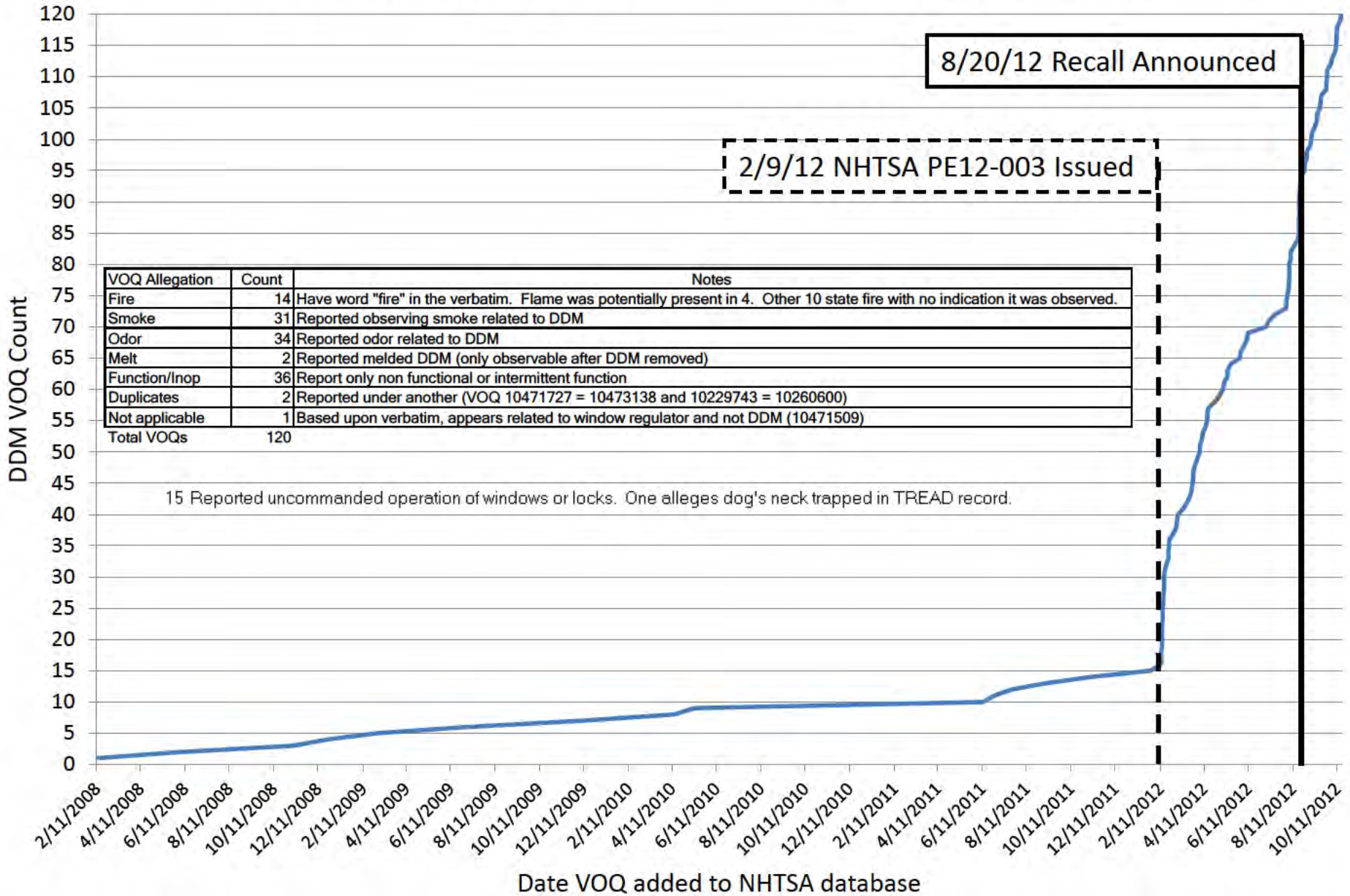


AK population 659 and 1 VOQ

--- Corrosion States

2007 Population built before 5/15/07

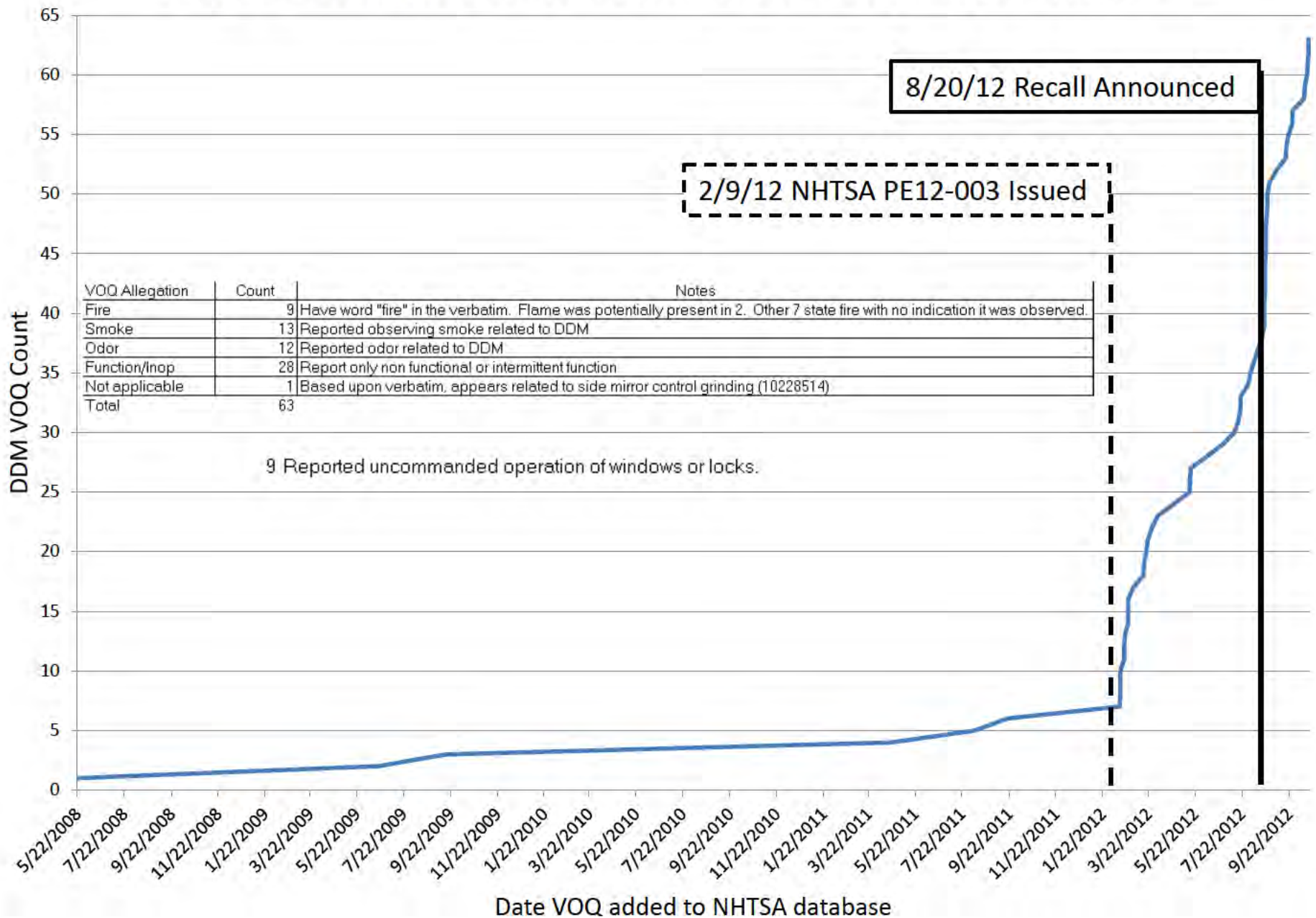
2006-7 GMT360/370 DDM Corrosion State VOQS by Date Added



Corrosion State VOQs

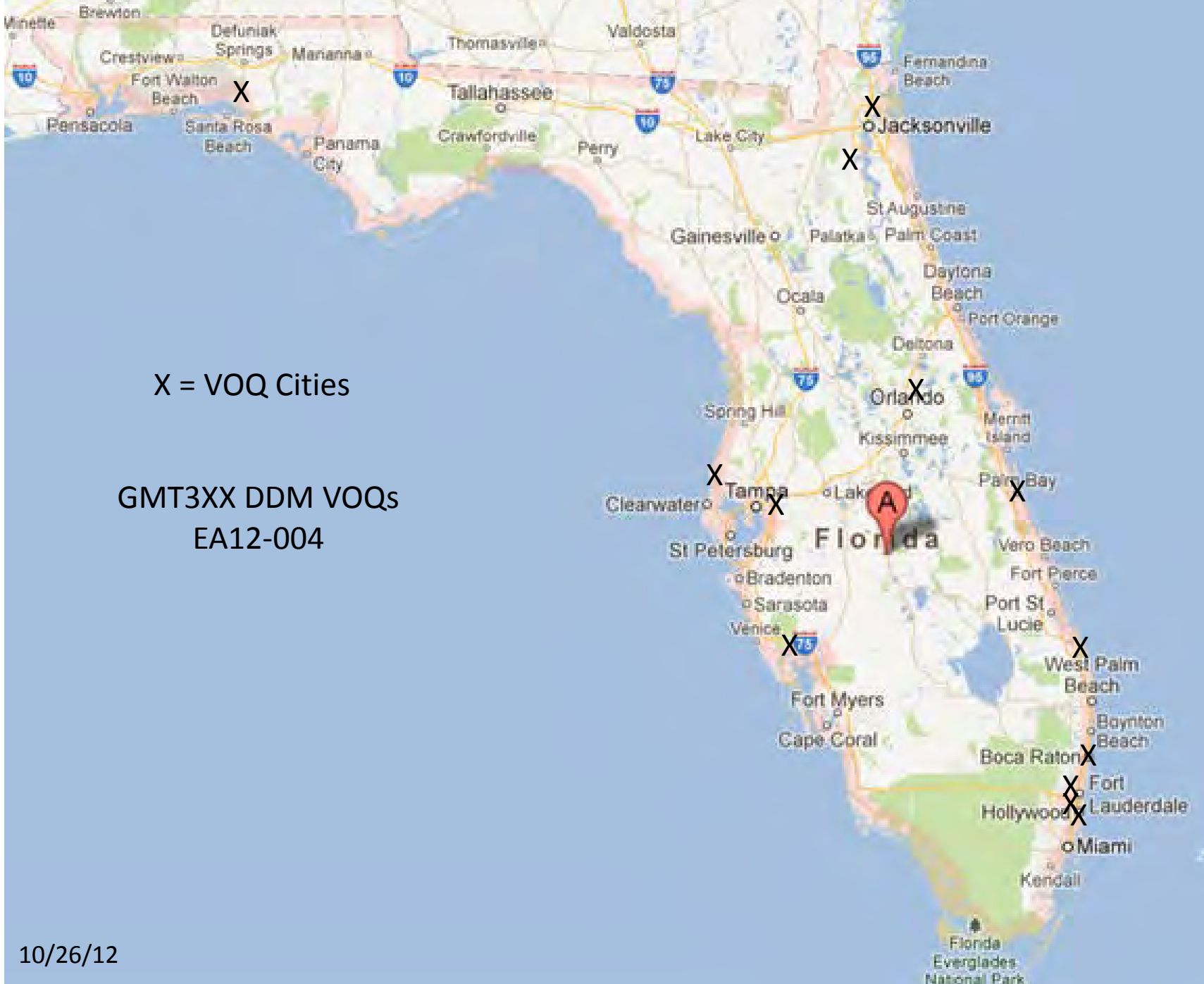
- 6 of 105 VOQs since 2/9/12 (PE12-003) have fire in verbatim.
 - None stated fire was observed
- Most reports since August 2010 are function only
- 120 VOQs (including dups)
 - 48 attended
 - 54 unattended
 - 18 TBD
 - 1 N/A

2006-7 GMT360/370 DDM Non-Corrosion State VOQS by Date Added



Non-Corrosion State VOQs

- 1 of 57 VOQs since 2/9/12 (PE12-003) have fire in verbatim.
 - Says fire was observed
- Most reports since August 2010 are function or odor only
- 8 originally delivered to a corrosion state
- 63 Total VOQs
 - 29 attended
 - 27 unattended
 - 6 TBD
 - 1 N/A



X = VOQ Cities

GMT3XX DDM VOQs
EA12-004