



FARM BUREAU MUTUAL • FARM BUREAU LIFE • FARM BUREAU GENERAL  
7373 West Saginaw Highway, Box 30400, Lansing, Michigan 48909-7500  
Phone (317) 323-7000

VIA FACSIMILE

December 6, 2007

Certified Mail

ESIS/GM Claims  
Renaissance Center  
Mail Code: 48C20D71  
PO Box 300  
Detroit, MI 48268-0300  
Fax: 313-665-0911

RE: Insured: [REDACTED]  
Claim No.: [REDACTED]  
Date of Loss: 11/22/2007  
Loss Location: 5151 Riverview Dr., Coloma MI 49038  
Type of Loss: Fire Loss  
Vehicle: 2006 GMC Envoy SLE  
VIN: 1GKDT135062 [REDACTED]

**To Whom It May Concern:**


This letter is to advise that Farm Bureau General Insurance Company is conducting an investigation into the loss captioned above. We believe that factory wiring on this vehicle may have caused this loss and we intend to pursue all subrogation possibilities.

It is Farm Bureau's intention to completely investigate the loss. We invite General Motors to participate in the investigation in a timely matter. **IF YOU HAVE INSURANCE, YOU NEED TO FILE THE CLAIM IMMEDIATELY WITH THEM.**

If it is your intention to inspect the vehicle, please contact our Subrogation Department at 517-323-6720 to schedule an appointment with our representative. If we do not hear from you within seven days from the date of this letter, we will assume that you are not interested in inspecting the vehicle and we will proceed with our pursuit of subrogation possibilities.

We look forward to discussing this with you. Thank you for your attention to this matter.

Very truly yours,  
FARM BUREAU GENERAL INSURANCE COMPANY

  
Kimberly Kiebler  
Investigator  
Special Investigation Unit

[www.farmbureauinsurance-mi.com](http://www.farmbureauinsurance-mi.com)

A member of the Michigan Farm Bureau Family of Companies

# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

December 9, 2008

Farm Bureau Insurance  
P.O. Box 30100  
Lansing, MI 48909

Jocelyn Thelen:

RE: Claimant: [REDACTED]  
Our File No.: 640993  
Our Client: General Motors Corporation  
Date/Event: 11/22/2007  
Subject vehicle: 2006 GMC Envoy  
VIN: 1GKDT13S062 [REDACTED]  
Your File No: [REDACTED]

Dear Ms. Thelen:

Attached please find a release pertaining to our agreed upon settlement of the above-captioned matter. Please return the properly executed release to my attention and I will promptly request the settlement draft. Thank you for your assistance in this regard. Should you have any questions, please do not hesitate to contact me.

Sincerely,

Nancy Johnson  
Claims Administrator



FARM BUREAU MUTUAL • FARM BUREAU LIFE • FARM BUREAU GENERAL  
7373 West Saginaw Highway, Box 30400, Lansing, Michigan 48909-7900  
Phone (517) 323-7000

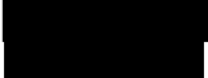

**RETURN RECEIPT REQUESTED**

May 21, 2008

Subrogation Unit  
P.O. Box 30100  
Lansing MI 48909  
(517) 323-6603  
(800) 292-2680 x6603

ESIS  
ATTN: NANCY JOHNSON  
PO BOX 300  
DETROIT MI 48265-3000

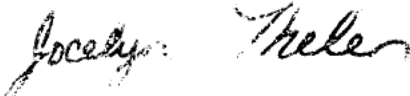
**RECEIVED**  
MAY 28 2008  
ESIS-GM CLAIMS UNIT

Our Insured:   
Our Claim No.:   
Date of Loss: 11/22/2007  
Your File: 640993  
Your Client: General Motors Corporation

Dear Nancy:

The above noted matter has come across my desk for review. I sent my complete subrogation proofs to your attention on 02/11/08. I sent a follow up letter on 04/15/08. As of today's date, I have not received reply or reimbursement from you. Please provide me with the status of your file. I will advance this matter 30 days awaiting an update.

Sincerely,



Jocelyn Thelen  
Subrogation Claims Representative

# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

June 23, 2008

Farm Bureau Insurance  
7373 W. Saginaw Highway  
Lansing, MI 48909-7900

Jocelyn Thelen:

RE: Claimant: [REDACTED]  
Our File No.: 640993  
Our Client: General Motors Corporation  
Date/Event: 11/22/07  
Vehicle: 2006 GMC Envoy SLE  
VIN: 1GKDT13S062 [REDACTED]  
Your File #: [REDACTED]

Dear Ms. Thelen:

ESIS is the third party claim administrator on behalf of General Motors for matters involving product liability.

This letter is to advise you that your client's claim is being forwarded to the Field Performance Assessment Department of General Motors to be evaluated.

If you have questions, please contact me at the number above. Thanks for your cooperation in this matter.

Sincerely,

Nancy Johnson  
Claims Administrator

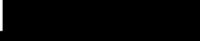

# FARM BUREAU INSURANCE

FARM BUREAU MUTUAL • FARM BUREAU LIFE • FARM BUREAU GENERAL  
7373 West Saginaw Highway, Box 30400, Lansing, Michigan 48909-7900  
Phone (517) 323-7000

February 11, 2008

Subrogation Unit  
P.O. Box 30100  
Lansing MI 48909  
(517) 323-6603  
(800) 292-2680 x6603

ESIS  
ATTN: NANCY JOHNSON  
PO BOX 300  
DETROIT MI 48265-3000

Our Insured:   
Our Claim:   
Your Client: General Motors Corporation  
Your File: 640993  
Loss Date: 11/22/2007  
Damages: \$23,464.00 plus \$50.00 (our insured's deductible)

**RECEIVED**  
FEB 14 2008  
ESIS-GM CLAIMS UNIT

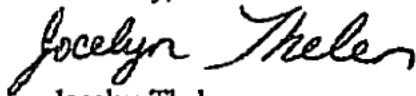
We received your letter dated 12/14/2007 in which you requested documentation that supports our claim. We are therefore attaching our subrogation material for your consideration.

Please forward your check in the amount of \$23,514.00 to:

FARM BUREAU INSURANCE  
SUBROGATION UNIT  
P.O. BOX 30100  
LANSING MI 48909-7900

Please include our claim number of  on your reimbursement.

Sincerely,



Jocelyn Thelen  
Subrogation Claims Representative

December 13, 2007

IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

PREDICATION:

This report is predicated upon the request of Ms. Kim Kebler, Farm Bureau Claims Representative, to conduct an investigation into Ernest Gilson, with special reference to the fire loss of a 2006 GMC, Envoy.

SECRETARY OF STATE:

Through the Secretary of State, the following information was obtained:

2006 GMC 1GKDT138062 [REDACTED]  
31 STA-WAGON ORIGINAL  
07/11/2006 202T1910484 ENVOY 192 A

SALLY MARIE CLAEYS-GILSON  
5151 RIVERVIEW DR  
COLOMA 49038-9550

FIFTH THIRD BANK  
925 FREEMAN AVE 07/10/2006  
CINCINNATI OH 45203

REGISTRATION INFORMATION:

4GLG94 PC-RENEWAL \*BRIDGE\*  
05/15/2008 C-424-758-585-640

INSPECTION:

On December 3, 2007 at 1:20 p.m., this Investigator arrived at Protech, in Belleville, to conduct an investigation into the fire loss of a 2006 GMC, Envoy.



Investigators/Consultants

[www.herdon-assoc.com](http://www.herdon-assoc.com)

36135 Schoolcraft  
Livonia, Michigan 48150  
FAX: 734 591 0140

267 Pellister Street, Unit 303  
Windsor, Ontario N9A 4K4  
FAX: 519 256 2834

1 800 961 2909

P.O. Box 27  
Boyer City, Michigan 49712  
231 532 5543

P.O. Box 520  
Coloma, Michigan 49038  
269 469 3418

Licensed in Michigan, Ohio,  
Illinois, Indiana, Arizona and  
Ontario, Canada



IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

December 13, 2007  
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Once at the scene, a close inspection provided the following information:

SEE ENCLOSED INVESTIGATION REPORT

Prior to leaving the scene, several photographs were taken and are enclosed.

**ORIGIN AND CAUSE INVESTIGATION:**

On December 3, 2007 at 1:20 p.m., this Investigator arrived at Protech in Belleville to conduct an origin and cause investigation into the fire loss of a 2006 GMC, Envoy, gray in color, Vehicle Identification Number 1GKDT13S062 [REDACTED]

Upon arriving at the salvage facility, the vehicle has been brought forward and is identified by its Vehicle Identification Number located on the Federal Manufacturers Label on the driver's door.

Initial observations reveal evidence of smoke staining present to the driver's door A pillar and melting and cracking to the windshield on the far left or driver's side upper portion. Further, the driver window was broken in while in the up position. There is also evidence of dry chemical fire extinguishment on the painted surfaces of the left side of the vehicle. With the exception of this, there is no other direct fire impingement. All of this indicates an interior passenger compartment fire in the left front.

The examination of the fuel tank, fill tube and fuel cap reveals all are intact with no evidence of any fuel leakage. The examination of the underside reveals it is free of any fire origin.

At this time, entry is gained into the engine compartment, whereupon examining same, no fire damage is present. A check of the fluid levels reveals all are full and within a safe range. The examination of the battery and fuse and relay center reveals they are intact.

At this time, the inspection is focused to the rear cargo area, where dry chemical fire extinguishment is present and no fire damage is noted.

The rear passenger compartment reveals dry chemical fire extinguishment present and the rear seat and rear floor areas are intact with some dropdown from the headliner.

IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

December 13, 2007

Page 3

The front passenger compartment on the right or passenger side reveals the seat, floor area and dashboard, as well as the right front door panel, are intact. Dry chemical fire extinguishment is noted throughout. The center console and center dashboard reveals evidence of dropdown from the headliner.

The examination is now focused to the left front passenger compartment, specifically the driver's seat, where the sun visor has melted into the bottom cushion, along with evidence of dropdown from the headliner. The driver floor area reveals it is intact with no evidence of any low burning. The dashboard on the left or driver's side reveals fire damage present closest the A pillar in the area of the headlight switch. Upon breaking away a section of the headlight switch, this affords a view of the wiring traveling to the rear of same, which is found to be intact. Further, additional factory wiring within the dashboard on the far left or driver's side reveals all is intact and there is no evidence of any fire origin, indicating that this is fire extension.

The examination is now focused to the driver door panel, where a V pattern is noted closest the front of the control panels. Much of the control panel itself is intact with the exception of the end closest the dashboard. Upon removing this panel, this affords a view of the wiring and plug connectors on the reverse side, all found to be intact. Closest the front of this control panel reveals seven wires traveling to the remains of a printed circuit board for the power mirrors and the printed circuit board is heavily fire damaged and the seven wires traveling from same are completely void of insulation and oxidized. This is determined to be the area of origin. Partial consumption of the driver door panel extending upward and outward from these seven wires and printed circuit board is noted.

At this time, after completing the above inspection and examination, it is the opinion of this Investigator that the fire is accidental in nature. It is further the opinion of this Investigator that the fire originated within the driver door panel, in the immediate area of the power mirror switch and wiring and at this time, the investigation continues.

#### TITLE INFORMATION:

A review of the title information indicates that the 2006 GMC, Envoy is an original purchase in the name of Sally Marie Claeys-Gilson of 5151 Riverview Drive in Coloma as of July 11, 2006, at which time, the odometer read 192 actual miles. The secured interest is listed as Fifth Third



IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

December 13, 2007  
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Bank and the Michigan license plate of [REDACTED] was not due to expire until May 15, 2008. The driver's license number listed on the registration is C-424-758-585-640.

**VINLINK:**

A review of the Vinlink decoded a 2006 GMC, Envoy four door wagon, equipped with an inline six cylinder dual overhead cam 4.2 liter engine having been assembled in Moraine, Ohio.

**NATIONAL HIGHWAY TRAFFIC & SAFETY ADMINISTRATION:**

A search of the National Highway Traffic & Safety Administration Recall Database produced four recalls and upon review, none pertained to the fire in question.

**ALLDATA SYSTEM:**

A search of the Alldata System produced three campaigns and five recalls and upon review, none pertained to the fire in question.

A further search of the Technical Service Bulletins produced numerous bulletins and upon review, none pertained to the fire in question.

**EXEMPLAR PHOTOGRAPHS:**

Exemplar photographs of a 2006 GMC, Envoy were secured, specifically of the power mirror switch and are enclosed for your review.

**OWNER INTERVIEW, ERNEST GILSON:**

On December 4, 2007 at approximately 9:20 a.m., Investigator Randy List conducted an interview with [REDACTED] reference the vehicle fire. It was learned that the vehicle was registered in his wife, Sally's name, however, the insurance is in his name. Ernest and Sally are

IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

December 13, 2007  
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the two drivers of the vehicle and [REDACTED] was the last driver of this vehicle. The date of the fire was November 23, 2007 at 12:30 a.m. (after midnight) the day after Thanksgiving. At this time, the ground was snow covered three or four inches, however, it was calm. The vehicle was parked in the driveway of the residence at [REDACTED] in Coloma, Michigan. Coloma's volunteer fire department responded to the insured's 911 call within five to ten minutes to extinguish the fire of the 2006 GMC, Envoy, silver in color. This vehicle was gasoline powered and was purchased new in June of 2006 at Cole Motors in Three Rivers, Michigan. At this time, the insured is unaware of any recalls or campaigns on this vehicle. The vehicle was purchased with a three year, 36,000 mile warranty and there was no extended warranty purchased. When asked if there was any warranty work performed on the vehicle, the insured stated that three or four months prior to the fire, the check engine light came on and Valley Olds in Benton Harbor replaced the ignition switch. The insured is going to look for this paperwork and fax same. The insured did state that there was a problem two weeks prior to the fire where the gas gauge was not functioning properly on and off, however, it had not been worked on yet. There has been no service work outside of oil changes performed on the vehicle. At the time of the fire, there was approximately a half of a tank of gas. The insured states that he checks the fluid levels. When asked how often he obtains an oil change, he states when the gauge on the dash says so. When asked when the last oil change was obtained, he stated three or four months ago. The insured states that there have been no oil or fluids added under the hood in between oil changes and there are no puddles left behind. When asked who would have been the last person to enter the engine compartment, he stated Valley Olds to check the check engine light, however, he would have been under the engine compartment since then, checking fluid levels. When asked if there were any mechanical problems with the vehicle, he stated no. When asked if there were any electrical problems, he stated it would have been the gas gauge not working properly. Also, he stated his wife said the heating element on the front passenger seat does not seem to warm up as quickly as it does on the driver's side. These two items have not been looked at by any mechanics. Mileage at the time of purchase was new, mileage at the time of the loss was approximately 38,000. When asked if there have been any problems with nesting, chewing on wires, he stated there is not. The insured states he nor anybody else smokes in the vehicle. When asked if there were any accessories added to the vehicle, he stated there are not. When asked if there was anything plugged into the cigarette lighter 12 volt adapter, he stated the cell phone charger may have been plugged in, but he could not be sure. This power cord does stay powered up once the vehicle is turned off. There is an alarm keyless entry by the factory on this vehicle. There have been no accidents with this vehicle. At the time of the fire, the vehicle was parked for approximately two hours in the driveway. Prior to that, it was run for only two minutes. The vehicle was in view of the insured during this time. The last time the vehicle was being driven, the headlights and the

IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

December 13, 2007  
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heater were being used and they functioned properly. This vehicle is not wired to pull a trailer. The insured is unaware of any fluid leaking problems prior to the fire or during the fire. The last time the vehicle was driven, there were no operating problems, no lights or gauges illuminated on the dash, no unusual smells or noises. When asked where smoke and fire was first seen, the insured stated it was in the vehicle passenger compartment, driver's side, above the fuse box, at the dash. There were flames burning through the windshield close to the pillar. At the time of the fire, the hood was closed, however, was opened by the insured prior to the fire crew arriving but after he extinguished the fire to disconnect the battery. The doors were closed, the windows were closed and the insured feels that the doors should have been locked.

When asked to provide a short scenario leading up to the fire, the insured stated the vehicle was driven approximately 20 to 25 minutes at approximately 7:30 p.m. to take his in-laws home from the Thanksgiving meal. The vehicle was then parked in the driveway, next to the garage. At approximately 10:00 p.m., the vehicle was backed down from the garage to the end of the driveway so things could be loaded into the garage from the home. There was no issue with the vehicle at both of these times. At approximately 12:30 a.m., the insured was going to bed and noticed a flicker of flame out the bedroom window. At this time, the insured looked out the window to see the vehicle on fire. The insured called 911 on his cell phone. At this time, the insured ran out of the house to see the fire burning through the windshield on the driver's side, by the pillar post. At this time, the dash was on fire. The driver's door window was broken, however, fire was not expelling out this window, only the windshield. The insured took his fire extinguisher from the garage and extinguished the fire. At this time, a police officer arrived. The insured then opened the driver's door without a key (the insured states he usually locks the door). At this time, the hood was popped from inside the vehicle and opened the insured disconnected the battery. The fire department arrived and confirmed that the fire was out. At this time, the insured noticed that there was fire damage to the driver's door electronic controls for the windows and locks, however, when he saw the fire, it was only at the top of the dash and not in this area.

The insured did not photograph or know anyone who did photograph the scene. The fire department stated that the cause of the fire is possibly electrical and the insured feels that it is also an electrical cause. When asked if there were any other vehicles or property damaged, he stated there was not. When asked if there were any other fire investigators that contacted him, he stated there was not. When asked if anything was removed from the area where the fire was first observed, he stated it was not. The insured stated that all personal items were removed by

IN RE: Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF  
Date Received: November 29, 2007  
[REDACTED]

December 13, 2007  
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themselves and there were no flammable or ignitable liquids stored within the vehicle. At this time, no further information was obtained and the interview was terminated.

COLOMA FIRE DEPARTMENT:

Correspondence has been forwarded to the Coloma Fire Department, requesting a copy of their fire report. Upon receipt, it will be forwarded to the Claims Representative.

CONCLUSION:

Having completed an examination of the vehicle, reviewed an interview obtained from the insured, conducted research pertaining to the vehicle in question, ordered the Coloma fire report, secured exemplar photographs, and based upon all of the information known at the time of the preparation of this report, it is the opinion of this Investigator that the fire was accidental in nature. It is further the opinion of this Investigator that the fire originated in the driver door panel, in the upper portion, in the immediate area of the power mirror switch and associated wiring with the fire subsequently extending to the dashboard, where the fire was there confined. The fire is deemed to be an accidental fire, electrical in nature.

At this time, all requests for services have been completed, we are closing our file and forwarding our report and photographs for your review.

Conclusions and opinions expressed in this report were developed utilizing the Investigator's training, education, experience and standard investigative techniques.

  
Timothy P. Herndon, CFI

WOH/jam

12/02/2007 AT 05:41 PM  
33093

11J55223-01  
0PJ908KZ

FARM BUREAU INSURANCE  
LANSING  
THE CERTIFIED ESTIMATE  
7373 W. SAGINAW HWY.  
P.O. BOX 30400  
LANSING, MI 48909-7900  
(269)751-9977 FAX: (269)751-9977

ESTIMATE OF RECORD

WRITTEN BY: BOB UPDYKE 12/02/2007 05:41 PM  
ADJUSTER: SUPERVISOR (269)751-9977

INSURED: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 11/22/2007 AT 12:00 AM  
[REDACTED] COLOMA, MI TYPE OF LOSS: COMPREHENSIVE  
EVENING: [REDACTED] POINT OF IMPACT: 23. INTERIOR BURN  
INSPECT [REDACTED] NON\_DRIVE\_IN  
LOCATION: [REDACTED] COLOMA, MI

REPAIR FACILITY: [REDACTED] DAYS TO REPAIR LICENSE # [REDACTED]  
2006 GMC ENVOY 4X4 SLT 6-4.2L-FI 4D UTV SILVER INT:GRAY  
VIN: 1GKDT13S062 [REDACTED] LIC: [REDACTED] MI PROD DATE: 05/2006 ODOMETER: 38000  
AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY  
REAR WIPER STEERING WHEEL CONTROLS BODY SIDE MOLDINGS  
DUAL MIRRORS PRIVACY GLASS CONSOLE/STORAGE  
ROOF CONSOLE WOOD INTERIOR TRIM LUGGAGE/ROOF RACK  
ELECTRIC GLASS SUNROOF FOG LAMPS CLEAR COAT PAINT  
METALLIC PAINT POWER STEERING POWER BRAKES  
POWER WINDOWS POWER LOCKS POWER DRIVER SEAT  
POWER PASSENGER SEAT POWER MIRRORS AM RADIO  
FM RADIO STEREO SEARCH/SEEK  
CD PLAYER ANTI-LOCK BRAKES (4) DRIVER AIR BAG  
PASSENGER AIR BAG 4 WHEEL DISC BRAKES LEATHER SEATS  
BUCKET SEATS RUNNING BOARDS/SIDE STEPS TRAILERING PACKAGE  
AUTOMATIC TRANSMISSION 4 WHEEL DRIVE OVERDRIVE  
ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		STEERING WHEEL				
2	REPL	STEERING WHEEL W/LEATHER AND ACCESSORY CONTROLS GMC	1	416.95	MINCL.	
3		STEERING COLUMN				
4	REPL	COLUMN COVER EBONY	1	51.25	0.3	
5	REPL	COMBO SWITCH W/CRUISE CONTROL	1	160.87	M 0.2	M

12/02/2007 AT 05:41 PM  
33093

11J55223-01  
0PJ908KZ

ESTIMATE OF RECORD  
2006 GMC ENVOY 4X4 SLT 6-4.2L-FI 4D UTV SILVER INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
6		WINDSHIELD					
7	REPL	MIRROR INSIDE W/O G.P.S. W/TEMP DISPLAY	1		449.00	INCL.	
8*	REPL	WINDSHIELD NAGS W/3RD VISOR, W/O HDW, BLUE TINT W/O RAIN SENSOR	1		562.55*	X INCL.*	
9		CONSOLE					
10	REPL	CONSOLE ASSY GMC, W/MID LEVEL PKG GRAY	1		244.81	1.2	
11		INSTRUMENT PANEL					
12*	REPL	LKQ INSTRUMENT PANEL +25%	1		375.00	4.0	
13		RESTRAINT SYSTEMS					
14	REPL	SYSTEM DIAGNOSIS	1			M 0.5	M
15	REPL	DRIVER AIR BAG GMC ALL	1		694.71	MINCL.	
16	REPL	PSNGR AIR BAG EBONY	1		664.50	M 5.5	M
17	REPL	CLOCKSPRING	1		170.06	M 1.2	M
18	REPL	DIAGNOSTIC UNIT W/HEAD AIR BAG W/PASS/CHILD REST	1		495.46	M 0.4	M
19	REPL	LT BELT & RETRACTOR EBONY	1		158.67	0.9	
20		SEATS & TRACKS					
21	REPL	RT HEADREST COVER LEATHER EBONY	1		43.57	0.2	
22	REPL	LT HEADREST COVER LEATHER EBONY	1		49.60	0.2	
23	REPL	LT SEAT BACK COVER LEATHER EBONY	1		264.98	0.6	
24	REPL	RT SEAT BACK COVER LEATHER EBONY	1		259.07	0.6	
25	REPL	RT CUSHION COVER LEATHER EBONY	1		215.88	0.6	
26*	REPL	LT CUSHION COVER LEATHER EBONY	1		215.88*	0.6	
27		ROOF					
28*	RPR	ROOF PANEL W/SUNROOF UNDERSIDE*				2.0*	2.0*
29		ADD FOR CLEAR COAT					0.8
30*	REPL	LKQ SUNROOF ASSY +25%	* 1		312.50	0.5*	
31	REPL	HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY	1		1251.30	4.5	
32	REPL	RT SUNSHADE GRAY	1		78.50	INCL.	
33	REPL	LT SUNSHADE GRAY	1		83.18	INCL.	
34		PILLARS, ROCKER & FLOOR					
35	REPL	LT W/S PILLAR TRIM GRAY	1		33.51	INCL.	
36		FRONT DOOR					
37*	RPR	LT DOOR SHELL				2.0*	2.4
38		OVERLAP MAJOR ADJ. PANEL					-0.4
39		ADD FOR CLEAR COAT					0.4
40	R&I	LT BELT W'STRIP				0.3	
41	REPL	LT NAMEPLATE "ENVOY"	1		16.51	0.2	
42	R&I	LT R&I SIDE MLDG				0.3	

12/02/2007 AT 05:41 PM  
33093

11J55223-01  
0PJ908KZ

ESTIMATE OF RECORD  
2006 GMC ENVOY 4X4 SLT 6-4.2L-FI 4D UTV SILVER INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
43*	REPL	LKQ LT MIRROR ASSY W/POWER W/O HEATED +25%	1	93.75	0.3*	
44	REPL	LT DOOR GLASS NAGS	1	174.75	0.5	
45	REPL	LT RUN CHANNEL	1	161.68	0.3	
46	REPL	LT HANDLE, INSIDE ALL CHROME	1	57.17	0.2	
47	REPL	LT HANDLE BEZEL GMC	1	17.72	INCL.	
48	REPL	LT DOOR TRIM PANEL GMC, W/LEATHER TRIM GRAY	1	306.22	0.7	
49	REPL	MIRROR SWITCH GMC GRAY	1	41.51	INCL.	
50	REPL	LT WINDOW SWITCH GMC W/O HEATED SEAT	1	186.40	INCL.	
SUBTOTALS ==>				8307.51	28.8	5.2

LINE 12 : SUPPLIERS PART DESCRIPTION: INSTRUMENT PANEL SLT, AC, GRY, 282, - BOTH  
END PIECES  
LINE 30 : SUPPLIERS PART DESCRIPTION: SUNROOF GLASS 4DR, DT, SLT, 000, COMPLETE  
ASSY  
LINE 43 : SUPPLIERS PART DESCRIPTION: SIDE MIRROR, LT LH, BLK, DK2, 000, ELECTRIC  
W/O INTEGRAL TURN SIGNAL; (OP

PARTS			8307.51
BODY LABOR	21.0 HRS	@ \$ 44.00/HR	924.00
PAINT LABOR	5.2 HRS	@ \$ 44.00/HR	228.80
MECHANICAL LABOR	7.8 HRS	@ \$ 65.00/HR	507.00
PAINT SUPPLIES	5.2 HRS	@ \$ 22.00/HR	114.40
SUBTOTAL			\$10081.71
SALES TAX	\$ 7859.36	@ 6.0000%	471.56
TOTAL COST OF REPAIRS			\$10553.27
ADJUSTMENTS:			
DEDUCTIBLE			50.00
TOTAL ADJUSTMENTS			\$ 50.00
NET COST OF REPAIRS			\$10503.27



PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

[REDACTED]  
COLOMA, MI [REDACTED]

**FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN**

Policy Number: [REDACTED]  
Insured Name: [REDACTED]

Draft Number: 0011898176  
Draft Amount: \$23,464.00  
Date Issued: 12/14/2007  
Claim Number: [REDACTED]  
Claimant Number: 001  
Date of Loss: 11/22/2007

Full and final payment for damages to 2006 GMC  
Envoy less \$50.00 deductible. bank account  
#0862613213

Payment For [REDACTED]

Adjuster

**THIS INSTRUMENT HAS A VISIBLE WATERMARK ON BACK**



**FARM BUREAU GENERAL  
INSURANCE COMPANY OF MICHIGAN**

ISSUE DATE: 12/14/2007

POLICY	CLAIM NUMBER	CLAIMANT	ADJUSTER
1 206H75	[REDACTED]	001	11-1

PAY TO: [REDACTED]  
FIFTH THIRD BANK AS LIEN HOLDER

**\$23,464.00**

Twenty Three Thousand Four Hundred Sixty Four dollars and 00/100

**PAYABLE THROUGH COMERICA BANK, DETROIT, MICHIGAN.**  
THIS INSTRUMENT IS NOT NEGOTIABLE BY PAYEE AND PAYEE BY  
DEPOSITING THIS INSTRUMENT IN AN AUTOMATIC ACCOUNT OR  
OTHERWISE IS NOT ACCEPTING PAYMENT.  
THIS INSTRUMENT IS NOT VALID FOR WITHHOLDING TAXES.







1. A view of the Federal Manufacturers Label on the driver's door.

2. A view of the left front and driver's side.



DEC 21 2007



3. A view of the left rear and driver's side.

4. A view of the right rear and passenger's side.



Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF



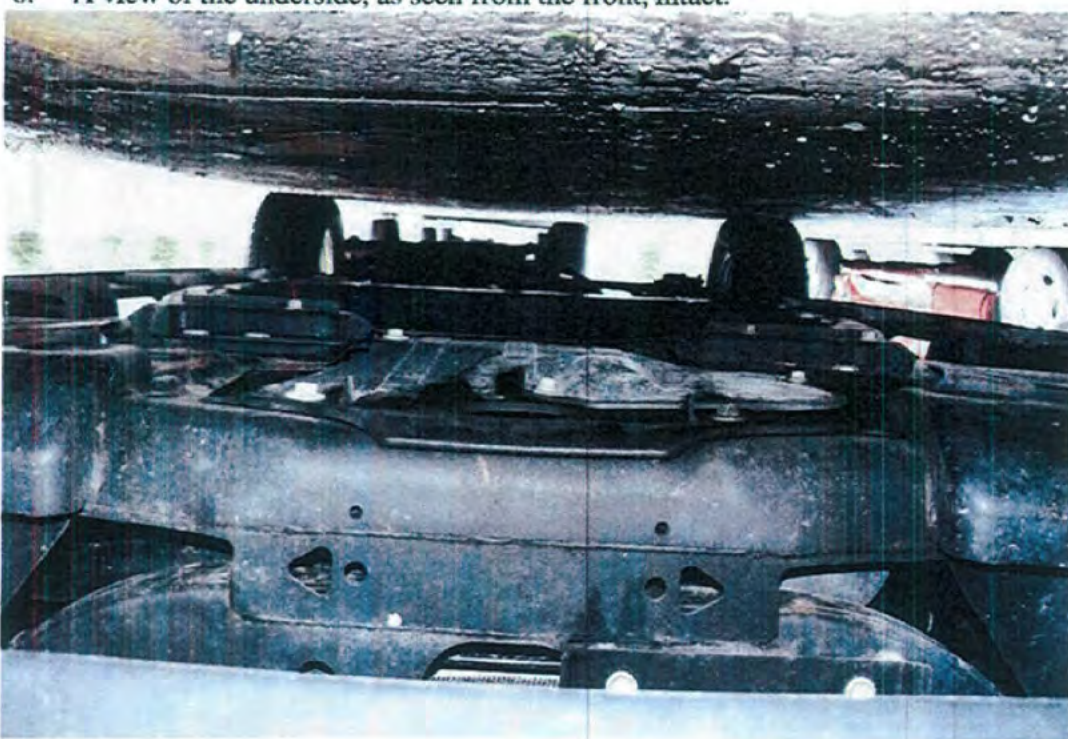
5. A view of the right front.

6. A view of the fuel cap intact.

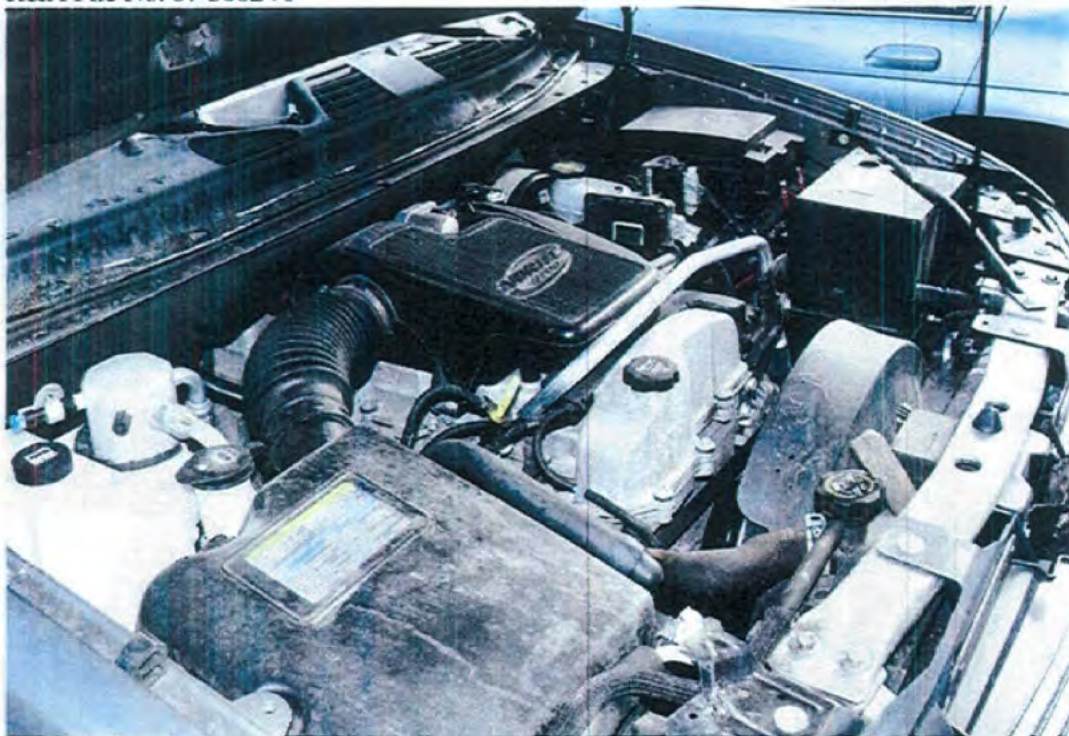




7. A view of the underside, as seen from the rear, intact.



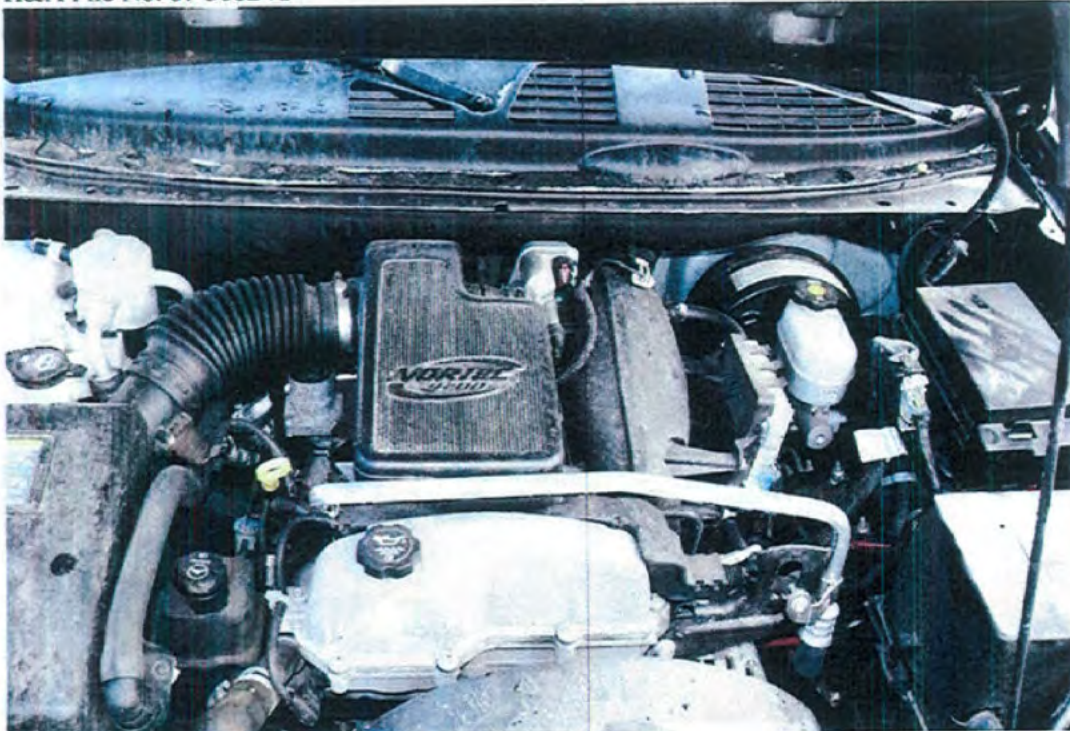
8. A view of the underside, as seen from the front, intact.



9. A view of the engine compartment from the right front.

10. A view of the engine compartment from the left front.





11. A view of the engine compartment from the front.

12. A view of the rear cargo area.





13. A view of the second row seating from the passenger's side.

14. A view of the second row seating from the driver's side.





15. A view of the front passenger compartment from the passenger's side.

16. A view of the front seats.





Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF



17. A view of the dashboard from the passenger's side.

18. A view of the sunroof and headliner.





19. A view of the front passenger compartment from the driver's side.

20. A view of the instrument cluster.





21. A view of the dashboard on the driver's side.

22. A view of the headlight switch.





23. A view of the wiring and plug connector going into the headlight switch intact.

24. A view of the wiring inside the dashboard on the left or driver's side intact.





25. A view of the V pattern to the driver's door panel.

26. A view of fire damage within the driver's door panel.





27. A view of the driver's door control panel removed.

28. A view of the rear of the driver's door control panel.

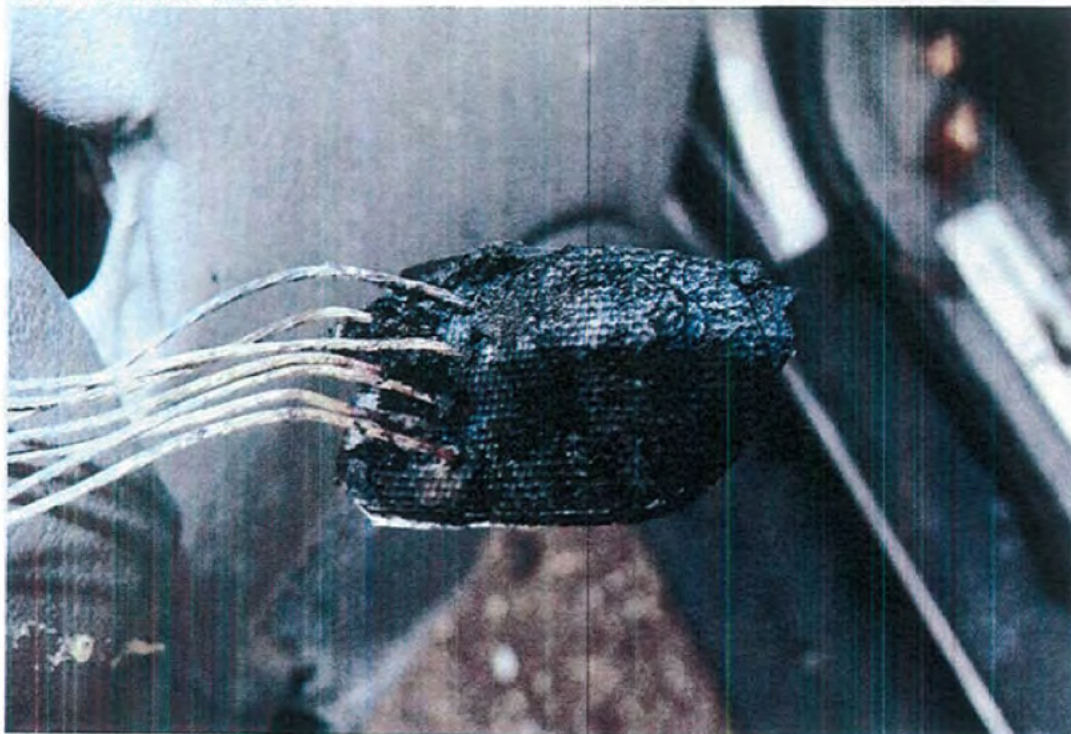




29. A view of the wiring traveling to the rear of the mirror switch.

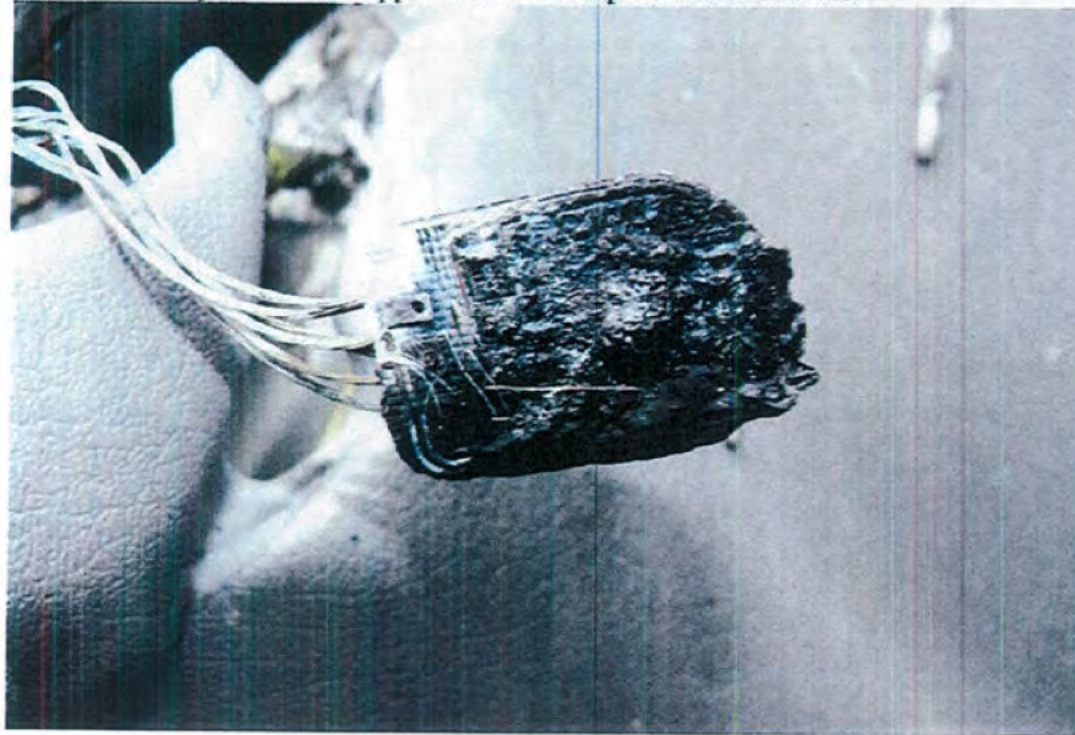
30. A close-up view of the seven wires void of insulation.





31. A view of the printed circuit board.

32. A close-up view of the opposite side of the printed circuit board.





Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF



33. A view of the area of origin.

34. An overall view of the fire extension to the left side of the dashboard.





35. A view of wiring traveling along the headliner.

36. Another view of wiring within the headliner closest the sunroof.





1. A view of the exemplar control panel.

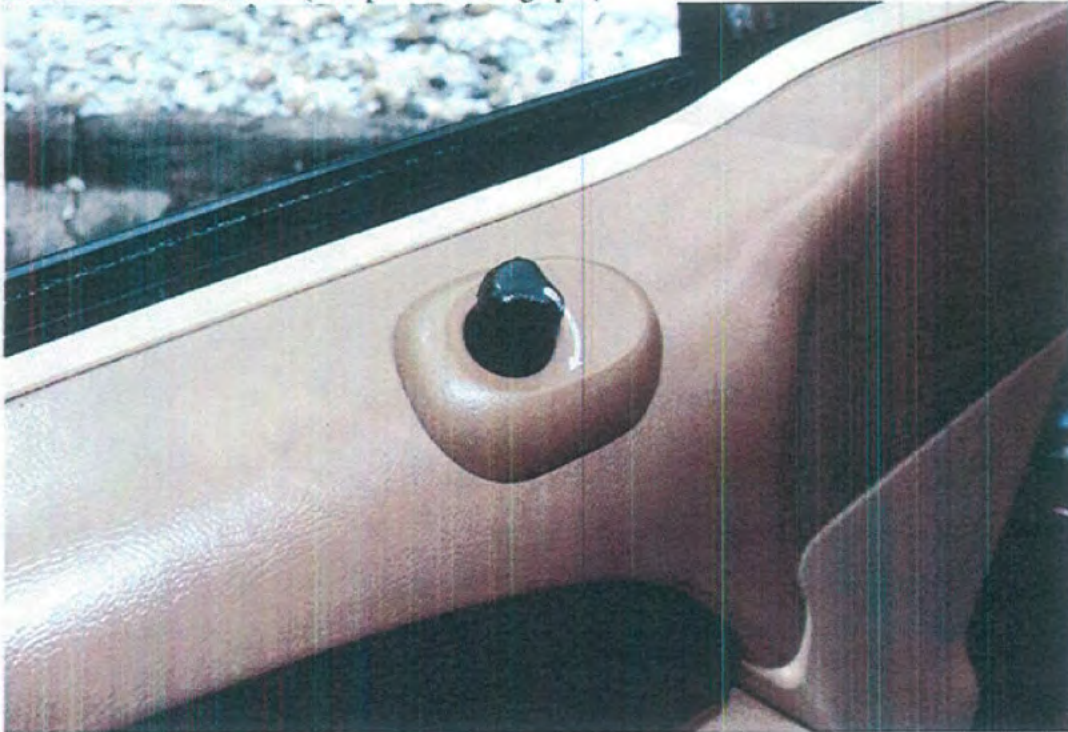
2. Another view of the exemplar control panel.



SIU

DEC 21 2007

Farm Bureau Claim No. [REDACTED]  
H&A File No. 07-3002VF (Comparison Photographs)



3. A close-up view of the power mirror switch.

---

file # 11555 223

ATTN: Joe LYNN

COLOMA FIRE DEPARTMENT  
ON SCENE REPORT  
COLOMA, MI. 49038

*(Handwritten initials)*

DATE: 1/23/07 INCIDENT NUMBER: 242 CITY: \_\_\_\_\_ TWP: Coloma  
MUTUAL AID: YES \_\_\_ NO \_\_\_ DEPT. \_\_\_\_\_ INC NUMBER \_\_\_\_\_  
CALL TIME: 0734 OUT: 0942 ARRIVE: 0915 CLEAR: 1008 CLEAN UP: 130

LOCATION OF CALL: \_\_\_\_\_

CALLER/OCCUPANT: \_\_\_\_\_ CALLER TX: ( ) \_\_\_\_\_

ADDRESS: 5751 American Dr STATE & ZIP: MI \_\_\_\_\_

OWNER NAME: \_\_\_\_\_ OWNER TX: ( ) \_\_\_\_\_

OWNER ADDRESS: \_\_\_\_\_ STATE & ZIP: MI \_\_\_\_\_

VEHICLE YEAR: 2006 MAKE: GMC MODEL: Envoy TYPE: SUV

LICENSE NUMBER: \_\_\_\_\_ VIN NUMBER: 1GKDT13S062 \_\_\_\_\_

INSURANCE COMPANY: Tom Brown ADDRESS: \_\_\_\_\_

EST VALUE: \$20,000.00 EST LOSS: \$20,000.00

NUMBER OF TRUCKS ON SCENE: \_\_\_\_\_ NUMBER OF PERSONEL ON SCENE: \_\_\_\_\_

TYPE OF PROPERTY USE: Vehicle INCIDENT TYPE: Vehicle fire

AREA OF ORIGIN: Roof CAUSE OF IGNITION: Positive Electrical

SMOKE DETECTOR: YES \_\_\_ NO X TYPE: N/A

REMARKS  
Investigated to determine location of vehicle fire in driveway. Upon arrival of FD arrived at scene. No backseat window shattered. Confirmed + used to extinguish fire. Fire spread out. Had to climb down side of roof + climb and pull out to make fire go out. Fire held for 20 minutes + extinguished. Fire spread to front interior vehicle but to back. Vehicle extinguished + taken down + moved to road side. (2)

PAYROLL						
( ) 1	(X) 11	( ) 21	( ) 31	( ) 41	( ) 51	( ) 61
( ) 2	(X) 12	( ) 22	( ) 32	( ) 42	( ) 52	( ) 62
(X) 3	( ) 13	( ) 23	( ) 33	( ) 43	( ) 53	( ) 63
( ) 4	( ) 14	( ) 24	( ) 34	( ) 44	( ) 54	(X) 64
( ) 5	(X) 15	( ) 25	( ) 35	( ) 45	( ) 55	( ) 65
( ) 6	( ) 16	(X) 26	( ) 36	( ) 46	( ) 56	(X) 66
( ) 7	( ) 17	( ) 27	(X) 37	( ) 47	( ) 57	( ) 67
( ) 8	(X) 18	( ) 28	(X) 38	( ) 48	(X) 58	( ) 68
( ) 9	( ) 19	(X) 29	( ) 39	(X) 49	( ) 59	( ) 69
( ) 10	( ) 20	( ) 30	( ) 40	(X) 50	( ) 60	( ) 70

COMMAND OFF: Robert SAFETY OFF: Robert COMPLETED BY: Robert  
1/23/07



**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

December 14, 2007

Farm Bureau Insurance  
7373 W. Saginaw Highway  
Lansing, MI 48909-7900

Kimberly Kebler:

RE: Claimant: [REDACTED]  
Our File No.: 640993  
Our Client: General Motors Corporation  
Date/Event: 11/22/07  
Subject vehicle: 2006 GMC Envoy SLE  
VIN: 1GKDT13S062 [REDACTED]  
Your File No: [REDACTED]

Dear Ms. Kebler:

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

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.



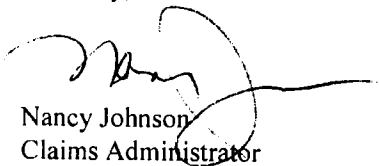
**esis**

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.

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

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

Sincerely,



Nancy Johnson  
Claims Administrator

# 5

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

December 14, 2007

Farm Bureau Insurance  
7373 W. Saginaw Highway  
Lansing, MI 48909-7900

Kimberly Kebler:

RE: Claimant: [REDACTED]  
Our File No.: 640993  
Our Client: General Motors Corporation  
Date/Event: 11/22/07  
Subject vehicle: 2006 GMC Envoy SLE  
VIN: 1GKDT13S062 [REDACTED]  
Your File No: [REDACTED]

Dear Ms. Kebler:

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1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
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6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.



# 5

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
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Sincerely,

Nancy Johnson  
Claims Administrator

# GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

<b>VIN :</b>	1GKDT13S062 [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	TT15506 -2006 ENVOY SLT 4WD (4-DOOR)	<b>Warranty Start Date :</b>	06/30/2006
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	COLE MOTOR COMPANY, L.L.C. 1201 W MICHIGAN AVE THREE RIVERS, MI 49093-2160 (269) 279-5293	<b>Selling Source :</b>	48 - GMC TRUCK
		<b>Site Code :</b>	21061
		<b>Business Associate Code :</b>	165756
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07272	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	1001J0M5	<b>XM Status</b>	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/30/2006	192 miles	06/30/2009	36192 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/30/2006	192 miles	06/30/2012	100192 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/30/2006	192 miles	06/30/2014	80192 miles

VIN=1GKDT13S062 [REDACTED]

12/7/2007

36/36000 FEDERAL EMISSION	06/30/2006	192 miles	06/30/2009	36192 miles
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**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/28/2007	168745	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	32541 miles
05/03/2006	A34882	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.
--

© 1998-2005 General Motors Corporation. All Rights Reserved.

### Service Request Detail

<b>SR No.</b> 71-594089091	<b>Ref No.</b>	<b>Goodwill</b>	<b>No Goodwill Offered</b>	<b>BRC Type</b> PAR
<b>Account</b>	<b>Site</b>	<b>GW SubType</b>		<b>Bus. Unit</b> BRC
<b>Last Name</b>	<b>First Name</b>	<b>Approval</b> Not Initiated		<b>Area</b> PAR
<b>Daytime #</b>	<b>Evening #</b>	<b>UCC</b> Non Component GM		<b>Sub-Area</b> Initiate PAR-Thermal Event
<b>Address</b>	<b>City</b> Middletown	<b>Involved Dir</b> Middletown Pontiac Buick GMC, Llc		<b>Safety</b> Yes
<b>State</b> NY ZipCd	<b>Con Acct</b>	<b>Source</b> Phone		<b>Updated</b> 1/22/2008 05:04:16 PM
<b>Serial #/VIN</b> 1GKDT13S172	<b>Model Year</b> 2007	<b>Priority</b> Medium License #		<b>Owner</b> RODRIGOS
<b>Make</b> GMC	<b>Warr. Start</b> 03/29/2007	<b>Status</b> Open		<b>Opened</b> 1/17/2008 03:11:59 PM
<b>Model</b> Envoy	<b>Mileage</b> 40800	<b>Sub-Status</b> Satisfied		<b>Closed</b>
<b>Abstract</b> Thermal Event				

**Customer Description** \*\*\* BRC PAR CASE. DO NOT ASSUME. FORWARD ALL INQUIRIES TO JOSE RODRIGUEZ EXT 21333 \*\*\*

### Pre-PAR

<b>PAR Number</b>	<b>Incident Date/Time</b>	<b>Injuries</b>	<b># Other Veh</b>	<b># People in Veh</b>	<b>Road Surface</b>	<b>Road Cond</b>	<b>Fire Report#</b>	<b>Police Report#</b>
Owner	1/17/2008 11:00:00 AM	N	0	1	Asphalt	Snowy	unknown	N/A
<b>Driver Last Name</b>	<b>Driver First Name</b>	<b>Height</b>	<b>DOB</b>	<b>Disabilities</b>				
		5 11		No				
<b>Insurance Agent Last Name</b>	<b>Insurance Agent First Name</b>	<b>Phone #</b>	<b>Insurance Agency</b>					
Malstrom	Sandra	(845) 440-4646	Allstate Insurance Claim # unknown					
<b>Incident Loc</b>	85 Fitzherbert Mews Middletown NY 10940	<b>Incident Desc</b>	Cust sts that he was getting ready to go to work. sts that he started the vehicle and he started smelling smoke. He then called Onstar and while on the line with Onstar the smoke started getting stronger. sts that then he got out of the vehicle and went into the house. customer went					
<b>Component</b>	Drivers side door.	<b>Damage Desc</b>	Wire harness was burnt, door damage and module					
<b>Vehicle Loc</b>	Middletown Pontiac Buick GMC, Llc.	<b>Add'l Info</b>	N/A					
<b>Emgcy Svc Names</b>	Mechanic town fire district Chief Joseph Andre	<b>Maint Loc</b>	Middletown Pontiac Buick GMC, Llc.					

### PAR Detail

<b>Collision</b>	Non Collision	Y	<b>Property Damage</b>	N	<b>Thermal Evt</b>	Y	<b>Spec Equip</b>	N/A
<b>Vehicle Speed</b>	0		<b>Weather Condition</b>	cold	<b>Prop Owner</b>	N/A	<b>Property Type</b>	N/A
<b>Last Service Date</b>			<b>Loc Last Service</b>		<b>Property Location</b>	N/A	<b>Prop Est Repair Cost</b>	
<b>Veh Est Repair Cost</b>			<b>Spec Equip Installer</b>	N/A	<b>Prop Damage Description</b>	N/A		
<b>Primary Veh Use</b>	Personal		<b>Inspection Type</b>		<b>Inspected By</b>	Inspection Not Performed	<b>Inspection Date/Time</b>	
<b>Veh Damage Description</b>	door damage, wire harness		<b>Explain Other</b>	N/A				



**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Deborah Chisholm**  
Claims Administrator

February 19, 2008

[REDACTED]  
Middletown, NY [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 642741  
Our Client: General Motors Corporation  
Date/Event: 1/17/08  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDT13S172 [REDACTED]

Dear [REDACTED]

Attached please find a release pertaining to our agreed upon settlement of the above-captioned matter. Please return the properly executed release to my attention and I will promptly request the settlement draft. Thank you for your assistance in this regard. Should you have any questions, please do not hesitate to contact me.

Sincerely,

Deborah Chisholm  
Claims Administrator

To Deborah Chisholm  
ESIS / Claims Unit

[REDACTED]  
Middletown, NY [REDACTED]

[REDACTED]

February 18, 2008

Ms. Chisholm,

As per our conversation this morning I am faxing over the additional paperwork you requested.

There are 3 pages in total with this cover sheet.

Thank you,

[REDACTED]

[REDACTED]



Rental Receipt - Thank you for your business  
CANDIDO ROSARIO

Contract Number: **358058**  
Receipt Date: **Jan 30, 2008**

Enterprise Location: RTE 17M/BATES GATES RD/POB#862  
NEW HAMPTON, NY 10958-0862  
US  
Tel.: (845) 374-5010

Driver: [REDACTED]

Start Date:	End Date:	Make/Model	Start Miles	End Miles	Miles Driven
Jan 21, 2008 @ 5:58 pm	Jan 30, 2008 @ 11:02 am	JEEP 3CHE	7,530	8,822	1,302
<b>Total Miles</b>					<b>1,302</b>

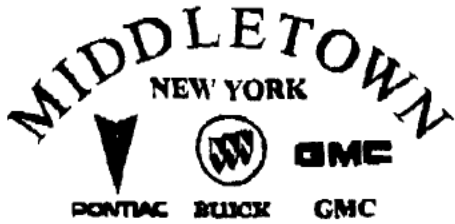
Charge Description:	Quantity	Per	Rate	Total
Rate	10	Day	35.75	357.50
<b>Subtotal:</b>				<b>USD 357.50</b>

Taxes and Surcharges  
Sales Tax

**DUPLICATE**

**Subtotal: USD 404.47**

**Total Charges:**



**MIDDLETOWN PONTIAC BUICK GMC, LLC**

P.O. Box 788 - 280 Dolson Ave.  
MIDDLETOWN, N.Y. 10940

SERVICE (845) 346-4770      PARTS (845) 346-4780      SALES (845) 346-4750

N.Y.S. M.V. R/S REG. NO. 7088987

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.  
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.  
NO RETURNS AFTER 30 DAYS. 10% RE-STOCK CHARGE ON ALL RETURNED PARTS.

**DISCLAIMER OF WARRANTIES**

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

DATE ENTERED 18 FEB 08	YOUR ORDER NO.	DATE SHIPPED 18 FEB 08	INVOICE DATE	INVOICE NUMBER 3148
---------------------------	----------------	---------------------------	--------------	------------------------

S  
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ACCOUNT NO. P99

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E  
D

PAGE 1 OF 1

CASH SALES

SHIP VIA	BLSM.	EX. NO.	TERMS	F.O.B. POINT		
	73		CASH SALES	MIDDLETOWN NY		
QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	0	15013121	SPEAKER	94.84	94.84	94.84
1	0	15776658	P-PANEL	192.77	192.77	192.77
1	0	LABOR	TIME	95.00	95.00	190.00
**** I N V O I C E   Q U O T E   -   D O N O T   P A Y   ****						
WE AT MIDDLETOWN PONTIAC BUICK GMC THANK YOU FOR YOUR BUSINESS PARTS DEPT HOURS MON, TUES, THUR, FRI 8AM TO 5PM OPEN UNTIL 7PM WEDNESDAY SAT 8:30AM TO 3:00PM				PARTS 477.61 SUBLET FREIGHT 0.00 SALES TAX 38.81		Your One Stop Shop for all  Parts & Accessories
CUSTOMER'S SIGNATURE X				TOTAL 8526.42		



[REDACTED]  
© 2008 General Motors

To Deborah Chisholm  
ESIS/ GM Central Claims Unit

From [REDACTED]  
Middletown, NY  
[REDACTED]

February 15, 2008

File number 642741  
VIN; 1GKDT13S172 [REDACTED]  
2007 GMC Envoy  
Date/Event 1/17/2008

Deborah enclosed is all the information you requested.  
There are 6 pages including this cover sheet.

**MAACO COLLISION REPAIR**  
License # [REDACTED] Federal ID #: 061444087  
LICENSE #: [REDACTED]  
23 Cannon Hill Drive  
New Hampton, NY 10958  
(845)374-2113 Fax: (845)374-2116

**PRELIMINARY ESTIMATE**

Written By: RAY BRUNING #IA-903793  
Adjuster: DD 28484730HRZ12032 (800)366-9775

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED]  
MIDDLETOWN, NY  
Day: [REDACTED]  
Business: [REDACTED]

Claim # [REDACTED]  
Policy # ALLSTATE P AND C  
Deductible: \$500.00  
Date of Loss: 12/01/2007  
Type of Loss: Collision  
Point of Impact: 6. Rear

Inspect MAACO COLLISION REPAIR  
Location: 23 Cannon Hill Drive  
New Hampton, NY 10958

Business: (845)374-2113

Insurance ALLSTATE INSURANCE COMPANY  
Company: 300 WESTAGE BUSINESS PARK  
SUITE 410  
FISHKILL, NY 12534

Business: (800)366-9775  
Days to Repair

2007 GMC ENVOY 4X4 SLE 6-4.2L-FI 4D UTV GRAY MET Int:  
VIN: 1GKDT13S172 [REDACTED] Lic: [REDACTED] NY Prod Date:

Odometer: 37300

Condition: Excellent

- |                      |                      |                        |
|----------------------|----------------------|------------------------|
| Air Conditioning     | Rear Defogger        | Tilt Wheel             |
| Cruise Control       | Intermittent Wipers  | Keyless Entry          |
| Rear Wiper           | Body Side Moldings   | Dual Mirrors           |
| Privacy Glass        | Console/Storage      | Luggage/Roof Rack      |
| Fog Lamps            | Clear Coat Paint     | Power Steering         |
| Power Brakes         | Power Windows        | Power Locks            |
| Power Mirrors        | AM Radio             | FM Radio               |
| Stereo               | Search/Seek          | CD Player              |
| Anti-Lock Brakes (4) | Driver Air Bag       | Passenger Air Bag      |
| 4 Wheel Disc Brakes  | Cloth Seats          | Bucket Seats           |
| Trailer Package      | Power Trunk/Tailgate | Automatic Transmission |
| 4 Wheel Drive        | Overdrive            | Aluminum/Alloy Wheels  |

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		WE WANT YOU TO BE COMPLETELY SATISFIED	1				
2#		CUSTOMER RECEIVED COPY OF ESTIMATE	1				
3		FRONT BUMPER					
4*	Rpr	Bumper cover				1.0	2.6
5		Add for Clear Coat					1.0

**PRELIMINARY ESTIMATE**  
2007 GMC ENVOY 4X4 SLE 6-4.2L FI 4D MTV GRAY MET Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
6	Repl	LT Bumper cover brace	1	7.33	0.2	
7	Repl	Impact bar	1	291.60	0.4	
8		FENDER				
9**	Repl	Qual Repl Parts CAPA LT Fender GMC	1	96.51	2.0	2.2
10		Add for Clear Coat				0.9
11		Add for Edging				0.5
12		FRONT DOOR				
13	Rld	LT Door shell				1.2
14	R&I	LT Belt w/strip			0.3	
15	R&I	LT Mirror assy w/power w/o heated			0.3	
16	R&I	LT Handle, outside GMC w/decor pkg			0.4	
17		QUARTER PANEL				
18	Repl	LT Quarter panel w/short wheel base	1	312.25	17.0	3.2
19		Overlap Major Non-Adj. Panel				-0.2
20		Add for Clear Coat				0.6
21	Repl	LT Lower filler	1	32.72	1.5	0.3
22*	R&I	LT Upper extn w/short wheel			<u>1.2</u>	
23	R&I	LT Qtr glass GM, w/o GPS, w/short wheel base w/o deep tint			Incl.	
24*	Rpr	LT Tail lamp pocket w/short wheel			<u>1.5</u>	0.7
25		Overlap Minor Panel				-0.2
26		Add for Clear Coat				0.1
27*	Rpr	LT Outer wheelhouse			<u>2.0</u>	0.8
28		Overlap Minor Panel				-0.2
29		Add for Clear Coat				0.1
30	Repl	LT Liner w/short wheel base	1	58.30	Incl.	
31	Repl	Relief valve	1	13.42	0.2	
32		LIFT GATE				
33*	Rpr	Lift gate			<u>3.0</u>	2.1
34		Overlap Major Adj. Panel				-0.4
35		Add for Clear Coat				0.3
36	R&I	LT Side molding GMC			0.2	
37*	R&I	License pocket			<u>0.7</u>	
38	R&I	Handle			<u>0.4</u>	
39	R&I	Wiper arm			0.2	
40	R&I	Lower trim panel gray			0.3	
41		REAR LAMPS				
42	Repl	LT Tail lamp assy	1	126.76	Incl.	
43	Repl	LT Backup lamp	1	24.70	Incl.	
44		REAR BUMPER				
45		O/H rear bumper			1.8	

12/04/2007 at 03:50 PM  
11051

Job Number:

**PRELIMINARY ESTIMATE**

2007 GMC ENVOY 4X4 SLE 6-4.2L-FI 4D UTV GRAY MET Int:

NO.	OP.	DESCRIPTION	QTY	FYT.	PRICE	LABOR	PAINT
46**	Repl	Qual Repl Parts Bumper cover GMC	1		334.00	Incl.	2.8
47		Add for Clear Coat					1.1
48		Deduct for Rear Bumper R&I				-1.2	
49**	Repl	Qual Repl Parts Step pad center GMC	1		54.00	Incl.	
50		REAR DOOR					1.2
51	Blnd	LT Door shell w/short wheel base GMC				0.3	
52	R&I	LT Belt w'strip w/short wheel base				0.4	
53	R&I	LT Handle, outside GMC, w/short wheel base w/o decor pkg				0.6	
54	R&I	LT R&I trim panel	2		40.00		
N 55#		SPIN BALANCE 2 LEFT SIDE WHEELS	1		79.95		
56#	Subl	4 WHEEL ALIGNMENT	1		3.00		
57#		EPC HAZARDOUS LIQUID	1		5.00		
58#	Repl	CAR COVER					
Subtotals ==>					1479.54	34.7	20.7

Line 55 : CUSTOMER STATES SLIGHT DRIVEABILITY PROBLEM

Parts		1479.54
Parts Discount	\$ 867.08 -10.0%	-86.71
Body Labor	34.7 hrs @ \$ 44.00/hr	1526.80
Paint Labor	20.7 hrs @ \$ 44.00/hr	910.80
Paint Supplies	20.7 hrs @ \$ 22.00/hr	455.40
SUBTOTAL		\$ 4285.83
Sales Tax	\$ 4285.83 @ 8.1250%	348.22
GRAND TOTAL		\$ 4634.05
ADJUSTMENTS:		
Deductible		500.00
CUSTOMER PAY		\$ 500.00
INSURANCE PAY		\$ 4134.05

7728814

68454



\*INVOICE\*

MIDDLETOWN PONTIAC BUICK GMC, LLC
P.O. Box 788 - 280 Dolson Ave. - MIDDLETOWN, N.Y. 10840
SERVICE (848) 348-4770 PARTS (848) 348-4780 SALES (848) 348-4780
N.Y.S. M.V. R/S REG. NO. 7088887

PAGE 1

SERVICE ADVISOR: 71 CHRISTINA TRADIPAZA

MIDDLETOWN, NY
NAME BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, EL DATE, PROO. DATE, WARR. EXP, PROMISED, EST. NO., RATE, PAYMENT, PAY DATE. Includes details for GMC ENVOY 1GKDT13S172.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item 03 VERIFIED FOUND TO NEED HARNESS MIRROR SWITCH AND FUSES AND BLOW FUSES.

LABOR VERIFIED CUSTOMER CONCERN FOUND WIRING HARNESS MODULE TO BE SHORTED REPLACED ALSO FOUND WINDOW SWITCH TO HAVE SHORT

CUSTOMER PAY SHOP SUPPLIES/DISPOSAL CHARGES FOR REPAIR ORDER 1.00
ONLY GM PARTS AND ACCESSORIES INSTALLED BY
12 MONTHS/12,000 MILES, WHICHEVER COMES FIRST
FROM THE DATE OF INSTALLATION. TIRES AND BATTERIES ARE WARRANTED AT THE OPTION OF TIRE OR BATTERY MANUFACTURER. SEE BUSH SERVICE ADVISOR ABOUT OTHER WARRANTIES THAT MAY APPLY

PAYMENT METHOD:
CASH DISC VISA/MC CK NO.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER...

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Summary table with columns: LABOR AMOUNT (121.00), PARTS AMOUNT (380.10), GAS, OIL, LUBE (0.00), BUBLET AMOUNT (0.00), MISC. CHARGES (1.00), TOTAL CHARGES (502.10), LESS INSURANCE (0.00), SALES TAX (40.79), PLEASE PAY THIS AMOUNT (542.89).

[REDACTED]  
Middletown, NY  
[REDACTED]

February 15, 2008

Deborah Chisholm  
ESIS/ GM Central Claims Unit

Ms Chisholm,

Below is the detailed description you requested along with any other pertinent information;

I started my car on the morning of January 17 2008 so that it may warm up. As the car was warming up I started to smell smoke. I hit the on star button and was explaining to the rep what was going on. The smell of fire got thicker and sparks came from the driver's door panel. On star phoned the fire department and I backed the car out of my driveway with the fear of the car burning and burning my house.

The Mechanicstown Fire department responded and disconnected the battery and took apart the door to extract the piece that was on fire. They had to cut of the window harness module and said that this is where the fire started. The window harness module was charred. I tried obtaining a fire report but have been unsuccessful. The fire chief who responded is named Joseph A. Andre. His cell phone is 845.742.6781 his email is mfd95@frontiernet.net.

The vehicle was towed to the Middletown GMC dealer where they repaired the vehicle and I had to absorb the cost because I was out of warranty. The cost to repair the vehicle was \$ 542.89 and did not include replacing the door panel and speaker that was ripped off by the fire department . this according to the dealer is an additional \$500.00.

The 5 year 100000 mile courtesy car warranty was not extended to me even after I asked.

The cost of a rental car was also absorbed by me. Even if there was no warranty the car should have been repaired by GMC because it was a defect by the manufacturer.

I have submitted my complaint to the NHTSA for further investigation. There is currently an investigation on the GMC Yukon and Chevy Tahoe with the same problem.

My car has not been modified in any which way or form. There are no after market equipment installed either.

There was an accident with the vehicle 1 month prior that was repaired. A copy of the repaired damages is enclosed.

Any question please feels free to contact me @ the number or email listed above.

Thank you,  
[REDACTED]



esis

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C20 D71  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Deborah Chisholm**  
Claims Administrator

01/30/2008

[REDACTED]  
Middletown, NY [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 642741  
Our Client: General Motors Corporation  
Date/Event: 01/17/2008  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDT13S172 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.



**esis**

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.
11. Advise of any injuries.

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

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

Sincerely,

Deborah Chisholm  
Claims Administrator



## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN : 1GKDT13S172 [REDACTED]

### VEHICLE INFORMATION

Merchandising Model :	TT15506 -2007 ENVOY SLE 4WD (4-DOOR)	Warranty Start Date :	03/29/2007				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	MILEA PONTIAC BUICK GMC 885 E 149TH ST BRONX, NY 10455-5010 (718) 863-8200	Selling Source :	48 - GMC TRUCK				
		Site Code :	06057				
		Business Associate Code :	119253				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin
EI	08023	PAINT PEELING FRONT/REAR FASCIA - REF. TSB # 08-08-62-001	01/18/2008	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	BJ3DL0CP	XM Status	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/29/2007	10 miles	03/29/2010	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/29/2007	10 miles	03/29/2013	100010 miles

[REDACTED] 1/23/2008

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/29/2007	10 miles	03/29/2015	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	03/29/2007	10 miles	03/29/2012	100010 miles
36/50000 CALIFORNIA EMISSIONS	03/29/2007	10 miles	03/29/2010	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	03/29/2007	10 miles	03/29/2014	70010 miles

**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/22/2006	A53890	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 06:55:33 PM	LACSONMI	LACSONMI	Email - Outbound?		Done	1/22/2008 06:55:50 PM	< No Subject >

Customer Name	Account	BAC Code

Comments  
Service Request: 71-594089091  
Customer Relationship Specialist: Michael Robinson

Dear [REDACTED]

Thank you for contacting the GMC Customer Assistance Center.

Please consider this confirmation of our receipt of your e-mail. In addition, I have added the information you provided to service request 71-594089091, and sent a notification to [REDACTED] on your behalf. He will follow up with you accordingly to address the additional information provided.

If you should need to contact us in the future, simply reply to this message or call our GMC Customer Assistance Center at 1-800-462-8782. Customer Relationship Specialists are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

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

Again, thank you for contacting GMC.

Sincerely,

The GMC Consumer Support Team

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 06:52:43 PM	LACSONMI	RODRIGOS	Notify CRM		In Progress		Attached email of customer to SR

Customer Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 05:04:38 PM	RODRUJOS	RODRUJOS	Scheduled Follow-up		In Progress		71-594089091 Check on ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 05:04:22 PM	RODRUJOS	ESISBIQU	Escalation		In Progress		Assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 04:31:19 PM	RODRUJOS	RODRUJOS	Inbound Call Customer	Service Request Update	Done	1/22/2008 05:03:39 PM	Cust called

Name	Account	BAC Code

Cust sts that he was getting ready to go to work. sts that he started the vehicle and he started smelling smoke. He then called Onstar and while on the line with Onstar the smoke started getting stronger. sts that then he got out of the vehicle and went into the house. customer went back into the vehicle and removed the vehicle from his driveway far from his house. Onstar called the fire department. They came and disconnect the battery in the vehicle, tore off the panel on the door, cut all the wires, and removed the module that automatically opens your window. and took the door apart to take out the module.

Crs advised that this case was sent to esis. advised that they will contact him with in the next 7-10 bussiness days. Crs advised that we cannot provide a loaner vehicle at this time.

Cust understood.

Jose Rodriguez ATX PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 04:19:59 PM	RODRIGOS	RODRIGOS	Scheduled Follow-up		Done	1/22/2008 04:31:12 PM	71-594089091 3rd attempt

Customer Name: [REDACTED] Contact Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

cancelled customer called back.

ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/22/2008 04:18:17 PM	RODRIGOS	RODRIGOS	Outbound Call Customer	Left Message	Done	1/22/2008 04:19:21 PM	2nd Attempt

Customer Name: [REDACTED] Contact Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Crs advised that I received the case. crs seeks call back

ATX PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
1/21/2008 03:06:06 PM		LACSONMI	Email - Inbound		Done	1/22/2008 06:52:35 PM	GMC Envoy/Envoy XL Owner Assistance

What is the Nature of your concern? : Vehicle Concern

Message : I own a 2007 envoy which I love very much. However the experience that i am having with GMC is invidious. You see my car door recentl caught on fire due to a faulty window module and harness. When it was towed to the dealer I was informed that I was no longer under warranty. I was not allowed a loaner car even though the warranty says 5 years 1000 k miles. There was a defect in the door & the result my car burned. I have contacted customer service who said someone will contact me 4 days ago still without a word. I am going to take all needed step to get someone to take action. Please respond!

VIN : 1gkdt13s172

Vehicle : 2007 Envoy/Envoy XL

Preferred Dealer : middletown

Is this a GM Authorized Dealer : Yes

Name of your contact at the dealership : kevin

When was your last visit to the dealership : 1/17/08

Current Mileage : 40000

Name :  
Email Address :

Report Generated for toporwm

on 1/23/2008

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/21/2008 02:50:25 PM	RODRIJOS	RODRIJOS	Ownership Changed	Ownership Escalated to BRC	Done	1/21/2008 02:50:25 PM	Ownership Escalated to BRC

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/21/2008 02:49:38 PM	RODRIJOS	RODRIJOS	Other		Done	1/21/2008 02:49:55 PM	error

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/21/2008 02:49:20 PM	RODRIJOS	RODRIJOS	Scheduled Follow-up		Done	1/22/2008 04:17:32 PM	71-594069091 call cust

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:14:28 PM	DRAHEICM	RODRIJOS	Ownership Changed		Done	1/18/2008 12:14:28 PM	Service Request Ownership has changed FROM: DAWESA TO: RODRIJOS

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:14:10 PM	DRAHEICM	RODRUJOS	BRC PAR	Initial Contact-Phone	Done	1/21/2008 02:43:06 PM	called

Comments  
left VM for

Crs advised that i received the case. crs seeks call back

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:14:03 PM	DRAHEICM	RODRUJOS	BRC PAR	Initial Contact-Dealer	Done	1/21/2008 02:39:17 PM	called

Comments  
MIDDLETOWN PONTIAC BUICK GMC  
280 DOLSON AVE  
MIDDLETOWN NY 10940-6994  
845-346-4750

Left Message with operator for

Svc Mgr Kevin

Crs advised that i need to speak with svc mgr. crs seeks call back.

Jose Rodriguez ATX PAR

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:13:57 PM	DRAHEICM	RODRIJOS	BRC PAR	Initial Contact-AVM	Done	1/21/2008 02:47:26 PM	called

Account Last Name      Contact First Name      Account      BAC Code

Comments

FAVM John Silva 914055 8456  
Crs advised that the customer alleges that his vehicle had a thermal event, the veh is now at the dealer.  
crs seeks to advise on allegation.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:13:53 PM	DRAHEICM	RODRIJOS	BRC PAR	Acknowledgement	Done	1/18/2008 05:31:07 PM	called

Account Last Name      Contact First Name      Account      BAC Code

Comments

See initial contact customer.

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:13:48 PM	DRAHEICM	RODRIJOS	Notify CRM		Done	1/18/2008 01:32:38 PM	file assigned

Account Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:13:43 PM	DRAHEICM	RODRUJOS	Research		Done	1/21/2008 12:13:38 PM	research via

Product Last Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

#### Comments

1GKDT13S172153890

no open recalls

no other related cases

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 12:13:29 PM	DRAHEICM	RODRUJOS	BRC PAR	Case Assigned	Done	1/21/2008 12:12:08 PM	assigned to jose rodriguez ext 31103

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

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 11:22:14 AM	DRAHEICM	DAWESA	SR Opened		Done	1/18/2008 11:22:14 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

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

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2008 11:22:12 AM	DRAHEICM	DAWESA	SR Closed - Satisfied		Done	1/18/2008 11:22:13 AM	Service Request has been Closed Satisfied.

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

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2008 04:13:57 PM	DAWESA	DRAHEICM	Escalation	Initiate PAR	Done	1/18/2008 11:21:55 AM	Assigning activity to PAR QUEUE

Created By Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

#### Comments

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

Sarah Dawe/CAC/STJ

Received and assigned in PAR.  
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2008 03:34:56 PM	DAWESA	DAWESA	Inbound Call Customer	Complex Request	Done	1/17/2008 03:40:48 PM	Alleged product allegation-Thermal Event

Created By Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

#### Comments

cust sts: this morning around 11:00 my car experienced a thermal event i had to call the fire department who came and put out the fire. while doing they they had to cut through all of the cables and parts to get to the part causing the concern. i had to get my car towed to the dealership that onstar brought up. the car is still at the dealership awaiting to be repaired because when i got there they told me they couldn't start repairs until they got authorization from me to begin them with labour costs of \$95 an hour. thats crazy. im only out of warranty by 4000 miles and look and what happened to my car. i shouldn't have to pay for something that happened due to a defect.

cust seeks: to have his car repaired at no cost.

crs sts: will document your concerns.

cust sts: can you call me back?

crs sts: yes.

Sarah Dawe/CAC/STJ

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
S96	GMC	Non Component GM

# 5

June 8, 2009

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

[REDACTED]  
Boca Raton, FL [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 672940  
Our Client: General Motors Corporation  
Date/Event: 5/18/09  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDS13S872 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

# 5

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

GM has filed for bankruptcy. We cannot represent what decision will be made regarding your claim, but we will collect limited information and facts of what happened.

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

Sincerely,

Nancy Johnson  
Claims Administrator

# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

June 22, 2009

[REDACTED]  
BOCA RATON, FL [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 672940  
Our Client: General Motors Corporation  
Date/Event: 5/18/09  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDS13S872 [REDACTED]

Dear [REDACTED]

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

**As you may be aware, GM has filed a voluntary petition under Chapter 11 of the Bankruptcy Code with the United States Bankruptcy Court for the Southern District of New York. The Bankruptcy Court has not determined how claims like yours may be handled. In the meantime, however, we will continue to collect information from you regarding the facts of the incident.**

In that regard, I am in receipt of your correspondence to General Motors. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. Please provide the following information:

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

# 5

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

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

Sincerely,

Nancy Johnson  
Claims Administrator

## GM Vehicle Inquiry System Summary

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

Help

VIN :	1GKDS13S872
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### VEHICLE INFORMATION

Merchandising Model :	TS15506 -2007 ENVOY SLE 2WD (4-DOOR)	Warranty Start Date :	05/10/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	SWEENEY BUICK PONTIAC GMC PO BOX 3847 YOUNGSTOWN, OH 44513-3847 (330) 726-2277	Selling Source :	48 - GMC TRUCK
		Site Code :	21644
		Business Associate Code :	118178
Service Contract :	No	Branded Title :	No
Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	U8CWT00T	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/10/2007	10 miles	05/10/2010	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/10/2007	10 miles	05/10/2013	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/10/2007	10 miles	05/10/2015	80010 miles

5/22/2009



60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	05/10/2007	10 miles	05/10/2012	100010 miles
36/36000 FEDERAL EMISSION	05/10/2007	10 miles	05/10/2010	36010 miles

**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/26/2007	A53939	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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## GM Vehicle Inquiry System Claim History

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

Help

<b>VIN :</b>	1GKDS13S872
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### CLAIM HISTORY

<b>Repair Order Date :</b> 03/26/2007		<b>Repair Order Number :</b> A53939		<b>Odometer Reading :</b> 0 miles					
<b>Serviced By :</b>	SWEENEY BUICK PONTIAC GMC PO BOX 3847 YOUNGSTOWN, OH 44513-3847 (330) 726-2277			<b>Selling Source :</b> 48 - GMC TRUCK					
				<b>Site Code :</b> 21644					
				<b>Business Associate Code :</b> 118178					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/30/2007	782	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 92.94	N

### CHECK HISTORY

Vehicle Has No Associated Check History.
--

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## GM Vehicle Inquiry System Vehicle Build

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

Help

<b>VIN</b>	1GKDS13S872
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### VEHICLE BUILD

<b>Merchandising Model :</b>	TS15506 -2007 ENVOY SLE 2WD (4-DOOR)		
<b>Gross Vehicle Weight Rating :</b>	2520 kg (5557 lb)	<b>Order Number :</b>	KVCC2P
<b>Build Date :</b>	03/26/2007	<b>Build Plant :</b>	17206

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

### OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM
AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT	AM9 - REAR SPLIT FOLDING SEAT
AR9 - DELUXE FRONT BUCKET SEATS	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENTIFICATION
B30 - COLORED - KEYED CARPETING	B32 - FLOOR MATS, FRONT/REAR
B33 - FLOOR MATS, FRONT/REAR	CF5 - POWER SUNROOF
CJ3 - DUAL ZONE CLIMATE CONTROL	C4D - GVW RATING - 5,550 LBS
C49 - REAR WINDOW DEFROSTER	DAY - ASSEMBLY PLANT MORAINE, OHIO
DF5 - ISRV MIRROR W/COMPASS & TEMP & AUTO DIM	DH2 - LIGHTED VANITY VISOR MIRRORS
DK2 - POWER HEATED OUTSIDE MIRRORS	DK7 - OVERHEAD CONSOLE
DNR - DEALER INSTALLED	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE - 3.42 RATIO	G80 - DIFFERENTIAL, LOCKING REAR
JF8 - 4-WHEEL POWER DISC BRAKES	JJB - SUBASSEMBLY
KG4 - 150 AMP GENERATOR	K18 - ELEC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - ENGINE, VORTEC 4.2L SFI I6
M30 - TRANSMISSION, 4 SPD AUTOMATIC	NP5 - LEATHER WRAP STEERING WHEEL

5/22/2009

NT7 - FEDERAL EMISSION SYSTEM	NZ3 - 16" FULL-SIZE SPARE WHEEL
N40 - POWER STEERING	N80 - 17" POLISHED ALUMINUM WHEELS
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	QTM - ALL-SEASON TIRES
R6K	R6P - SPECIAL PAINT
R9L - SPRING WHOLESALE FLOORPLAN PLUS	R9N - LEATHER SEAT TRIM
R9X - XM STANDARD IDENTIFIER	SLM - STOCK ORDERS
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS
T61 - DAYTIME RUNNING LAMPS	T96 - FRONT FOG LAMPS
T98 - VIN IDENTIFICATION NUMBER	UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UG1 - UNIVERSAL HOME REMOTE
UJ6 - TIRE PRESSURE MONITORING SYSTEM	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
UY7 - HD 7-LEAD TRAIL WIRING HARNESS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U73 - FIXED MAST ANTENNA	VHS - TRAILER HITCH RECEIVER COVER *** DEALER INSTALLED ***
VK3 - FRONT LICENSE PLATE BRACKET	VXS - COMPLETE VEHICLE LABEL
V1K - LUGGAGE RACK CROSS BARS	V73 - STATEMENT OF CERT. U.S.
YC5 - SLE DECOR	YD3 - BASE EQUIP FOR SCH GVW PLATE
YD5 - FRONT SPRING - BASE EQUIPMENT	YD6 - REAR SPRING - BASE EQUIPMENT
ZNF - SPARE TIRE, ALL SEASON	ZW7 - PREMIUM SMOOTH RIDE SUSPENSION
ZY1 - SOLID PAINT	Z88 - GMC TRUCK NAMEPLATE
ISZ - OPTION PACKAGE DISCOUNT	3SB - SLE-2 PACKAGE INCLUDES: * POWER HEATED OUTSIDE MIRRORS * LUGGAGE RACK CROSS BARS * OVERHEAD CONSOLE * PWR SEAT ADJUST-DRIVER, 8 WAY * VISOR MIRRORS, LIGHTED * INSIDE REAR VIEW MIRROR, AUTO DIMMING, COMPASS, TEMPERATURE
41U - ONYX BLACK	48H - EBONY
48I - EBONY	6AC - COMP FRT LH COMPUTER SEL SUSP
7AC - COMP FRT RH COMPUTER SEL SUSP	8UZ - COMP RR LH COMPUTER SEL SUSP
9UY - COMP RR RH COMPUTER SEL SUSP	

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5/22/2009

## Service Request Detail

SR No. 71-725778574	Ref No.	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initiated	Area PAR
Daytime #	Evening #	UCC Electrical - Power Window Motor /	Sub-Area Initiate PAR - Thermal Event
Address	City Boca Raton	Involved Dir	Safety Yes
State FL ZipCd	Con Acct	Source Phone	Updated 5/22/2009 09:05:14 AM
Serial #/VIN 1GKDS13S87Z	Model Year 2007	Priority Medium License #	Owner AMSTUTST
Make GMC	Warr. Start 05/10/2007	Status Open	Opened 5/19/2009 12:21:37 PM
Model Envoy	Mileage 33000	Sub-Status Satisfied	Closed
Abstract Thermal Event			
Customer Description PAR FILE. DO NOT ADV. DO NOT ASSUME. SEND ALL CALLS TO X41022			

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	5/18/2009 10:30:00 PM	A	0	1	Asphalt	Wet	42633	none
Insurance Agent Last Name	First Name	Phone #	Insurance Agency					
Xniska	Don	(330) 758-8884	State Farm Insurance					

<b>Incident Loc</b> Clear Brook Circle Boca Raton FL <b>Component</b> window motor <b>Vehicle Loc</b> driveway <b>Emgy Svc Names</b> Palm Beach County Fire Dept.	<b>Incident Desc</b> my wife is driving on the road 2 mins from our house when the was caught on fire i did run with fire extinguisher and called the fire dept. the fire is almost out when they arrive <b>Damage Desc</b> The whole door needs to be replaced bec. it was totally burned <b>Add'l Info</b> <b>Main Loc</b> Local Shop
--	--

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition	wet			Prop Owner	n/a
Last Service Date	4/18/2009		Loc Last Service				Property Location	n/a
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	The whole door needs to be replaced bec. it was totally burned						Explain Other	sent to ESIS.

## Service Request Detail

### PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Position	Restraint Type
			Occupant of Owner's Vehicle		Driver	seat belt
			Medical Rpt#		Treatment Location	Treated By
			none		none	none
left arm 1st degree burn						
Street Address			City	State	Zip Code	

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 09:22:50 AM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		ESIS

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

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 09:20:42 AM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		assigned to ESIS

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

thermal event

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 09:05:15 AM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	5/22/2009 09:05:15 AM	Ownership Escalated to BRC

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

Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 08:37:52 AM	AMSTUTST	AMSTUTST	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	5/22/2009 09:20:38 AM	

Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

do initial

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 08:24:49 AM	KINZERTH	AMSTUTST	Ownership Changed		Done	5/21/2009 08:24:50 AM	Service Request Ownership has changed FROM: BONDESJE TO: AMSTUTST

Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 08:24:23 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	5/22/2009 08:31:37 AM	Called DVM Thornton Thomas Tom 404082 8164

Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

DVM Thornton Thomas Tom 404082 8164

CRS adv: calling concerning cust, to adv that file has been received in your area, cust concern is a thermal event, because of this we will be forwarding this file to ESIS for further handling  
you are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call,  
1-866-790-5700 x41022  
SR#

StacyAmstutz/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created 5/21/2009 08:24:14 AM Created By: KINZERTH Assigned To: AMSTUTST Activity Type: BRC PAR Activity Sub-Type: Initial Contact- Dealer Status: Done Completed: 5/22/2009 08:27:43 AM Description: Called

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

veh has not been to dr in more than 2 years, call not necessary

StacyAmstutz/ATX/PAR

Confidential Comments: [REDACTED]

Created 5/21/2009 09:24:06 AM Created By: KINZERTH Assigned To: AMSTUTST Activity Type: BRC PAR Activity Sub-Type: Initial Contact- Phone Status: Done Completed: 5/22/2009 09:20:23 AM Description: Called

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

cust sts: my wife is driving on the road 2 mins from our house when the was caught on fire i did run with fire extinguisher and called the fire dept. the fire is almost out when they arrive  
wife doesn't feel safe in the veh. don't want the veh anymore  
if we don't hear from someone by tuesday we will retain an attorney

CRS adv: we would request that that cust contact CRS with the name and attorney's info  
we will have to forward this file o ESIS for further handling, someone from that dept will be in contact with cust within 10 business days

StacyAmstutz/ATX/PAR

Confidential Comments: [REDACTED]

Created 5/21/2009 08:23:59 AM Created By: KINZERTH Assigned To: AMSTUTST Activity Type: BRC PAR Activity Sub-Type: Acknowledgement Status: Done Completed: 5/22/2009 08:37:48 AM Description: Called

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

CRS adv: Calling to inform cust that we have received your file concerning your 2007 GMC Envoy. we do require some further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41022. SR#

StacyAmstutz/ATX/PAR

Confidential Comments: [REDACTED]



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 08:23:51 AM	KINZERTH	AMSTUTST	Notify CRM		Done	5/22/2009 08:39:46 AM	File Assigned

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

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 08:23:44 AM	KINZERTH	AMSTUTST	Research		Done	5/22/2009 08:25:32 AM	Research VIN

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

Comments: [REDACTED]

NO OPEN RECALLS  
NO RELATED REPAIRS  
VEH HAS NOT BEEN TO DLR IN MORE THAN 2 YEARS  
no open files

StacyAmstutz/ATX/PAR

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/21/2009 08:23:28 AM	KINZERTH	AMSTUTST	BRC PAR	Case Assigned	Done	5/22/2009 08:23:26 AM	Assigned to Stacy Amstutz x41022

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

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2009 11:37:25 AM	KINZERTH	BONDESJE	SR Opened		Done	5/20/2009 11:37:25 AM	SR in Status of Closed has been Re-Opened by KINZERTH

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

Confidential Comments: [REDACTED]

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2009 11:37:24 AM	KINZERTH	BONDESJE	SR Closed - Satisfied		Done	5/20/2009 11:37:24 AM	Service Request has been Closed Satisfied.

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 12:44:25 PM	BONDESJE	KINZERTH	Escalation	Initiate PAR	Done	5/20/2009 11:37:21 AM	Assigning activity to PAR QUEUE

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

Comments: [REDACTED]  
PAR Department will call within 5 business days.

Received in PAR  
Thaddeus Kinzar/ PAR Workflow/ATX

Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 12:32:56 PM	BONDESJE	BONDESJE	Inbound Call Customer	Complex Request	Done	6/19/2009 12:44:16 PM	Thermal Event

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

Name: [REDACTED]

Addr: [REDACTED] Circle Boca Raton FL [REDACTED]

Daytime #: [REDACTED]

VIN: 1GKDS13S072 [REDACTED]

Vehicle: 2007 Envoy

Mileage: 33,000

#### Cust Sta:

- the door panel caught on fire it was coming from the motor of the window
- the whole door needs to be replaced
- 05/18/09 10:30pm
- it was raining my wife is driving on the road 2 mins from our house when the was caught on fire i did run with fire extinguisher and called the fire dept. the fire is almost out when they arrive
- Kelly Clavarella
- burned her left arm first degree
- i need a veh. now i did not file a claim with my insurance bec. this is a gm issue
- i need something to be done now bec. i do have a doctors appnt.
- im really close to get a lawyer
- i will call a lawyer

#### Cust Seeks:

- Thermal Event

#### CRS Advised:

- apologize about the what happen
- PAR Department will call within 5 bushness days

Erzon James / CAC Tier 1 / LVL 1 / MLA

Confidential Comments: [REDACTED]

### UCC Information

UCC Code	Symptom	Description
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

## Service Request Detail

<b>SR No.</b> 71-728481778	<b>Ref No.</b>	<b>Goodwill</b> No Goodwill Offered	<b>BRC Type</b> PAR
<b>Account</b>	<b>Site</b>	<b>GW SubType</b>	<b>Bus. Unit</b> BRC
<b>Last Name</b> [REDACTED]	<b>First Name</b> [REDACTED]	<b>Approval</b> Not Initiated	<b>Area</b> PAR
<b>Daytime #</b> [REDACTED]	<b>Evening #</b> [REDACTED]	<b>UCC</b> Electrical - General	<b>Sub-Area</b> Initiate PAR- Thermal Event
<b>Address</b> [REDACTED]	<b>City</b> Sicklerville	<b>Involved Dir</b>	<b>Safety</b> Yes
<b>State</b> NJ <b>ZipCd</b> [REDACTED]	<b>Con Acct</b>	<b>Source</b> Phone	<b>Updated</b> 6/8/2009 11:46:41 AM
<b>Serial #/VIN</b> 1GKET16S596 [REDACTED]	<b>Model Year</b> 2006	<b>Priority</b> Medium <b>License #</b> GMC	<b>Owner</b> NOVAKKE
<b>Make</b> GMC	<b>Warr. Start</b> 02/22/2006	<b>Status</b> Open	<b>Opened</b> 5/29/2009 09:32:43 AM
<b>Model</b> Envoy	<b>Mileage</b> 71000	<b>Sub-Status</b>	<b>Closed</b>
<b>Abstract</b> 06 GMC Envoy - Thermal Event			
<b>Customer Description</b> This is a BRC PAR Case. Do not assume. Forward any inquiries to Kelley Novak at 1-866-790-5700 x41344.			

## Pre-PAR

<b>PAR Number</b>	<b>Incident Date/Time</b>	<b>Injuries #</b>	<b>Other Veh #</b>	<b># People in Veh</b>	<b>Road Surface</b>	<b>Road Cond.</b>	<b>Fire Report#</b>	<b>Police Report#</b>
Driver	5/26/2009 11:30:00 AM	N	0	1	Asphalt	Wet	NA	NA
<b>Driver Last Name</b>	<b>Driver First Name</b>	<b>Height</b>	<b>DOB</b>	<b>Disabilities</b>				
[REDACTED]	[REDACTED]	5'6"	[REDACTED]	none				
<b>Insurance Agent Last Name</b>	<b>Insurance Agent First Name</b>	<b>Phone #</b>	<b>Insurance Agency</b>					
Bewley	Herb	(856) 424-6888	All State Insurance					
<b>Incident Loc</b>	Wawa Route in 45 in Deptford NJ	<b>Incident Desc</b>	While at a gas station, the driver side window just went down, when I touched the button it was hot, I moved away from the pump because black smoke started coming from the hood.					
<b>Component</b>	engine	<b>Damage Desc</b>	none of the electrical parts of the driver side works					
<b>Vehicle Loc</b>	cust home -79 Roosevelt Ave Sicklerville NJ 08081	<b>Add'l Info</b>	no claim pending					
<b>Emgcy Svc Names</b>	NA -	<b>Maint Loc</b>	Mall Chevrolet & Alby's Garage in NJ					

## PAR Detail

<b>Collision</b>	Non Collision	Y	<b>Property Damage</b>	N	<b>Thermal Evt</b>	Y	<b>Spec Equip</b>	No	
<b>Vehicle Speed</b>	0		<b>Weather Condition</b>	raining	<b>Prop Owner</b>	NA	<b>Property Type</b>	NA	
<b>Last Service Date</b>	2/22/2006		<b>Loc Last Service</b>	O'Neil Buick GMC	<b>Property Location</b>	NA	<b>Prop Est Repair Cost</b>	\$0.00	
<b>Veh Est Repair Cost</b>	\$600.00		<b>Spec Equip Installer</b>	NA	<b>Prop Damage Description</b>	NA			
<b>Primary Veh Use</b>	Personal		<b>Inspection Type</b>	Thermal Event	<b>Inspected By</b>	Inspection Not Performed	<b>Inspection Date/Time</b>		
<b>Veh Damage Description</b>	burnt engine and plastic wires melted				<b>Explain Other</b>	NA			

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/2009 12:42:50 PM	RODRIJOS	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assigned to ESIS

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

Comments

thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/2009 12:49:34 PM	KINZERTH	RODRIJOS	Notify CRM		Done	6/9/2009 12:42:47 PM	ESIS - Thermal Event

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

Comments

Received And Assigned to ESIS

Jose Rodriguez.ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/2009 11:53:01 AM	NOVAKKE	NOVAKKE	Scheduled Follow-up	Other	Scheduled Alarm		esis f/u

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/2009 11:52:37 AM	NOVAKKE	KINZERTH	BRC PAR	ESIS- Thermal Event	Done	6/8/2009 12:49:33 PM	ESCALATE TO ESIS

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

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/2009 11:51:11 AM	NOVAKKE	NOVAKKE	Inbound Call Customer	Complex Request	Done	6/8/2009 11:52:35 AM	cust called
Contact Last Name	Contact First Name	Account	BAC Code				

CRS adv: I have received your file concerning your 06 GMC Envoy; I do require some further information. Do you have a few moments to speak with me?

cust sts: Yes. I was at the gas station when all of a sudden the veh window was really hot, then black smoke started coming out of the hood. We popped open the hood to find a fire which we were able to get out using water and rain.

CRS adv: I'm sorry to hear that you went through this experience & I will be escalating your file to our central claims department to properly assist you. They will be contacting you in 7-10 business days to address your concerns. If you have any questions don't hesitate to give me a call at 1.866.790.5700 X41344.

Kelley Novak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/8/2009 11:39:53 AM	NOVAKKE	NOVAKKE	SR Opened		Done	6/8/2009 11:39:53 AM	SR in Status of Closed has been Re-Opened by NOVAKKE
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:14:21 PM	NOVAKKE	NOVAKKE	SR Closed - UTC No Letter Sent		Done	6/5/2009 05:14:21 PM	Service Request has been Closed UTC No Letter Sent.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:14:17 PM	NOVAKKE	NOVAKKE	Ownership Changed	Ownership Escalated to BRC	Done	6/5/2009 05:14:17 PM	Ownership Escalated to BRC

Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:14:17 PM	NOVAKKE	NOVAKKE	SR Opened		Done	6/5/2009 05:14:17 PM	SR in Status of Closed has been Re-Opened by NOVAKKE

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:14:06 PM	NOVAKKE	NOVAKKE	SR Closed - Pend Diag/Cust Act		Done	6/5/2009 05:14:06 PM	Service Request has been Closed Pend Diag/Cust Act.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:12:31 PM	NOVAKKE	NOVAKKE	BRC PAR	Close	Done	6/5/2009 05:13:30 PM	close file
Contact Last Name	Contact First Name	Account	BAC Code				

Comments:  
Customer: [REDACTED]  
Service Request: 71-728481778  
Vehicle Information: 08 GMC Envoy  
Last 8 of the VIN: 66 [REDACTED]  
Involved Dealership: O NEIL BUICK PONTIAC  
Nature of allegation: thermal event

Resolution: CRS unable to reach cust, unable to send 10 day letter due to know address in file.

kellevnovak/ab/par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:11:10 PM	NOVAKKE	NOVAKKE	Other		Done	6/5/2009 05:12:14 PM	411.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments:  
2 Results matching "(856) 782-7101"

Banks, Dan G & Banks, Daniel G

kellevnovak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 05:10:51 PM	NOVAKKE	NOVAKKE	Outbound Call Customer	Left Message	Done	6/5/2009 05:11:07 PM	Shirley Udowski @ #(856) 782-7101
Contact Last Name	Contact First Name	Account	BAC Code				

CRS adv: Calling to inform cust that we have received your file concerning your 08 GMC Envoy, we do require some further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41344 Mon-Fri between 8 AM-4:30 PM est, SR#71-728481778. Thank you.

Kelley Novak/ATX/PAR

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/5/2009 02:31:18 PM	NOVAKKE	NOVAKKE	Outbound Call Customer	Left Message	Done	6/5/2009 02:31:34 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

**Comments**

CRS adv: Calling to inform cust that we have received your file concerning your 06 GMC Envoy, we do require some further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41344 Mon-Fri between 8 AM-4:30 PM est, SR#71-728481778. Thank you.

Kelley Novak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:03:13 PM	GARCIAJR	NOVAKKE	Ownership Changed		Done	6/4/2009 02:03:13 PM	Service Request Ownership has changed FROM: CRUZLO TO: NOVAKKE
Contact Last Name	Contact First Name	Account	BAC Code				

**Comments**

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:01:03 PM	GARCIAJR	NOVAKKE	BRC PAR	Initial Contact- Phone	Done	6/5/2009 05:09:48 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

**Comments**

UTC

KelleyNovak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:57 PM	GARCIAJR	NOVAKKE	BRC PAR	Initial Contact- Dealer	Done	6/5/2009 05:09:55 PM	O NEIL BUICK PONTIAC
Contact Last Name	Contact First Name	Account	BAC Code				

**Comments**

UTC

KelleyNovak/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:51 PM	GARCIAJR	NOVAKKE	BRC PAR	Initial Contact- AVM	Done	6/5/2009 02:29:35 PM	called Denise Zobel @ node 914055 MB 8025

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

This is Kelley Novak calling from GM PAR dept.

Customer: [REDACTED]  
Service Request: 71-728481778  
Vehicle information: 06 GMC Envoy  
Last 8 of the VIN: [REDACTED]  
Involved Dealership: O NEIL BUICK PONTIAC  
Nature of allegation: thermal event

CRS adv: you are not required to respond to this msg, however if you do have any questions or concerns regarding this file or veh, pls feel free to give me a call at 1-866-790-5700 x41344. Thank you.

Kelley Novak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:46 PM	GARCIAJR	NOVAKKE	BRC PAR	Acknowledgement	Done	6/4/2009 05:28:13 PM	called [REDACTED]

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

Comments:

CRS adv: Calling to inform cust that we have received your file concerning your 06 GMC Envoy, we do require some further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41344 Mon-Fri between 8 AM-4:30 PM est, SR#71-728481778. Thank you.

Kelley Novak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:41 PM	GARCIAJR	NOVAKKE	Notify CRM		Done	6/4/2009 05:27:24 PM	File assigned

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

Comments:

Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:35 PM	GARCIAJR	NOVAKKE	Research	DBC Case Assessment	Done	6/4/2009 05:27:20 PM	Research via 1GKET16S566

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

Comments: Research

Recalls: No open recalls  
 Related repairs: No related repairs  
 Previous SRs: No previous SRs

Kelley Novak/PAR/ATX  
 Confidential Comments: [Redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:21 PM	GARCIAJR	NOVAKKE	BRC PAR	Case Assigned	Done	6/4/2009 05:26:40 PM	File assigned to Kelly Novak ext 41183

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

Comments: [Redacted]

Confidential Comments: [Redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:15 PM	GARCIAJR	CRUZLO	SR Opened		Done	6/4/2009 02:00:15 PM	SR in Status of Closed has been Re-Opened by GARCIAJR

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

Comments: [Redacted]

Confidential Comments: [Redacted]

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 02:00:13 PM	GARCIAJR	CRUZLO	SR Closed - Dissatisfied		Done	6/4/2009 02:00:13 PM	Service Request has been Closed Dissatisfied.

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 09:52:11 AM	CRUZLO	GARCIAJR	Escalation	Initiate PAR	Done	6/4/2009 02:00:09 PM	Assigning Activity to Par Queue

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

Comments: [REDACTED]

CRS advised that a person from the PAR Department will contact the customer within 5\* business days

Received and assigned in PAR.  
Joe G/ATXWorkflow Par

Confidential Comments: [REDACTED]

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 09:51:00 AM	CRUZLO	CRUZLO	Inbound Call Customer	Complex Request	Done	5/29/2009 09:54:15 AM	Alleged product Allegation-Driver Side caught Fire

Customer Name	Customer Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

### Comments

9:24 AM 5/29/2009

cst sts:  
>name: [REDACTED]  
>approximate mileage: 71,000miles  
>2006 GMC Envoy XL  
>Electrcal Fire on the side of the vehicle (saw smokes and fire sparks - like fireworks)  
>all sides are melted

cst sts: I really dont know what to do, dont have no more money to get this vehicle fixed

crs advsd:  
CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC.\*

Lloyd Krauze Tier1/CAC/MAN/Lvl 1 Emp/ \*42793\*

### Confidential Comments

## UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General

# 5

JUNE 22, 2009

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nancy Johnson**  
Claims Administrator

[REDACTED]  
SICKLERVILLE, NJ [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 674135  
Our Client: General Motors Corporation  
Date/Event: 5/26/09  
Subject vehicle: 2006 GMV Envoy  
VIN: 1GKET16S566 [REDACTED]

Dear [REDACTED]

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

**As you may be aware, GM has filed a voluntary petition under Chapter 11 of the Bankruptcy Code with the United States Bankruptcy Court for the Southern District of New York. The Bankruptcy Court has not determined how claims like yours may be handled. In the meantime, however, we will continue to collect information from you regarding the facts of the incident.**

In that regard, I am in receipt of your correspondence to General Motors. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. Please provide the following information:

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

# 5

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

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

Sincerely,

Nancy Johnson  
Claims Administrator

# GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1GKET16S566 [REDACTED]
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### VEHICLE INFORMATION

Merchandising Model :	TT15806 -2006 ENVOY XL SLT 4WD (4-DOOR)	Warranty Start Date :	02/22/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	O NEIL BUICK PONTIAC GMC 869 W STREET RD WARMINSTER , PA 18974-3126 (215) 672-0900	Selling Source :	48 - GMC TRUCK				
		Site Code :	35225				
		Business Associate Code :	118072				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06022	SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES W/BASE WARRANTY	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or;go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	6HTZE005	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).	

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/22/2006	5 miles	02/22/2009	36005 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/22/2006	5 miles	02/22/2012	100005 miles

6/9/2009



96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/22/2006	5 miles	02/22/2014	80005 miles
36/36000 FEDERAL EMISSION	02/22/2006	5 miles	02/22/2009	36005 miles

**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/23/2008	265275	#	L1225 - FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE	34621 miles
01/23/2008	265275	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	34621 miles
09/04/2007	260652	#	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	25548 miles
02/22/2007	253615	#	N3252 - ACTUATOR ASSEMBLY - LIFTGATE DOOR LOCK - REPLACE	9243 miles
06/19/2006	119160	#	J5650 - FUEL INJECTOR REPLACEMENT	3415 miles
06/15/2006	119030	#	J5650 - FUEL INJECTOR REPLACEMENT	3415 miles
06/15/2006	119030	#	Y0080 - SB 06022 PRODUCT ENHANCEMENT - REPROGRAM DRIVER'S SEAT MEM	3415 miles
06/13/2006	D85921	#	Z2080 - ROADSIDE SERVICE (TOWING)	3208 miles
01/30/2006	232071	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
01/11/2006	A59909	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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# GM Vehicle Inquiry System

## Claim History

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

Help

<b>VIN :</b>	1GKET16S566 [REDACTED]
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### CLAIM HISTORY

<b>Repair Order Date :</b> 01/23/2008		<b>Repair Order Number :</b> 265275		<b>Odometer Reading :</b> 34621 miles					
<b>Serviced By :</b>	MALL CHEVROLET, INC. 75 HADDONFIELD RD CHERRY HILL, NJ 08002-1462 (856) 662-7000			<b>Selling Source :</b> 13 - CHEVROLET					
				<b>Site Code :</b> 15411					
				<b>Business Associate Code :</b> 113862					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/29/2008	869	01	#	L1225 - FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE	19153374 - MODULE KI	N/A	N/A	\$ 685.05	N
01/29/2008	869	02	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	N/A	N/A	N/A	\$ 37.33	N

<b>Repair Order Date :</b> 09/04/2007		<b>Repair Order Number :</b> 260652		<b>Odometer Reading :</b> 25548 miles					
<b>Serviced By :</b>	MALL CHEVROLET, INC. 75 HADDONFIELD RD CHERRY HILL, NJ 08002-1462 (856) 662-7000			<b>Selling Source :</b> 13 - CHEVROLET					
				<b>Site Code :</b> 15411					
				<b>Business Associate Code :</b> 113862					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/07/2007	828	01	#	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	24577515 - PULLEY	N/A	N/A	\$ 82.34	N

<b>Repair Order Date :</b> 02/22/2007		<b>Repair Order Number :</b> 253615		<b>Odometer Reading :</b> 9243 miles	
<b>Serviced By :</b>	MALL CHEVROLET, INC. 75 HADDONFIELD RD CHERRY HILL, NJ 08002-1462			<b>Selling Source :</b> 13 - CHEVROLET	
				<b>Site Code :</b> 15411	

6/9/2009

(856) 662-7000				Business Associate Code :		113862			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/02/2007	774	01	#	N3252 - ACTUATOR ASSEMBLY - LIFTGATE DOOR LOCK - REPLACE	15110511 - LOCK	N/A	N/A	\$ 158.16	N

Repair Order Date :	06/19/2006	Repair Order Number :	119160	Odometer Reading :	3415 miles
Serviced By :	LANKFORD BUICK-PONTIAC-GMC, INC. 301 ALAN WOOD RD CONSHOHOCKEN, PA 19428-1138 (610) 862-0555			Selling Source :	48 - GMC TRUCK
				Site Code :	08074
				Business Associate Code :	160725

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/30/2006	704	01	#	J5650 - FUEL INJECTOR REPLACEMENT	12589465 - INJECTOR	N/A	N/A	\$ 331.07	N

Repair Order Date :	06/15/2006	Repair Order Number :	119030	Odometer Reading :	3415 miles
Serviced By :	LANKFORD BUICK-PONTIAC-GMC, INC. 301 ALAN WOOD RD CONSHOHOCKEN, PA 19428-1138 (610) 862-0555			Selling Source :	48 - GMC TRUCK
				Site Code :	08074
				Business Associate Code :	160725

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/15/2006	717	01	#	J5650 - FUEL INJECTOR REPLACEMENT	N/A	AEB	N/A	\$ 226.13	N
06/30/2006	704	02	#	Y0080 - SB 06022 PRODUCT ENHANCEMENT - REPROGRAM DRIVER'S SEAT MEM	N/A	N/A	N/A	\$ 32.30	N

Repair Order Date :	06/13/2006	Repair Order Number :	D85921	Odometer Reading :	3208 miles
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117			Selling Source :	48 - GMC TRUCK
				Site Code :	34415
				Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
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06/23/2006	702	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	\$ 60.76	N
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<b>Repair Order Date :</b>	01/30/2006	<b>Repair Order Number :</b>	232071	<b>Odometer Reading :</b>	5 miles
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<b>Serviced By :</b>	O NEIL BUICK PONTIAC GMC 869 W STREET RD WARMINSTER, PA 18974-3126 (215) 672-0900	<b>Selling Source :</b>	11 - BUICK
		<b>Site Code :</b>	35225
		<b>Business Associate Code :</b>	118072

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/03/2006	662	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 4.14	Y

<b>Repair Order Date :</b>	01/11/2006	<b>Repair Order Number :</b>	A59909	<b>Odometer Reading :</b>	0 miles
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<b>Serviced By :</b>	O NEIL BUICK PONTIAC GMC 869 W STREET RD WARMINSTER, PA 18974-3126 (215) 672-0900	<b>Selling Source :</b>	48 - GMC TRUCK
		<b>Site Code :</b>	35225
		<b>Business Associate Code :</b>	118072

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/17/2006	657	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 96.92	N

**CHECK HISTORY**

<b>Vehicle Has No Associated Check History.</b>
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# GM Vehicle Inquiry System

## Vehicle Build

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

[Help](#)

VIN	1GKET16S566	
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### VEHICLE BUILD

<b>Merchandising Model :</b>	TT15806 -2006 ENVOY XL SLT 4WD (4-DOOR)		
<b>Gross Vehicle Weight Rating :</b>	2906 kg (6408 lb)	<b>Order Number :</b>	JSGCVR
<b>Build Date :</b>	01/11/2006	<b>Build Plant :</b>	16606

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

### OPTION CODES

AAB - DRIVER SEAT MEMORY	AJ1 - DEEP TINTED GLASS
AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM	AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT
AM7 - FOLDING REAR SEAT	AM9 - REAR SPLIT FOLDING SEAT
AR9 - DELUXE FRONT BUCKET SEATS	ASF - HEAD CURTAIN SIDE IMPACT AIR BAGS
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENTIFICATION
A34 - POWER REAR QUARTER WINDOWS	BG2 - 3RD ROW FLOOR MATS
BVE - RUNNING BOARDS	B30 - COLORED - KEYED CARPETING
B32 - FRONT COLOR-KEYED FLOOR MATS	B33 - REAR COLOR-KEYED FLOOR MATS
CE1 - RAIN SENSING WIPERS	CE4 - HEADLAMP WASHERS
CF5 - POWER SUNROOF	CJ2 - AUTO DUAL ZONE CLIMATE CNTRL
C49 - REAR WINDOW DEFOGGER	C7H - GVW RATING - 6,400 LBS
DD7 - ISRV MIRROR W/AUTO DIM	DH2 - LIGHTED VANITY VISOR MIRRORS
DK7 - OVERHEAD CONSOLE	DS3 - POWER HEATED/TURN SIGNAL MIRROR
EVA - EVAP EMISSION REQUIREMENT	FE9 - 50-STATE EMISSIONS
GU6 - REAR AXLE - 3.42 RATIO	G80 - LOCKING DIFFERENTIAL
JF8 - 4-WHEEL POWER DISC BRAKES	JJB - SUBASSEMBLY
KA1 - HEATED FRONT SEATS	KG4 - 150 AMP GENERATOR
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND	NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER

ELECTRONIC CONTROL	CASE
NT8 - FEDERAL EMISSIONS SYSTEM	N40 - POWER STEERING
N79 - STEEL WHEEL FULL SIZE SPARE	N80 - POLISHED ALUMINUM WHEELS
OKL - PLANT CODE OKLAHOMA	PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)
PNI - REAR CARGO SHELF	QTE - ON/OFF ROAD TIRES
R6J - CUSTOMER DIALOG NETWORK	R6P - PREMIUM PAINT
R8K - *****	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	STW - STEERING WHEEL CONTROLS
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS
TGA - LANGUAGE,SPANISH,FRENCH,ENGLISH	T61 - DAYTIME RUNNING LAMPS
T96 - FRONT FOG LAMPS	T98 - VIN IDENTIFICATION NUMBER
UC6 - AM/FM STEREO, W/6 DISC CD CHANGER (REPLACE STD/OPT PKG RADIO)	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - REAR SEAT AUDIO CONTROLS
UQA - BOSE PREMIUM SOUND SYSTEM	UY7 - HD 7-LEAD TRAIL. WIRING HARNESS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U68 - DRIVER INFO CENTER
U73 - FIXED MAST ANTENNA	VXS - COMPLETE VEHICLE LABEL
V1K - LUGGAGE RACK CROSS BARS	V40 - POWER FRONT PASSENGER SEAT
V73 - STATEMENT OF CERT. U.S.	YC6 - SLT DECOR
YD3 - BASE EQUIP FOR SCH GVW PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT
YD6 - REAR SPRING - BASE EQUIPMENT	ZQ3 - DRIVER CONVENIENCE PACKAGE
ZW7 - PREMIUM SMOOTH RIDE SUSPENSION	ZY1 - SOLID PAINT
Z88 - GMC TRUCK NAMEPLATE	1SZ - OPTION PACKAGE DISCOUNT
28I - LIGHT GRAY	282 - LIGHT GRAY
4SA - SLT-1 PACKAGE	49U - CRANBERRY RED METALLIC
6HD - SUSPENSION	7HD
8NH - COMPONENT RR LH COMP SEL SUSP	9NH - COMPONENT RR RH COMP SEL SUSP

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## Service Request Detail

<b>SR No.</b> 71-758147574	<b>Ref No.</b>	<b>Goodwill</b> No Goodwill Offered	<b>BRC Type</b> PAR
<b>Account</b>	<b>Site</b>	<b>GW SubType</b>	<b>Bus. Unit</b> BRC
<b>Last Name</b>	<b>First Name</b>	<b>Approval</b> Not Initiated	<b>Area</b> PAR
<b>Daytime #</b>	<b>Evening #</b>	<b>UCC</b> Electrical - Power Window Motor /	<b>Sub-Area</b> Initiate PAR- Thermal Event
<b>Address</b>	<b>City</b> Laurel	<b>Involved Dir</b>	<b>Safety</b> Yes
<b>State</b> MS <b>ZipCd</b>	<b>Con Acct</b>	<b>Source</b> Phone	<b>Updated</b> 9/15/2009 05:21:40 PM
<b>Serial #/VIN</b> 1GNDS13S762	<b>Model Year</b> 2006	<b>Priority</b> Medium <b>License #</b> CHEVROL	<b>Owner</b> GARCIAJR
<b>Make</b> Chevrolet	<b>Warr. Start</b> 06/08/2006	<b>Status</b> Open	<b>Opened</b> 9/15/2009 01:01:01 PM
<b>Model</b> TrailBlazer	<b>Mileage</b> 28706	<b>Sub-Status</b> Dissatisfied	<b>Closed</b>
<b>Abstract</b> Thermal event - 06 Chevrolet TrailBlazer			
<b>Customer Description</b> This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.			

### Pre-PAR

<b>PAR Notifier</b>	<b>Incident Date/Time</b>	<b>Injuries</b>	<b># Other Veh</b>	<b># People in Veh</b>	<b>Road Surface</b>	<b>Road Cond.</b>	<b>Fire Report#</b>	<b>Police Report#</b>
Owner	9/14/2009 08:00:10 AM	N	0	0	Gravel	Wet	N/A	N/A
<b>Driver Last Name</b>	<b>Driver First Name</b>	<b>Height</b>	<b>DOB</b>	<b>Disabilities</b>				
		62		none				
<b>Insurance Agent Last Name</b>	<b>Insurance Agent First Name</b>	<b>Phone #</b>	<b>Insurance Agency</b>					
N/A	N/A	(601) 649-8843	Progressive - Advantage group					
<b>Incident Loc</b>	103 13th ave, laulaul MS	<b>Incident Desc</b>	got back form the office, the window was down, trying to crank it, popped the window control from the door, saw the wirings caught on fire					
<b>Component</b>	relay is damaged, cant crank the vehicle, tail lights wont pull up							
<b>Vehicle Loc</b>	home	<b>Damage Desc</b>	relay on the bottom is burned, water damage due to the windowe that is down					
<b>Emgcy Svc Names</b>	N/A	<b>Add'l Info</b>	Insurance said - they said they can't do anything coz its electrical concern					
		<b>Maint Loc</b>	presticion quick Lube					

### PAR Detail

<b>Collision</b>	Non Collision	Y	<b>Property Damage</b>	N	<b>Thermal Evt</b>	Y	<b>Spec Equip</b>	none
<b>Vehicle Speed</b>	0		<b>Weather Condition</b>	clear	<b>Prop Owner</b>	n/a	<b>Property Type</b>	n/a
<b>Last Service Date</b>			<b>Loc Last Service</b>		<b>Property Location</b>	n/a	<b>Prop Est Repair Cost</b>	\$0.00
<b>Veh Est Repair Cost</b>	\$0.00		<b>Spec Equip Installer</b>	n/a	<b>Prop Damage Description</b>	n/a		
<b>Primary Veh Use</b>	Business		<b>Inspection Type</b>	Thermal Event	<b>Inspected By</b>	Inspection Not Performed	<b>Inspection Date/Time</b>	
<b>Veh Damage Description</b>	wiring on d/s burned, windows do not work				<b>Explain Other</b>	being sent to ESIS		

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 05:26:53 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Account Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 05:24:50 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Account Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

06 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 02:28:51 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	9/15/2009 02:28:51 PM	Ownership Escalated to BRC

Account Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:38:09 PM	KINZERTH	GARCIAJR	Ownership Changed		Done	9/15/2009 01:38:09 PM	Service Request Ownership has changed FROM: BASILAMA TO: GARCIAJR

Account Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Confidential Comments: [REDACTED]



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:55 PM	KINZERTH	GARCIAJR	BRC PAR	Initial Contact- AVM	Done	9/15/2009 02:54:30 PM	lrm for DVM, Donald Mills
				Account		BAC Code	

Comments:  
DVM: Donald Mills  
Node: 972075  
Mailbox: 8195

Calling to provide heads-up/FYI on cust's product allegation case.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:47 PM	KINZERTH	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	9/15/2009 03:14:48 PM	Bob Palmer Chancellor Auto Group
				Account		BAC Code	

Called dr @

Crn stated calling to get any details that may be related to cust's product allegation case.

Svc adv, Kevin, stated they have not worked on any power window repairs for this veh.

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:39 PM	KINZERTH	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	9/15/2009 05:24:48 PM	made initial ct w/cust

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

Comments: [REDACTED]  
Called daytime/cell phone #. [REDACTED]

Crm stated calling to f/u w/cust re the product allegation case, understand that part of the veh went up in flames.

Cust stated that is correct, his frt d/s door wiring burned up, none of the windows work.

Crm verfd pre-par & par detail screen info.

Crm also advised that will need to refer this file to our central claim dept, they will f/u w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:32 PM	KINZERTH	GARCIAJR	BRC PAR	Acknowledgement	Done	9/15/2009 05:23:14 PM	acknowledgement made

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

Comments: [REDACTED]  
see initial ct activity

Joe G/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:24 PM	KINZERTH	GARCIAJR	Notify CRM		Done	9/15/2009 02:24:54 PM	File Assigned

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

Comments: [REDACTED]

Confidential Comments [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:17 PM	KINZERTH	GARCIAJR	Research		Done	9/15/2009 02:24:48 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

#### Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/APAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:37:00 PM	KINZERTH	GARCIAJR	BRC PAR	Case Assigned	Done	9/15/2009 02:24:27 PM	Assigned to Joe Garcia x11291

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:36:53 PM	KINZERTH	BASILAMA	SR Opened		Done	9/15/2009 01:36:53 PM	SR in Status of Closed has been Re-Opened by KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:36:51 PM	KINZERTH	BASILAMA	SR Closed - Satisfied		Done	9/15/2009 01:36:51 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:18:39 PM	BASILAMA	BRCPARQ	Escalation	Initiate PAR	Done	9/15/2009 01:36:45 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Margo Basilar/ CAC/Mia/ Tier1/ LvL0

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

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/15/2009 01:13:10 PM	BASILAMA	BASILAMA	Inbound Call Customer	Complex Request	Done	9/15/2009 01:18:01 PM	Alleged product allegation - caught fire

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

Customer states:

- i came from the office, when i saw the vehicle, the window was down, i tried to crank it up, i tried to pop the window control, then suddenly i saw a the wirings caught on fire

Customer seeks :

- if there are recalls on the vehicle

CRS advised :

- there are no outstanding recalls on your vehicle

- need to gather additional information

- cust agreed

- information will be forwarded to the Product Allegation Department within the BRC

Margo Basilan/ CAC/Mla/ Tier1/LvL0

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
S96	Chevrolet	Non Component GM
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

October 21, 2009

Laurel, MS

RE: Claimant: [REDACTED]  
Our File No.: 678467  
Our Client: General Motors Company  
Date/Event: 9/14/09  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDS13S762 [REDACTED]

Dear [REDACTED]

This will have reference to the above product liability claim that you filed with General Motors Company (GM).

I have thoroughly reviewed the documentation provided to date in support of your claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on September 21, 2009 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Bryan Schwartz  
Claims Administrator

# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

September 21, 2009

**Bryan Schwartz**  
Claims Administrator

[REDACTED]  
Laurel, MS [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 678467  
Our Client: General Motors Company  
Date/Event: 9/14/09  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDS13S762 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

# 5

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

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

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

Sincerely,

Bryan Schwartz  
Claims Administrator



## GM Vehicle Inquiry System Summary

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

Help

VIN :	1GNDS13S762 [REDACTED]
-------	------------------------

### VEHICLE INFORMATION

Merchandising Model :	CS15506 -2006 TRAILBLAZER LS 2WD	Warranty Start Date :	06/08/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	SWEENEY CHEVROLET P O BOX 3540 YOUNGSTOWN , OH 44513-3540 (330) 758-7521	Selling Source :	13 - CHEVROLET				
		Site Code :	28599				
		Business Associate Code :	207590				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	NM34K007	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/08/2006	10 miles	06/08/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/08/2006	10 miles	06/08/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/08/2006	10 miles	06/08/2014	80010 miles
36/36000 FEDERAL EMISSION	06/08/2006	10 miles	06/08/2009	36010 miles

N75 - 17" SPORT ALUMINUM WHEELS	POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO) * CUSTOM O/H CONSOLE
QTR - P245/65R17 ON/OFF ROAD WOL TIRES	R6P - PREMIUM PAINT
R8D - IDENTIFIER - TIRE CHANGE	R8K - *****
SLM - STOCK ORDERS	TB4 - LIFTGATE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UQA - BOSE PREMIUM SOUND SYSTEM
UY7 - TRAILER WIRING HARNESS	U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U73 - FIXED MAST ANTENNA	VHS - TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***
VK3 - LICENSE PLATE FRAME, FRONT	VXS - COMPLETE VEHICLE LABEL
V1K - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - TIRE, FULL SIZE SPARE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS	28H - LIGHT GRAY
281 - INT TRIM LT GRAY/DK GRAY	50U - SUMMIT WHITE
6AC - SUSPENSION	7AB - FRONT SPRING
8NS - SUSPENSION	9NS - SUSPENSION

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## GM Vehicle Inquiry System Claim History

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

Help

<b>VIN :</b>	IGNDS13S762 [REDACTED]
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### CLAIM HISTORY

<b>Repair Order Date :</b> 12/24/2008		<b>Repair Order Number :</b> 087478		<b>Odometer Reading :</b> 19720 miles					
<b>Serviced By :</b>	BOB PALMER S CHANCELLOR MOTOR GROUP PO DRAWER 7 LAUREL, MS 39441-0007 (601) 649-7911			<b>Selling Source :</b> 11 - BUICK					
				<b>Site Code :</b> 40543					
				<b>Business Associate Code :</b> 117627					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/14/2009	995	01	#	N1592 - TAIL LAMP CIRCUIT BOARD REPLACEMENT	16532713 - BOARD	N/A	N/A	\$ 35.25	N

<b>Repair Order Date :</b> 11/05/2008		<b>Repair Order Number :</b> 086670		<b>Odometer Reading :</b> 17181 miles					
<b>Serviced By :</b>	BOB PALMER S CHANCELLOR MOTOR GROUP PO DRAWER 7 LAUREL, MS 39441-0007 (601) 649-7911			<b>Selling Source :</b> 11 - BUICK					
				<b>Site Code :</b> 40543					
				<b>Business Associate Code :</b> 117627					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/28/2008	956	01	#	N6600 - BRAKE SYSTEM/TRACTION CONTROL WIRING AND/OR CONNECTOR REPA	N/A	E	N/A	\$ 96.36	Y

<b>Repair Order Date :</b> 07/12/2007		<b>Repair Order Number :</b> 142686		<b>Odometer Reading :</b> 12006 miles					
<b>Serviced By :</b>	SWEENEY CHEVROLET P O BOX 3540 YOUNGSTOWN, OH 44513-3540 (330) 758-7521			<b>Selling Source :</b> 13 - CHEVROLET					
				<b>Site Code :</b> 28599					
				<b>Business Associate Code :</b> 207590					
Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/24/2008	087478	#	N1592 - TAIL LAMP CIRCUIT BOARD REPLACEMENT	19720 miles
11/05/2008	086670	#	N6600 - BRAKE SYSTEM/TRACTION CONTROL WIRING AND/OR CONNECTOR REPA	17181 miles
07/12/2007	142686	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	12006 miles
07/12/2007	142686	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	12006 miles
05/11/2006	A42936	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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## GM Vehicle Inquiry System Vehicle Build

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

Help

VIN	1GNDS13S762 [REDACTED]
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### VEHICLE BUILD

<b>Merchandising Model :</b>	CS15506 -2006 TRAILBLAZER LS 2WD		
<b>Gross Vehicle Weight Rating :</b>	2520 kg (5557 lb)	<b>Order Number :</b>	JZZCN1
<b>Build Date :</b>	05/11/2006	<b>Build Plant :</b>	16206

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

### OPTION CODES

AJ1 - TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - SPLIT FOLDING REAR SEAT BACK
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE	B30 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B86 - MOLDING B/S COLOR	CF5 - ELECTRIC SLIDING SUNROOF
CJ3 - CLIMATE CONTROL	C4D - GVW RATING - 5550 LBS
C49 - REAR WINDOW DEFOGGER	DAY - ASSEMBLY PLANT MORAINE, OHIO
DK7 - OVERHEAD CONSOLE	DNR - DEALER INSTALLED EQUIPMENT
DP2 - POWER OSRV MIRRORS	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE 3.42 RATIO	G80 - LOCKING DIFFERENTIAL-REAR AXLE
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	N40 - POWER STEERING
	PCR - SUN, SOUND, ENTERTAINMENT PKG: *

Date	Nbr					Code	Code	Total	
08/03/2007	818	01	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	15922397 - CONTROL	N/A	N/A	\$ 176.74	N
08/03/2007	818	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 126.00	N

<b>Repair Order Date :</b>		05/11/2006		<b>Repair Order Number :</b>		A42936		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>	SWEENEY CHEVROLET P O BOX 3540 YOUNGSTOWN, OH 44513-3540 (330) 758-7521					<b>Selling Source :</b>		13 - CHEVROLET			
						<b>Site Code :</b>		28599			
						<b>Business Associate Code :</b>		207590			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
05/16/2006	691	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 89.60	N		

**CHECK HISTORY**

<b>Vehicle Has No Associated Check History.</b>
---

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LAW OFFICES  
Marvin H. Brainin  
277 North Broad Street  
ELIZABETH, NEW JERSEY 07208  
(908) 352-3982  
FACSIMILE (908) 352-6731  
E: Mail-mhbrainin.law@crizon.net

October 27, 2009

Via regular Mail  
Union Pontiac GMC, Inc.  
2301 RTE 22 West  
Union, New Jersey 07083

RE: [REDACTED]  
2006 GMC Envoy XL SLT

Dear Sir or Madam:

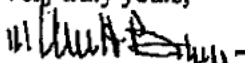
In March of 2008, my client, [REDACTED] purchased a 2006 GMC Envoy XL Vehicle, Identification # 1GKET16S566 [REDACTED] from your company, for approximately \$ 27,000.00.

On October 16, 2009, while parked in the garage, the inside passenger door at the location of the automatic window switches melted from an apparent electrical wiring problem, burst into flames causing excessive damage to the interior of the automobile.

The purpose of this letter is to request of you that you advise this office whether the above make and model has had a reported history of electrical problems, and whether or not any recall notices were sent to the prior owner by General Motors, as a result thereof.

Please advise.

Thank you.

Very truly yours,  
  
Marvin H. Brainin

MHB/gr  
cc: client



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bethany Tillman**  
Claims Administrator

November 10, 2009

PROGRESSIVE INSURANCE  
NATE MALATIN  
485 ROUTE ONE S.  
BLDG. A, SUITE 400  
ISELIN, NJ, 08830-3012

RE: Claimant: [REDACTED]  
Our File No.: 680432  
Our Client: General Motors LLC  
Date/Event: 10/16/2009  
Subject vehicle: 2006 GMC Envoy  
VIN: 1GKET16S566 [REDACTED]

Dear Mr. Malatin:

I am responding to your subrogation demand in which you requested reimbursement for monies paid out to your insured, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in New Jersey is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 8/29/2005, and this statute would have expired on 8/29/2009. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Bethany Tillman  
Claims Administrator



# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bethany Tillman**  
Claims Administrator

November 10, 2009

PROGRESSIVE INSURANCE  
NATE MALATIN  
485 ROUTE ONE S.  
BLDG. A, SUITE 400  
ISELIN, NJ, 08830-3012

RE:    Claimant:           ██████████  
      Our File No.:       680432  
      Our Client:         General Motors LLC  
      Date/Event:        10/16/2009  
      Subject vehicle:   2006 GMC Envoy  
      VIN:                1GKET16S566 ██████████

Dear Mr. Malatin:

I am responding to your subrogation demand in which you requested reimbursement for monies paid out to your insured, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in New Jersey is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 8/29/2005, and this statute would have expired on 8/29/2009. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Bethany Tillman  
Claims Administrator

### Service Request Detail

SR No.	71-771119289	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Oxford	Involved Dir		Safety	Yes
State	PA ZipCd	Con Acct		Source	Phone	Updated	11/4/2009 04:28:09 PM
Serial #/VIN	1GKEY16S586	Model Year	2008	Priority	Medium License # GMC	Owner	FABIANSR
Make	GMC	Warr. Start	08/29/2005	Status	Open	Opened	10/27/2009 04:15:32 PM
Model	Envoy	Mileage	87000	Sub-Status	Dissatisfied		Closed
Abstract	Thermal Event - 08 GMC Envoy						
Customer Description	This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy Fabian ext. 31055						

### Pre-PAR

PAR Notifier #	Incident Date/Time	Injures #	Other Veh #	People In Veh	Road Surface	Road Cond	Fire Report #	Police Report #
Insurance Agent	10/18/2009 05:30:00 AM	N	0	2			unknown	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'0		none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Malatin	Nate	(732) 726-2296	Progressive Insurance					
Incident Loc	15 Elmora Ave Elizabeth New Jersey	Incident Desc	-pulled into the driveway, front door window started to go up and down, caught on fire where the wire harness meets the window controls inside the door panel					
Component	door - thermal event	Damage Desc	needs a new driver door, it was burned					
Vehicle Loc	Planet Honda Route 22 Union New Jersey 07083 9088515572	Add'l info	Road Condition and surface unknown					
Emgcy Svc Names	Fire Rpt field: Elizabeth Fire Department @ 9088202806 316 Irvington Ave Elizabeth NJ 07208, cant provide fire report #	Maint Loc	unknown					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	unknown		
Vehicle Speed	0		Weather Condition	unknown			Prop Owner	unknown	Property Type	unknown
Last Service Date			Loc Last Service				Property Location	unknown	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	unknown			Prop Damage Description	unknown		
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	unknown		Explain Other	Last Svc Dt & Loc Unk						

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 04:35:08 PM	MARTIRAM	ESISBIQU	Escalation	ESIS - Alty Involvement	In Progress		ESIS - Alty Involvement

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Ally Involvement - Marvin H. Brainin attorney  
phone # 800-352-3882

Thermal Event - 2006 GMC Envoy

Ramiro Martinez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 02:56:31 PM	FABIANBR	FABIANBR	Scheduled Follow-up	Scheduled Alarm			

Contact Last Name	Contact First Name	Account	BAC Code

Check esls pick up

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 02:54:49 PM	KINZERTH	MARTIRAM	Notify CRM		Done	11/4/2009 04:35:05 PM	ESIS - Attorney Involvement

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 02:54:23 PM	FABIANBR	FABIANBR	Ownership Changed	Ownership Escalated to BRC	Done	11/4/2009 02:54:23 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 02:50:27 PM	FABIANBR	KINZERTH	BRC PAR	ESIS- Atty Involvement	Done	11/4/2009 02:54:47 PM	ESIS- Atty Involvement

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

ESIS- Atty Involvement

Marvin H. Brainin (Legal Counsel)  
908-352-3982

Attempted to contact legal counsel in regards to case and was unsuccessful. Because Attorney has forwarded letter of representation, at this time I am escalating case to esis for further handling.

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 02:47:57 PM	FABIANBR	FABIANBR	BRC PAR	ESIS- Atty Involvement	Done	11/4/2009 02:50:25 PM	ESIS- Atty Involvement

Contact Last Name	Contact First Name	Account	BAC Code

ESIS- Atty Involvement

Marvin H. Brainin (Legal Counsel)  
908-352-3982

Attempted to contact legal counsel in regards to case and was unsuccessful. Because Attorney has forwarded letter of representation, at this time I am escalating case to esis for further handling.

brandyfabian.par.atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/4/2009 02:34:14 PM	FABIANBR	FABIANBR	Outbound Call Third Party	Left Message	Done	11/4/2009 02:47:48 PM	Marvin H. Brainin (Legal Counsel)

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Marvin H. Brainin (Legal Counsel)  
908-352-3982

crs sts: I Was calling in regards to client [REDACTED] Pls return my call at 868-790-5600 x 31065

LA: left message

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/3/2009 07:03:23 PM	SADMIN	FABIANBR	Inbound White Mail		Done	11/4/2009 02:33:49 PM	BRC PAR Scanned: 2009-10-30-14.36.00.000000, MSXDocNum: FAB4AEB062

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/3/2009 05:28:34 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Done	11/4/2009 02:34:12 PM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Marvin H. Brainin (Legal Counsel)  
908-352-3982

crs sts: I Was calling in regards to client Mr. Sergio Torres.

brandyfabian.par.atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/3/2009 05:26:49 PM	FABIANBR	FABIANBR	Outbound Call Third Party	Left Message	Done	11/3/2009 05:28:32 PM	Marvin H. Brainin ( Legal Counsel )
Contact Last Name		Contact First Name		Account	BAC Code		

Comments  
 Marvin H. Brainin ( Legal Counsel )  
 908-352-3982

crs sts: I Was calling in regards to client [REDACTED] Pls return my call at 866-790-5600 x 31065

brandyfabian.par.atx  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2009 04:57:54 PM	FABIANBR	FABIANBR	Outbound Call Third Party		Done	11/3/2009 05:25:48 PM	Marvin H. Brainin ( Legal Counsel ) 908-352-3982
Contact Last Name		Contact First Name		Account	BAC Code		

Comments  
 Marvin H. Brainin ( Legal Counsel )  
 908-352-3982

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 04:13:30 PM	SADMIN	FABIANBR	Inbound While Mail		Done	11/3/2009 05:44:09 PM	BRC PAR Scanned: 2009-10-28-17.53.00.000000, MSXDocNum: FAB4AE9858
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 02:02:38 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Done	11/2/2009 04:57:28 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Marvin H. Brainin ( Legal Counsel )  
908-352-3982

crs stb:

brandyfabian.par.ats

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 05:09:53 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Done	10/30/2009 02:02:38 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Marvin H. Brainin ( Legal Counsel )  
908-352-3982

crs stb:

brandyfabian.par.ats

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 04:57:10 PM	FABIANBR	FABIANBR	Inbound Call Third Party	Voice Mail Received	Done	10/29/2009 04:57:41 PM	Marvin Brainin _ Legal

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Marvin Brainin 71 [redacted] name is Marvin Brainin 908-352-3982 thank you

brandyfabian.par.ats

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 12:20:45 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Done	10/29/2009 04:51:55 PM	

Name	Account	BAC Code

#### Comments

Marvin H. Brainin ( Legal Counsel )  
908-352-3982

crs sts: I was calling in regards to a cust [REDACTED] what happen with the event

cust sts:

brandyfabian.par.6x

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 12:18:46 PM	FABIANBR	FABIANBR	Outbound Call Third Party	Left Message	Done	10/29/2009 12:19:08 PM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Marvin H. Brainin ( Legal Counsel )  
908-352-3982

crs sts: I was calling in regards to a cust [REDACTED] He adv me you were his legal counsel. If you could pls return my call at 866-790-5600 x 31065

cust sts: left message

brandyfabian.par.6x

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 06:34:36 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Done	10/29/2009 12:20:38 PM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:32:55 AM	KINZERTH	FABIANBR	Ownership Changed		Done	10/28/2009 09:32:55 AM	Service Request Ownership has changed FROM: MARTINP4 TO: FABIANBR

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 08:31:49 AM	KINZERTH	FABIANBR	BRC PAR	Initial Contact- AVM	Done	10/28/2009 06:34:30 PM	Called Donald Don Gaskins Jr.

Contact Last Name	Contact First Name	Account	BAC Code

Donald Don Gaskins Jr.  
Node: 914055  
Mailbox: 8018

c/s s/s: My name is Brandy Fablan with the Product Allegation Dept with GM. My Service Request number is 71-771119299. The Customer's name is [REDACTED]. Their telephone number is [REDACTED]. The Vehicle involved is a Year, Make and Model [REDACTED]. -The customer is alleging thermal event escalating to asis. You do not need to respond to this message unless you have any comments concerns or questions.. pls contact me at 888-790-5800 x 31065

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:31:38 AM	KINZERTH	FABIANBR	BRC PAR	Initial Contact- Dealer	Done	10/28/2009 06:32:06 PM	Called No Initial Contact required. Vehicle has not been to dealer in two years.

Contact Last Name	Contact First Name	Account	BAC Code

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

brandyfablan.par.atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:31:29 AM	KINZERTH	FABIANBR	BRC PAR	Initial Contact- Phone	Done	10/29/2009 05:07:03 PM	Called Marvin H. Brainin ( Legal Counsel )

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

#### Comments

Marvin H. Brainin ( Legal Counsel )  
908-352-3982

crs sts: I was calling in regards to a cust [REDACTED] what happen with the event

#### cust sts:

-wrote a letter to the company - of whether a recall was in place  
-window buttons on door melted - whole panel melted and caused thermal event  
-let me fax you the letter to you in the morning - once you read the letter, call me.

#### crs sts:

-I understand, thank you for your time and have a good day

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:31:20 AM	KINZERTH	FABIANBR	BRC PAR	Acknowledgement	Done	10/28/2009 05:53:07 PM	Called [REDACTED]

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

#### Comments

-My english not good and better to speak spanish  
-lawyer sent a letter  
-Have a letter lawyer sent to you on 27 -  
-I will fax the letter to you -

Marvin H. Brainin  
908-352-3982

#### crs sts:

-I am going to call your lawyer and he will adv you of what happen

brandyfabian.par.atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:31:10 AM	KINZERTH	FABIANBR	Notify CRM		Done	10/28/2009 08:31:19 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:31:01 AM	KINZERTH	FABIANBR	Research		Done	10/28/2009 08:31:16 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS researched VIN:  
no related claim history

no previous related SR's

no open recalls

brandyfabian.par.alk

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:30:43 AM	KINZERTH	FABIANBR	BRC PAR	Case Assigned	Done	10/28/2009 08:29:21 PM	Assigned to Brandy Fabian x31065

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:30:35 AM	KINZERTH	MARTINP4	SR Opened		Done	10/28/2009 09:30:35 AM	SR In Status of Closed has been Re-Opened by KINZERTH

Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/28/2009 09:30:33 AM	KINZERTH	MARTINP4	SR Closed - Satisfied		Done	10/28/2009 09:30:33 AM	Service Request has been Closed Satisfied.

Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 04:19:58 PM	MARTINP4	KINZERTH	Escalation	Initial PAR	Done	10/28/2009 09:30:28 AM	Assigning activity to PAR QUEUE

Contact First Name	Account	BAC Code

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

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

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/27/2009 04:19:18 PM	MARTINP4	MARTINP4	Inbound Call Customer	Complex Request	Done	10/27/2009 04:35:38 PM	insurance agecny calling to represent cust

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

#### Comments

\*Transfer from Jacksonville, executive office

other sts:Nale Malain calling from Progressive Insurance 7327262296

-pulled into the driveway, front door window started to go up and down, caught on fire on teh wire harness meets the window controls inside the door panel  
-took veh to a shop, no repairs has been done  
Planet Honda Route 22 Union New Jersey 07083 9088516572

owner name [REDACTED] driver [REDACTED] (DOB [REDACTED])  
phone number: cell [REDACTED]  
VIN:1gxe116s566 [REDACTED]  
mileage: 67,000 miles  
address: 110 Rosewood Drive Oxford Pennsylvania 19353

#### crs adv:

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

Paula Martin/MLA/CACT1/EMP LVL1

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

## GM Vehicle Inquiry System Summary

Home - Summary - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -  
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GKET16S566
-------	-------------

### VEHICLE INFORMATION

Merchandising Model :	TT15806 -2006 ENVOY XL SLT 4WD (4-DOOR)	Warranty Start Date :	08/29/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	NORRIS CADILLAC-OLDSMOBILE-PONTIAC-GMC 32 ROUTE 304 NANUET, NY 10954-2924 (845) 623-6060	Selling Source :	48 - GMC TRUCK				
		Site Code :	02428				
		Business Associate Code :	178355				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05086	POWER STEERING HOSE FRACTURE	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	2DG9C0RT	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).	

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	08/29/2005	10 miles	08/29/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/29/2005	10 miles	08/29/2011	100010 miles

3/3000 GM CERTIFIED USED LIMITED WARRANTY	03/22/2008	43780 miles	06/22/2008	46780 miles
60/100000 GM CERTIFIED USED POWERTRAIN LIMITED WARRANTY	08/29/2005	10 miles	08/29/2010	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/29/2005	10 miles	08/29/2013	80010 miles
84/70000 CALIFORNIA SELECT COMPONENT	08/29/2005	10 miles	08/29/2012	70010 miles
36/50000 CALIFORNIA EMISSIONS	08/29/2005	10 miles	08/29/2008	50010 miles

**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/26/2005	104669	#	V1415 - 05086 - INSPECT HOSE(S) ONLY - NO FURTHER ACTION REQUIRED	4781 miles
07/28/2005	A01413	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.
--

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## GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN :	1GKET16S566
-------	-------------

### CLAIM HISTORY

Repair Order Date :		10/26/2005	Repair Order Number :		104669	Odometer Reading :		4781 miles	
Serviced By :	NORRIS CADILLAC-OLDSMOBILE-PONTIAC-GMC 32 ROUTE 304 NANUET, NY 10954-2924 (845) 623-6060				Selling Source :		16 - PONTIAC		
					Site Code :		02428		
					Business Associate Code :		178355		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/08/2005	637	01	#	V1415 - 05086 - INSPECT HOSE(S) ONLY - NO FURTHER ACTION REQUIRED	N/A	N/A	N/A	\$ 27.44	N

Repair Order Date :		07/28/2005	Repair Order Number :		A01413	Odometer Reading :		0 miles	
Serviced By :	NORRIS CADILLAC-OLDSMOBILE-PONTIAC-GMC 32 ROUTE 304 NANUET, NY 10954-2924 (845) 623-6060				Selling Source :		48 - GMC TRUCK		
					Site Code :		02428		
					Business Associate Code :		178355		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/02/2005	609	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 118.90	N

### CHECK HISTORY

Vehicle Has No Associated Check History.
--

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11/5/2009



## GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

VIN	1GKET16S566 [REDACTED]
-----	------------------------

### VEHICLE BUILD

Merchandising Model :	TT15806 -2006 ENVOY XL SLT 4WD (4-DOOR)		
Gross Vehicle Weight Rating :	2906 kg (6408 lb)	Order Number :	JGNC0Q
Build Date :	07/28/2005	Build Plant :	16606

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

### OPTION CODES

AAB - DRIVER SEAT MEMORY	AJ1 - DEEP TINTED GLASS
AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM	AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT
AM7 - FOLDING REAR SEAT	AM9 - REAR SPLIT FOLDING SEAT
AR9 - DELUXE FRONT BUCKET SEATS	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENTIFICATION	BG2 - 3RD ROW FLOOR MATS
BVE - RUNNING BOARDS	B30 - COLORED - KEYED CARPETING
B32 - FRONT COLOR-KEYED FLOOR MATS	B33 - REAR COLOR-KEYED FLOOR MATS
CE1 - RAIN SENSING WIPERS	CE4 - HEADLAMP WASHERS
CF5 - POWER SUNROOF	CJ2 - AUTO DUAL ZONE CLIMATE CNTRL
C49 - REAR WINDOW DEFOGGER	C7H - GVW RATING - 6,400 LBS
DD7 - ISRV MIRROR W/AUTO DIM	DH2 - LIGHTED VANITY VISOR MIRRORS
DK7 - OVERHEAD CONSOLE	DS3 - POWER HEATED/TURN SIGNAL MIRROR
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
GU6 - REAR AXLE - 3.42 RATIO	JF8 - 4-WHEEL POWER DISC BRAKES
JJB - SUBASSEMBLY	KA1 - HEATED FRONT SEATS
KG4 - 150 AMP GENERATOR	K34 - CRUISE CONTROL
LL8 - VORTEC 4200 SFI I6	M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL
NE1 - 50-STATE EMISSIONS	NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE

NU4 - CALIFORNIA EMISSIONS SYSTEM	N40 - POWER STEERING	
N79 - STEEL WHEEL FULL SIZE SPARE	N80 - POLISHED ALUMINUM WHEELS	
OKL - PLANT CODE OKLAHOMA	PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE * POWER SUNROOF * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)	
PNI - REAR CARGO SHELF	QTM - P245/65R17 ALS BW TIRES	
R4W - TIRE BRAND MICHELIN	R6P - PREMIUM PAINT	
R9N - LEATHER SEAT TRIM	R9U - GM ACCESS-AUTOBOOK IDENTIFIER	
SLM - STOCK ORDERS	STW - STEERING WHEEL CONTROLS	
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS	
TGA - LANGUAGE,SPANISH,FRENCH,ENGLISH	T61 - DAYTIME RUNNING LAMPS	
T96 - FRONT FOG LAMPS	T98 - VIN IDENTIFICATION NUMBER	
UA6 - CONTENT THEFT ALARM	UC6 - AM/FM STEREO, W/6 DISC CD CHANGER (REPLACE STD/OPT PKG RADIO)	
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UG1 - UNIVERSAL GARAGE DOOR OPENER	
UK6 - REAR SEAT AUDIO CONTROLS	UQA - BOSE PREMIUM SOUND SYSTEM	
UY7 - HD 7-LEAD TRAIL. WIRING HARNESS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	
U68 - DRIVER INFO CENTER	U73 - FIXED MAST ANTENNA	
VK3 - FRONT LICENSE PLATE BRACKET	VXS - COMPLETE VEHICLE LABEL	
V1K - LUGGAGE RACK CROSS BARS	V40 - POWER FRONT PASSENGER SEAT	
V73 - STATEMENT OF CERT. U.S.	YC6 - SLT DECOR	
YD3 - BASE EQUIP FOR SCH GVW PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT	
YD6 - REAR SPRING - BASE EQUIPMENT	ZQ3 - DRIVER CONVENIENCE PACKAGE	
ZW7 - PREMIUM SMOOTH RIDE SUSPENSION	ZY1 - SOLID PAINT	
Z88 - GMC TRUCK NAMEPLATE	1SZ - OPTION PACKAGE DISCOUNT	
4SB - SLT-2 PACKAGE INCLUDES: * HEATED FRONT SEATS * ETR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT RADIO) * HEADLAMP WASHERS * RAIN SENSING WIPERS * CONTENT THEFT ALARM * BOSE PREMIUM SOUND SYSTEM	48I - EBONY	
482 - EBONY	50U - SUMMIT WHITE	
6HD - SUSPENSION	7HD	
8NH - COMPONENT RR LH COMP SEL SUSP	9NH - COMPONENT RR RH COMP SEL SUSP	

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## Service Request Detail

SR No.	71-783306531	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Hondru Chrysler Inc.	Safety	Yes
State	PA ZipCd	Con Acct	Source	Phone	Updated	12/8/2009 03:43:12 PM
Serial #/VIN	1GKET93M972	Model Year	Priority	Medium License #	Owner	MARQUEMO
Make	GMC	Warr. Start	Status	Open	Opened	12/7/2009 09:41:25 AM
Model	Envoy	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal Event - Electrical - Power Door Lock Motor / Switch / Wiring					
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Monica Marquez at ext.21072 ***					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	12/5/2009 05:30:25 PM	N	0	1	Asphalt	Snowy	n/a	n/a
Driver Last Name	Driver First Name	Height	Weight	Sex	Disabilities			
		6'11"			none			
unknown	unknown	(717) 685-2770	Erie Insurance Company					
Incident Loc	cust's garage - 693 North Eidsman Road In Manhunt PA 17545				Incident Desc	Cust sts: As he was driving home and he noticed an orange glow coming from the driver door and he arrived home in his garage and then the vehicle completely shut off inside the garage and then he saw the flames coming more out driver side door panel. Flames were taken out with a fire		
Component	Electrical - Power Door Lock Motor / Switch / Wiring				Damage Desc	Driver Interior trim panel - window switch box - wiring was damaged		
Vehicle Loc	cust's garage - 693 North Eidsman Road In Manhunt PA 17545				Add'l info	Unknown of insurance comp agents name - an adjuster will be going to see the vehicle 12/9/2009		
Emgcy Svc Names	n/a				Maint Loc	HONDRU GMC		

### PAR Detail

Collision	Non Collision	Property Damage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	0	Weather Condition	Snowy	Prop Owner	N/A	Property Type	N/A	
Last Service Date	9/8/2009	Loc Last Service		Property Location	N/A	Prop Est Repair Cost		
Veh Est Repair Cost		Spec Equip Installer	none	Prop Damage Description	N/A			
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Driver Interior trim panel - window switch box - wiring was damaged -est for repairs unknown			Explain Other	File forwarded to ESIS - loc last svc unknown			



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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

June 21, 2011

Erie Insurance  
PO Box 2013  
Mechanicsburg, PA 17055-0710  
Attn: Claim 017-010171066847

RE: Claimant: [REDACTED]  
Our File No.: 681667  
Our Client: General Motors LLC  
Date/Event: 12/5/09  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKET63M672 [REDACTED]

Dear Ms. Phillips:

ESIS is the third party administrator on behalf of General Motors LLC (GM). As we discussed, the above claim has been denied.

If you choose to pursue this matter further, you must maintain the vehicle in its immediate post-incident condition.

Thank you for your time in this regard.

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

June 21, 2011

Erie Insurance  
PO Box 2013  
Mechanicsburg, PA 17055-0710  
Attn: Claim 017-010171066847

RE: Claimant: [REDACTED]  
Our File No.: 681667  
Our Client: General Motors LLC  
Date/Event: 12/5/09  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKET63M672 [REDACTED]

Dear Ms. Phillips:

ESIS is the third party administrator on behalf of General Motors LLC (GM). As we discussed, the above claim has been denied.

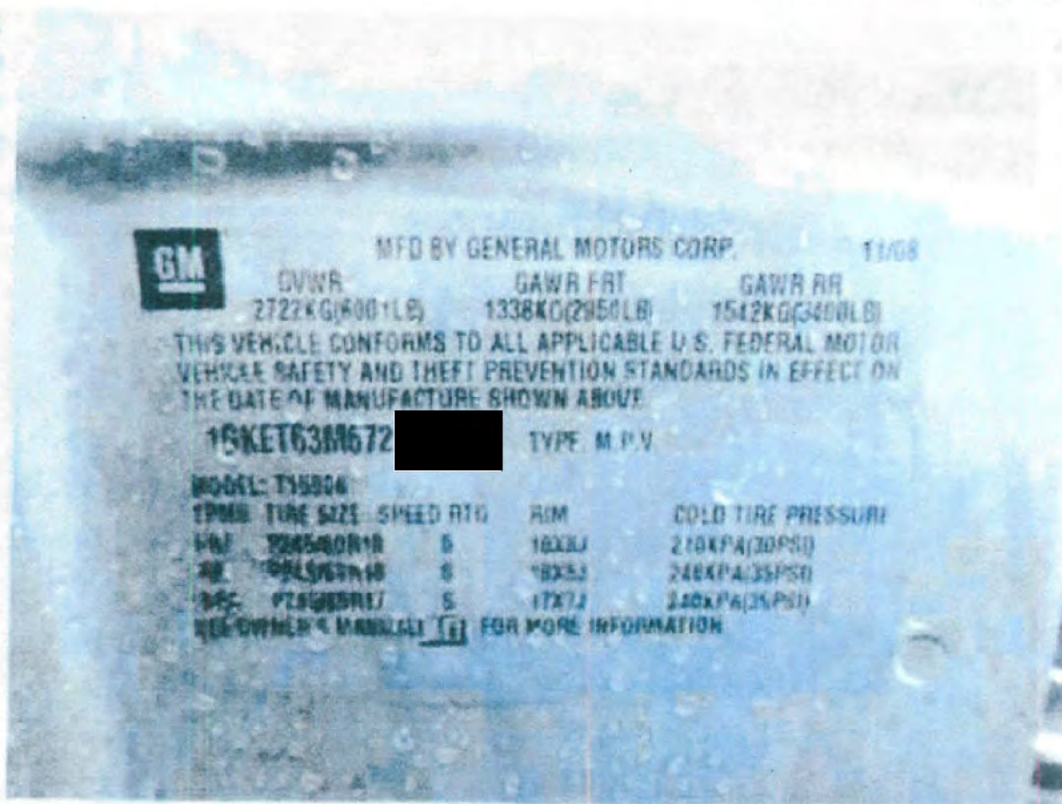
If you choose to pursue this matter further, you must maintain the vehicle in its immediate post-incident condition.

Thank you for your time in this regard.

Sincerely,

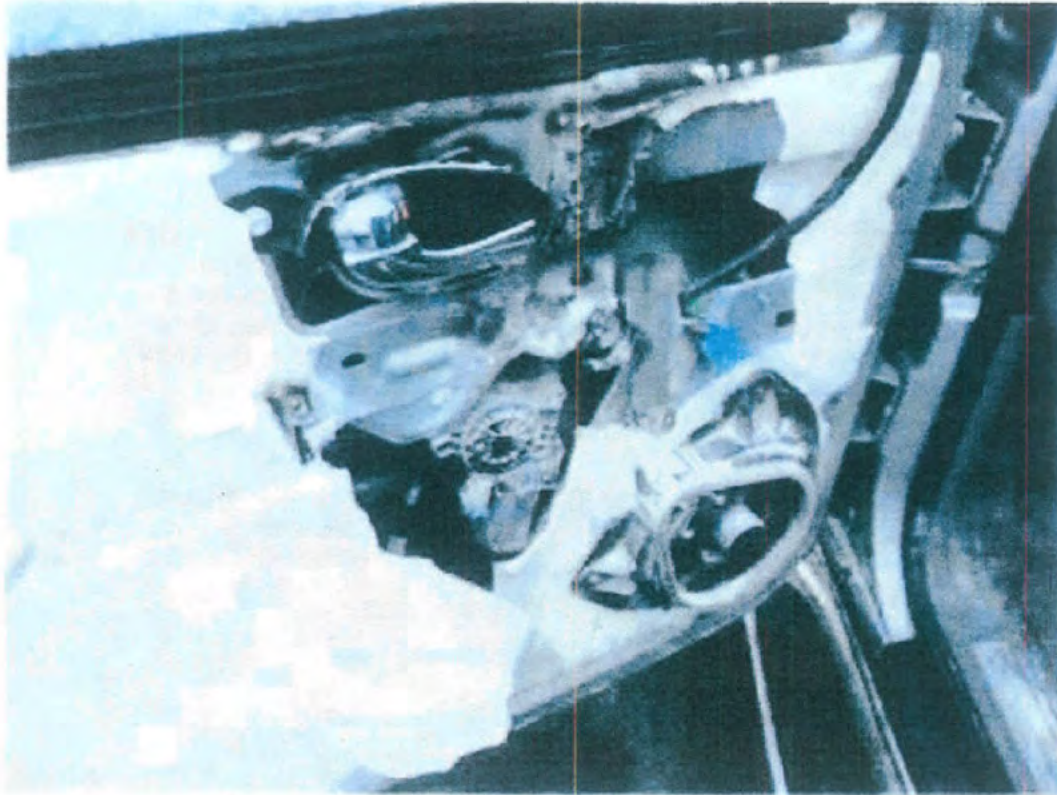
*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator

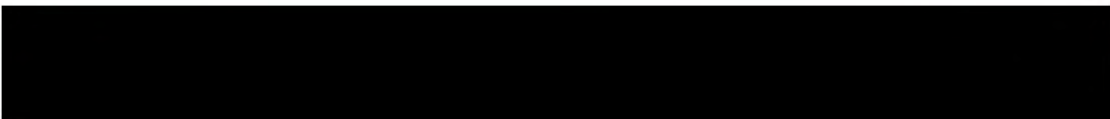


LEFT DOOR FIRE

Case Reference ID: J1077120041001



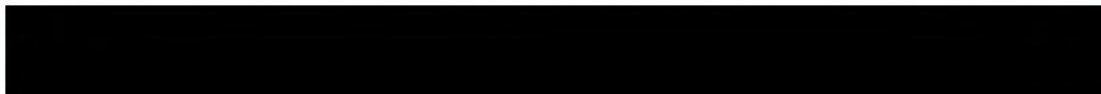
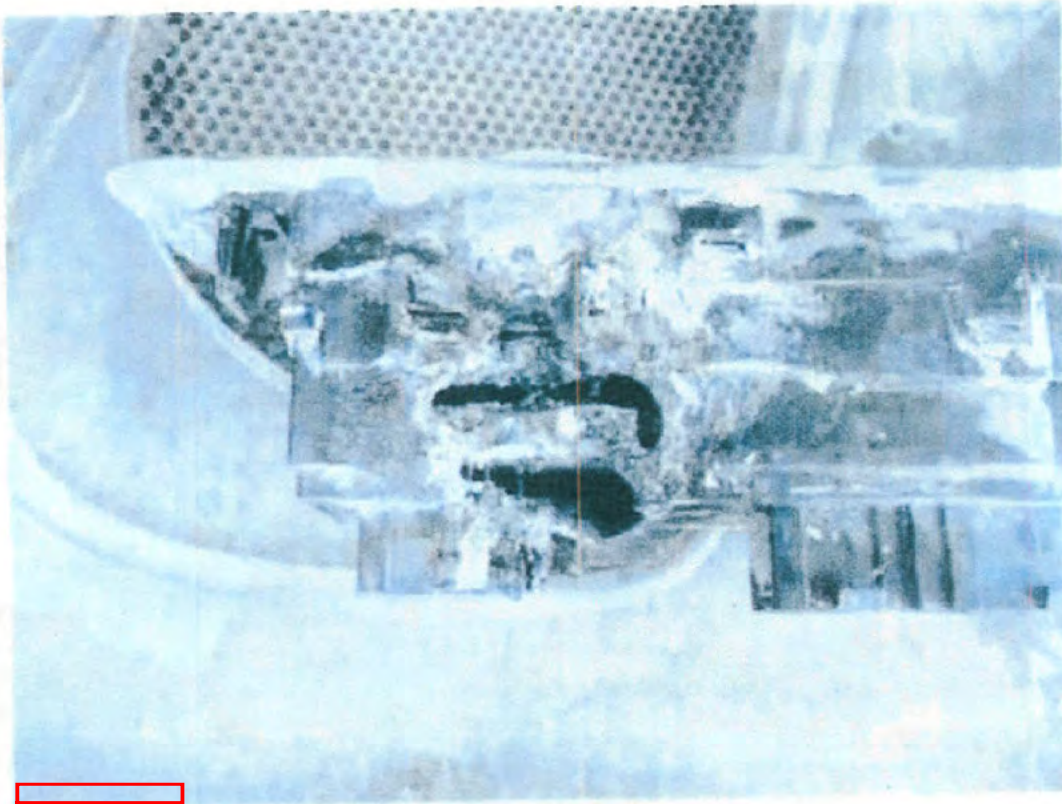
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# FIRE STARTED IN SWITCHES

Image taken by 2005-05-26 09:10:31

- 1
- 2
- 3
- 4





INNER PANEL DAMAGED

Image Reference ID: J101712924001



DGOE PANEL DAMAGED

Case Reference ID: 310710094200





Kerry J. Ritchey, CPCU, AIC  
Assistant Vice President & Claims Manager

Branch Office • 4901 Louise Drive • Rossmoyne Business Center • P.O. Box 2013 • Mechanicsburg, PA 17055-0710  
717.795.8200 • Toll Free 1.800.382.1304 • Fax 717.795.2315 • www.erieinsurance.com

August 12, 2010

**RECEIVED**  
AUG 16 2010  
ESIS-GM CLAIMS UNIT

ESIS/GM  
attn: Brian Schwartz  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265

Re: ERIE Claim [REDACTED]  
ERIE Insured: [REDACTED]  
Loss Date: 12/05/09  
Your Insured: ESIS/GM  
Your Claim # [REDACTED]  
Your Policy # [REDACTED]

Dear Mr. Schwartz:

Our investigation reveals that your insured is responsible for the damage to our Insured's vehicle. We enclose the proof necessary to support our subrogation claim. Please send your check in the amount of \$1008.94 to the address at the top of this letter.

Damages: \$958.94  
Rental: n/a  
Deductible: \$50.00

Total Amount of Damages: \$1008.94

Sincerely,

Victoria A. Phillips A.I.C. A.I.S.  
Subrogation Specialist  
717-795-2339 Ext. 339

/VP1 SCC3

Enclosures:  
Supporting Papers

cc: The Hess Agency, AA7489  
STEVEN D BAKER &  
File

08/11/2010  
16:31

Claims Management System  
Check Print

CSPP032B  
Page: 1  
Req: PHILLIPS ,V

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CHECK NO [REDACTED] CMS NO JM26866 DATE 12/10/2009

Pay FIVE HUNDRED SEVEN AND 91/100

\$\$\$\$\$\$\$\$507.91

To The [REDACTED]  
Order AND JONES PONTIAC GMC TRUCK CO  
of [REDACTED]  
MANHEIM PA [REDACTED]

Operator  
213STEELE

Loss Date  
12/05/2009

Claim  
[REDACTED]

Tax Id No  
2315785900

For PAYMENT OF  
COMPREHENSIVE - FIRE/AUTO DEDUCTIBLE TAKEN /  
INCL. MAT 18 & COPY OF ESTIMATE

Cashed  
C 03/15/2010

-----  
CHECK NO [REDACTED] CMS NO JR14076 DATE 03/31/2010

Pay FOUR HUNDRED FIFTY-ONE AND 03/100

\$\$\$\$\$\$\$\$451.03

To The JONES PONTIAC GMC TRUCK CO  
Order PO BOX 4426  
of LANCASTER, PA 17604 4426

Operator  
213MCDIFFIT

Loss Date  
12/05/2009

Claim  
[REDACTED]

Tax Id No  
2315785900

For PAYMENT OF  
COMPREHENSIVE - FIRE/AUTO / SUPPLEMENT PACKET  
/ STEVEN BAKER / 2007 GMC ENVOY

Cashed  
C 04/08/2010

03/31/2010 AT 12:26 PM

CLAIM SUMMARY

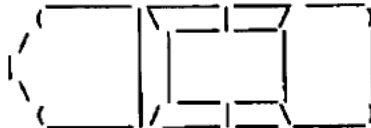
ADJUSTER: RUHL, DENNIS  
#222346  
APPRAISER: RUHL, DENNIS  
#222346

CLAIM #:  
POLICY #:

INSURED:  
OWNER:  
ADDRESS:  
MANHEIM, PA

LOSS TYPE: UNKNOWN  
EVENING:  
CELLULAR:  
DAY:

VEHICLE: 2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV  
VIN: 1GKET63M672 ODOMETER: 37164 COLOR: SILVER LICENSE: PA  
DRIVEABLE: YES PRIMARY IMPACT POINT: 23. INTERIOR BURN



PLACE OF INSPECTION:  
MANHEIM, PA

ESTIMATE TO REPAIR		TOTAL LOSS VALUATION	
ESTIMATE	\$ 951.83	VEHICLE VALUATION	\$ 0.00
PRE-TAX SUBTOTAL	\$ 951.83	PRE-TAX SUBTOTAL	\$ 0.00
TAX	57.11	TAX	0.00
AFTER-TAX SUBTOTAL	\$ 1,008.94	AFTER-TAX SUBTOTAL	\$ 0.00
BETTERMENT	0.00	DEDUCTIBLE	50.00
DEDUCTIBLE	50.00	0% NEGLIGENCE	0.00
APPEARANCE ALLOWANCE	0.00	CALCULATED NET LOSS	\$ -50.00
0% NEGLIGENCE	0.00		
CALCULATED NET LOSS	\$ 958.94	VALUATION REQUEST #	
LKO PARTS NOT INCLUDED			
A/M PARTS NOT INCLUDED			
OPT OEM PARTS NOT INCLUDED			
RECOND PARTS NOT INCLUDED			
\$ 557.91 AGREED BY STEVE			
JONES PONTIAC HONDA ACURA			

SETTLEMENT  
SETTLEMENT TYPE: REPAIRABLE  
NEGOTIATED SETTLEMENT: \$958.94 ON WITH 001/SHOP  
SETTLEMENT OUTSTANDING: \$958.94

COMMENTS

03/31/2010 AT 12:26 PM

CLAIM SUMMARY

OWNER: [REDACTED]  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV

CLAIM #: [REDACTED]

EVENTS

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		DATE ASSIGNED = .
12/05/2009		LOSS OCCURRED
12/07/2009		LOSS REPORTED
12/07/2009	02:24 PM	ASSIGNMENT RETRIEVED.
12/07/2009	02:24 PM	WORKFILE WAS CREATED.
12/07/2009	02:24 PM	RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
12/08/2009	09:20 AM	ON DEMAND REQUEST OF RECYCLED PART DATA.
12/08/2009	09:21 AM	RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
12/09/2009	08:03 AM	ON DEMAND REQUEST OF RECYCLED PART DATA.
12/09/2009	08:04 AM	RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
12/09/2009	09:16 AM	FIRST PRELIMINARY ESTIMATE LINE WRITTEN.
12/09/2009	09:28 AM	AGREED PRICE CONFIRMED FOR ESTIMATE.
12/09/2009	09:29 AM	ESTIMATE OF RECORD CREATED. TOTAL LOSS THRESHOLD REACHED
12/09/2009	09:29 AM	WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED.
12/09/2009	09:29 AM	ESTIMATE OF RECORD WAS FIRST PRINTED.
12/09/2009	09:43 AM	CLAIM SUMMARY FILE WAS CREATED.
12/09/2009	09:43 AM	WORKFILE DATA COPY WAS PLACED IN OUT BOX.
12/09/2009	09:43 AM	IMAGE WORKFILE WAS CREATED.
12/09/2009	09:43 AM	ESTIMATE REPORT FILE WAS CREATED.
12/09/2009	09:47 AM	WORKFILE WAS PLACED IN OUT BOX.
03/31/2010	12:12 PM	WORKFILE STATE CHANGED FROM INSPECTED TO ASSIGNED.
03/31/2010	12:12 PM	PRELIMINARY SUPPLEMENT 1 CREATED.
03/31/2010	12:26 PM	WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED.
03/31/2010	12:26 PM	SUPPLEMENT OF RECORD 1 CREATED. TOTAL LOSS THRESHOLD REAC
03/31/2010	12:26 PM	SUPPLEMENT OF RECORD 1 WAS FIRST PRINTED.
03/31/2010	12:26 PM	ESTIMATE REPORT FILE WAS CREATED.
03/31/2010	12:26 PM	IMAGE WORKFILE WAS CREATED.
03/31/2010	12:26 PM	WORKFILE DATA COPY WAS PLACED IN OUT BOX.

12/09/2009 AT 09:43 AM

CLAIM SUMMARY [REDACTED]

ADJUSTER: RUHL, DENNIS  
#222346  
APPRAISER: RUHL, DENNIS  
#222346

CLAIM #: [REDACTED]  
POLICY #: [REDACTED]

INSURED [REDACTED]  
OWNER: [REDACTED]  
ADDRESS [REDACTED]  
MANHEIM, PA [REDACTED]

LOSS TYPE: UNKNOWN  
EVENING: [REDACTED]  
CELLULAR: [REDACTED]  
DAY: [REDACTED]

VEHICLE: 2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV  
VIN: 1GKET63M672 [REDACTED] ODOMETER: 37164 COLOR: SILVER LICENSE: [REDACTED] PA  
DRIVEABLE: YES PRIMARY IMPACT POINT: 23. INTERIOR BURN



PLACE OF INSPECTION:  
[REDACTED]  
MANHEIM, PA [REDACTED]

ESTIMATE TO REPAIR		TOTAL LOSS VALUATION	
ESTIMATE	\$ 526.33	VEHICLE VALUATION	\$ 0.00
PRE-TAX SUBTOTAL	\$ 526.33	PRE-TAX SUBTOTAL	\$ 0.00
TAX	31.58	TAX	0.00
AFTER-TAX SUBTOTAL	\$ 557.91	AFTER-TAX SUBTOTAL	\$ 0.00
BETTERMENT	0.00	DEDUCTIBLE	50.00
DEDUCTIBLE	50.00	0% NEGLIGENCE	0.00
APPEARANCE ALLOWANCE	0.00	CALCULATED NET LOSS	\$ -50.00
0% NEGLIGENCE	0.00		
CALCULATED NET LOSS	\$ 507.91	VALUATION REQUEST #	
LKQ PARTS NOT INCLUDED			
A/M PARTS NOT INCLUDED			
OPT OEM PARTS NOT INCLUDED			
RECOND PARTS NOT INCLUDED			
\$ 557.91 AGREED BY STEVE			
JONES PONTIAC HONDA ACURA			

=====

SETTLEMENT  
SETTLEMENT TYPE: REPAIRABLE  
NEGOTIATED SETTLEMENT: \$507.91 ON WITH 001/SHOP  
SETTLEMENT OUTSTANDING: \$507.91

=====

COMMENTS

12/09/2009 AT 09:43 AM

CLAIM SUMMARY

OWNER: [REDACTED]  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV

CLAIM #: [REDACTED]

-----  
EVENTS

		DATE ASSIGNED = .
12/05/2009		LOSS OCCURRED
12/07/2009		LOSS REPORTED
12/07/2009	02:24 PM	ASSIGNMENT RETRIEVED.
12/07/2009	02:24 PM	RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
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12/09/2009	09:43 AM	WORKFILE DATA COPY WAS PLACED IN OUT BOX.



03/31/2010 AT 12:26 PM  
73846

010171066847001  
1KZA0JOK

ERIE INSURANCE GROUP  
HARRISBURG CLAIMS OFFICE  
ABOVE ALL IN SERVICE  
4901 LOUISE DRIVE  
P.O. BOX 2013  
MECHANICSBURG, PA 17055  
(717)733-0195 FAX: (717)738-7895

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: DENNIS RUHL #222346 03/31/2010 12:26 PM  
ADJUSTER: DENNIS RUHL #222346 (717)733-0195

INSURED: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 12/05/2009 AT 05:30 PM  
EVENING: [REDACTED] TYPE OF LOSS: UNKNOWN  
CELLULAR: [REDACTED] POINT OF IMPACT: 23. INTERIOR BURN  
INSPECT LOCATION: [REDACTED] EVENING: [REDACTED]  
MANHEIM, PA HOME  
REPAIR JONES PONTIAC HONDA ACURA BUSINESS: (717)394-0712  
FACILITY: P O BOX 4426 1 DAYS TO REPAIR  
1340 LOOP ROAD LICENSE # [REDACTED]  
LANCASTER, PA 17604

2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT: ODOMETER: 37164  
VIN: 1GKET63M672 [REDACTED] LIC: EXC [REDACTED] PA PROD DATE:  
CONDITION: GOOD  
AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS CLIMATE CONTROL  
KEYLESS ENTRY ALARM REAR WINDOW WIPER  
ENTERTAINMENT CENTER STEERING WHEEL CONTROLS MESSAGE CENTER  
BODY SIDE MOLDINGS DUAL MIRRORS PRIVACY GLASS  
CONSOLE/STORAGE OVERHEAD CONSOLE LUGGAGE/ROOF RACK  
ELECTRIC GLASS SUNROOF FOG LAMPS SIGNAL INTEGRATED MIRRORS  
CLEAR COAT PAINT METALLIC PAINT POWER STEERING  
POWER BRAKES POWER WINDOWS POWER LOCKS  
POWER DRIVER SEAT POWER PASSENGER SEAT POWER MIRRORS  
HEATED MIRRORS MEMORY PACKAGE AM RADIO  
FM RADIO STEREO SEARCH/SEEK  
CD PLAYER ANTI-LOCK BRAKES (4) DRIVER AIR BAG  
PASSENGER AIR BAG 4 WHEEL DISC BRAKES POSITRACTION  
STABILITY CONTROL COMMUNICATIONS SYSTEM LEATHER SEATS  
BUCKET SEATS HEATED SEATS RECLINE/LOUNGE SEATS  
REAR STEP BUMPER RUNNING BOARDS/SIDE STEPS TRAILERING PACKAGE  
AUTOMATIC TRANSMISSION 4 WHEEL DRIVE OVERDRIVE  
SPOKE ALUMINUM WHEELS

03/31/2010 AT 12:26 PM  
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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT DOOR				
2	REPL	LT HANDLE, INSIDE CHROME	1	59.05	0.2	
3	REPL	LT DOOR TRIM PANEL GMC, W/LEATHER TRIM GRAY	1	207.50	0.7	
4	REPL	LT WINDOW SWITCH GMC W/HEATED SEAT	1	152.11	INCL.	
5	S01 R&I	LT WATER DEFLECTOR			0.1	
6	S01	REPL LT HANDLE BEZEL GMC	1	20.42	INCL.	
7	S01	REPL LT HANDLE BEZEL RETAINER GMC	1	7.86		
8	S01	REPL MIRROR SWITCH GMC GRAY	1	49.22	INCL.	
9#	S01	CLEAN & RETAPE WIRING HARNESS	1		0.5	
10#	S01	CLEAN INTERIOR OF DOOR	1		0.5	
11	S01	REPL RT HANDLE, INSIDE CHROME	1	65.21	0.2	
12	S01 R&I	RT R&I TRIM PANEL			0.6	
13#	S01	CLEAN INTERIOR FROM FIRE EXTINGUISHER	1		0.3	
14	S01	REAR DOOR				
15	S01	REPL RT HANDLE, INSIDE CHROME	1	65.21	0.2	
16	S01	REPL LT HANDLE, INSIDE CHROME	1	59.05	0.2	
17	S01 R&I	RT R&I TRIM PANEL			0.6	
18	S01 R&I	LT R&I TRIM PANEL			0.6	
19#	S01	PROGRAM MASTER SWITCH	1	50.00		
SUBTOTALS ==>				735.63	4.7	0.0

ESTIMATE NOTES:  
AGREED PRICE W/STEVE & 1 DAY

PARTS			735.63
BODY LABOR	4.7 HRS	@ \$ 46.00/HR	216.20
SUBTOTAL			\$ 951.83
SALES TAX	\$ 951.83	@ 6.0000%	57.11
TOTAL COST OF REPAIRS			\$ 1008.94
ADJUSTMENTS:			
DEDUCTIBLE			50.00
TOTAL ADJUSTMENTS			\$ 50.00
NET COST OF REPAIRS			\$ 958.94

VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ERIE INSURANCE RESERVES THE RIGHT TO REINSPECT ALL SUPPLEMENTS BEFORE PAYMENT IS MADE. THIS IS NOT AN AUTHORIZATION TO REPAIR.

03/31/2010 AT 12:26 PM  
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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-P1 4D UTV SILVER INT:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS SUCH PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/\_=WITH/\_ #-MANUAL LINE ENTRY \*-OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. \*\*=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

03/31/2010 AT 12:26 PM  
73846

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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR1GN02, CCC DATA DATE 02/01/2010, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (\*) OR DOUBLE ASTERISK (\*\*) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

03/31/2010 AT 12:26 PM  
73846

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1KZA0JOK

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- DELETED ITEMS-----						
5	REPL	LT WATER DEFLECTOR	1	-61.67	-0.1	
----- ADDED ITEMS -----						
5	S01 R&I	LT WATER DEFLECTOR			0.1	
6	S01	REPL LT HANDLE BEZEL GMC	1	20.42	INCL.	
7	S01	REPL LT HANDLE BEZEL RETAINER GMC	1	7.86		
8	S01	REPL MIRROR SWITCH GMC GRAY	1	49.22	INCL.	
9#	S01	CLEAN & RETAPE WIRING HARNESS	1		0.5	
10#	S01	CLEAN INTERIOR OF DOOR	1		0.5	
11	S01	REPL RT HANDLE, INSIDE CHROME	1	65.21	0.2	
12	S01 R&I	RT R&I TRIM PANEL			0.6	
13#	S01	CLEAN INTERIOR FROM FIRE EXTINGUISHER	1		0.3	
14	S01	REAR DOOR				
15	S01	REPL RT HANDLE, INSIDE CHROME	1	65.21	0.2	
16	S01	REPL LT HANDLE, INSIDE CHROME	1	59.05	0.2	
17	S01 R&I	RT R&I TRIM PANEL			0.6	
18	S01 R&I	LT R&I TRIM PANEL			0.6	
19#	S01	PROGRAM MASTER SWITCH	1	50.00		
SUBTOTALS ==>				255.30	3.7	0.0

ESTIMATE NOTES:  
AGREED PRICE W/STEVE & 1 DAY

PARTS		255.30
BODY LABOR	3.7 HRS @\$ 46.00/HR	170.20
-----		
SUBTOTAL		\$ 425.50
SALES TAX	\$ 425.50 @ 6.0000%	25.53
-----		
TOTAL SUPPLEMENT AMOUNT		\$ 451.03
NET COST OF SUPPLEMENT		\$ 451.03

ESTIMATE	557.91	DENNIS RUHL	
SUPPLEMENT S01	451.03	DENNIS RUHL	
-----			
WORKFILE TOTAL	\$ 1008.94		
		TOTAL ADJUSTMENTS	\$ 50.00
		NET COST OF REPAIRS	\$ 958.94

VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ERIE INSURANCE RESERVES THE RIGHT TO REINSPECT ALL SUPPLEMENTS BEFORE PAYMENT IS MADE. THIS IS NOT AN AUTHORIZATION TO REPAIR.

03/31/2010 AT 12:26 PM  
73846

1KZA0JOK

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-PI 4D UTV SILVER INT:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS SUCH PERSON TO CRIMINAL AND CIVIL PENALTIES.

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03/31/2010 AT 12:26 PM  
73846

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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGN02, CCC DATA DATE 02/01/2010, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (\*) OR DOUBLE ASTERISK (\*\*) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

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03/31/2010 AT 12:26 PM  
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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 0

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0



12/09/2009 AT 09:43 AM  
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ERIE INSURANCE GROUP  
HARRISBURG CLAIMS OFFICE  
ABOVE ALL IN SERVICE  
4901 LOUISE DRIVE  
P.O. BOX 2013  
MECHANICSBURG, PA 17055  
(717)733-0195 FAX: (717)738-7895

ESTIMATE OF RECORD

WRITTEN BY: DENNIS RUHL #222346 12/09/2009 09:29 AM  
ADJUSTER: DENNIS RUHL #222346 (717)733-0195

INSURED: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 12/05/2009 AT 05:30 PM

MANHEIM, PA  
EVENING: [REDACTED] TYPE OF LOSS: UNKNOWN  
CELLULAR: [REDACTED] POINT OF IMPACT: 23. INTERIOR BURN

INSPECT [REDACTED] EVENING: [REDACTED]  
LOCATION: [REDACTED] HOME [REDACTED]  
MANHEIM, PA [REDACTED]

REPAIR JONES PONTIAC HONDA ACURA BUSINESS: (717)394-0712  
FACILITY: P O BOX 4426 1 DAYS TO REPAIR  
1340 LOOP ROAD LICENSE # [REDACTED]  
LANCASTER, PA 17604

2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT: ODOMETER: 37164  
VIN: 1GKET63M672 [REDACTED] LIC: EXC 8459 PA PROD DATE:

CONDITION: GOOD  
AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS CLIMATE CONTROL  
KEYLESS ENTRY ALARM REAR WINDOW WIPER  
ENTERTAINMENT CENTER STEERING WHEEL CONTROLS MESSAGE CENTER  
BODY SIDE MOLDINGS DUAL MIRRORS PRIVACY GLASS  
CONSOLE/STORAGE OVERHEAD CONSOLE LUGGAGE/ROOF RACK  
ELECTRIC GLASS SUNROOF FOG LAMPS SIGNAL INTEGRATED MIRRORS  
CLEAR COAT PAINT METALLIC PAINT POWER STEERING  
POWER BRAKES POWER WINDOWS POWER LOCKS  
POWER DRIVER SEAT POWER PASSENGER SEAT POWER MIRRORS  
HEATED MIRRORS MEMORY PACKAGE AM RADIO  
FM RADIO STEREO SEARCH/SEEK  
CD PLAYER ANTI-LOCK BRAKES (4) DRIVER AIR BAG  
PASSENGER AIR BAG 4 WHEEL DISC BRAKES POSITRACTION  
STABILITY CONTROL COMMUNICATIONS SYSTEM LEATHER SEATS  
BUCKET SEATS HEATED SEATS RECLINE/LOUNGE SEATS  
REAR STEP BUMPER RUNNING BOARDS/SIDE STEPS TRAILERING PACKAGE  
AUTOMATIC TRANSMISSION 4 WHEEL DRIVE OVERDRIVE  
SPOKE ALUMINUM WHEELS

12/09/2009 AT 09:43 AM  
73846

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ESTIMATE OF RECORD  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT DOOR				
2	REPL	LT HANDLE, INSIDE CHROME	1	59.05	0.2	
3	REPL	LT DOOR TRIM PANEL GMC, W/LEATHER TRIM GRAY	1	207.50	0.7	
4	REPL	LT WINDOW SWITCH GMC W/HEATED SEAT	1	152.11	INCL.	
5	REPL	LT WATER DEFLECTOR	1	61.67	0.1	
SUBTOTALS ==>				480.33	1.0	0.0

ESTIMATE NOTES:  
AGREED PRICE W/STEVE & 1 DAY

PARTS			480.33
BODY LABOR	1.0 HRS	@ \$ 46.00/HR	46.00
SUBTOTAL			\$ 526.33
SALES TAX	\$ 526.33	@ 6.0000%	31.58
TOTAL COST OF REPAIRS			\$ 557.91
ADJUSTMENTS:			
DEDUCTIBLE			50.00
TOTAL ADJUSTMENTS			\$ 50.00
NET COST OF REPAIRS			\$ 507.91

VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ERIE INSURANCE RESERVES THE RIGHT TO REINSPECT ALL SUPPLEMENTS BEFORE PAYMENT IS MADE. THIS IS NOT AN AUTHORIZATION TO REPAIR.

12/09/2009 AT 09:43 AM  
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ESTIMATE OF RECORD  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS SUCH PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/\_=WITH/\_ #=MANUAL LINE ENTRY \*=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. \*\*=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

12/09/2009 AT 09:43 AM  
73846

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ESTIMATE OF RECORD  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR1GN02, CCC DATA DATE 11/02/2009, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (\*) OR DOUBLE ASTERISK (\*\*) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

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12/09/2009 AT 09:43 AM  
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ESTIMATE OF RECORD  
2007 GMC ENVOY 4X4 DENALI 8-5.3L-FI 4D UTV SILVER INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 0

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

# CCC Accumark™ Audit Report

## ERIE INSURANCE GROUP

HARRISBURG CLAIMS OFFICE

4901 LOUISE DRIVE

P.O. BOX 2013

MECHANICSBURG, PA. 17055

Written By : Dennis Ruhl  
Daytime Contact : (717)733-0195  
Adjuster : Dennis Ruhl  
Daytime Contact :

Appraisal Totals :  
Last Appraised : \$557.91  
Total Appraised : \$1,008.94  
Total Score : 20  
Total Labor Hours : 4.7  
Total Variance : 1008.94

Claim # : [REDACTED]  
Policy # : [REDACTED]  
Date of Loss : 12/05/2009  
Type of Loss : unknown

### Audit Results

Rule Description	Line Number	Actual	Rule	Variance	Score
Total Loss Threshold		\$1,008.94	\$0.00	\$1,008.94	10
Aftermarket Selection Setting		MANUALLIST	AUTOLIST		10

\* indicates rules with parts detail information  
# Rule uses median part price and includes parts detail information

### Appraisal Information

Appraisal Source : JONES PONTIAC HONDA ACURA  
Address1 : P O BOX 4425  
Address2 : 1340 LOOP ROAD  
City/State/Zip : LANCASTER, PA 17604  
Daytime Contact : (717)394-0712  
Evening Contact :

Inspection Location :  
Address1 : [REDACTED]  
Address2 : [REDACTED]  
City/State/Zip : MANHEIM, PA  
Daytime Contact : [REDACTED]  
Evening Contact : [REDACTED]

Appraisal Platform : CCC - Pathways

Inspection Type : HOME

Vehicle Owner [REDACTED]  
Address1 [REDACTED]  
Address2 [REDACTED]  
City/State/Zip : MANHEIM PA [REDACTED]  
Daytime Contact : [REDACTED]  
Evening Contact : [REDACTED]

Vehicle Information : 2007 GMC ENVOY 4X4 DENALI  
VIN : 1GKET63M672 [REDACTED]  
License : [REDACTED]  
Odometer : 37154  
Days to Repair : 1  
Driveable : YES  
Production Date :  
Point of Impact : 23. Interior Bump

# CCC Accumark™ Audit Report

## ERIE INSURANCE GROUP

HARRISBURG CLAIMS OFFICE

4901 LOUISE DRIVE

P.O. BOX 2013

MECHANICSBURG, PA, 17055

Written By : Dennis Ruhl  
Daytime Contact : (717)733-0195  
Adjuster : Dennis Ruhl  
Daytime Contact :

Appraisal Totals :  
Last Appraised : \$0.00  
Total Appraised : \$557.91  
Total Score : 20  
Total Labor Hours : 1.0  
Total Variance : 557.91

Claim # : [REDACTED]  
Policy # : [REDACTED]  
Date of Loss : 12/05/2009  
Type of Loss : unknown

### Audit Results

Rule Description	Line Number	Actual	Rule	Variance	Score
Total Loss Threshold		\$557.91	\$0.00	\$557.91	10
Aftermarket Selection Setting		MANUALLIST	AUTOLIST		10

\* indicates rules with parts detail information  
# Rule uses median part price and includes parts detail information

### Appraisal Information

Appraisal Source : JONES PONTIAC HONDA ACURA

Address1 : P O BOX 4428

Address2 : 1340 LOOP ROAD

City/State/Zip : LANCASTER, PA 17604

Daytime Contact : (717)394-0712

Evening Contact :

Appraisal Platform : CCC - Pathways

Vehicle Owner : [REDACTED]

Address1 : [REDACTED]

Address2 : [REDACTED]

City/State/Zip : MANHEIM PA

Daytime Contact : [REDACTED]

Evening Contact : [REDACTED]

Inspection Location :

Address1 : [REDACTED]

Address2 : [REDACTED]

City/State/Zip : MANHEIM, PA

Daytime Contact : [REDACTED]

Evening Contact : [REDACTED]

Inspection Type : HOME

Vehicle Information : 2007 GMC ENVOY 4X4 DENALI

VIN : 1GKET63M672 [REDACTED]

License : [REDACTED]

Odometer : 37164

Days to Repair : 1

Driveable : YES

Production Date :

Point of Impact : 23. Interior Bum

NICB VEHICLE HISTORY

ERIE INSURANCE GROUP  
HARRISBURG STAFF

REPORTED VIN: 1GKET63M67 [REDACTED]  
HANDLED BY: Dennis Ruhl  
CLAIM NUMBER: [REDACTED] NUMBER OF TIMES REPORTED: 0  
NICB'S FILE NUMBER: H0161917071

-----  
NICB RESPONSE INDICATES NO HISTORY FOR THIS VIN.

PAGE 1



# Assignment Details

Claim Ref: [REDACTED]

## Loss & Adjuster

Company Name: ERIE INSURANCE GROUP  
Claim Reference Id: [REDACTED]  
Claim Type: Vehicle  
Claim Type Detail:  
Assignment Type: Assignment  
Date of Loss: 12/05/2009  
Date Reported: 12/07/2009  
Time of Loss: 05:30 p.m.  
Loss Ref. Id: 010171066847001  
Calastrophe Code: 00  
Injuries: Unknown  
From Company: ERIE INSURANCE GROUP  
Office: HARRISBURG STAFF  
Theft: Unknown  
Place of Loss: MANHEIM MT JOY RD  
Address 1:  
Address 2:  
City:  
State / Province: PA  
Postal Code:  
Country:  
Facts Of Loss:  
Adjuster Code:  
Name:  
Phone:  
Other: A213  
Other: RUHL, DENNIS R.  
Claim Unit:

## Party & Claim

### Party

Party: BAKER & , STEVEN

Owner/Insured/Individual

Title:  
Address Type: Home  
Address 1: [REDACTED]  
[REDACTED] MANHEIM, PA [REDACTED]  
Phone: [REDACTED] (Evening)  
[REDACTED] (Cell)  
[REDACTED] (Day)  
PIN/Pager:  
Email:  
Driver's License Number:  
License State / Province:  
Expiration Date:  
Social Security Number:  
Injuries: Unknown  
Statement:  
Party: BAKER, STEVEN

Driver/Individual

Title:  
Address Type: Home  
Address 1: [REDACTED]  
[REDACTED] MANHEIM, PA [REDACTED]  
Phone: [REDACTED] (Evening)  
[REDACTED] (Cell)

PIN/Pager: [REDACTED] (Day)  
Email:  
Driver's License Number: [REDACTED]  
License State / Province: PA  
Expiration Date:  
Social Security Number:  
Injuries: Unknown  
Statement:

### Claim

Date Reported: 12/07/2009  
Coverage:  
Type Of Loss: Other  
3rd Party Claim Ref. ID:  
Rental In Use: Unknown  
Daily Cost:  
Ok To Pay: Unknown

### Vehicle Details

VIN / Identification Number: 1GKET63M672 [REDACTED]  
Vehicle Type:  
Make: GMC  
Body Style:  
Interior Color:  
Odometer / Hours:  
License Plate / Registration #: UNKNOWN  
License Plate / Registration #  
Expiration Date:  
Year: 2007  
Model: ENVOY DENA 4 DOOR  
Engine:  
Exterior Color:  
Vehicle Production Date:  
State of Registration: Pennsylvania

### Vehicle Location

Vehicle Location  
Indicator:  
Name:  
Address 1:  
Address 2:  
City:  
State / Province:  
Postal Code:  
Country:  
Phone: Extn.

### Vehicle Damage

Primary Impact  
Area:  
Secondary Impact  
Area:  
Tertiary Impact  
Area:  
Driveable: Driveable  
Prior Damage  
Notes:  
Impact Notes:  
Total Loss: Unknown  
Postal Code Where Vehicle  
Principally Gargaged:  
Condition:

### Appointment & Recipient

Appointment Date: Appointment Time:  
Inspection Type: Field  
Inspection: INSPECT AND SETTLE

**Requirements:**

**Recipient**

Recipient:	RUHL, DENNIS	Recipient Type:	Staff
Recipient Address:	4901 LOUISE DR MECHANICSBURG Pennsylvania 17055-4878	Recipient Phone:	717-733-0195
Recipient Drive-In:	Field	Recipient Company:	
Assigned By:	LAMBERT, STEPHA	Date Assigned:	08/09/1208
Instructions to Estimator:			

**Policy & Agent**

---

Insurance Carrier:		Policy Expiration Date:	
Policy Number:		Deductible Type:	
Policy Effective Date:			
Deductible:	50.00		
Underwriting Company:			
Policy Notes:			
Endorsement Notes:			
<b>Agent Details</b>			
Agent Last Name:		Agent ID:	
License:		Agent Type:	
Address 1:			
Address 2:			
City:			
State / Province:			
Postal Code:			
Country:			
Phone:		Extn.	

## GM Vehicle Inquiry System Summary

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

Help

<b>VIN :</b>	1GKET63M672 [REDACTED]
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### VEHICLE INFORMATION

<b>Merchandising Model :</b>	TT15506 -2007 ENVOY DENALI 4WD (4-DOOR)	<b>Warranty Start Date :</b>	03/19/2007
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	HONDRU GMC PO BOX 216 MANHEIM , PA 17545-0216 (717) 665-2473	<b>Selling Source :</b>	48 - GMC TRUCK
		<b>Site Code :</b>	10057
		<b>Business Associate Code :</b>	119316
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
BI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	3J0CQ0H5	<b>XM Status</b>	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/19/2007	20 miles	03/19/2010	36020 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/19/2007	20 miles	03/19/2013	100020 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	03/19/2007	20 miles	03/19/2012	100020 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/19/2007	20 miles	03/19/2015	80020 miles
36/36000 FEDERAL EMISSION	03/19/2007	20 miles	03/19/2010	36020 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/01/2009	449327	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	28604 miles
05/18/2009	448323	#	N2819 - IGNITION SYSTEM RELAY REPLACEMENT	28212 miles
02/20/2009	441449	#	B4181 - CYLINDER, FRONT DOOR LOCK - LEFT - R&R OR REPLACE	25770 miles
01/23/2007	797042	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	10 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
--

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## GM Vehicle Inquiry System Claim History

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

Help

<b>VIN :</b>	1GKET63M672 [REDACTED]
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### CLAIM HISTORY

<b>Repair Order Date :</b> 06/01/2009		<b>Repair Order Number :</b> 449327		<b>Odometer Reading :</b> 28604 miles					
<b>Serviced By :</b>	HONDRU GMC PO BOX 216 MANHEIM, PA 17545-0216 (717) 665-2473			<b>Selling Source :</b> 48 - GMC TRUCK					
				<b>Site Code :</b> 10057					
				<b>Business Associate Code :</b> 119316					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/16/2009	14	01	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	15242754 - SWITCH	N/A	N/A	\$ 112.34	Y

<b>Repair Order Date :</b> 05/18/2009		<b>Repair Order Number :</b> 448323		<b>Odometer Reading :</b> 28212 miles					
<b>Serviced By :</b>	HONDRU GMC PO BOX 216 MANHEIM, PA 17545-0216 (717) 665-2473			<b>Selling Source :</b> 48 - GMC TRUCK					
				<b>Site Code :</b> 10057					
				<b>Business Associate Code :</b> 119316					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/24/2009	25	01	#	N2819 - IGNITION SYSTEM RELAY REPLACEMENT	12193604 - RELAY	E	N/A	\$ 149.62	Y

<b>Repair Order Date :</b> 02/20/2009		<b>Repair Order Number :</b> 441449		<b>Odometer Reading :</b> 25770 miles					
<b>Serviced By :</b>	HONDRU GMC PO BOX 216 MANHEIM, PA 17545-0216 (717) 665-2473			<b>Selling Source :</b> 48 - GMC TRUCK					
				<b>Site Code :</b> 10057					
				<b>Business Associate Code :</b> 119316					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
				B4181 - CYLINDER,					

04/03/2009	992	01	#	FRONT DOOR LOCK - LEFT - R&R OR REPLACE	15782681 - CAP-LK/CY	N/A	N/A	\$ 149.39	Y
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Repair Order Date :	01/23/2007	Repair Order Number :	797042	Odometer Reading :	10 miles
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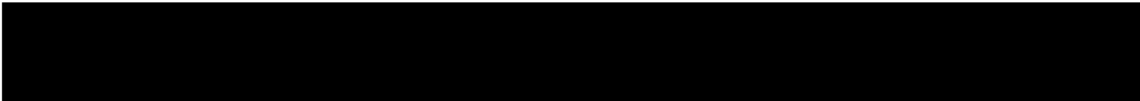
Serviced By :	QEK GLOBAL SOLUTIONS 7133 11 MILE RD WARREN, MI 48092-2709	Selling Source :	48 - GMC TRUCK
		Site Code :	79707
		Business Associate Code :	161831

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/26/2007	764	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 67.60	N

**CHECK HISTORY**

Vehicle Has No Associated Check History.
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## GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

VIN	1GKET63M672
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### VEHICLE BUILD

Merchandising Model :	TT15506 -2007 ENVOY DENALI 4WD (4-DOOR)		
Gross Vehicle Weight Rating :	2724 kg (6006 lb)	Order Number :	KNTFXR
Build Date :	11/22/2006	Build Plant :	17206

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

### OPTION CODES

AAB - DRIVER SEAT MEMORY	AJ1 - DEEP TINTED GLASS
AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM	AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT
AM9 - REAR SPLIT FOLDING SEAT	AP9 - CONVENIENCE NET
AR9 - DELUXE FRONT BUCKET SEATS	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENTIFICATION
BVF - COLOR KEYED, ASSIST STEPS	B30 - COLORED - KEYED CARPETING
B32 - FLOOR MATS, FRONT/REAR	B33 - FLOOR MATS, FRONT/REAR
B42 - REAR CARGO MAT	B8V - VEHICLE GM PRODUCTION WEEK 46
CE4 - HEADLAMP WASHERS	CF5 - POWER SUNROOF
CJ2 - AUTO DUAL ZONE CLIMATE CNTRL	C49 - REAR WINDOW DEFROSTER
DAY - ASSEMBLY PLANT MORaine, OHIO	DD7 - ISRV MIRROR W/AUTO DIM
DH2 - LIGHTED VANITY VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DS3 - POWER HEATED/TURN SIGNAL MIRROR	EB1 - GVW RATING - 6,001 LBS
EVA - EVAP EMISSION REQUIREMENT	E2C - ORDER TO DELIVERY - EXPEDITE
FE9 - 50-STATE EMISSIONS	GU6 - REAR AXLE - 3.42 RATIO
G67 - LOAD LEVEL CONTROL,AUTOMATIC	G80 - DIFFERENTIAL, LOCKING REAR
JF4 - POWER ADJUSTABLE PEDALS	JF8 - 4-WHEEL POWER DISC BRAKES
JJB - SUBASSEMBLY	KA1 - FRONT HEATED SEATS



KG3 - ALTERNATOR 145 AMP	K34 - CRUISE CONTROL
LH6 - ENGINE, 5.3L VORTEC V8 ACTIVE FUEL MANAGEMENT TM	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE	NT8 - FEDERAL EMISSIONS SYSTEM
N30 - STEERING WHEEL, LEATHER WRAPPED RIM W/WOOD TRIM	N40 - POWER STEERING
N79 - 17" FULL-SIZE SPARE WHEEL	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
PDC - CARGO CONVENIENCE PACKAGE: * REVERSIBLE CARGO MAT * CONVENIENCE NET, CARGO * CARGO SHADE * LUGGAGE RACK CROSS BARS	QF8 - 18" POLISHED ALUMINUM WHEELS
QZD - ALL-SEASON TIRES	RYJ - CARGO SHADE
R6F - IDENTIFY B CODE USERS	R6K
R6P - SPECIAL PAINT	R7V - TSE ORDER TYPE FORCE ON
R9K - WHOLESALE FLOORPLAN PLUS	R9N - LEATHER SEAT TRIM
R9Z - POMS EXPEDITE-SOLD ORDERS/TSE	SLM - STOCK ORDERS
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS
TGA - LANGUAGE,SPANISH,FRENCH,ENGLISH	T61 - DAYTIME RUNNING LAMPS
T96 - FRONT FOG LAMPS	T98 - VIN IDENTIFICATION NUMBER
UA6 - CONTENT THEFT ALARM	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - UNIVERSAL HOME REMOTE	UJ6 - TIRE PRESSURE MONITORING SYSTEM
UK6 - REAR SEAT AUDIO CONTROLS	UM8 - NAVIGATION SYSTEM INCLUDES TWO FREE MAP UPDATES (REPLACES 6 DISC CD PLAYER)
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	UY7 - HD 7-LEAD TRAIL. WIRING HARNESS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U42 - ENTERTAINMENT SYSTEM - DVD, HEADPHONES
U68 - DRIVER INFO CENTER	U73 - FIXED MAST ANTENNA
VFF - VIDEO FORMAT REGION 1 NTSC	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	VIK - LUGGAGE RACK CROSS BARS
V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER	V73 - STATEMENT OF CERT. U.S.
YC6 - SLT DECOR	YD3 - BASE EQUIP FOR SCH GVW PLATE
YD5 - FRONT SPRING - BASE EQUIPMENT	YD6 - REAR SPRING - BASE EQUIPMENT

Y91 - DENALI PACKAGE	ZQ3 - DRIVER CONVENIENCE PACKAGE
ZR6 - ZONE SHOW VEHICLE	ZTM - TIRE SPARE
ZW7 - PREMIUM SMOOTH RIDE SUSPENSION	ZY1 - SOLID PAINT
Z88 - GMC TRUCK NAMEPLATE	1SZ - OPTION PACKAGE DISCOUNT
28I - LIGHT GRAY	282 - LIGHT GRAY
5SA - DENALI	6FU - COMP FRT LH COMPUTER SEL SUSP
67U - LIQUID SILVER METALLIC	7FU - COMP FRT RH COMPUTER SEL SUSP
8JN - COMP RR LH COMPUTER SEL SUSP	9JN - COMP RR RH COMPUTER SEL SUSP

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**Service Request Detail**

**Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 04:28:53 PM	MARTIRAM	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS- Thermal Event, Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Thermal Event - 2007 GMC Envoy

Insurance Involvement - Erie Insurance Company, Claim # [REDACTED] Claim Rep Unknown, Phone # (717) 665-2770, claim made and pending.

Ramiro Martinez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 03:44:17 PM	MARQUEM	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		follow up with ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 03:41:56 PM	MARQUEM	MARTIRAM	Notify CRM		Done	12/8/2009 04:22:19 PM	Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Thermal Event - Insurance Involvement

thermal event occurred inside the driver side door panel - Insurance adjustor will be looking at the vehicle on 12/9/2009.

Monica Marquez/BRCPAR/ATX  
x21072

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 02:35:28 PM	MARQUEM	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	12/8/2009 02:35:28 PM	Ownership Escalated to BRC

Contact Last Name: Contact First Name: Account: BAC Code:

Comments:

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:29:39 AM	GARCIAJR	MARQUEMO	Ownership Changed		Done	12/8/2009 11:29:39 AM	Service Request Ownership has changed FROM: DELFINR TO: MARQUEMO

Contact Last Name: Contact First Name: Account: BAC Code:

Comments:

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:29:26 AM	GARCIAJR	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	12/8/2009 03:30:46 PM	called:(717) 330-1924

Contact Last Name: Contact First Name: Account: BAC Code:

Comments:

CRS adv: Asked PRE- PAR and PAR - detail Questions with Customer

Cust sts: As he was driving home and he noticed an orange glow coming from the driver door and he arrived home in his garage and then the vehicle completely shut off inside the garage and then he saw the flames coming more out driver side door panel. Flames were taken out with a fire extinguisher customer used. He removed the door panel and took the rest of the flames out. There was no contact to the fire or police dept. Damages to the vehicle - Interior trim panel - window switch box - wiring was damaged. Insurance comp was contacted and cust can not recall the agents name he spoke with. Insurance comp should be coming out to see the vehicle tomorrow morning, cust is still driving the vehicle. Cust did contact the dlr but they advised customer they couldn't do anything for customer to contact gm. There was no property damages involved - no injuries involved.

Cust sts: Assistance

CRS adv: File will be forwarded to ESIS due to thermal event that occurred, and that dept will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX

X21072

Confidential Comments:

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:29:20 AM	GARCIAJR	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	12/8/2009 03:37:51 PM	called

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description

#### Comments

Spoke with Service Manager - Jim Forry

CRS adv: Calling on regards to an claim that was called in by an cust by the names of [REDACTED] They have an 07 GMC Envoy. Calling to make dir aware of allegation and checking to see what dir knows of allegation

Dir sts: They are aware of the allegation but they did nothing to the vehicle when the customer called about the allegation

CRS Adv: Due to the allegation file will be forwarded to ESIS and will be incontact with cust on this concern.

Monica Marquez/BRCPAR/ATX

X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:29:14 AM	GARCIAJR	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	12/8/2009 03:41:07 PM	called:RCCDVM Radeppo Paul 914244 8162 HONDRU GMC MANHEIM PA

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description

#### Comments

This is Monica calling from gm par dept.

Customer: [REDACTED]

Service Request: 71-783306531

Vehicle Information: 07 GMC Envoy

Last 8 of the VIN: 72 [REDACTED]

Involved Dealership: HONDRU GMC

Nature of allegation: cust sts when he approached his garage he noticed flames coming from the driver side door panel - due to the allegation file will be forwarded to ESIS and customer's insurance is involved also.

CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5700 ext 21072. If not then this is an FYI to let you know what is going on in your district.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:28:05 AM	GARCIAJR	MARQUEMO	BRC PAR	Acknowledgement	Done	12/8/2009 03:04:54 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
See Initial Contact

Monica Marquez/BRCPAR/ATX  
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:28:00 AM	GARCIAJR	MARQUEMO	Notify CRM		Done	12/8/2009 02:58:18 PM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:28:54 AM	GARCIAJR	MARQUEMO	Research		Done	12/8/2009 02:50:28 PM	Research vin

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS Performed VIN Scan:

GMVIS: Found No Open Recalls

VIN: Found No Duplicate File

SVC History: Service History may be Related to Allegation -

02/20/2009 441446 # B4181 - CYLINDER, FRONT DOOR LOCK - LEFT - R&R OR REPLACE 25770 miles

Monica Marquez/BRCPAR/ATX  
X21072

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:28:34 AM	GARCIAJR	MARQUEMO	BRC PAR	Case Assigned	Done	12/8/2009 02:43:13 PM	File assigned to Monica Marquez ext 21072

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:28:21 AM	GARCIAJR	DELFINKR	SR Opened		Done	12/8/2009 11:28:21 AM	SR in Status of Closed has been Re-Opened by GARCIAJR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2009 11:28:20 AM	GARCIAJR	DELFINKR	SR Closed - Dissatisfied		Done	12/8/2009 11:28:20 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/7/2009 10:04:20 AM	DELFINKR	GARCIAJR	Escalation	Initiate PAR	Done	12/8/2009 11:28:08 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

kristina dellin/CAC T1/MAN/Level 0 Empowered

Received and assigned in PAR.  
Joe G/ATX/Workflow Par

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/7/2009 09:42:45 AM	DELFINKR	DELFINKR	Outbound Call Dealer	Made Contact	Done	12/7/2009 10:09:01 AM	get diagnosis

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

CRS spoke w/ Service Manager Jim  
CRS adv: diagnosis

Dir st:  
Diagnosis?  
-I will be happy to assist the cust if GM would help him  
-door caught on fire was cust statement  
-veh not serviced 1st Saturday, he came in to get info about warranty

crs st:  
-thank you very much

kristina delin/CAC T1/MAN/Level 0 Empowered

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/7/2009 09:41:29 AM	DELFINKR	DELFINKR	Inbound Call Customer	Complex Request	Done	12/7/2009 10:07:42 AM	repair assistance

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Owner Specific:  
Orig owner? no  
Primary driver? yes  
Personal or business use? personal

Veh Specific:  
Where purchased? bought it from a used car lot  
If 2nd Owner of Veh, when/what mlg? 294miles  
Current approx mlg? 36103miles  
Ext Svc Plan? no

Concern Specific:  
Concern? electrical fire  
When 1st notice concern? saturday evening 5:30pm flames coming on the door panel on the driver side  
What conditions does concern occur? n/a  
Where diagnosed? HONDRU GMC  
Est cost of the repair? n/a  
Current location of veh?with cust  
Veh repaired? if yes, cost & where completed?  
If not GM dlr, phone # of repair facility?  
What has Dlr told you about a diagnosis? take the veh back where i bought it  
Who was working with you? -

Business Decision:  
Where maint performed? HONDRU GMC, oil change myself  
Prev GM veh? 2002 Envoy and other GM veh  
Prev related repairs? When? ignition switch (electrical problem), driver side door replaced the locks there  
Out of Pocket expense (document repairs & cost): no

Cust Skis:  
-repair assistance

CRS adv:  
-will generate SR  
-will create an incident report (PRE PAR)

source:  
-Pre PAR Procedures Document ID : d\_108787

kristina.delfin/CAC T1/MAN/Level 0 Empowered

Confidential Comments

## Service Request Detail

### UCC Information

UCC Code	Symptom	Description
N42	Inoperative	Electrical - Power Door Lock Motor / Switch / Wiring

## Service Request Detail

SR No.	71-802324028	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initial PAR- Thermal Event
Address		City	Involved Dir	Small CO. Inc	Safety	Yes
State	PA ZipCd	Con Acct	Source	Phone	Updated	2/11/2010 03:08:27 PM
Serial #/VIN	1GKDT13S16	Model Year	Priority	Medium License #	Owner	AMSTUTST
Make	GMC	Warr. Start	Status	Open	Opened	2/10/2010 01:29:33 PM
Model	Envoy	Mileage	32000	Sub-Status	Dissatisfied	Closed
Abstract	thermal event					
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renea @ ext 21071					

### Pre-PAR

PAR Notified	2/6/2010 12:30:00 PM	Injuries	N	Other Vehs	1	People In Veh	1	Road Surface	Concrete	Road Cond	Dry	Fire Report	unknown	Police Report	n/a
Driver Last Name		Driver First Name		DOB	62"	Disabilities	None	Insurance Agency	Erie Insurance- not involved	Mills	unknown	Incident Loc	415 brandon st. greensburg PA, cust residence	Incident Desc	had pulled into driveway, waiting for my wife to pull her veh forward, smelled something burning, noticed a little smoke from the driver door panel, got out of the veh, opened the hood and disconnected the battery, did call the FD, saw flames going through the door panel, burned a hole
Component	power mirrors		Damage Desc	driver door panel and door, driver window, door		Vehicle Loc	small auto group	Add'l Info	n/a	Emergency Svc Names	Southwest Greensburg fire department		Maint Loc	N/A	

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0	Weather Condition	dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost		Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspected By	Inspection Not Performed	
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	driver door panel and door, driver window, door			Explain Other	sent to ESIS, no rep est, last date and loc of svc unknown			

## GM Vehicle Inquiry System Summary

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Service Contract - Warranty Block - Branded Title

Help

<b>VIN :</b>	1GKDT13S162 [REDACTED]
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### VEHICLE INFORMATION

<b>Merchandising Model :</b>	TT15506 -2006 ENVOY SLE 4WD (4-DOOR)	<b>Warranty Start Date :</b>	06/29/2006				
<b>BARS Order Type :</b>	70 - RETAIL - STOCK						
<b>Delivering Dealer :</b>	SMALL PONTIAC-CADILLAC-GMC TRUCK- ISUZU PO BOX 1200 GREENSBURG , PA 15601-5200 (724) 838-7444	<b>Selling Source :</b>	48 - GMC TRUCK				
		<b>Site Code :</b>	21740				
		<b>Business Associate Code :</b>	115767				
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No	<b>Warranty Block :</b>	No	<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	3WJTH0WQ	<b>XM Status</b>	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/29/2006	39 miles	06/29/2009	36039 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/29/2006	39 miles	06/29/2012	100039 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/29/2006	39 miles	06/29/2014	80039 miles

36/36000 FEDERAL EMISSION	06/29/2006	39 miles	06/29/2009	36039 miles
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**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/23/2008	300873	#	L1195 - SEAL, FUEL SENDER/PUMP ASSEMBLY (TANK UNIT) - REPLACE	15699 miles
04/23/2008	300873	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED - ENGINE MECHANICAL	15699 miles
04/23/2008	300873	#	Z2175 - \$15 MAINTENANCE CARD PROMOTION	15699 miles
04/23/2008	300873	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	15699 miles
12/06/2007	616007	#	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	12942 miles
09/27/2006	549266	#	E0431 - GOODYEAR/DUNLOP TIRE REPLACEMENT	2725 miles
09/27/2006	549266	#	N1720 - FUSE REPLACEMENT	2725 miles
05/01/2006	A32526	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

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

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Help

VIN :	1GKDT13S162 [REDACTED]
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### CLAIM HISTORY

Repair Order Date :	04/23/2008	Repair Order Number :	300873	Odometer Reading :	15699 miles				
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444			Selling Source :	48 - GMC TRUCK				
				Site Code :	21740				
				Business Associate Code :	115767				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/30/2008	904	01	#	L1195 - SEAL, FUEL SENDER/PUMP ASSEMBLY (TANK UNIT) - REPLACE	19178477 - SEN KIT	B	N/A	\$ 260.88	N
05/30/2008	904	02	#	Z2175 - \$15 MAINTENANCE CARD PROMOTION	N/A	N/A	N/A	\$ 15.00	N
05/06/2008	897	01	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED - ENGINE MECHANICAL	N/A	N/A	N/A	\$ 24.12	Y
05/06/2008	897	04	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 37.00	Y

Repair Order Date :	12/06/2007	Repair Order Number :	616007	Odometer Reading :	12942 miles				
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444			Selling Source :	48 - GMC TRUCK				
				Site Code :	21740				
				Business Associate Code :	115767				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/14/2007	856	01	#	J4345 - COIL, ELECTRONIC IGNITION CONTROL	12612369 - COIL	EP	N/A	\$ 213.25	N

				(DIS/3CI) - REPLACE					
--	--	--	--	---------------------	--	--	--	--	--

Repair Order Date :		09/27/2006		Repair Order Number :		549266		Odometer Reading :		2725 miles	
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444					Selling Source :		48 - GMC TRUCK			
						Site Code :		21740			
						Business Associate Code :		115767			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
10/13/2006	734	01	#	E0431 - GOODYEAR/DUNLOP TIRE REPLACEMENT	19137526 - GY2456517	T	N/A	\$ 940.56	N		
10/13/2006	734	02	#	N1720 - FUSE REPLACEMENT	88909755 - FUSE KIT	N/A	N/A	\$ 15.28	N		

Repair Order Date :		05/01/2006		Repair Order Number :		A32526		Odometer Reading :		0 miles	
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444					Selling Source :		48 - GMC TRUCK			
						Site Code :		21740			
						Business Associate Code :		115767			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
05/05/2006	688	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 87.78	N		

**CHECK HISTORY**

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

## Vehicle Build

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[Help](#)

<b>VIN</b>	IGKDT13S162 [REDACTED]
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### VEHICLE BUILD

<b>Merchandising Model :</b>	TT15506 -2006 ENVOY SLE 4WD (4-DOOR)		
<b>Gross Vehicle Weight Rating :</b>	2611 kg (5757 lb)	<b>Order Number :</b>	JZZDSB
<b>Build Date :</b>	05/01/2006	<b>Build Plant :</b>	16206

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

### OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM
AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT	AM9 - REAR SPLIT FOLDING SEAT
AR9 - DELUXE FRONT BUCKET SEATS	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENTIFICATION	BVE - RUNNING BOARDS
B30 - COLORED - KEYED CARPETING	B32 - FRONT COLOR-KEYED FLOOR MATS
B33 - REAR COLOR-KEYED FLOOR MATS	CF5 - POWER SUNROOF
CJ3 - DUAL ZONE CLIMATE CONTROL	C49 - REAR WINDOW DEFOGGER
C5N - GVW RATING - 5.750 LBS	DAY - ASSEMBLY PLANT MORAINE, OHIO
DF5 - ISRV MIRROR W/COMPASS & TEMP & AUTO DIM	DH2 - LIGHTED VANITY VISOR MIRRORS
DK2 - POWER/HEATED OSRV MIRRORS	DK7 - OVERHEAD CONSOLE
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE - 3.42 RATIO	JF8 - 4-WHEEL POWER DISC BRAKES
JJB - SUBASSEMBLY	KG4 - 150 AMP GENERATOR
K18 - ELEC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - VORTEC 4200 SFI I6	M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL
NP5 - LEATHER WRAPPED STEERING WHL	NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE





N17 - FEDERAL EMISSION SYSTEM	NZ3 - STEEL WHEEL FULL SIZE SPARE
N40 - POWER STEERING	N80 - POLISHED ALUMINUM WHEELS
PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	QTM - P245/65R17 ALS BW TIRES
R4Y - TIRE BRAND GOODYEAR	R6J - CUSTOMER DIALOG NETWORK
R6P - PREMIUM PAINT	R8K - *****
R9U - GM ACCESS-AUTOBOOK IDENTIFIER	SLM - STOCK ORDERS
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS
T61 - DAYTIME RUNNING LAMPS	T96 - FRONT FOG LAMPS
T98 - VIN IDENTIFICATION NUMBER	UC6 - AM/FM STEREO, W/6 DISC CD CHANGER (REPLACE STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UG1 - UNIVERSAL GARAGE DOOR OPENER
UQA - BOSE PREMIUM SOUND SYSTEM	UY7 - HD 7-LEAD TRAIL. WIRING HARNESS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL	VIK - LUGGAGE RACK CROSS BARS
V73 - STATEMENT OF CERT. U.S.	YC5 - SLE DECOR
YD3 - BASE EQUIP FOR SCH GVW PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT
YD6 - REAR SPRING - BASE EQUIPMENT	ZNF - P235/75R16 BLACKWALL SPARE
ZW7 - PREMIUM SMOOTH RIDE SUSPENSION	ZY1 - SOLID PAINT
Z88 - GMC TRUCK NAMEPLATE	1SZ - OPTION PACKAGE DISCOUNT
15U - SAND BEIGE METALLIC	27H - LIGHT TAN
27I - LIGHT TAN	3SB - SLE-2 PACKAGE INCLUDES: * POWER/HEATED OSRV MIRRORS * POWER DRIVER SEAT * OVERHEAD CONSOLE * LIGHTED VANITY VISOR MIRRORS * ISRV MIRROR W/COMPASS & TEMP & AUTO DIM * LUGGAGE RACK CROSS BARS
6FB - COMP FRT LH COMPUTER SEL SUSP	7FB - COMP FRT RH COMPUTER SEL SUSP
8NT - SUSPENSION	9NS - SUSPENSION

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Julie Jett**  
Claims Administrator

February 24, 2010

[REDACTED]  
Greensburg, PA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 685709  
Our Client: General Motors LLC  
Date/Event: 2/6/2010  
Subject vehicle: 2006 GMC ENVOY  
VIN: 1GKDT13S162 [REDACTED]

Dear [REDACTED]

ESIS is the third party claim administrator for General Motors. Please refer all future inquiries regarding this matter to my attention.

It is my understanding that you are alleging a defect in the power mirror electronics in the driver's door led to a fire in your vehicle.

Please provide me with the following information:

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

# 5

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

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

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

Sincerely,

Julie Jett  
Claims Administrator

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 05:37:44 PM	MERCADTO	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Thermal Event							
Tonic Mercado/PAR/ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 03:14:58 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up	Scheduled Alarm			check for ESIS pick up
Contact Last Name	Contact First Name	Account	BAC Code				
check for ESIS pick up							
THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY @ X41022							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 03:13:17 PM	AMSTUTST	MARTRAM	Notify CRM		Done	2/11/2010 05:37:43 PM	thermal event
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
veh had a thermal event from the power mirror electronics in the driver's door, FD was called to resolve no injuries, no insurance, no property damage							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 02:58:17 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	2/11/2010 02:58:17 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 10:40:50 AM	MARTIRAM	AMSTUTST	Ownership Changed		Done	2/11/2010 10:40:50 AM	Service Request Ownership has changed FROM: RJOHNS36 TO: AMSTUTST

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:24:25 AM	MARTIRAM	RJOHNS36	Ownership Changed		Done	2/11/2010 09:24:25 AM	Service Request Ownership has changed FROM: CANETEAL TO: RJOHNS36

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:24:44 AM	MARTIRAM	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	2/11/2010 03:13:12 PM	called [REDACTED]

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

Comments: cust sis: had pulled into driveway, waiting for my wife to pull her veh forward, smelled something burning, noticed a little smoke from the driver door panel, got out of the veh, opened the hood and disconnected the battery, did call the FD, saw flames going through the door panel, burned a hole in the door panel, flames went up above the door, FD pulled off the door panel and resolved no insurance involvement, no property damage, no injuries

CRS adv: we will need to forward this file to ESIS for further handling, someone from that dept will be in contact with cust within 10 business days

Stacy/ATX/PAR

Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:22:40 AM	MARTIRAM	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	2/11/2010 02:53:38 PM	called Small Co. GMC @ 724 637 7000
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS spoke with: Svc Mgr Ed Gerwig VM

CRS adv: calling concerning veh with thermal event, is that veh at dir? any info on veh/incident?  
file will be going to ESIS for further handling due to thermal event, someone from that dept will be in contact with cust within 10 business days  
left SR# and CRS# and last 8 of VIN

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:22:37 AM	MARTIRAM	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	2/11/2010 02:55:21 PM	called FFOM Volpe Richard 914055 8873
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

FFOM Volpe Richard 914055 8873

CRS adv: calling concerning cust, to adv that file has been received in your area, cust concern is a thermal event, because of this we will be forwarding this file to ESIS for further handling  
you are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call,  
1-866-760-5700 x41022  
SR# 71-802324028  
last 8 of VIN: 62-  
Small CO. Inc

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:22:32 AM	MARTIRAM	AMSTUTST	BRC PAR	Acknowledgement	Done	2/11/2010 03:08:07 PM	called

Contact Last Name      Contact First Name      Account      BAC Code

CRS adv: Calling to inform cust that we have received your file concerning your 2006 GMC Envoy.  
Do you have a few moments to speak with me?

cust sta: yes

\*Continued in initial activity

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:22:25 AM	MARTIRAM	AMSTUTST	Notify CRM		Done	2/11/2010 03:20:44 PM	file assigned

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:22:15 AM	MARTIRAM	AMSTUTST	Research		Done	2/11/2010 02:41:51 PM	Research VIN 1GKDT13S1623

Contact Last Name      Contact First Name      Account      BAC Code

Comments  
no open recalls  
no related repairs  
no other files

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:21:37 AM	MARTIRAM	AMSTUTST	BRC PAR	Case Assigned	Done	2/11/2010 02:40:05 PM	file assigned to Stacy Amstutz ext 41022

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Received

Renea Soto/PAW/ATX  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:21:27 AM	MARTIRAM	CANETEAL	SR Opened		Done	2/11/2010 09:21:27 AM	SR in Status of Closed has been Re-Opened by MARTIRAM

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/11/2010 09:21:25 AM	MARTIRAM	CANETEAL	SR Closed - Dissatisfied		Done	2/11/2010 09:21:25 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 03:33:03 PM	CANETEAL	MARTIRAM	Escalation	Initiate PAR	Done	2/11/2010 09:21:21 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Received and assigned in PAR. Ramiro M/ATXWorkflow Par  
CRS advised that a person from the PAR Department will contact the customer within 2 business days  
Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 02:27:47 PM	DELAPADE	CANETEAL	Notify CRM	Customer Called	Done	2/10/2010 03:32:27 PM	Informing of contact with cust
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Please call the cust and obtain the police and fire report number because it was not avail at the time, get the phone number of the insurance company as well to complete the documentation. Thanks

Dennis De la Paz/CAC/Mia/Tier1/Level0

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 02:12:16 PM	DELAPADE	DELAPADE	Inbound Call Customer	Complex Request	Done	2/10/2010 02:27:48 PM	***assisting only**
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust sts:  
 = was trying to return the call of the representative who left a message on my VM

#### CRS adv:

- = verified the VIN
- = prepared the pre-par form
- = telephone number of the insurance company was not avail at the time
- = offered further assistance, cust declined
- = adv cust that OCRS will be notified

Dennis De la Paz/CAC/Mia/Tier1/Level0

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 01:40:42 PM	CANETEAL	MORIG1	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	2/10/2010 03:32:25 PM	>>follow up
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

call customer and get much information as possible for pre par.

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 01:39:13 PM	CANETEAL	CANETEAL	Outbound Call	Customer Left Message	Done	2/10/2010 01:40:41 PM	>>to gather more info about the incident
Contact Last Name	Contact First Name	Account	UAC Code				

#### Comments

ask for more info about the case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2010 01:32:14 PM	CANETEAL	CANETEAL	Inbound Call	Dealer Complex Request	Done	2/10/2010 01:43:29 PM	Alleged product allegation Thermal event
Contact Last Name	Contact First Name	Account	BAC Code				

Dealer called in and want to open up a case about a PRE-PAR Thermal event- vehicle caught on fire

dealer: SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU  
PO BOX 1200 GREENSBURG, PA 15601-3200  
(724) 838-7444

dealer dont know much about the issue,he just wants to start the case for the customer

customer name is  
phone number is  
vin: 1GKDT13S162

dealer:  
- can you call the customer to gather additional informations then?

Crs advcd:  
- certainly.  
- thank you for calling GMC cac

Alvin Canete/CAC/Tier1/MNL/VL1-EMP  
866-790-5700 ext 42905

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N42	Thermal Event	Electrical - Power Door Lock Motor / Switch / Wiring

## Service Request Detail

SR No.	71-804081938	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Edd Kirby Chevrolet, Inc.	Safety	Yes
State	GA	Con Acct	Source	Phone	Updated	2/18/2010 01:11:28 PM
Serial #/VIN	1GKDS13SX62	Model Year	Priority	Medium	Owner	MARQUEMO
Make	GMC	Warr. Start	Status	Open	Opened	2/18/2010 04:15:27 PM
Model	Envoy	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal Event - Electrical - Power Window Motor / Switch / Wiring / Regulator					
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Monica Marquez at ext.21072 ***					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #	Other Veh #	People in Veh	Road Surface	Road Cond	Fire Report #	Police Report #
Owner	2/18/2010 09:00:00 AM	N	0	0	Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Sex	Height	DOB	Disability			
			5'6"		N/A			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
N/A	N/A		No Insurance Involved					

Incident Loc	Personal Mechanic that works at Richard Crimleys Tp Shop - 107 North Glenwood in Dalton GA and number is 706-271-0022 and 706-508-2534	Incident Desc	Customer's: There had been a previous concern with the driver door panel not working from time to time. Customer's: Sometimes the door panel wouldn't work at all. That day customer's She was driving - O2 Sensor is out - she was taking the vehicle to the mechanic and the window and key
Component	Electrical - Power Window Motor / Switch / Wiring / Regulator	Damage Desc	the driver side door panel and key pad was melted and wires were melted, some kind of short occurred - burned the casing and inside the door paneling
Vehicle Loc	with the customer	Add'l info	No insurance involved - no contact to the fire or police dept.
Emgcy Svc Names	N/A	Main Loc	Personal Mechanic that works at Richard Crimleys Tp Shop - 107 North Glenwood in Dalton GA

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition		Dry		Prop Owner	N/A
Last Service Date			Loc Last Service				Property Location	N/A
Veh Est Repair Cost	\$400.00		Spec Equip Installer		none		Prop Damage Description	N/A
Primary Veh Use	Personal		Inspection Type		Thermal Event		Inspected By	Inspection Not Performed
Veh Damage Description	the driver side door panel and key pad was melted and wires were melted, some kind of short occurred - burned the casing and inside the door paneling		Inspection Date/Time				Inspection Date/Time	
			Explain Other		File forwarded to ESIS last svc dt and loc unk			

# 5

March 5, 2010

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Robert Bronsons**  
Claims Administrator

[REDACTED]  
Dalton, GA. [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 686053  
Our Client: General Motors LLC  
Date/Event: 2-16-10  
Subject vehicle: 2006 GMC ENVOY  
VIN: 1GKDS13SX62 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

# 5

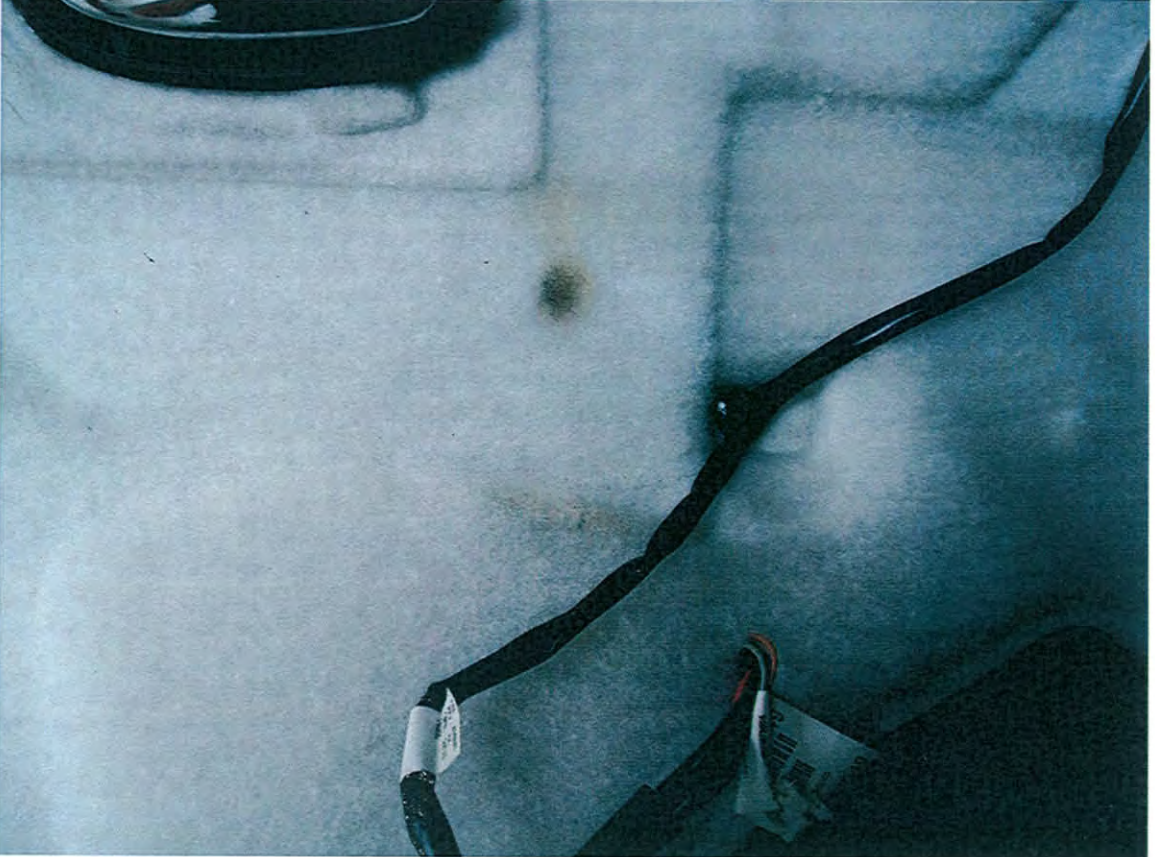
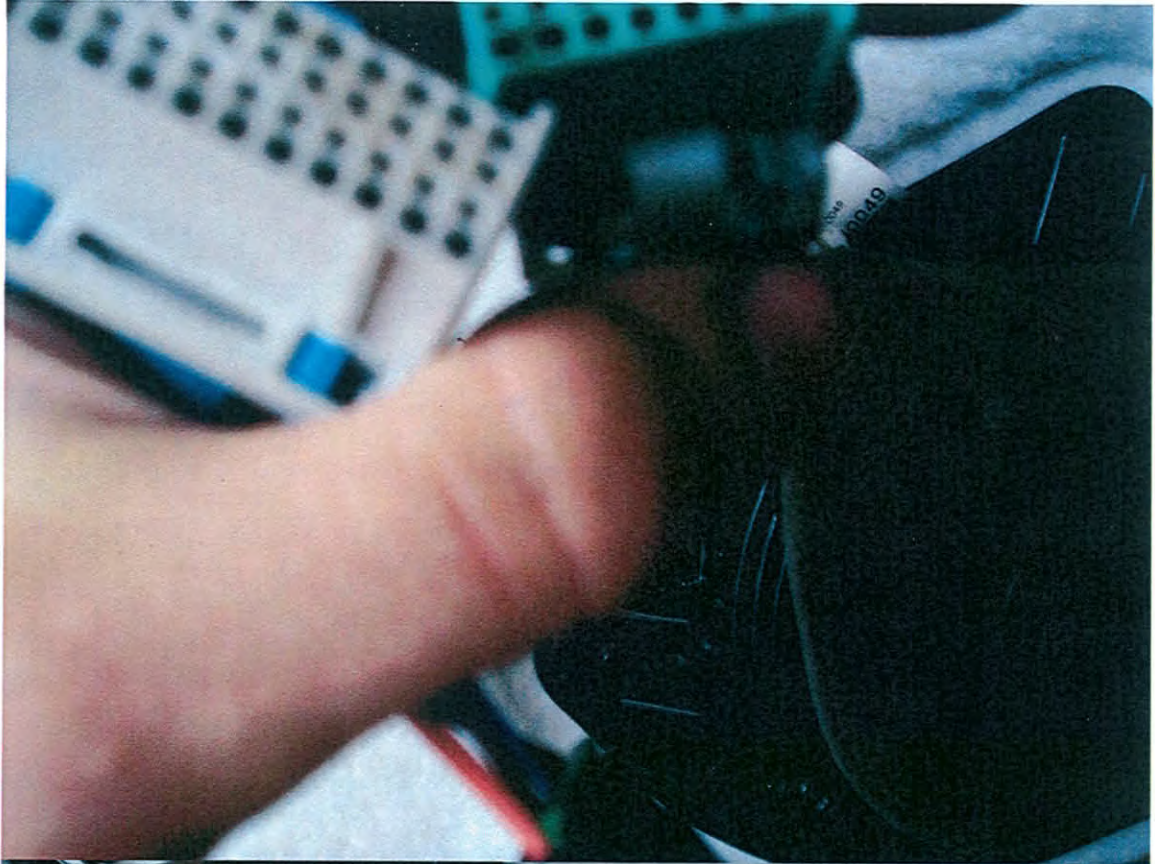
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies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

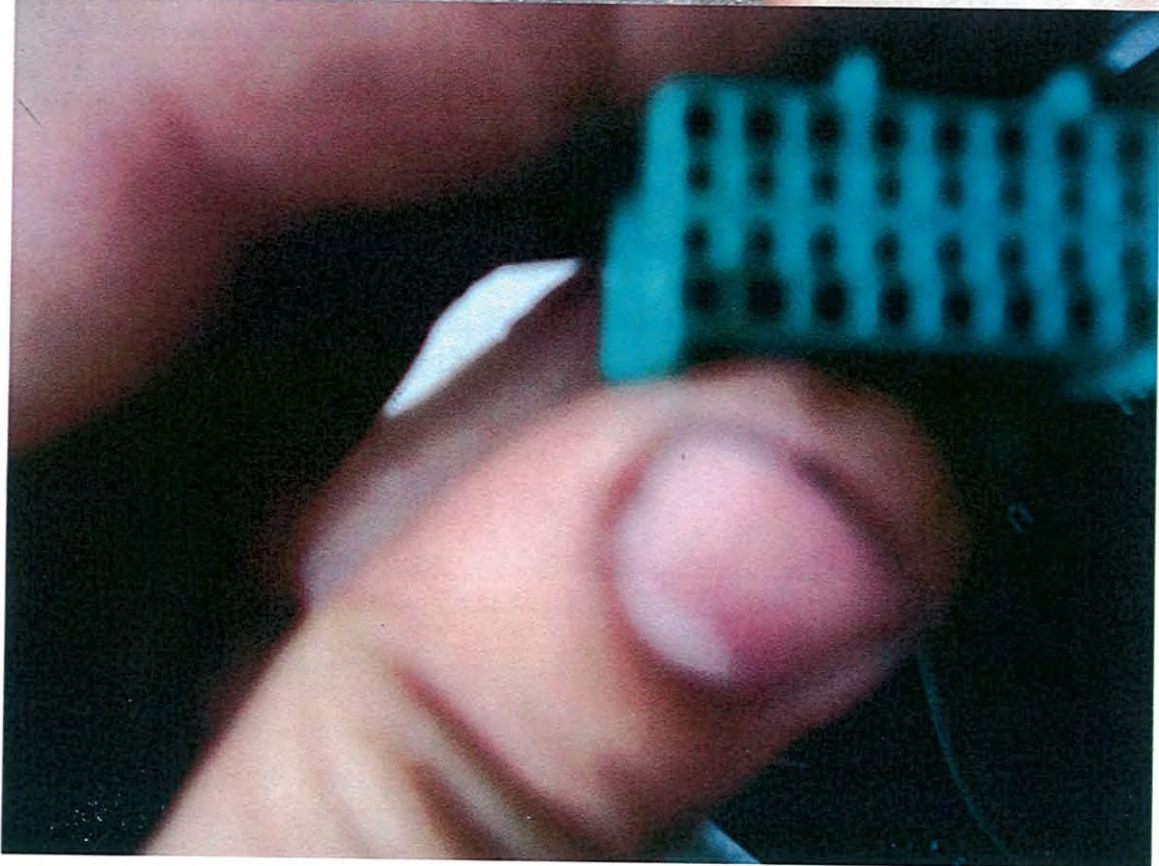
As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

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

Sincerely,

Robert Bronson  
Claims Administrator







"Wayne Warren "  
<Wayne@walterjackson.com  
>

06/08/2010 10:02 AM




To <Robert.Bronson@gm.com>


cc

bcc

Subject Fire damage on trail blazer door

Last nine of the vin: X62 [REDACTED]

Owner: [REDACTED]  trail blazer door panel 004.jpg  trail blazer door panel 001.jpg  trail blazer door panel 002.jpg

 trail blazer door panel 003.jpg



# GM Vehicle Inquiry System Summary

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

Help

VIN :	1GKDS13SX62 [REDACTED]
-------	------------------------

### VEHICLE INFORMATION

Merchandising Model :	TS15506 -2006 ENVOY SLE 2WD (4-DOOR)	Warranty Start Date :	11/30/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	SUN PONTIAC-GMC TRUCK, INC. 3333 SUNRISE HWY WANTAGH, NY 11793-4000 (516) 781-6666	Selling Source :	48 - GMC TRUCK				
		Site Code :	06281				
		Business Associate Code :	115513				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	RRXZD048	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	11/30/2005	10 miles	11/30/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/30/2005	10 miles	11/30/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/30/2005	10 miles	11/30/2013	80010 miles

2/22/2010

84/70000 CALIFORNIA SELECT COMPONENT	11/30/2005	10 miles	11/30/2012	70010 miles
36/50000 CALIFORNIA EMISSIONS	11/30/2005	10 miles	11/30/2008	50010 miles

**CLAIM HISTORY**

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/02/2005	A06930	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.
--

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# GM Vehicle Inquiry System

## Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GKDS13SX62 [REDACTED]
-------	------------------------

### CLAIM HISTORY

Repair Order Date :	11/02/2005	Repair Order Number :	A06930	Odometer Reading :	0 miles				
Serviced By :	SUN PONTIAC-GMC TRUCK, INC. 3333 SUNRISE HWY WANTAGH, NY 11793-4000 (516) 781-6666			Selling Source :	48 - GMC TRUCK				
				Site Code :	06281				
				Business Associate Code :	115513				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/08/2005	637	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 119.91	N

### CHECK HISTORY

Vehicle Has No Associated Check History.
--

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# GM Vehicle Inquiry System

## Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

<b>VIN</b>	1GKDS13SX62[REDACTED]
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### VEHICLE BUILD

<b>Merchandising Model :</b>	TS15506 -2006 ENVOY SLE 2WD (4-DOOR)		
<b>Gross Vehicle Weight Rating :</b>	2520 kg (5557 lb)	<b>Order Number :</b>	JKVS63
<b>Build Date :</b>	11/02/2005	<b>Build Plant :</b>	16206

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

### OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM
AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT	AM9 - REAR SPLIT FOLDING SEAT
AR9 - DELUXE FRONT BUCKET SEATS	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENTIFICATION	B30 - COLORED - KEYED CARPETING
B32 - FRONT COLOR-KEYED FLOOR MATS	B33 - REAR COLOR-KEYED FLOOR MATS
CJ3 - DUAL ZONE CLIMATE CONTROL	C4D - GVW RATING - 5,550 LBS
C49 - REAR WINDOW DEFOGGER	DAY - ASSEMBLY PLANT MORAINE, OHIO
DD5 - ISRV MIRROR W/COMPASS & TEMP	DH2 - LIGHTED VANITY VISOR MIRRORS
DK2 - POWER/HEATED OSRV MIRRORS	DK7 - OVERHEAD CONSOLE
EVA - EVAP EMISSION REQUIREMENT	GU6 - REAR AXLE - 3.42 RATIO
G80 - LOCKING DIFFERENTIAL	JF8 - 4-WHEEL POWER DISC BRAKES
JJB - SUBASSEMBLY	KG4 - 150 AMP GENERATOR
K18 - ELEC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - VORTEC 4200 SFI I6	M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL
NE1 - 50-STATE EMISSIONS	NP5 - LEATHER WRAPPED STEERING WHL
NU5 - EMISSION SYSTEM CALIFORNIA	N40 - POWER STEERING
N77 - 17X7 DELUXE ALUMINUM WHEELS	N79 - STEEL WHEEL FULL SIZE SPARE
PCR - SUN, SOUND, AND ENTERTAINMENT	

PACKAGE * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	QTM - P245/65R17 ALS BW TIRES
R4Y - TIRE BRAND GOODYEAR	R6P - PREMIUM PAINT
SLM - STOCK ORDERS	TB4 - LIFTGATE/LIFTGLASS BODY
TFE - SALES INCENTIVE-COMMITMENT PLUS	T61 - DAYTIME RUNNING LAMPS
T96 - FRONT FOG LAMPS	T98 - VIN IDENTIFICATION NUMBER
UA6 - CONTENT THEFT ALARM	UC6 - AM/FM STEREO, W/6 DISC CD CHANGER (REPLACE STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UQA - BOSE PREMIUM SOUND SYSTEM
UY7 - HD 7-LEAD TRAIL. WIRING HARNESS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U42 - REAR ENTERTAINMENT - DVD (REPLACES SUNROOF)	U73 - FIXED MAST ANTENNA
VFF - VIDEO FORMAT REGION 1 NTSC	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	VIK - LUGGAGE RACK CROSS BARS
V73 - STATEMENT OF CERT. U.S.	YC5 - SLE DECOR
YD3 - BASE EQUIP FOR SCH GVW PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT
YD6 - REAR SPRING - BASE EQUIPMENT	ZW7 - PREMIUM SMOOTH RIDE SUSPENSION
ZY1 - SOLID PAINT	Z88 - GMC TRUCK NAMEPLATE
1SZ - OPTION PACKAGE DISCOUNT	16U - STEEL GRAY METALLIC
3SB - SLE-2 PACKAGE INCLUDES: * POWER/HEATED OSRV MIRRORS * POWER DRIVER SEAT * OVERHEAD CONSOLE * LIGHTED VANITY VISOR MIRRORS * ISRV MIRROR W/COMPASS & TEMP * LUGGAGE RACK CROSS BARS	48H - EBONY
48I - EBONY	6HN - SUSPENSION
7HM	8NS - SUSPENSION
9NS - SUSPENSION	

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## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/19/2010 03:57:17 PM	MARTIRAM	ESISBICU	Escalation	ESIS- Thermal Event	In Progress		ESIS- Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Thermal Event - 2006 GMC Envoy

Ramiro/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2010 04:28:06 PM	MARQUEM	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Follow up with ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

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

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

Monica Marquez/BRCPAR/ATX  
x21072

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2010 04:24:07 PM	MARQUEM	MARTIRAM	Notify CRM		Done	2/19/2010 03:57:03 PM	Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Thermal Event

thermal event occurred in driver side door panel

Monica Marquez/BRCPAR/ATX  
x21072

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2010 01:08:09 PM	MARQUEM O	MARQUEMO	Outbound Call	Customer	Done	2/18/2010 01:08:59 PM	Add. from Initial Contact

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cust aka: Assistance on repairs and why allegation occurred.

CRS adv: File will be forwarded to ESIS due to the thermal event that occurred, and that dept will be incontact with cust in 7-10 business days.

Monica Marquez/BRCPAR/ATX  
X21072

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 05:13:16 PM	MARQUEM O	MARQUEMO	Scheduled Outbound Call	Cust	Done	2/18/2010 11:57:56 AM	Contact customer and perform Initial Contact

Contact Last Name	Contact First Name	Account	BAC Code

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 12:00:02 PM	MARQUEM O	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	2/17/2010 12:00:02 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:29:23 AM	MARTIRAM	MARQUEMO	Ownership Changed		Done	2/17/2010 10:29:23 AM	Service Request Ownership has changed FROM: FRAGOER TO: MARQUEMO

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:28:10 AM	MARTIRAM	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	2/18/2010 01:06:07 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cust sts: There had been a pervious concern with the driver door panel not working from time to time. Cust sts: Sometimes the door panel wouldn't work at all. That day customer sts She was driving - 02 Sensor is out - she was taking the vehicle to the mechanic and the window and key pads weren't working right and when she arrived to her mechanics shop - Her mechanic pulled the panel from the driver door and he saw the flames and he unplugged the wires and the flames died out on it's own. Cust sts she didn't see the flames but did smell burning. The allegation location was at a Personal Mechanic that works at Richard Cimleys Tp Shop - 107 North Glenwood in Dalton GA and number is 706-271-0022 and 706-506-2534. There was no contact to the fire or police dept - Her mechanic told her to take the vehicle to the dr and cust took the vehicle to the dr and the dr wanted to take the door apart but cust could not afford to have that done and she contacted gm. There was no injuries involved and no property damages involved. Cust sts the damages to the vehicle was the driver side door panel and key pad was melted and wires were melted, some kind of short occurred - burned the casing and inside the door paneling. The veh is with the cust and all that has been done is the wires are now disconnected. No insurance involved.

Cust sts: Assistance

See outbound for more info....

Monica Marquez/BRCPAR/ATX  
XZ1072

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:28:07 AM	MARTIRAM	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	2/18/2010 04:23:14 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Left Message for Service Manager

CRS adv: Calling in regards to problem that was called in by a cust by the names of [REDACTED] where customer sts vehicle caught into flames with a 08 GMC Envoy - last 8 of VIN - 62 [REDACTED]. Advised of allegation. Calling to make dlr aware of allegation and checking to see what dlr knows of allegation. Provided number and extension to contact CRS back.

Monica Marquez/BRCPAR/ATX  
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:27:44 AM	MARTIRAM	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	2/18/2010 04:23:58 PM	called:FFOM Logan Samuel 404082 8149 EDD KIRBY'S ADVENTURE CHEVROLET DALTON GA

Contact Last Name	Contact First Name	Account	BAC Code
Cochran	Colletta		

#### Comments

This is Monica Marquez calling from gm par dept.  
Customer: [REDACTED]

Service Request:71-804081938  
Vehicle Information:08 GMC Envoy  
Last 8 of the VIN: 62 [REDACTED]

Involved Dealership:EDD KIRBY'S ADVENTURE

Nature of allegation: cust sts the driver side door panel caught into flames - due to allegation file being forwarded to ESIS.

CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-888-790-5700 ext 21072, if not then this is an FYI to let you know what is going on in your district.

Monica Marquez/BRCPAR/ATX X21072

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:27:37 AM	MARTIRAM	MARQUEMO	BRC PAR	Acknowledgement	Done	2/17/2010 04:03:32 PM	called

Contact Last Name      Contact First Name      Account      BAC Code

Comments  
Left Message

CRS adv: This message is for [REDACTED] This is Monica calling from gm par dept in regards to the claim that was called in for the 06 GMC Envoy . Advised to call CRS back and provided number and extension to call CRS back. Advised customer that CRS will be calling customer back tomorrow morning if no contact is made back today.

Monica Marquez/BRCPAR/ATX  
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:27:32 AM	MARTIRAM	MARQUEMO	Notify CRM		Done	2/17/2010 04:01:12 PM	file assigned

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:27:27 AM	MARTIRAM	MARQUEMO	Research		Done	2/17/2010 12:04:06 PM	Research VIN

Contact Last Name      Contact First Name      Account      BAC Code

Comments

CRS Performed VIN Scan:

GMVIS and Global Warranty: No recalls existed to be active on vehicle in GMVIS or Global Warranty

VIN: Found No Duplicate File

SVC History: No Service History Related to Allegation in GMVIS or Global Warranty

Monica Marquez/BRCPAR/ATX  
X21072

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:27:01 AM	MARTIRAM	MARQUEMO	BRC PAR	Case Assigned	Done	2/17/2010 12:00:16 PM	file assigned to Monica Marquez ext 21072

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2010 10:26:52 AM	MARTIRAM	FRAGOER	SR Opened		Done	2/17/2010 10:26:52 AM	SR In Status of Closed has been Re-Opened by MARTIRAM

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
2/17/2010 10:26:51 AM	MARTIRAM	FRAGOER	SR Closed - Data Pending		Done	2/17/2010 10:26:51 AM	Service Request has been Closed Data Pending.

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2010 04:30:50 PM	FRAGOER	MARTIRAM	Escalation	Initiate PAR	Done	2/17/2010 10:28:49 AM	Assigning activity to PAR queue

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2010 04:28:03 PM	FRAGOER	FRAGOER	Inbound Call Customer	Complex Request	Done	2/16/2010 04:30:49 PM	Alleged product allegation - Thermal event on Power window switch
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust sts: I'm calling about my car it's a 2006 Envoy XL Denali, the driver side power window switch caught fire. My dealership told me to call this number.

Cust sts: Product allegation

CRS sts/advsd: I will be documenting everything on file and will be submitting the case to our Product Allegation Dept within our Business Resource Center.

Cust sts: Alright.

Erwin,CAC,Tier 1,MLA,Level 1 Emp.x43089

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

## Service Request Detail

SR No.	71-864770181	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Doan Bulck, Inc.	Safety	Yes
State	NY	Con Acct	Source	Phone	Updated	8/31/2010 03:32:33 PM
Serial #/VIN	1GKDT13S372	Model Year	Priority	Medium	License #	GMC
Make	GMC	Warr. Start	Status	Open	Owner	MONTOYEL
Model	Envoy	Mileage	34000	Sub-Status	Dissatisfied	Opened
Abstract	(E) 07 Envoy - Thermal event					
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Elizabeth @ ext. 31460.					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/28/2010 10:30:00 AM	N	0	0	Asphalt	Dry	Unknown	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	n/a	n/a	n/a	n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a	n/a	n/a					
Incident Loc	Cust residence	Incident Desc	I walked down to get something in the garage, as I was looking at my veh, I saw smoke coming from my driver's side window. I went to the veh and saw alot of smoke in veh. I opened the door and popped the hood but the smoke was building, so I ran inside and grabbed a fire extinguisher.					
Component	Driver Front Door Electric Window Mechanism	Damage Desc	Driver front door is damaged, mainly interior.					
Vehicle Loc	Doan Bulck	Add'l Info	n/a					
Emgcy Svc Names	Fairport Fire Department and Fairport Police Department	Maint Loc	Unknown					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None
Vehicle Speed	0	Weather Condition	Dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	n/a			
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Driver front door is damaged, mainly interior.			Explain Other	n/a			

007 ENVOY SLT 4WD (4-DOOR)			GENERAL MOTORS CORPORATION
7U LIQUID SILVER METALLIC	/L6G		& SUBSIDIARIES
82 EBONY			RENAISSANCE CENTER
RDER NO. KWRB2W/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1GK DT13 S3 72 [REDACTED]			VEHICLE INVOICE 5AD00789557
*****			48*10323S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
T15506 ENVOY SLT 4WD (4-DOOR)	32960.00	30817.60	INVOICE 04/26/07
SF HEAD CURTAIN SIDE AIRBAGS	495.00	410.85	SHIPPED 04/26/07
FRONT/REAR			EXP I/T 04/29/07
5N GVW RATING - 5,750 LBS	N/C	N/C	INT COM 04/30/07
U6 REAR AXLE - 3.42 RATIO	N/C	N/C	PRC EFF 04/26/07
80 DIFFERENTIAL, LOCKING REAR	270.00	224.10	KEYS S897B S897B
A1 FRONT HEATED SEATS	275.00	228.25	WFP-S QTR OPT-1
L8 ENGINE, VORTEC 4.2L SFI I6	0.00	0.00	BANK: GMAC - 004
30 TRANSMISSION, 4 SPD AUTOMATIC	0.00	0.00	CHG-TO 10-323
E1 50-STATE EMISSIONS	N/C	N/C	
CR SUN, SOUND, ENTERTAINMENT PKG:	1690.00	1402.70	SHIP WT: 4616
* POWER SUNROOF			HP: 32.1
* AUDIO SYSTEM-BOSE PREM. SOUND			GVWR: 5750
* AM/FM STEREO W/6 DISC			GAWR.FT: 2950
CD PLAYER, AUTOTONE CONTROL,			GAWR.RR: 3200
RADIO DATA SYSTEM			GMS: 32454.30
(REPLACES STD/OPT PKG RADIO)			SUPPLR: 33907.99
6J CUSTOMER DIALOG NETWORK	0.00	16.50	MRM: 36700.00
6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	NTR: 1/2
K3 FRONT LICENSE PLATE BRACKET	N/C	N/C	DAN: SLT
40 PWR SEAT ADJ-PASSENGER, 8 WAY	275.00	228.25	MEMO 1605.75
POWER LUMBAR, FRONT PASSENGER			
SZ OPTION PACKAGE DISCOUNT	850.00-	705.50-	
SA SLT-1 PACKAGE	N/C	N/C	

TOTAL MODEL & OPTIONS	35115.00	32622.75	ACT [REDACTED]
DESTINATION CHARGE	735.00	735.00	H/B 261 1053.45

TOTAL	35850.00	33357.75	PAY 310 33357.75
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		31809.90	

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

DOAN BUICK, INC.	REMIT TO GMAC NO. 004
	VIN 1GKDT13S372 [REDACTED]
	\$ 33357.75 INV 5AD00789557
	DUE 04/30/07 DEALER 10-323

CUSTOMER #: 84641  
UNIT# 1107478

246602

# DOAN

## BUICK GMC

\*WARRANTY\*

3800 RIDGE ROAD WEST - ROCHESTER, NEW YORK 14626  
PHONE (585) 227-1900  
NYS REGISTERED REPAIR SHOP R-4880291WWW.DOANRIVERS.COM

FAIRPORT, NY

PAGE 1

HOME: [REDACTED] CONF: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 180 SCOTT URUBURU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	07	GMC ENVOY	1GKDT13S372	[REDACTED]	34240/34240	T58	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP07 DT			14:00 27AUG10		89.95	CASH	14SEP10
R.O. OPENED	READY	OPTIONS:	STK:1107478 DLR:036650 ENG:4.2 Liter DOHC 1)MICHELIN P24560R17 2)SD 9.13.07				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
DRIVERS DOOR CAUGHT FIRE CAUSE: BURNED							

10 REPLACE BURNED WIRE HARNESS, AND RELATED PARTS  
NO LABOR OPF FOR THIS REPAIR  
249 MIKE MONTFORT LIC#: 249

1	15192232	SEALING S	W 3.00			247.32	247.32
1	15913485	F-HARNESS		25.81	25.81	25.81	25.81
1	15128251	SW OS/MIR		118.61	118.61	118.61	118.61
1	25866992	SWITCH		45.43	45.43	45.43	45.43
1	15908702	SWITCH		260.00	235.30	235.30	235.30
1	15214504	RETAINER		45.94	45.94	45.94	45.94
1	25809851	BRZ/RT		8.69	8.69	8.69	8.69
1	25812132	F-PANEL		21.54	21.54	21.54	21.54
1	25853013	SPEAKER		214.09	214.09	214.09	214.09
1		FREIGHT FREIGHT		206.90	187.24	187.24	187.24
				100.00	9.51	9.51	9.51

50821 91216 TPARTS  
5940 24732 TLABOR

SALE-LBR: 247.32 PTS: 912.16 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1159.48

B TOW IN CALLED RIDGEWAY TOWING 8.26.10  
CAUSE: TOWING  
6 TOWING

249 MIKE MONTFORT LIC#: 249  
W 0.00

0 TPARTS  
0 TLABOR

0.00 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

SUBL RIDGEWAY AUTO RESCUE INVOICE#80501

- FREESHUTTLE SERVICEAVAILABLE
  - FREECOFFEE, T.V. AND CHILDRENSPLAY AREA
  - WARRANTY ON SERVICEAND PARTS 12 MONTHS OR 12,000 MILES
- SERVICE HOURS: MON - FRI 7:30am to 5:30pm  
TUES 7:30am to 8:00pm

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 84641  
UNIT# 1107478

246602

# DOAN

## BUICK GMC

\*WARRANTY\*

3800 HEDGE ROAD WEST - ROCHESTER, NEW YORK 14626  
PHONE (585) 227-1900  
NYS REGISTERED REPAIR SHOP R 4060291 WWW.DOANDELIVERS.COM

FAIRPORT, NY

PAGE 2

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 180 SCOTT URUBURU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GY	07	GMC ENVOY	1GKDT13S372 [REDACTED]	[REDACTED]	34240/34240	1'58

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP07 DL			14:00 27AUG10		89.95	CASH	14SEP10

R.O. OPENED: 07:45 27AUG10      READY: 11:02 14SEP10  
 OPTIONS: STK:1107478 DLR:036650  
 ENG:4.2 Liter DOHC 1)MICHELIN P24560R17 2)SD  
 9.13.07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	PO#128281		W			86.00	86.00

SALE-LBR: 247.32 PTS: 912.16 MSC: 0.00 LUB: 0.00 SUB: 86.00 TOTAL 1159.48

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-27-10	13:09	13:09	0.00	W	249	B A	



### DEALERSHIPS

COST, SALE, & COMP TOTALS 65361 124548 0

- FREESHUTTLE SERVICE AVAILABLE
  - FREE COFFEE, T.V. AND CHILDRENS PLAY AREA
  - WARRANTY ON SERVICE AND PARTS 12 MONTHS OR 12,000 MILES
- SERVICE HOURS: MON - FRI 7:30am to 5:30pm  
TUES 7:30am to 8:00pm

DESCRIPTION	TOTALS
LABOR AMOUNT	247.32
PARTS AMOUNT	912.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	86.00
MISC. CHARGES	0.00
TOTAL CHARGES	1245.48
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1245.48



<b>A</b>	28013 FDID	Fairport Fire Department Fire Department	NY Stat	08/26/2010 Incident Date		2010-000401 Incident Number	000 Exposure	NFIRS - 1 Basic
----------	---------------	---	------------	-----------------------------	--	--------------------------------	-----------------	--------------------

<b>B Location</b>	Census Tract								
1 - Street Address Type	42 Number/Milepost		MISTY PINE RD Street or Highway					Street Type	Suffix
			Fairport City	NY State	14450- Zip Code				
Apt/Suite/Room									
Cross Street, Directions or National Grid									

<b>C Incident Type</b> 251 - Excessive heat, scorch burns with no ignition	<b>E1 Dates &amp; Times</b>	<b>E2 Shift &amp; Alarms</b>
	Date	Time
	Alarm 08/26/2010	10:49
	Time Out 08/26/2010	10:54
	Arrival 08/26/2010	10:58
	Controlled 08/26/2010	11:11
	Last Unit 08/26/2010	11:25
<b>D Aid Given or Received</b>		
N - None		
Mutual Aid Code	Their FDID	
Their State	Their Inc. #	
		<b>E3 Special Studies</b>
		Special Study ID
		Special Study Value

<b>F Actions Taken</b>	<b>G1 Resources</b>	<b>G2 Est. Dollar Losses &amp; Values</b>
1 64 - Shut down system	<input type="checkbox"/> Check if Apparatus or Personnel form is used	<b>LOSSES:</b>
2 86 - Investigate	Apparatus Personnel	Property
3	Suppression 2 0	Contents
	EMS 0 0	<b>PRE-INCIDENT VALUE</b>
	Other 1 0	Property
	Personnel Not on Apparatus 0	Contents
	Total Personnel 19	
	<input type="checkbox"/> Includes Aid from Resources	

<b>Completed Modules</b>	<b>H1 Casualties</b>	<b>H2 Detector</b>
<input type="checkbox"/> FIRE-2	Deaths Injuries	
<input type="checkbox"/> Structure-3	Fire Service 0 0	<b>H3 Hazardous Materials Release</b>
<input type="checkbox"/> Civilian Fire Cas.-4	Civilian 0 0	
<input type="checkbox"/> Fire Serv. Casualty-5		
<input type="checkbox"/> EMS-6		
<input type="checkbox"/> HazMat-7		
<input type="checkbox"/> Wildland Fire-8		
<input type="checkbox"/> Apparatus-9		
<input type="checkbox"/> Personnel-10		
<input type="checkbox"/> Arson-11		
		1 Mixed Use Property

<b>J Property Use</b>	965 - Vehicle parking area
-----------------------	----------------------------

<b>K1 Person/Entity Involved</b>				
Business name (if applicable)	Phone Number			
Mr., Ms, Mrs.	First Name	MI	Last Name	Suffix
Number	Prefix	Street or Highway	Street Type	Suffix
Post Office Box	Apt/Suite/Room	City	State	Zip Code

28013  
FDID

Fairport Fire Department  
Fire Department

NY  
State

08/26/2010  
Incident Date

Station

2010-000401  
Incident Number

000  
Exposure

No Activity

NFIRS - 1  
Basic - pg 2

**K2 Owner**

Business name (if applicable)			Phone Number		
Mr., Ms, Mrs.	First Name	MI	Last Name	Suffix	
Number	Prefix	Street or Highway	Street Type	Suffix	
Post Office Box	Apt/Suite/Room	City	State	Zip Code	

**L Remarks**

For Additional Notes, Please Run the Report Entitled "User Defined and Notes"

Electrical problem inside drivers door. Owner to handle.

**M Authorization**

044-Gizzi, Matthew Officer in Charge	Signature	Captain Rank	command Assignment	08/26/2010 Date
132-Haeffels, Robert Member Making Report	Signature	Captain Rank	first due appar Assignment	08/26/2010 Date

# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Robert Bronson**  
Claims Administrator

September 9, 2010

[REDACTED]  
Fairport, NY. [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 697637  
Our Client: General Motors LLC  
Date/Event: 8-26-10  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDT13S372 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

# 5

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

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

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

Sincerely,

Robert Bronson  
Claims Administrator

s/w clmt and verified doi, vehicle make and address.

Clmt has owned the vehicle since it was new.

The clmt stated that the vehicle was in his driveway and had been for a few hours. He stated that he saw smoke coming out of the vehicle from the drivers side door was smoking from the inside. He stated that he attempted to open the door and it was warm. There was no fire at that point but it was smoking. The clmt stated that he popped the hood and attempted to disconnect the battery. He stated that there was a lot of smoke and he didn't know if the battery of the vehicle was going to blow up so he went in the house and called the fire dept.

At this point there was fire coming out of the speaker and coming up the door. The clmt put the flames out with a fire extinguisher. The fire dept showed up and tore the interior of the door off . The made sure the fire was out.

The vehicle door is the main point of the vehicle damage. The clmt stated that he doesn't want the vehicle anymore. He stated that there is no aftermarket items on the vehicle. No warning lights on prior to the vehicle being parked.



Mr. GMVIS 2

September 1, 2010

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary



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

For this

-- View V

#### Vehicle Information

VIN 1GKDT13S372 [REDACTED] Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract No [REDACTED] Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

--

--

--

-- View V

-- View V

-- Compt

-- View V

-- Transa

-- Detail

-- View V

-- Inform

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y		OnStar Status: Inactive
XM Equipped Y	XM Radio ID: XZBBU080	XM Status: Inactive
OnStar Vehicle Diagnostics: N		DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/21/2010	09/13/2007	0 MI	09/13/2013	100,000 MI
	Bumper to Bumper Limited Warranty	02/21/2010	09/13/2007	0 MI	09/13/2010	36,000 MI
	Emission Select Component Ltd Wty	02/21/2010	09/13/2007	0 MI	09/13/2015	80,000 MI
	Powertrain Limited Warranty	02/21/2010	09/13/2007	0 MI	09/13/2012	100,000 MI
	Emission Select State Component Lty Wty	02/21/2010	09/13/2007	0 MI	09/13/2014	70,000 MI
	Emission Limited Warranty	02/21/2010	09/13/2007	0 MI	09/13/2010	50,000 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/31/2007	185582	ZREG—Regular Vehicle Transaction		C0401 - Window/Channel Assembly, Rear Door Stationary Glass - Left - Replace	6,485 MI
04/26/2007	A71939	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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Mr. GMVIS 2

September 1, 2010

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

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary



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

For this

View V

### Vehicle Information

VIN 1GKDT13S372

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

Service Contract No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)

View V

View V

Compc

View V

Transa

Detail

View V

Inform

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Traceability: 704180217

Source Plant V-CPC FLINT, MICHIGAN

Part / Number Broadcast: NAX

Date Scanned: 04/26/2007

Time Scanned: 08:46:00

Scan Station 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Traceability: 002161077

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Part / Number Broadcast: F9D

Date Scanned: 04/26/2007

Time Scanned: 09:33:00

Scan Station 05

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Traceability 08N743859

Source Plant N-

Part / Number Broadcast: JN

Date Scanned: 04/26/2007

Time Scanned: 09:07:00

Scan Station 03

Component Code: 61-TRANSMISSION

Traceability: 45985172

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Part / Number Broadcast: 7TDD

Date Scanned: 04/26/2007

Time Scanned 09:04:00

Scan Station 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES

Traceability 5AL21007

Source Plant G-

Part / Number Broadcast: UM1

Date Scanned: 04/26/2007

Time Scanned: 09:48:00

Scan Station 12

Component Code: 65-REAR AXLE ASSEMBLY

Traceability 106111842

Source Plant C-SAGINAW BUFFALO, NEW YORK

Part / Number Broadcast: ZM3

Date Scanned: 04/26/2007

Time Scanned: 09:35:00

Scan Station 11

Component Code: 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY

Traceability: 00136373

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast: 3172

Date Scanned: 04/26/2007

Time Scanned: 10:55:00

Scan Station 21

Component Code: AB-IR-MODULE ASM-INFLATOR

Traceability: 1HB940B

Source Plant Q-RIMIR MATAMORS MEXICO

Part / Number Broadcast: 2397

Date Scanned 04/26/2007

Time Scanned: 13:29:00

Scan Station 06



Component Code: AL-IR-MODULE ASM-I/P	Traceability: 4BAGG52
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 8434
Date Scanned: 04/26/2007	Time Scanned: 09:26:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1920496
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 04/20/2007	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3178470
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 04/24/2007	Time Scanned: 14:37:00 Scan Station
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3178436
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 04/25/2007	Time Scanned: 12:17:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3177580
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 04/25/2007	Time Scanned: 22:18:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3177614
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 04/25/2007	Time Scanned: 22:50:00 Scan Station:
Component Code: DF---	Traceability: 4G0CSR7
Source Plant: Q-	Part / Number Broadcast: 1273
Date Scanned: 04/26/2007	Time Scanned: 09:13:00 Scan Station: 15
Component Code: DG---	Traceability: 4G0CRUB
Source Plant: Q-	Part / Number Broadcast: 1272
Date Scanned: 04/26/2007	Time Scanned: 09:13:00 Scan Station: 16

### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Mr. GMVIS 2

September 1, 2010

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

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail



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

For this

-- View V

#### Vehicle Information

VIN 1GKDT13S372 [REDACTED] Model: TT15506-2007 ENVOY 4WD (4-DOOR)

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

Order Type: 70 - RETAIL - STOCK

Field Actions: [0 Open](#) [REDACTED]

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--

.

- View V

- View V

- Comp

- View V

- Transa

- Detail

- View V

- Inform:

Job Card Date: 10/31/2007

Job Card Number: 185582

Repair Service Agent: 118138  
 DOAN BUICK, INC.  
 3800 RIDGE RD W  
 ROCHESTER NY 14626-3492  
 5852271900

Odometer Reading: 6,485 MI  
 Authorization Code

Process Date  
11/06/2007

Transaction Type  
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

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

Labour Op C0401-Window/Channel Assembly, Rear Door Stationary Glass - Left - Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 303.22

Job Card Date: 04/26/2007

Job Card Number: A71939

Repair Service Agent: 118138  
 DOAN BUICK, INC.  
 3800 RIDGE RD W  
 ROCHESTER NY 14626-3492  
 5852271900

Odometer Reading: 0 MI  
 Authorization Code

Process Date  
05/01/2007

Transaction Type  
ZPDI—Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

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

Labour Op Z7000-Pre-Delivery Inspection - Base Time  
Causal Part Number

Line Total: USD 96.86

---

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Mr. GMVIS 2

September 1, 2010

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information



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

For this

- View V

-

.

..

- View V

View V

Compt

View V

- Transa

Detail

View V

Inform:

#### Vehicle Information

VIN 1GKDT13S372 [REDACTED] Model TT15506-2007 ENVOY 4WD (4-DOOR)

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

Order Type 70 - RETAIL - STOCK

Field Actions: [Q Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent 118138 Invoice Date: 04/26/2007

DOAN BUICK, INC.

3800 RIDGE RD W

ROCHESTER NY 14626-3492 5852271900

#### Ship to Information

Invoicing Service Agent 118138 Ship to Date: N/A

DOAN BUICK, INC.

3800 RIDGE RD W

ROCHESTER NY 14626-3492 5852271900

#### Delivery Information

Delivery Service Agent 118138 Delivery Date: 09/13/2007

DOAN BUICK, INC. Delivery Type: 010--INDIVIDUAL

3800 RIDGE RD W Delivery Odometer: 0

ROCHESTER NY 14626-3492 5852271900

#### In Service Information

Invoicing Service Agent In Service Date: N/A

In Service Type: 0000

In Service Odometer: 0

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## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1GKDT13S372 [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	TT15506 -2007 ENVOY SLT 4WD (4-DOOR)	<b>Warranty Start Date :</b>	09/13/2007
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	DOAN BUICK, INC. 4477 RIDGE RD W ROCHESTER, NY 14626-3549 (585) 227-1900	<b>Selling Source :</b>	48 - GMC TRUCK
		<b>Site Code :</b>	10323
		<b>Business Associate Code :</b>	118138
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.	
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	XZBBU080	<b>XM Status</b>	Inactive
Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).					

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/13/2007	0 miles	09/13/2010	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/13/2007	0 miles	09/13/2013	100000 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	09/13/2007	0 miles	09/13/2012	100000 miles



96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/13/2007	0 miles	09/13/2015	80000 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/13/2007	0 miles	09/13/2014	70000 miles
36/50000 CALIFORNIA EMISSIONS	09/13/2007	0 miles	09/13/2010	50000 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/31/2007	185582	#	C0401 - WINDOW/CHANNEL ASSEMBLY, REAR DOOR STATIONARY GLASS - LEFT	6485 miles
04/26/2007	A71939	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
--

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## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2010 04:40:44 PM	GARCIAJR	ESISBJQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

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

Comments  
07 GMC Envoy - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2010 01:18:48 PM	MONTOYEL	GARCIAJR	Notify CRM		Done	8/31/2010 04:40:17 PM	Escalating to ESIS - Thermal Event

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

Comments  
Cust alleges that the driver front door caught fire due to a failure to the pwr window mechanism. Forwarding to ESIS.

Elizabeth Montoya/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2010 10:23:10 AM	GARCIAJR	MONTOYEL	Notify CRM		Done	8/31/2010 01:14:40 PM	rejected

Contact Last Name	Contact First Name	Account	BAC Code
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Comments  
Please make corrections and resubmit:

- Need incident date/time in Pre-PAR
- Need incident description in Pre-PAR

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2010 09:31:14 AM	MONTOYEL	MONTOYEL	Scheduled Follow-up		Scheduled Alarm		ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS ELIZABETH @ EXT 31460

Action Plan: pending assignment to ESIS Agent

Elizabeth Montoya/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2010 09:30:31 AM	MONTOYEL	GARCIAJR	Notify CRM		Done	8/31/2010 10:21:43 AM	Escalating to ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust alleges that the driver front door caught fire due to a failure to the pwr window mechanism. Forwarding to ESIS.

Elizabeth Montoya/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:48:24 PM	MONTOYEL	MONTOYEL	Scheduled Outbound Call	Cust	Done	8/31/2010 09:30:30 AM	Inca - FFCM Initial
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:36:22 PM	MONTOYEL	MONTOYEL	BRC PAR	Initial Contact-AVM	Done	8/31/2010 09:28:02 AM	FFOM Contact

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

CRM left a voice mail for FFOM: Nadine Clifford

AI node and mailbox #: 914055 8497

Involved dealership: Doan Bulck

Location of dealership: [REDACTED] Dealer, NY

VIN: 1GKDT13S372 [REDACTED]

SR: 71-864770181

Crs adv: cust alleges that the driver front door caught fire after a failure to the pwr window mechanism. b/c of this the case will be forwarded to ESIS. This is a FYI. For any questions I can be reached at 866-790-5600 ext 31460

Elizabeth Montoya/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:36:17 PM	MONTOYEL	MONTOYEL	BRC PAR	Initial Contact-Dealer	Done	8/30/2010 05:48:14 PM	Dir Contact

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

Doan Bulck, Inc.

565-227-1900

Rick Ewin svc mgr

Crs adv PAR has been notified of concern. File will be forwarded to ESIS. Cust will be contacted by ESIS agent in 7-10 business days.

Dir acknowledges.

Elizabeth Montoya/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:38:12 PM	MONTOYEL	MONTOYEL	BRC PAR	Initial Contact- Phone	Done	8/30/2010 05:38:02 PM	Cust Contact

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
Cust als the veh had been sitting for a couple hours. I walked down to get something in the garage, as I was looking at my veh, I saw smoke coming from my driver's side window. I went to the veh and saw alot of smoke in veh. I opened the door and popped the hood but the smoke was building, so I ran inside and grabbed a fire extinguisher, by the time I came back outside the door was on fire on the inside near the speaker. The fire department responded as well and tied off some wires. They tore off the door panel aswell. The veh was towed to Doan Buick.

Crs adv I will be escalating your case to our ESIS department for thermal event. Someone will be contacting you in 7-10 business days. If you do not receive word from anyone by the 8th pls contact me at 866-790-5600 ext 31460

Elizabeth Montoya/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:38:05 PM	MONTOYEL	MONTOYEL	BRC PAR	Acknowledgement	Done	8/30/2010 05:38:38 PM	Cust Contact

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
Acknowledgement made w/ Initial. Convo documented in initial activity

Elizabeth Montoya/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:35:57 PM	MONTOYEL	MONTOYEL	Research		Done	8/31/2010 09:30:28 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
SR's w/ VIN - None  
SR's Under Customer's name - None  
Recalls - None

Elizabeth Montoya/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:35:40 PM	MONTOYEL	MONTOYEL	BRC PAR	Case Assigned	Done	8/30/2010 05:35:57 PM	Case assigned to Elizabeth @ 31460

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:35:07 PM	MONTOYEL	MONTOYEL	Ownership Changed	Ownership Escalated to BRC	Done	8/30/2010 05:35:07 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 05:09:17 PM	MONTOYEL	MONTOYEL	Ownership Changed		Done	8/30/2010 05:09:18 PM	Service Request Ownership has changed FROM: APOSTOSA TO: MONTOYEL

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 04:57:18 PM	APOSTOSA	APOSTOSA	Outbound Call Customer	Made Contact	Done	8/30/2010 05:08:33 PM	customer's veh caught on fire

Name	Account	BAC Code
------	---------	----------

CRS spoke to: Christopher Inca

CRS advts:  
-calling to verify the situation

Cust sta:  
-he told me last week that this will need to be handled with you folks.  
-last week thursday, 10.30am or so, I walked down to get something in the garage, as I was looking at my veh, I saw smoke on my driver's side window. I went to the veh and saw alot of smoke in veh. the door was so hot and it smelled like an electrical kind of smoke. by the time that I got the fire extinguisher, the door caught on fire. according to the fire dept, it was a mechanism issue.  
-my wife and daughter is really scared on the truck.

CRS adv:  
-will need to get in touch with our PAR on the situation

Bianca/Mia/CACT1/Auth Lvl0

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2010 04:49:40 PM	APOSTOSA	APOSTOSA	Inbound Call Dealer	Complex Request	Done	8/30/2010 04:56:55 PM	SVM: Rick Ewin

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

#### Comments

SVM adv:

-been trying to get in contact with DS Noella, my customer have been trying to get in touch with her several times. I even tried contacting her too and she didn't even give me any file number. customer is very upset already

DS rep: Noella  
ext: 32521

CRS adv:

\*tried to locate file using customer info\*

-apol. adv dir that CRS was unable to locate file

-will need to have our PAR involved in the situation, however PAR will need to speak to the customer though

SVM:

-just make sure that you'll get in touch with the customer because he is very upset already

CRS adv:

-will do

Bianca/Mia/CAC T1/Auth Lvl0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N40	Inoperative	Electrical - Power Window Motor / Switch / Wiring / Regulator



**Kellin  
Babbs/Austin/GM1**

09/04/2012 03:36 PM

To rick.1.martinez@gm.com

cc

bcc

Subject 71 1103870689 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they used their window console and had a spark causing open flame melting the inside. This case is being escalated to ESIS because of a thermal event.

Herr

2007 GMC Envoy

1GKDT13S972 [REDACTED]

Tom Ahl Buick, Inc. Lima OH 118489

(419) 228-2345

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter



**Kellin  
Babbs/Austin/GM1**

09/04/2012 06:05 PM

To scott.w.herberts@gm.com

cc

bcc

Subject 71 1103894644 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they got into their vehicle when they had their power window control console go up in flames. This case is being escalated to ESIS because of a thermal event.

Brunton

2007 Chevrolet TrailBlazer

1GNDDT13S572 [REDACTED]

Jim Trenary Of Troy, Inc. Troy MO 168543

(636) 462-3332

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter

Lynda Eichorst/Austin/GM1

09/05/2012 12:19 PM

To james.block@gm.com

cc

bcc

Subject 71-1103939392 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.

Montgomery

2007 Chevrolet TrailBlazer

1GNDT13S372 [REDACTED]

No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day

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

Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter



Dalia Rangel/Austin/GM1

09/06/2012 02:58 PM

To john.pachucki@gm.com

cc

bcc

Subject 71-1104031198 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging the drivers side door switch burned. This case is being escalated to ESIS because of insurance involvement.

*Mullins*  
*2006 Chevrolet Trailblazer*  
*1GNDT13S462 [REDACTED]*  
*Dealership, City, State (BAC) no dlr involved*  
*Dealership Contact, Title/Position*

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



**Kellin  
Babbs/Austin/GM1**

09/06/2012 01:23 PM

To roy.wright@gm.com

cc

bcc

Subject 71 1104284595 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they were parked in front of their house getting ready to take their boyfriend to work when they noticed that the windows were full of smoke and a bad electrical smell. The customer is alleging a thermal event happened melting the window panel console on the driver side door. This case is being escalated to ESIS because of a thermal event.

Monaghan

2006 Chevrolet TrailBlazer

1GNDDT13S162 [REDACTED]

Good Chevrolet, Inc. Renton WA 114500

(425) 235-2000 Les Coleman - service advisor

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter

January 8, 2013

[REDACTED]

RE:

[REDACTED]  
Service Request: 71-1104760449

2007 Chevrolet TrailBlazer

Vehicle Identification Number: 1GNDDT13S072 [REDACTED]

Customer Relationship Specialist: Dalia

Dear [REDACTED]:

Enclosed please find a check in the amount of \$506.93 made payable to [REDACTED] to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

cc: FILE

PA0012  
V10202009

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



CHECK No. [REDACTED] 50-937 213

DATE 10/17/12 AMOUNT 506 DOLLARS 93 CENTS 506.93

PAY TO THE ORDER OF [REDACTED] PEMBERTON NJ [REDACTED]

General Motors LLC Disbursement Account

*Prin D. Albee*  
 SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

ENDORSEMENTS NO. BB 000000032 1

ENDOR NAME [REDACTED]

CHECK NO. [REDACTED]

PAYMENT DATE 10/17/12

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
GNDT13S072 [REDACTED]	10/16/12 71-1104760449	VM 1-ID0ZFE 1-ID0ZFE	00.0000	506.93	.00	506.93
<b>TOTAL</b>				506.93	.00	506.93

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

W3

Dalia Rangel/Austin/GM1

09/12/2012 01:10 PM

To karen.c.calhoun@gm.com

cc

bcc

Subject 71-1104760449 PAR Case Handled within BRC No Action  
Required

A product allegation claim has been made in your district. The customer is alleging smoke coming from the drivers door switch.

*Pressey  
2007 Chevrolet Trailblazer  
1GNDT13S07 [REDACTED]  
Lucas Chevrolet-Geo, Inc.,Lumberton,NJ (113814)  
Vince Acquevia, Svc Adv*

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

# Invoice



1622 ROUTE 38 • LUMBERTON, N.J. 08048  
 PHONE (609) 267-0200 FAX (609) 267-1729  
 WEBSITE: www.lucaschevrolet.com  
 E-MAIL: partscenter@lucaschevroletinc.com

CUSTOMER NO <b>27050</b>	ADVISOR <b>ROBERT WOODWARD</b>	TAG NO. <b>9343</b>	INVOICE DATE <b>09/05/12</b>	INVOICE NO <b>CVCS216549</b>
PEMBERTON, NJ	LABOR RATE	LICENSE NO.	MILEAGE <b>71,315</b>	COLOR <b>GRAYSTAR/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4</b>		DELIVERY DATE <b>12/20/06</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G N D T 1 3 S 0 7 2</b>		SELLING DEALER NO. <b>LUCAS CHEVR</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/05/12</b>	
COMMENTS			<b>MO: 71316</b>	

**JOB# 1 CHARGES**

**LABOR**

**J# 1 50CVZ BODY EXTERIOR HOURS: 1.50 TECH(S) 3301 150.00**

CUSTOMER STATES LEFT FRONT POWER WINDOW IS PARTIALLY DOWN AND WONT GO BACK UP  
 DRIVERS SIDE FRONT WINDOW SWITCH IS SHORTED.  
 REPLACED THE DRIVERS SIDE FRONT WINDOW SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	25867005	SWITCH 16.263	321.77	321.77
TOTAL - PARTS					321.77

**JOB# 1 TOTALS**

LABOR 150.00  
 PARTS 321.77

**JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 471.77**

**LABOR**

**J# 2 59CVZ CAMPAIGNS HOURS: 2.20 TECH(S) 3301 WARRANTY**

CUSTOMER STATES SPECIAL POLICY 10054.  
 FUEL LEVEL SENSOR IS SHORTED.  
 REPLACED SHORTED FUEL LEVEL SENSOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	19178477	SENSOR KI 3.107		
TOTAL - PARTS					0.00

**JOB# 2 TOTALS**

**JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00**

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	WASTE OIL	SHOP SUPPLIES/WASTE OIL		2.00
TOTAL - MISC				2.00

*Thank You*  
*We Appreciate Your Business!*

The Reynolds and Reynolds Company, 4840 W. 12th St., Denver, CO 80202

# Invoice



1622 ROUTE 38 • LUMBERTON, N.J. 08048  
 PHONE (609) 267-0200 FAX (609) 267-1729  
 WEBSITE: www.lucaschevrolet.com  
 E-MAIL: partscenter@lucaschevroletinc.com

CUSTOMER NO <b>27050</b>	ADVISOR <b>ROBERT WOODWARD</b>	TAC NO. <b>9343</b>	INVOICE DATE <b>09/05/12</b>	INVOICE NO <b>CVCS216549</b>
PEMBERTON, NJ	LABOR RATE	LICENSE NO.	MILEAGE <b>71,315</b>	COLOR <b>GRAYSTAR/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4</b>	DELIVERY DATE <b>12/20/06</b>		DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G N D T 1 3 S 0 7 2</b>	SELLING DEALER NO. <b>LUCAS CHEVR</b>		PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 71316	

TOTALS-----

NON-GM PARTS WARRANTY COVERS "ONLY PARTS" REPLACEMENT

\*\*\*\*\*

CASH [ ] CHECK [ ] CHECK # [ ] \*\*\*\*\*

VISA [ ] NSTCD [ ] AMEX [ ] CHARGE [ ] \*\*\*\*\*

DATE [ ] CASHIER INITIALS [ ] \*\*\*\*\*

\*\*\*\*\*

TOTAL LABOR....	150.00
TOTAL PARTS....	321.77
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	33.16
<b>TOTAL INVOICE \$</b>	<b>506.93</b>

PLEASE REFER TO SUB TOTAL FOR ALL DISCOUNTS AND COUPONS  
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL  
 MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT  
 GRADE US "COMPLETELY SATISFIED". PLEASE CONTACT GENE KIEFER  
 SERVICE MANAGER. YOUR "COMPLETE SATISFACTION" IS OUR GOAL!!!

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

*Thank You*  
*We Appreciate Your Business!*

The Reynolds and Reynolds Company. ERMAT 04/01. CC301022 0. (05/11)



CVCS216549

CVCS216549

1622 ROUTE 38 • LUMBERTON, N.J. 08048  
 PHONE (609) 267-0200 FAX (609) 267-1729  
 WEBSITE: www.lucas cars.com  
 E-MAIL: partscenter@lucaschevroletinc.com

CUSTOMER NO. <b>27050</b>	ADVISOR <b>ROBERT WOODWARD</b>	TAG NO. <b>9343</b>	INVOICE DATE <b>09/05/12</b>	INVOICE NO. <b>CVCS216549</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>71,315</b>	COLOR <b>GRAYSTAR/</b>
	YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4</b>		DELIVERY DATE <b>12/20/06</b>	STOCK NO.
PEMBERTON, NJ	VEHICLE I.D. NO. <b>I G N D T 1 3 S 0 7 2</b>		SELLING DEALER NO. <b>LUCAS CHEVR</b>	DELIVERY MILES <b>11</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/05/12</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 71316

<b>JOB# 1 CHARGES</b>				
LABOR-----				
J# 1 50CVZ	BODY EXTERIOR	HOURS:	TECH(S):3301	150.00
CUSTOMER STATES LEFT FRONT POWER WINDOW IS PARTIALLY DOWN AND WONT GO BACK UP DRIVERS SIDE FRONT WINDOW SWITCH IS SHORTED. REPLACED THE DRIVERS SIDE FRONT WINDOW SWITCH				
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	25867005	SWITCH 16.263	321.77
TOTAL - PARTS				321.77
<b>JOB# 1 TOTALS</b>				
				LABOR 150.00
				PARTS 321.77
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL 471.77
<b>JOB# 2 CHARGES</b>				
LABOR-----				
J# 2+59CVZ	CAMPAIGNS	HOURS:	2.20 TECH(S):3301	WARRANTY
CUSTOMER STATES SPECIAL POLICY 10054. FUEL LEVEL SENSOR IS SHORTED. REPLACED SHORTED FUEL LEVEL SENSOR.				
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	19178477	SENSOR KI 3.107	WARRANTY
TOTAL - PARTS				0.00
<b>JOB# 2 TOTALS</b>				
JOB# 2 JOURNAL PREFIX CVCS				JOB# 2 TOTAL 0.00
MISC-----				
JOB # A	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	WASTE OIL	SHOP SUPPLIES/WASTE OIL		2.00
TOTAL - MISC				2.00

M-rev001a and M-rev001b - FDALZBRN-VN - TO ORDER www.lucaschevrolet.com; 4000-344-0550; Fax 1-800-331-8005





CVCS216549

CVCS216549

1622 ROUTE 38 • LUMBERTON, N.J. 08048  
PHONE (609) 267-0200 FAX (609) 267-1729  
WEBSITE: www.lucas cars.com  
E-MAIL: partscenter@lucaschevroletinc.com

CUSTOMER NO <b>27050</b>	ADVISOR <b>ROBERT WOODWARD</b>	TAG NO. <b>9343</b>	INVOICE DATE <b>09/05/12</b>	INVOICE NO. <b>CVCS216549</b>
[REDACTED] PEMBERTON, NJ	LABOR RATE	LICENSE NO	MILEAGE <b>71,315</b>	COLOR <b>GRAYSTAR/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4</b>	VEHICLE I.D. NO. <b>1 G N D T 1 3 S 0 7 2</b>	DELIVERY DATE <b>12/20/06</b>	DELIVERY MILES <b>11</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO <b>LUCAS CHEVR</b>	PRODUCT ON DATE <b>09/05/12</b>

MO: 71316

TOTALS

NON-GM PARTS WARRANTY COVERS "ONLY PARTS" REPLACEMENT		TOTAL LABOR....	150.00
*****		TOTAL PARTS....	321.77
*****		TOTAL SUBLET....	0.00
***** CASH [ ] CHECK [ ] CHECK # [ ] *****		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	2.00
***** VISA [ ] MSTCD [ ] AMEX [ ] CHARGE [ ] *****		TOTAL MISC DISC	0.00
*****		TOTAL TAX.....	33.16
***** DATE [ ] CASHIER INITIALS [ ] *****		<b>TOTAL INVOICE \$</b>	<b>506.93</b>
*****			

PLEASE REFER TO SUB TOTAL FOR ALL DISCOUNTS AND COUPONS  
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL  
MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT  
GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT GENE KIEFER  
SERVICE MANAGER YOUR "COMPLETE SATISFACTION IS OUR GOAL!!!



SEP 06 2012  
20X check # 283

Printed and Registered - EBALZHENVA TO ORDER www.gm.com 1-800-444-0009 31-1810-0315-04

# Lourdes Medical Associates Primary Care Sports Medicine

740 Marne Highway  
Suite 102  
Moorestown, NJ 08057  
Phone 856-234-9006  
Fax 856-234-9233

*Kim Presser*

To: *Della* From: LMA Primary Care Sports Medicine

Fax # *866-480-3628* Pages *3*

Phone # \_\_\_\_\_ Date *9-25-12*

Re: *CV Check /* cc: \_\_\_\_\_  
*Registration*

Confidentiality Statement: This transmission is intended only for the addressee and is strictly confidential. This fax contains only the minimum necessary information to carry out health care operations. If you are not the intended recipient, you are hereby notified that you have received the communication in error & any review, disclosure, distribution or copying of its contents is prohibited. If you have received this communication in error, please destroy it and notify the sender immediately.

Urgent

For Review

Please Comment

Please Reply

Please Recycle

To print this page [Click Here](#).  
[Close Window](#)

This is the front of your check

283

PEMBERTON, NJ 08068 LUCAS CHEVY/GEO 9-6-12 Date

Pay to the Order of Five hundred and no/100 dollars \$ 500.00

**TD Bank**  
America's Most Convenient Bank®

For Lucas Winder Humboldt Winder

2030205221856

This is the back of your check

2030205221856

FOR DEPOSIT ONLY  
LUCAS CHEVY/GEO INC.  
2030205221856

P.003/003

(FAX)

09/25/2012 10:31

**VEHICLE REGISTRATION**



PLATE NO: [REDACTED] GOOD THRU: 12/2012  
 VIN: 1GNDT13S072 [REDACTED]  
 CHE 2007 WAGON TRL WC: 8  
 [REDACTED] PASSENGER OR  
 DL: [REDACTED]  
 PEMBERTON NJ [REDACTED] RENEWAL PT:PA  
 FEE: 71.50 WW201200100007537

January 8, 2013

[REDACTED]  
[REDACTED]  
[REDACTED]  
Staten Island, NY [REDACTED]

RE: Service Request: 71-1104832053  
2006 GMC Envoy  
Vehicle Identification Number: 1GKDT13S462 [REDACTED]  
Customer Relationship Specialist: Kellin

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2006 GMC Envoy. We apologize we were unable to successfully reach you by phone on 9/7/12 and 9/10/12.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



**Kellin  
Babbs/Austin/GM1**

09/07/2012 12:43 PM

To renee.miller@gm.com

cc

bcc

Subject 71 1104832053 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that the power switch on their window panel caused their vehicle to go up in flames. This case is being escalated to ESIS because of a thermal event.

Bavuso

2006 GMC Envoy

1GKDT13S462 [REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter



**Kellin  
Babbs/Austin/GM1**

09/07/2012 06:27 PM

To kevin.r.thompson@gm.com

cc

bcc

Subject 71 1105041055 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they were driving down SR 94 when they noticed smoke and flames coming out of the vehicle. This case is being escalated to ESIS because of a thermal event.

Sheridan

2007 Chevrolet TrailBlazer

1GNDS13S072 [REDACTED]

Art Moehn Chevrolet Company Jackson MI 132959

(517) 787-7700

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter

**TAYLOR****TEAM OF DEALERSHIPS**

TAYLOR CHEVROLET  
 P.O. BOX 10  
 2510 N. MEMORIAL DR.  
 LANCASTER, OH 43130  
 (740) 653-2091



**SERVICE DEPARTMENT HOURS**  
 8:00 a.m. to 5:30 p.m.  
 Monday - Friday  
 9:00 a.m. - 12:00 p.m. - Saturday

R/O Open Date	R/O Number
9/19/12	16066484/1
R/O Close Date	Status
9/21/12	Pre-Invoice
Mileage In	Mileage Out
104893	104893
Service Advisor / Tag #	
Tom 319037801/***	
Vehicle Identification Number	
1GNDS13S862	
Delivery Date	In-Service Date
3/14/12	
Color	License Number
MAROON	

[REDACTED]			
LAURELVILLE, OH			
Year	Make	Model	Body
2006	CHEVROLET	TRAILBLAZER	4DR 2WD
12123721			

Work Phone	
Home Phone	
Delivery Date	In-Service Date
3/14/12	
Color	License Number
MAROON	

**DESCRIPTION OF SERVICE AND PARTS**

AMOUNT

## #1 - Customer Reports:

CUSTOMER STATES SHE NEEDS HER WINDOW SWITCH DIAGNOSED. HER WINDOW SWITCH STARTED SMOKING AND NOW DOES NOT WORK. GM IS PAYING FOR THE DIAGNOSIS TO DETERMINE THE CAUSE OF THIS PROBLEM.

Caused by

TECHNICIAN INSPECTED VEHICLE. FOUND THAT AFTER TESTING AND INSPECTING THE CONDITION OF THE WIRING HARNESSES THAT THE DRIVERS WINDOW SWITCH ASSEMBLY WAS DEFECTIVE AND NEEDED REPLACED.

Corrected by Z1242: (0590) (6579)

Work performed by 80 T Presley (80)

Installed 25867005 :SWITCH (16263-CT)

REPLACED DRIVERS WINDOW SWITCH ASSEMBLY. FUNCTION TESTED, RE ASSEMBLED. ALL OK AT THIS TIME.

Sub Total: 369.45

124.65  
 244.80

## #2 - VI: MULTIPOINT INSPECTION

Sub Total: .00

## #3 - Customer Reports:

NOTICED BODY DAMAGE R R DOOR SCRAPED R F FENDER DENT

Sub Total: .00

**Total Fees Amount**

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	124.65
PARTS	244.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	24.01
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	393.46

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

P001/001

Sep 21 2012 06:31pm



<b>WARRANTY DO TAYLOR</b>			Work Phone	R/O Open Date	R/O Number
LAURELVILLE, OH			Home Phone	9/19/12	16066484/1
<b>TEAM OF DEALERSHIPS</b> TAYLOR CHEVROLET, INC. 2510 N MEMORIAL DRIVE LANCASTER, OH 43130 (740) 653-2091			Body	R/O Close Date	Cross Reference #
Year	Make	Model	4DR 2WD	Mileage In	Mileage Out
2006	CHEVROLET	TRAILBLAZER	License Number	104893	104893
Vehicle Identification Number			Service Advisor		
1GNDST13S862			JON 319037801		
12123721			Color		
			MAROON		
			Delivery Date		
			3/14/12		
			In-Service Date		

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 Customer Reports: CUSTOMER STATES SHE NEEDS HER WINDOW SWITCH DIAGNO SED. HER WINDOW SWITCH STARTED SMOKING AND NOW DOES NOT WORK. GM IS PAYING FOR THE DIAGNOSIS TO DETERMINE THE CAUSE OF THIS PROBLEM. Cause: TECHNICIAN INSPECTED VEHICLE. FOUND THAT AFTER TESTING AND INSPECTING THE CONDITION OF THE WIRING HARNESSTHAT THE DRIVERS WINDOW SWITCH ASSEMBLY WAS DEFECTIVE AND NEEDED REPLACED. Op: Z1242: (0590) (6579) Tech: 80/4696 1.50hrs Part: 25867005:SWITCH (16263-CT) 1 REPLACED DRIVERS WINDOW SWITCH ASSEMBLY. FUNCTION TESTED, RE ASSEMBLED. ALL OK AT THIS TIME. Sub-Total Labor: 36.00 124.65 Sub-Total Parts: 174.86 244.80 Sub-Total: 210.86 369.45		

Return fax # 740-653-1396

ACCOUNT #	LABOR	36.00	124.65
	PARTS	174.86	244.80
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	210.86	369.45

SIGNATURE **X** \_\_\_\_\_

# TAYLOR

## TEAM OF DEALERSHIPS

TAYLOR CHEVROLET  
P.O. BOX 10  
2510 N. MEMORIAL DR.  
LANCASTER, OH 43130  
(740) 653-2091



**SERVICE DEPARTMENT HOURS**  
8:00 a.m. to 5:30 p.m.  
Monday - Friday  
9:00 a.m. - 12:00 p.m. - Saturday

R/O Open Date	R/O Number
9/19/12	16066484/1
R/O Close Date	Status
10/01/12	Pre-Invoice
Mileage In	Mileage Out
104893	104893
Service Advisor / Tag #	
Jon 319037801/*W*	

LAURELVILLE, OH			Work Phone	10NDS13S862	
			Home Phone	Delivery Date	In-Service Date
			Body	3/14/12	Color
Year	Make	Model	Body	Color	License Number
2006	CHEVROLET	TRAILBLAZER	4DR 2WD	MAROON	
12123721					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: CUSTOMER STATES SHE NEEDS HER WINDOW SWITCH DIAGNOSED. HER WINDOW SWITCH STARTED SMOKING AND NOW DOES NOT WORK. GM IS PAYING FOR THE DIAGNOSIS TO DETERMINE THE CAUSE OF THIS PROBLEM. Caused by TECHNICIAN INSPECTED VEHICLE. FOUND THAT AFTER TESTING AND INSPECTING THE CONDITION OF THE WIRING HARNESSTHAT THE DRIVERS WINDOW SWITCH ASSEMBLY WAS DEFECTIVE AND NEEDED REPLACED. Corrected by Z1242: (0590) (6579) Work performed by 80 T Presley (80 ) 124.65 Installed 25867005 :SWITCH (16263-CT) 1@244.80 244.80 REPLACED DRIVERS WINDOW SWITCH ASSEMBLY. FUNCTION TESTED, RE ASSEMBLED. ALL OK AT THIS TIME. 1.5HR AT 83.10HR Sub Total: 369.45</p>	
<p>#2 - VI: MULTIPOINT INSPECTION Work performed by 136 K Smith (103) FAXED COPY TO 866 270 0217 Sub Total: .00</p>	
<p>#3 - Customer Reports: NOTICED BODY DAMAGE R R DOOR SCRAPED R F FENDER DENT Sub Total: .00</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	124.65
PARTS	244.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	xxFILE .00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>369.45</b>

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



**Kellin  
Babbs/Austin/GM1**

09/12/2012 06:03 PM

To nicole.budreau@gm.com

cc

bcc

Subject 71 1106137229 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that their electronic door lock on the vehicle heated up causing them to not be able to get out of their vehicle. The dealership has verified that this was a thermal event with melted parts. This case is being escalated to ESIS because of a thermal event.

Stone

2007 GMC Envoy

1GKET63MX72 [REDACTED]

Ray Skillman Northeast Buick GMC Truck, Inc. Indianapolis IN 260798

(317) 352-9311

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter

January 8, 2013

[REDACTED]  
Cumming, GA [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-1106609424

Lynda Eichorst/Austin/GM1

10/01/2012 11:44 AM

To jay.townsend@gm.com

cc

bcc

Subject 71-1108234202 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door panel caught on fire. This case is being escalated to ESIS because of a thermal event.

Gardner

2006 Chevrolet TrailBlazer

1GNDS13S762 [REDACTED]

No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day

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

Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter

January 8, 2013

[REDACTED]  
Burton, MI [REDACTED]

RE: Service Request: 71-1108628141  
2007 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNET13M672 [REDACTED]  
Customer Relationship Specialist: Thaddeus

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2007 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on September 18 and 19, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



"Pat Burcham"  
<Pat.Burcham@minacs.adityabirla.com>  
09/18/2012 03:20 PM

To <thaddeus\_kinzer@gmexpert.com>  
cc  
bcc  
Subject FW: Customer [REDACTED] / VIN# 1GNET13M672 [REDACTED] / 2007 Trailblazer / Fire in drivers door master switch module / Dealer Applegate Chevrolet

Please assign to the team to handle ASAP.

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | www.minacs.adityabirla.com

---

**From:** lyle.stiefel@GM.COM [mailto:lyle.stiefel@GM.COM]  
**Sent:** Tuesday, September 18, 2012 2:32 PM  
**To:** Pat Burcham; Ashley Palomarez  
**Subject:** Fw: Customer [REDACTED] / VIN# 1GNET13M672 [REDACTED] / 2007 Trailblazer / Fire in drivers door master switch module / Dealer Applegate Chevrolet

Pat,  
Please assign to an agent to discuss the fire allegation and escalate to ESIS is appropriate.

Thanks,

LYLE STIEFEL  
Business Performance Manager PAR & Repurchase  
General Motors Customer Experience, CARS Group  
Business Resource Center  
6200 Grand Pointe Dr  
MC: 484-393-222, Grand Blanc, MI 48439  
(C): 313-268-5886  
Email: lyle.stiefel@gm.com

----- Forwarded by Lyle Stiefel/US/GM/GMC on 09/18/2012 02:30 PM -----

From: Patrick T. Macaluso/US/GM/GMC  
To: Lyle Stiefel/US/GM/GMC@GM  
Date: 09/13/2012 11:01 AM  
Subject: Customer [REDACTED] / VIN# 1GNET13M672 [REDACTED] 2007 Trailblazer / Fire in drivers door master switch module / Dealer Applegate Chevrolet

---

Lyle

The above customer is a neighbor of Cindy Scott (Sr. Buyer Interior Accessories Buyer B8, in Grand

Blanc). The customer contacted Cindy telling her she had a fire in her drivers door and had read something on this that GM was recalling because of it. The customer took the vehicle to Applegate Chevrolet and they are tell her they have nothing on this and she will need to pay to have it fixed.

Cindy contacted Chris Witt in supply chain who had Dan Dowling look into it. Dan came to me yesterday and I asked him to get further details so I could sent it to the team to get involved in it. CAC is not involved at this point so this is a cold case that needs someone on it ASAP.

The customer also has the gas guage issue which will need to be addressed once this is resolved, the bulletin information is attached. The customer condition is as follows gas guage is not working it jumps from empty to half tank

Customer: [REDACTED] E-mail: [REDACTED] PH# [REDACTED]

Dealer: Applegate Chevrolet - Contact Person Kevin Weidenhammer

Patrick Macaluso | General Motors: CCA-CARS  
Business Performance Manager-Customer Experience  
6200 Grand Pointe Drive | Grand Blanc, MI 48439  
Office: 810-606-3598 | Cell: 313-910-7277 | patrick.t.macaluso@gm.com

#### **Customer Letter on gas guage:**

Dear General Motors Customer:

As the owner of a 2005 model year GMC Envoy XUV; a 2005-2006 model year Chevrolet SSR, TrailBlazer EXT or GMC Envoy XL; a 2005-2007 model year Buick Rainier, Chevrolet TrailBlazer or GMC Envoy, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

***Please do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition described in the next paragraph.***

In some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

Even though your vehicle may no longer be covered by its New Vehicle Limited Warranty and you may not be the vehicle's original owner, we still want to help you correct this



condition if it occurs on your vehicle.

GM will pay fifty percent (50%) of the total cost for an authorized Buick, Chevrolet, or GMC dealer to repair your vehicle if it has the condition described above. Your dealer will perform the required repair according to the labor time and part cost established by GM for warranty repairs. As you may know, dealer labor rates vary significantly from one part of the country to another, so it's difficult to accurately determine your actual savings, but it will be at least 50% of what you would pay to have this repair done for a vehicle that is beyond the GM New Vehicle Limited Warranty period.

If you agree to accept this offer, you will be responsible for the other half of the dealer's repair bill. This offer to equally share the repair cost only applies if your vehicle is currently exhibiting this condition or exhibits the condition within a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date your vehicle was originally placed in service.

This offer will significantly reduce costs you might incur if your vehicle has this condition and is beyond the terms of its new vehicle warranty. This offer is also applicable to customer reimbursement requests related to this condition. If you have previously paid to have your fuel level sensor replaced, GM will reimburse you fifty percent (50%) of any reasonable and customary repair cost. Additionally, if you used an extended warranty or after-market service contract to pay for your fuel level sensor to be replaced, GM will pay fifty percent (50%) of any reasonable and customary deductible cost. If either of these scenarios applies to your situation, please complete the enclosed reimbursement request form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2012, unless state law specifies a longer reimbursement period.

If you have any questions about this special coverage offer, please contact your local GM dealer or the GM Customer Assistance Center at the number listed below.

<b>Division</b>	<b>Number</b>	<b>Text Telephones (TTY)</b>
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	



Type	Number	Original Nbr	Description
Service Update Bulletins	N06009 1	06091	ENGINE/POWERTRAIN CONTROL MODULE REPROGRAMMING 2006**

**Branded Title**

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

**Vehicle has no current record of branded titles.**

<b>Warranty Block</b>
<b>Vehicle has no current record of warranty block.</b>

<b>Service Information</b>
<b>Vehicle has no current record of outstanding service information.</b>

<b>OnStar and XM Satellite Radio Information</b>	
<b>Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 1-800-451-7373. USA:800-556-3600.</b>	
OnStar Equipped: Y	
XM Equipped: Y	XM Radio ID: B2U7K0WG
OnStar Vehicle Diagnostics: N	

Applicable Warranties			Valid warranties are hi			
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	07/26/2007	0 MI	07/26/2013	100,000 MI

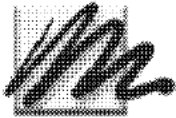
	Bumper to Bumper Limited Warranty	08/05/2011	07/26/2007	0 MI	07/26/2011	36,000
	Special Coverage 10054	08/05/2011	07/26/2007	0 MI	07/26/2011	120,000
	Powertrain Limited Warranty	08/05/2011	07/26/2007	0 MI	07/26/2011	100,000
	Emission Select Component Ltd Wty	08/05/2011	07/26/2007	0 MI	07/26/2011	80,000

Service Contract
<b>Vehicle has no current record of service contracts.</b>

Transaction History				
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operat
12/17/2007	112313	ZREG----Regular Vehicle Transaction		E7690 - Sensor,
08/14/2007	333277	ZREG----Regular Vehicle Transaction		E0420 - W
08/14/2007	333277	ZREG----Regular Vehicle Transaction		B7010 - Em
06/22/2006	302821	ZPDI----Pre-Delivery Inspection		Z6999
06/15/2006	A03902	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-

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

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



Thaddeus  
Kinzer/Austin/GM1  
09/18/2012 04:02 PM

To leonard.f.fox@gm.com  
cc  
bcc  
Subject (MI) 71-1108628141 PAR Case Sent to ESIS · No Action  
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from control module in drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: Beagle  
2007 Chevrolet TrailBlazer  
1GNET13M672 [REDACTED]  
Dealership: Applegate Chevrolet Company (body shop), BAC 115170, Flint MI  
Dealership Contact: Kevin Weidenhammer, body shop manager

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

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

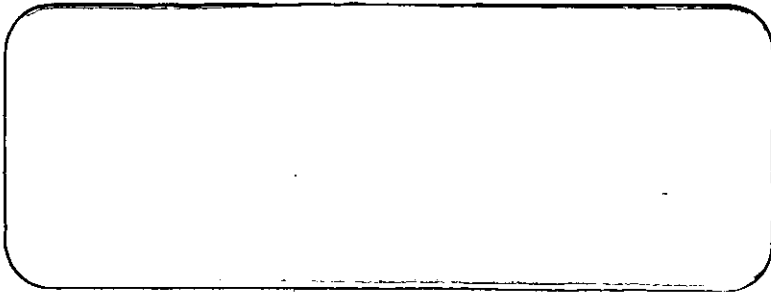
Sincerely,

General Motors

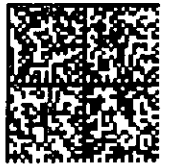
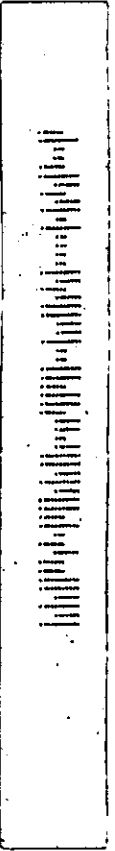
# **FB FARM BUREAU INSURANCE®**

MICHIGAN'S INSURANCE COMPANY

FARM BUREAU MUTUAL • FARM BUREAU LIFE • FARM BUREAU GENERAL  
7373 West Saginaw Highway, Box 30400, Lansing, Michigan 48909-7900  
EM188 (01-11)



10-10-12 A08:53 IN



02 1R  
0006557290  
MAILED FROM ZIP CODE 48917

UNITED STATES POSTAGE  
PRIME MAIL  
\$ 01.30<sup>00</sup>  
OCT 09 2012

## FIRST CLASS



Farm Bureau Mutual  
Farm Bureau Life  
Farm Bureau General

MICHIGAN'S INSURANCE COMPANY

7373 West Saginaw Highway, Box 30400, Lansing, Michigan 48909-7900  
Phone (517) 323-7000



October 09, 2012

Subrogation Unit  
P.O. Box 30100  
Lansing MI 48909  
(517) 323-6720  
(800) 292-2680 x6720  
Fax: 517-323-6589

CHEVROLET MOTOR COMPANY  
P.O. BOX 33170  
DETROIT MI 48232-5170

Your Claim: [REDACTED]  
Loss Date: 08/20/2012  
Our Claim: [REDACTED]  
Our Insured: [REDACTED]  
Damages: \$297.20 PLUS \$100.00 DEDUCTIBLE

Our investigation of this loss reveals that you are responsible for our insureds damages when the control panel in the door of our insureds 2007 Chevrolet Trailblazer caught fire. We have paid \$297.20 to fix the vehicle and our insured has incurred a \$100.00 deductible expense. As of the date of the loss a remedy plan had not been finalized by General Motors. We are therefore attaching our subrogation material for your consideration.

Please forward your check in the amount of \$397.20 to:

**FARM BUREAU INSURANCE**  
**SUBROGATION CLAIM NO.: 15J30411-080**  
**P.O. BOX 30100**  
**LANSING MI 48909-7900**

Sincerely,

M'Lissa Walley  
Subrogation Claims Representative

**FARM BUREAU  
INSURANCE**

**ACCIDENT/INCIDENT REPORT**

CLAIM NO.: [REDACTED]

Return to: Farm Bureau Mutual Insurance Company of Michigan  
ATTN: Central Claims Reporting Unit  
P.O. Box 30100, Lansing, MI 48909-9984 or FAX to 866-249-5516

Your Name [REDACTED] Accident/Incident Date Aug 20, 12 Time 4:30

Make of Your Vehicle Chevy Year 2007 Type Trail blazer

Owner's Name [REDACTED] Address [REDACTED]

Your Telephone:  Home \_\_\_\_\_  Work \_\_\_\_\_  Cell [REDACTED]

Driver's Name (please complete if different than owner) \_\_\_\_\_

Driver's Telephone:  Home \_\_\_\_\_  Work \_\_\_\_\_  Cell \_\_\_\_\_

Name & address of your insurance company (please complete if different than Farm Bureau) \_\_\_\_\_  
Policy No. \_\_\_\_\_ Telephone \_\_\_\_\_

Has the accident/incident been reported to your company?  Yes  No If yes, what is the claim number? \_\_\_\_\_

Was a report made to police?  Yes  No What date: \_\_\_\_\_

Which police department? \_\_\_\_\_ Complaint No. \_\_\_\_\_

Were you injured?  Yes  No Were there any injuries in your car?  Yes  No

**List Names of All Passengers and Injuries (Use another sheet if necessary)**

- 1. Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_  
Age \_\_\_\_\_ Nature of injuries \_\_\_\_\_ Received medical care?  Yes  No
- 2. Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_  
Age \_\_\_\_\_ Nature of injuries \_\_\_\_\_ Received medical care?  Yes  No
- 3. Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_  
Age \_\_\_\_\_ Nature of injuries \_\_\_\_\_ Received medical care?  Yes  No

**List the other parties involved in the accident/incident:**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

**Give names of ALL witnesses other than passengers:**

- | Name     | Address | Phone |
|----------|---------|-------|
| 1. _____ | _____   | _____ |
| 2. _____ | _____   | _____ |
| 3. _____ | _____   | _____ |



CLAIM NO.:



ACCIDENT/INCIDENT DESCRIPTION

Where did the accident/incident happen? driving home from work  
Flint

What were the weather conditions? Hot

What were the road conditions? Good

How was the visibility? Good

Was the accident/incident location lighted? No

Describe how the accident/incident happened: car filled up with smoke  
Door burning electrical - wiring?

DRAW A DIAGRAM OF THE ACCIDENT/INCIDENT

Use symbols for vehicles. Mark your car as #1 and the other cars as #2, #3, etc.   Draw streets and/or intersections. Indicate north. Indicate points of collision.

What part of your car was damaged by the impact? Door - electrical - wiring?  
poor pads

What part of the other car was damaged by the impact? \_\_\_\_\_

If additional space is needed to completely describe the accident, please complete on separate paper and attach. The above is as complete and true as I am able to make it.

Signature \_\_\_\_\_

Date 9-4-12

PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

[REDACTED]  
BURTON, MI [REDACTED]

**FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN**

Policy Number: [REDACTED]  
Insured Name: [REDACTED]

Draft Number: 0012960171  
Draft Amount: \$251.20  
Date Issued: 08/31/2012  
Claim Number: [REDACTED]  
Claimant Number: 001  
Date of Loss: 08/20/2012

Draft amount represents an agreed repair price as reached with your preferred repair shop. Contact this shop for repairs. Your \$100 deductible applies.

Payment For [REDACTED]

Adjuster

**THIS INSTRUMENT HAS A VISIBLE WATERMARK ON BACK**



**FARM BUREAU GENERAL  
INSURANCE COMPANY OF MICHIGAN**

ISSUE DATE: 08/31/2012

POLICY	CLAIM NUMBER	CLAIMANT	ADJUSTER
[REDACTED]	[REDACTED]	001	11-1

PAY TO: [REDACTED] AND  
APPLEGATE CHEVROLET

**\$251.20**

Two Hundred Fifty One dollars and 20/100

PAYABLE THROUGH COMERICA BANK, DETROIT, MICHIGAN.  
THIS INSTRUMENT IS VALID ONLY WHEN PRESENTED BY PAYEE AND PAID BY  
DRAWER. THIS INSTRUMENT IS AN EXCLUSIVE RECEIPT FOR  
SETTLEMENT OF THE REFERENCED CLAIMS.  
THIS INSTRUMENT IS VOID ONE YEAR AFTER ISSUANCE.

08/30/2012 AT 07:47 AM  
92884

15J30411-01  
1Z0410A2

FARM BUREAU INSURANCE  
LANSING -LD  
KVANSTE@FBINS.COM  
7373 W. SAGINAW HWY.  
LANSING, MI 48909  
(810)654-0484 FAX: (810)654-0484

ESTIMATE OF RECORD

WRITTEN BY: KURT VANSTEENBURG 08/30/2012 07:44 AM  
ADJUSTER:

INSURED: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 08/20/2012 AT 12:00 AM  
[REDACTED] BURTON, MI TYPE OF LOSS: COMPREHENSIVE  
EVENING: [REDACTED] POINT OF IMPACT: 1.6. NON-COLLISION  
BUSINESS: [REDACTED]

INSPECT APPLGATE CHEVROLET CO  
LOCATION: 3637 S SAGINAW ST  
FLINT, MI 48503

BUSINESS: (810)235-0955  
REPAIR\_SHOP

REPAIR APPLGATE CHEVROLET CO  
FACILITY: 3637 S SAGINAW ST  
FLINT, MI 48503

BUSINESS: (810)235-0955  
DAYS TO REPAIR  
LICENSE # [REDACTED]

2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:  
VIN: 1GNET13M672 [REDACTED] LIC: [REDACTED] PROD DATE: [REDACTED] ODOMETER: 164453  
AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY  
ALARM DUAL AIR CONDITION REAR WINDOW WIPER  
MESSAGE CENTER BODY SIDE MOLDINGS DUAL MIRRORS  
PRIVACY GLASS CONSOLE/STORAGE OVERHEAD CONSOLE  
LUGGAGE/ROOF RACK FOG LAMPS CLEAR COAT PAINT  
POWER STEERING POWER BRAKES POWER WINDOWS  
POWER LOCKS POWER DRIVER SEAT POWER MIRRORS  
AM RADIO FM RADIO STEREO  
SEARCH/SEEK CD PLAYER ANTI-LOCK BRAKES (4)  
DRIVER AIR BAG PASSENGER AIR BAG 4 WHEEL DISC BRAKES  
STABILITY CONTROL COMMUNICATIONS SYSTEM CLOTH SEATS  
BUCKET SEATS TRAILERING PACKAGE AUTOMATIC TRANSMISSION  
4 WHEEL DRIVE OVERDRIVE ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT DOOR					
2*	REPL RT HANDLE	BEZEL CHEVROLET EBONY	1		13.80		0.1*
3*	REPL LT HANDLE	BEZEL CHEVROLET EBONY	1		11.61*		0.1*

08/30/2012 AT 07:47 AM  
92884

15J30411-01  
1Z0410A2

ESTIMATE OF RECORD  
2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
4*		REPL LT SWITCH ASSY CHEVROLET W/O HEATED SEAT	1		284.21*	0.3*	
SUBTOTALS ==>					309.62	0.5	0.0
		PARTS					309.62
		BODY LABOR	0.5	HRS	@\$ 46.00/HR		23.00
		SUBTOTAL					\$ 332.62
		SALES TAX			\$ 309.62 @ 6.0000%		18.58
		TOTAL COST OF REPAIRS					\$ 351.20
		ADJUSTMENTS:					
		DEDUCTIBLE					100.00
		TOTAL ADJUSTMENTS					\$ 100.00
		NET COST OF REPAIRS					\$ 251.20

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTHORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALL QUESTIONS REGARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*

WARNING: ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR PROCEEDS OF AN INSURANCE POLICY CONTAINING ANY FALSE INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELONY.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTER, OR INSURER OF THE PARTS



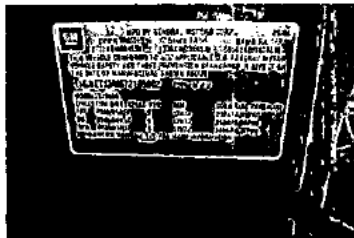
No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO10  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007 CHEV TRAILBLAZER 4X4 LT|  
 Insured [REDACTED]  
 LossDate:08/20/2012| PolicyNumber:033T16| ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO9  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured: [REDACTED]  
 LossDate:08/20/2012| PolicyNumber:[REDACTED] ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO8  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured: [REDACTED]  
 LossDate:08/20/2012| PolicyNumber:[REDACTED] ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO7  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured [REDACTED]  
 LossDate:08/20/2012| PolicyNumber:[REDACTED] ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO6  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured [REDACTED]  
 LossDate:08/20/2012| PolicyNumber:033T16| ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO5  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured [REDACTED]  
 LossDate:08/20/2012| PolicyNumber: [REDACTED] ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO4  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured [REDACTED]  
 LossDate:08/20/2012| PolicyNumber: [REDACTED] ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



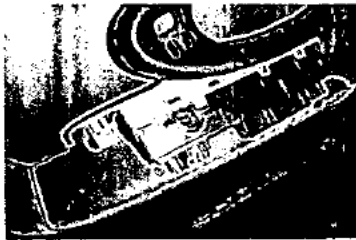
No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO3  
 File Date 08/30/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured [REDACTED]  
 LossDate:08/20/2012| PolicyNumber: [REDACTED] ShopNa  
 Photo Location APPLGATE CHEVROLET CO  
 Photo Taken By KURT VANSTEENBURG  
 Estimate Indicator E01



No Label

**Claim Reference Id** [REDACTED]  
**File Name** PHOTO2  
**File Date** 08/30/2012  
**Label**  
**Note** Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured: [REDACTED]  
 LossDate:08/20/2012| PolicyNumber [REDACTED] ShopNa  
**Photo Location** APPLEGATE CHEVROLET CO  
**Photo Taken By** KURT VANSTEENBURG  
**Estimate Indicator** E01



No Label

**Claim Reference Id** [REDACTED]  
**File Name** PHOTO1  
**File Date** 08/30/2012  
**Label**  
**Note** Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LT|  
 Insured: [REDACTED]  
 LossDate:08/20/2012| PolicyNumber [REDACTED] ShopNa  
**Photo Location** APPLEGATE CHEVROLET CO  
**Photo Taken By** KURT VANSTEENBURG  
**Estimate Indicator** E01



PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

APPLEGATE CHEVROLET  
3637 S SAGINAW ST  
FLINT, MI 48503

**FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN**

Policy Number: [REDACTED]  
Insured Name:

Draft Number: 0012976348  
Draft Amount: \$46.00  
Date Issued: 09/27/2012  
Claim Number: [REDACTED]  
Claimant Number: 001  
Date of Loss: 08/20/2012

supplement

Payment For [REDACTED]

Adjuster

<b>THIS INSTRUMENT HAS A VISIBLE WATERMARK ON BACK</b>				
	<b>FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN</b>		ISSUE DATE: 09/27/2012	
POLICY	CLAIM NUMBER	CLAIMANT	ADJUSTER	
[REDACTED]	[REDACTED]	001	11-1	
PAY TO: APPLGATE CHEVROLET				
			<b>\$46.00</b>	
			Forty Six dollars and 00/100	
<small>PAYABLE THROUGH COMERICA BANK, DETROIT, MICHIGAN.          THIS INSTRUMENT IS NON-NEGOTIABLE AND MUST BE PRESENTED BY PAYEE AND PAID BY          DRAWEE. THIS INSTRUMENT IS AN EXECUTORY ACCOUNT FOR          SETTLEMENT OF THE INSURED'S CLAIM.          THIS INSTRUMENT IS NULL AND VOID FIVE YEARS AFTER ISSUANCE.</small>				



09/27/2012 AT 09:38 AM  
92884

15J30411-01  
1Z0410A2

FARM BUREAU INSURANCE  
LANSING -LD  
KVANSTE@FBINS.COM  
7373 W. SAGINAW HWY.  
LANSING, MI 48909  
(810)654-0484 FAX: (810)654-0484

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: KURT VANSTEENBURG 09/27/2012 09:37 AM  
ADJUSTER:

INSURED: [REDACTED] CLAIM [REDACTED]  
OWNER: [REDACTED] POLICY [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 08/20/2012 AT 12:00 AM  
[REDACTED] BURTON, MI TYPE OF LOSS: COMPREHENSIVE  
EVENING: [REDACTED] POINT OF IMPACT: 16. NON-COLLISION  
BUSINESS: [REDACTED]

INSPECT APPLGATE CHEVROLET CO BUSINESS: (810)235-0955  
LOCATION: 3637 S SAGINAW ST REPAIR\_SHOP  
FLINT, MI 48503

REPAIR APPLGATE CHEVROLET CO BUSINESS: (810)235-0955  
FACILITY: 3637 S SAGINAW ST DAYS TO REPAIR  
FLINT, MI 48503 LICENSE # 380466690

2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:  
VIN: 1GNET13M672 [REDACTED] LIC: [REDACTED] PROD DATE: [REDACTED] ODOMETER: 164453

AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY  
ALARM DUAL AIR CONDITION REAR WINDOW WIPER  
MESSAGE CENTER BODY SIDE MOLDINGS DUAL MIRRORS  
PRIVACY GLASS CONSOLE/STORAGE OVERHEAD CONSOLE  
LUGGAGE/ROOF RACK FOG LAMPS CLEAR COAT PAINT  
POWER STEERING POWER BRAKES POWER WINDOWS  
POWER LOCKS POWER DRIVER SEAT POWER MIRRORS  
AM RADIO FM RADIO STEREO  
SEARCH/SEEK CD PLAYER ANTI-LOCK BRAKES (4)  
DRIVER AIR BAG PASSENGER AIR BAG 4 WHEEL DISC BRAKES  
STABILITY CONTROL COMMUNICATIONS SYSTEM CLOTH SEATS  
BUCKET SEATS TRAILERING PACKAGE AUTOMATIC TRANSMISSION  
4 WHEEL DRIVE OVERDRIVE ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT DOOR					
2*	REPL	RT HANDLE BEZEL CHEVROLET EBONY	1		13.80		0.1*
3*	REPL	LT HANDLE BEZEL CHEVROLET EBONY	1		11.61*		0.1*

09/27/2012 AT 09:38 AM  
92884

15J30411-01  
1Z0410A2

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
4*	REPL	LT SWITCH ASSY CHEVROLET W/O HEATED SEAT	1	284.21*	0.3*	
5#	S01 RPR	PROGRAM WINDOW SWITCH MODULE			1.0	
SUBTOTALS ==>				309.62	1.5	0.0

ESTIMATE NOTES:  
DIRECT PAYMENT TO SHOP FOR SUPPLEMENT

PARTS				309.62
BODY LABOR	1.5 HRS	@ \$ 46.00/HR		69.00
SUBTOTAL				\$ 378.62
SALES TAX		\$ 309.62 @ 6.0000%		18.58
TOTAL COST OF REPAIRS				\$ 397.20
ADJUSTMENTS:				
DEDUCTIBLE				100.00
TOTAL ADJUSTMENTS				\$ 100.00
NET COST OF REPAIRS				\$ 297.20

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTHORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALL QUESTIONS REGARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*

WARNING: ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR PROCEEDS OF AN INSURANCE POLICY CONTAINING ANY FALSE INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELONY.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTOR, OR INSURER OF THE PARTS

09/27/2012 AT 09:38 AM  
92884

15J30411-01  
1Z0410A2

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
5#	S01	RPR	----- ADDED ITEMS -----				
		PROGRAM WINDOW SWITCH MODULE				1.0	
SUBTOTALS ==>					0.00	1.0	0.0

ESTIMATE NOTES:  
DIRECT PAYMENT TO SHOP FOR SUPPLEMENT

PARTS				0.00
BODY LABOR	1.0 HRS	@ \$ 46.00/HR		46.00
SUBTOTAL				\$ 46.00
TOTAL SUPPLEMENT AMOUNT				\$ 46.00
NET COST OF SUPPLEMENT				\$ 46.00

ESTIMATE 351.20 KURT VANSTEENBURG  
SUPPLEMENT S01 46.00 KURT VANSTEENBURG  
WORKFILE TOTAL \$ 397.20  
TOTAL ADJUSTMENTS \$ 100.00  
NET COST OF REPAIRS \$ 297.20

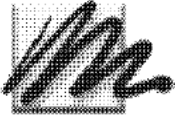
ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTHORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALL QUESTIONS REGARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*

WARNING: ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR PROCEEDS OF AN INSURANCE POLICY CONTAINING ANY FALSE INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELON.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTER, OR INSURER OF THE PARTS



rita.sanchez/Austin/GM1

09/24/2012 11:00 AM

To tony.a.ogburn@gm.com

cc

bcc

Subject 711109381272 PAR Case Sent to ESIS No Action  
Required

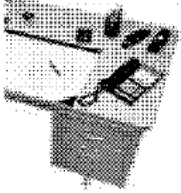
A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

Customer Name [REDACTED]  
2006 Chevrolet Trailblazer  
VIN 1GNDDT13S562 [REDACTED]  
*No involved dealer at this time.*

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

Best wishes,  
Rita Sanchez | CRS

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Phone 866-790-5600 ext. 31227 | 866-857-3113 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



Faith Jackson/Austin/GM1

09/21/2012 05:32 PM

To thomas.j.scheri@gm.com

cc

bcc

Subject Subject: 71-1109804429 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging the vehicle was involved in a thermal event due to a product failure. This case is being escalated to ESIS because the vehicle was involved in a thermal event.

Burgess

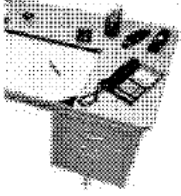
2006 Chevrolet Trailblazer

1GNDD13S062 [REDACTED]

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

Best wishes,  
Faith Jackson | CRS

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Phone 866-790-5600 x31243 | Fax 866-852-1526 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



Faith Jackson/Austin/GM1

09/25/2012 01:03 PM

To sam.logan@gm.com

cc

bcc

Subject Subject: 71-1110059953 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging product failure was the cause of her vehicle's thermal event. This case is being escalated to ESIS because a thermal event occurred.

Burden

2006 Trailblazer

1GNDS13S062 [REDACTED]

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

Best wishes,  
Faith Jackson | CRS

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Lynda Eichorst/Austin/GM1

10/15/2012 12:06 PM

To gordon.simmons@gm.com

cc

bcc

Subject 71-1110274216 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.

Connors

2007 Chevrolet TrailBlazer

1GNDT13S972 [REDACTED]

No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

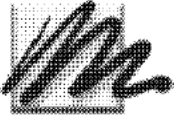
Sincerely,

Lynda Eichorst

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Twitter



rita sanchez/Austin/GM1

10/01/2012 05:41 PM

To jerry.w.bryant@gm.com

cc

bcc

Subject 711110321549 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

*Customer Last Name* [REDACTED]  
*2006 Chevrolet Trail Blazer*  
*VIN 1GNDT13S062* [REDACTED]  
*No involved dealer at this time.*

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

Best wishes,  
Rita Sanchez | CRS

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 1850 N. 21st St.  
 Newark, OH 43058  
 (740) 366-1371  
 (800) 686-9682  
 www.coughlincars.com

**SERVICE DEPARTMENT HOURS**

7:30 a.m. to 7:00 p.m. Mon.  
 7:30 a.m. to 5:30 p.m.  
 Tuesday - Friday  
 8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
10/03/12	6049133/1
R/O Close Date	Status
10/09/12	Pre-Invoice
Mileage In	Mileage Out
124600	124600
Service Advisor / Tag #	
John Raftery	
Vehicle Identification Number	
1GNDDT13S362	
Delivery Date	In-Service Date
11/05/05	11/05/05
Color	License Number

Work Phone \_\_\_\_\_  
 Home Phone \_\_\_\_\_  
 Year Make Model Body  
 2006 CHEVROLET TRAILBLAZER

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports:                      DRIVER POWER WINDOW SWITCH MELTED, REPAIR AUTHORIZED BY GM PRODUCT ALLOGATIONS GROUP, DALIA@1-866-790-5600 EXT 11350, CAC CASE 91-1110428640, FAX TO 866-480-3628                      Corrected by N2117: (0422) (7079) SWITCH SWITCH MODULE, FRONT DOOR LEFT REPLACE                      Work performed by Joe Stepp (498)                      Caused by                      DIAGNOSE LF DRIVER WINDOW SWITCH MELTED, SWITCH IS MELTED, HAS INTERNAL FAULT, NEEDS SWITCH.                      N2117, .5 BASE, .3 DIAG                      R&amp;R DRIVER WINDOW SWITCH, PROGRAM SWITCH, PROGRAM CODE A0478, TEST WINDOWS OK.                      N2117 .5 ADD .3 DIAG.                      Installed 25867005 :SWITCH (16263-CT) 1@244.80                      Sub Total: 312.19</p>	<p>67.39</p> <p>244.80</p>
<p>-----</p> <p>Please Note: A/R TO GM PRODUCT ALLOGATIONS GROUP                      WARRANTY LABOR RATE IS 84.24                      PART IS 244.80</p>	

**PAYMENT TERMS:** I agree to pay for the repairs I authorize, along with the necessary materials, in cash upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of repairs and materials. Storage fee \$15.00 per day, after 10 days or legal terms.

**CHARGES FOR DIAGNOSTIC AND PARTIALLY COMPLETED WORK:** If I authorize commencement repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

**SHOP SUPPLY COST:** A charge equal to 10% of the total cost of labor, not to exceed \$25.00, will be added to the Repair Order for shop supplies used in connection with the repair.

**WARRANTY STATEMENT AND DISCLAIMER:** PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR THE DEALERSHIP'S LIMITED WARRANTY.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control.

DATE: \_\_\_\_\_ Customer X \_\_\_\_\_

LABOR	67.39
PARTS	244.80
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	21.85
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>334.04</b>

January 8, 2013

[REDACTED]  
Grand Ridge, IL [REDACTED]

RE: Service Request: 71-1110873069  
2006 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNET16S766 [REDACTED]  
Customer Relationship Specialist: Rita

Dear [REDACTED]

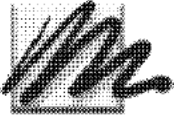
Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on September 26, 2012 and September 27, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



rita sanchez/Austin/GM1

10/01/2012 03:20 PM

To jeffrey.meracle@gm.com

cc

bcc

Subject 711110873069 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

*Customer Last Name* [REDACTED]  
*2006 Chevrolet Trail Blazer*  
*VIN 1GNET16S766* [REDACTED]  
*No involved dealer at this time.*

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

Best wishes,  
Rita Sanchez | CRS

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January 8, 2013

[REDACTED]  
Burlington, MD [REDACTED]

RE: Service Request: 71-1113094121  
2006 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNDS13SX62 [REDACTED]  
Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on October 3 and 4, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



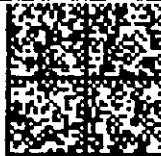
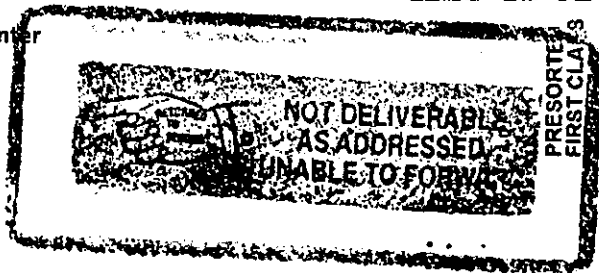
CHEVROLET

Customer Assistance Center

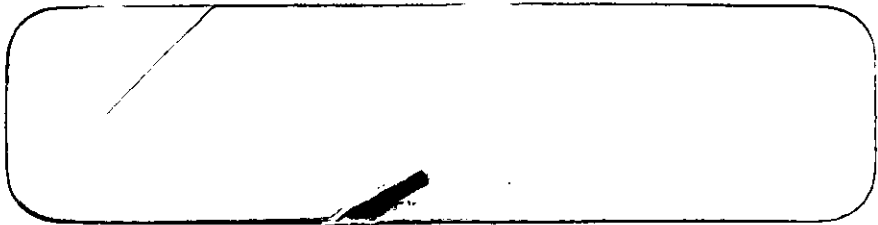
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232-5170

XX10-05-12

DET MI 48002 UNITED STATES POSTAGE



02 1M \$ 00.424  
0004271184 OCT 05 2012  
MAILED FROM ZIP CODE 48331



10-12 08:50 IN

2





October 5, 2012

[REDACTED]  
Burlington, MD [REDACTED]

Customer did not receive letter  
from GM.

RE: Service Request: 71-1113094121  
2006 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNDS13SX62 [REDACTED]  
Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on October 3 and 4, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

Dalia Rangel/Austin/GM1

10/04/2012 11:59 AM

To joseph.b.schroeriii@gm.com

cc

bcc

Subject 71-1113094121 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging flames coming from the door switch. This case is being escalated to ESIS because of thermal event.



*2006 Chevrolet Trailblazer*

*1GNDS13SX62* 

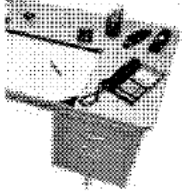
*Dealership, City, State (BAC) no dlr involved*

*Dealership Contact, Title/Position*

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

Best wishes,  
Dalia Rangel | CRS

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Faith Jackson/Austin/GM1

10/04/2012 11:42 AM

To dan.j.tarca@gm.com

cc

bcc

Subject Subject: 71-1113204093 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging that a product failure caused his vehicle's thermal event. This case is being escalated to ESIS because the customers vehicle was involved in a thermal event.

Ashe

2006 Chevrolet Trailblazer

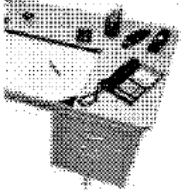
1GNDDT13S862 [REDACTED]

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

Best wishes,  
Faith Jackson | CRS

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Faith Jackson/Austin/GM1

10/12/2012 03:34 PM

To jason.runcie@gm.com

cc

bcc

Subject Subject: 71-1113701947 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a product failure caused a thermal event. This case is being escalated to ESIS because the customer vehicle was involved in a thermal event.

Bermudez

2007 Chevrolet Trailblazer

1GNDS13S372 [REDACTED]

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

Best wishes,  
Faith Jackson | CRS

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Lynda Eichorst/Austin/GM1

10/10/2012 12:02 PM

To james.t.karnosky@gm.com

cc

bcc

Subject 71-1114886389 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door panel caught on fire. This case is being escalated to ESIS because of a thermal event.

Oakley

2006 GMC Envoy

1GKET16S066 [REDACTED]

No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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Twitter

Dalia Rangel/Austin/GM1

10/09/2012 11:31 AM

To james.d.colip@gm.com

cc

bcc

Subject 71-1114909635 PAR Case Handled within BRC No Action  
Required

A product allegation claim has been made in your district. The customer is alleging smoke coming from the drivers side door switch.

[REDACTED]  
*2007 Chevrolet Trailblazer*  
*1GNDT13S972 [REDACTED]*  
*Pinkerton Chevrolet, Inc., Salem, VA (113736)*  
*Mike Adams, Svc Adv*

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

Best wishes,  
Dalia Rangel | CRS

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**Kellin  
Babbs/Austin/GM1**

10/09/2012 01:33 PM

To gary.cochrane@gm.com

cc

bcc

Subject 71 1114937268 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they were at a McDonald's drive-thru when a little bit of water from the snow dripped down onto their power window console area causing flames to come out. This case is being escalated to ESIS because of a thermal event.

Becker

2006 Chevrolet TrailBlazer

1GNET16S666 [REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

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Follow us on Twitter

January 8, 2013

[REDACTED]  
[REDACTED]  
Odd, WV [REDACTED]

Dear [REDACTED]

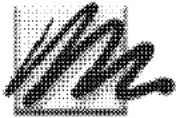
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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

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

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-1115429465



rita.sanchez/Austin/GM1

10/11/2012 06:04 PM

To: tony.dipiero@gm.com

cc

bcc

Subject: 711115481751 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

*Customer Last Name [REDACTED]  
2007 Chevrolet Trailblazer  
VIN 1GNDDT13S272 [REDACTED]  
No involved dealer at this time.*

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

Best wishes,  
Rita Sanchez | CRS

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Phone 866-790-5700 ext. 41345 | 866-857-3113 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



**Kellin  
Babbs/Austin/GM1**

10/16/2012 12:52 PM

To lisa.coggins@gm.com

cc

bcc

Subject 71-1115782431 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that their power window control switch caused the vehicle to go up in flames. This case is being escalated to ESIS because of a thermal event.

Farthing

2007 Chevrolet TrailBlazer

1GNDT13S872 [REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
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Phone: 866-790-5600 31460 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
Follow us on Twitter

Lynda Eichorst/Austin/GM1

10/17/2012 05:16 PM

To domingo.p.garcia@gm.com

cc

bcc

Subject 71-1115819539 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door panel caught on fire. This case is being escalated to ESIS because of a thermal event.

Villines

2007 Chevrolet TrailBlazer

1GNDT13S072

City Chevrolet L.L.C. Kansas City, MO (BAC 231232)

Brian Fronz, Service Manager

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

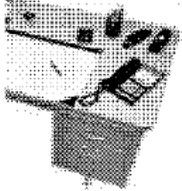
Lynda Eichorst

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Twitter





Faith Jackson/Austin/GM1

10/12/2012 01:21 PM

To jason.b.ralph@gm.com

cc

bcc

Subject Subject: 71-1115887071 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a product failure caused a thermal event. This case is being escalated to ESIS because a thermal event occurred with their vehicle.

Forston

2007 Chevrolet Trailblazer

1GNDS13S572 [REDACTED]

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

Best wishes,  
Faith Jackson | CRS

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

January 8, 2013

[REDACTED]  
Lake In The Hills, IL [REDACTED]

RE: Service Request: 71-1115924097  
2006 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNDS13S762 [REDACTED]  
Customer Relationship Specialist: Jose

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on October 15, October 16 and October 17, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION

(page 1 of 3)

Division: <u>CHEVY</u>	Ref# <u>71-116612403</u>	VIN: <u>1GNBS16516</u>
Claimant's Name (LAST, First)		
Inspected By: <u>Rick BerdeLow</u>	Organization: <u>BANNER CHEVROLET</u>	
Phone: <u>504-253-8454</u>	Inspection Date: <u>10-30-12</u>	Mileage at Inspection: <u>103191</u>

I: INSPECTION SUMMARY

Following the inspection, summarize the facts and observations:

FOUND L/F DOOR SWITCH MOUNTED

II: INTERVIEW - VEHICLE HISTORY

Note to the Inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Name, address & phone number of person being interviewed: \_\_\_\_\_

2. Prior collision damage? (date, description, etc.) \_\_\_\_\_

Repaired by: \_\_\_\_\_

3. Describe existing vehicle conditions at the time of the incident (e.g. warning lights "On", engine miss, etc.):

4. Repairs outside of warranty (what, when, by whom?): \_\_\_\_\_

5. Other vehicle history information (from person being interviewed or GM Warranty History)? \_\_\_\_\_

6. Last brake maintenance (date, description, by whom?): \_\_\_\_\_

**III: VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

- A. Exterior:
  - Front
  - Right side
  - Rear
  - VIN
  - Left side

Comments: \_\_\_\_\_  
\_\_\_\_\_

- B. Brakes:
  - Front assemblies
  - Rear assemblies with drums removed

Comments: \_\_\_\_\_  
\_\_\_\_\_

- C. Interior:
  - Instrument panel & odometer
  - List all driver electrical controls which are in the "On" position: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

- D. Underhood:
  - Engine compartment
  - Master cylinder and brake fluid reservoir
  - Brake lines and hoses
  - ABS/TCS Modulator

Comments: \_\_\_\_\_  
\_\_\_\_\_

- E. Underbody:
  - Scrapes or impact damage on the following:
    - Fuel tank
    - Tires/Wheels

Comments: \_\_\_\_\_  
\_\_\_\_\_

- F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: \_\_\_\_\_  
\_\_\_\_\_



(page 3 of 3)

Anything on vehicle which is a modification: \_\_\_\_\_  
\_\_\_\_\_

Other relevant information: \_\_\_\_\_  
\_\_\_\_\_

Other Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_




DUPLICATE 2 PAGE 1

  
 MERAUX, LA 

**BANNER CHEVROLET**

"WHERE CUSTOMERS SEND THEIR FRIENDS"  
 6950 CHEF MENTEUR HWY. (504) 242-5900  
 NEW ORLEANS, LOUISIANA 70128  
 www.bannerchevy.com  
 E-MAIL: chevyservice@bannersuto.com

SERVICE CONSULTANT **BILLY HALEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	R.O. #
30OCT12	31OCT12		1GNES16S166 		T3395		31OCT12	304760
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	PREPARED BY	SIC	
07:22	09:33	06	CHEVROLET TRAILBLAZE		05OCT05	528	528	

MILEAGE IN	MILEAGE OUT	LICENSE NO.
103187	103191	

TIME	TYPE	HOURS	LABOR UNIT	REPAIR	TOTAL	BUY	SALE	CONC.
A CUST STATES LEFT FRONT DOOR SWITCH STARTED SMOKING, SO CUST UNPLUGGED IT CAUSE: MELTED N2117 SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE 805 WAR4 0.80 78.60 78.60 2000 7860 1 25867005 SWITCH 306.77 244.80 244.80 17486 24480 17486 24480 2000 7860								
103191 DRIVER DOOR MODULE INTERNALLY SHORTED/MELTED!!! (N2117/0.5) (DIAG/0.3) 0.80 UPON INSPECTING DRIVER DOOR MODULE, FOUND MODULE INTERNALLY SHORTED/MELTED. REPLACED & PROGRAMMED DRIVER DOOR MODULE!! (GM OK'ED REPAIR UNDER WARRANTY)!!								
					TOTALS	19486	32340	0

<b>** PRE-INVOICE **</b>				DESCRIPTION	TOTALS	19486	32340	0
46200	7860	2000	528	LABOR AMOUNT	78.60	<small>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. YOU WILL BE ASSESSED A CHARGE FOR SHOP SUPPLIES used with ON RDT SHOP SUPPLIES WERE USED. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs made. In the event payment of invoice is not provided when due and claim is placed with an attorney for collection, attorney fee is fixed at 25% of amount due, minimum fee of \$35.00.</small>		
48000	24480	17486		PARTS AMOUNT	244.80	<b>DISCLAIMER OF WARRANTIES</b> <small>The Seller, BANNER CHEVROLET, hereby expressly declines all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BANNER CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicles.</small>		
26300	32340	*****		GAS,OIL, LUBE	0.00	SIGNED _____ TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
				SUBLET AMOUNT	0.00			
				MISC. CHARGES	0.00			
				SUB TOTAL	323.40			
				LESS INSURANCE	0.00			
				SALES TAX	0.00			
				PLEASE PAY THIS AMOUNT	323.40			

GM CASE NO.71-111612403  
 866-790-5600 EXT.11350  
 CHEVROLET WARRANTY LABOR RATE IS 98.24

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

WARRANTY COPY

January 8, 2013

[REDACTED]  
Somerset, KY [REDACTED]

RE: Service Request: 71-1116276312  
2006 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNDDT13SX62 [REDACTED]  
Customer Relationship Specialist: Jose

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on October 15 – October 17, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

# FAX

**To:** Joe General Motors **From:** [REDACTED]  
**Fax:** 866-270-0217 **Pages:** 5  
**Phone:** 866-790-5600 Ext: 11291 **Date:** 10.15.2012  
**Re:** Door Module **CC:**

Urgent  For Review  Please Comment  Please Reply  Please Recycle

**Comments:**

Joe! Here is copy of the letter that was sent to me from Chevrolet, and copies of my receipt.





Chevrolet  
P.O. Box 909989  
Milwaukee, WI 53209-9989

# SAFETY RECALL NOTICE

111 10001 10 010 1001 1000001 1000001 1000001 110 001 0011000 110 010

12180 1GNDS13S072 [REDACTED] 3 0021804

CLEVELAND, OH [REDACTED]



October 2012

*Joe*

*866-790-5600 E 11291*

Dear [REDACTED]

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

*Fax - 866-270-0287*

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2007 model year Chevrolet Trailblazer vehicles originally sold or currently registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

*Conf # 71-1116420885*

## IMPORTANT

- Your 2007 model year Chevrolet Trailblazer, VIN 1GNDS13S072 [REDACTED], is involved in safety recall 12180.

*30809*

**Why is your vehicle being recalled?**

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. It is advised that you park the vehicle outdoors until it has been remedied.

*866-790-5700 E 30809*

**What will we do?**

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will repair the driver door module. This service will be performed for you at **no charge**.





# GANLEY CHEVROLET, INC.

15315 Lorain Avenue · (216) 671-1620  
CLEVELAND, OHIO 44111

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Disclaims All Warranties, Either Express Or Implied Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

DATE ENTERED 20 DEC 11	YOUR ORDER NO.	DATE SHIPPED 20 DEC 11	INVOICE DATE 20 DEC 11	INVOICE NUMBER 194725
---------------------------	----------------	---------------------------	---------------------------	--------------------------

S  
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ACCOUNT NO. P99  
CASH SALE

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T  
O

PAGE 1 OF 1

SHIP VIA	SLSM. 333	B/L NO.	TERMS CASH	P.O.#.			
ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	25867005	16263 SWITCH 96	301.05	301.05	301.05
THANK YOU							NO REFUND AFTER 30 DAYS DUE TO OUR CORPORATION POLICY. ALL SALES \$10 OR LESS ARE CONSIDERED FINAL. 20% HANDLING CHARGE ON APPROVED RETURNS. NO REFUNDS ON ELECTRICAL OR SPECIAL ORDERED PARTS. NO REFUND WITHOUT THIS INVOICE.
<p>***** THANK YOU FOR CHOOSING *****</p> <p>***** GANLEY CHEVROLET *****</p> <p>***** OUR GOAL IS TO EXCEED YOUR *****</p> <p>***** " EXPECTATIONS " *****</p> <p>*KEYS CUT BY CODE ARE NOT GUARANTEED*</p>							
PARTS						301.05	
SUBLET							
FREIGHT						0.00	
SALES TAX						23.33	
TOTAL						524.38	

WANEY LUM STORE #1  
15315 LORAIN AVE  
CLEVELAND, OH 44111  
(216) 671-1620

**Sale**

Item 001  
Merchant ID: 000123789310  
Bank ID: 1340

12/23/11 12/06/26  
Batch#: 000214  
Retrieval Ref #: 000000094781780

MASTERCARD Entry Method: Swiped



Appr Code: 968152 Inv #: 202475

Total: \$ 244.38

Customer Care

CUSTOMER #: 34629

202475

GANLEY CHEVROLET, INC.

15315 Lorain Avenue · (216) 671-1620  
CLEVELAND, OHIO 44111

\*INVOICE\*



PAGE 1

CLEVELAND, OH  
HOME:  
BUS:

CONT  
CELL

SERVICE ADVISOR: 428 PAUL WOLANSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	CHEVROLET TRAIL BLAZ	1GNDS13S072		49829/49829	T777	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT10 DE			18:30 22DEC11			CASH	23DEC11
R.O. OPENED	READY	OPTIONS: STK:12516P DLR:28675 ENG:4.2_Liter_DOHC					
13:38 22DEC11	11:33 23DEC11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CLIENT STATES: REPROGRAM DRIVER'S DOOR SWITCH, CUSTOMER INSTALLED PART.							
34				DIAGNOSE AND REPAIR OPEN CIRCUIT #4141 AT REAR SEAT POWER SUPPLY		105.00	105.00
34				PROGRAM POWER DOOR MODULE PER CUSTOMER REQUEST		105.00	105.00
PARTS:	0.00	LABOR:	210.00	OTHER:	0.00	TOTAL LINE A:	210.00

\*\*\*\*\*

EST: 89.95 22DEC11 13:38 SA: 428

EST: 105.00 22DEC11 13:38 SA: 428

SHOP SUPPLIES

16.80

DEAR VALUED CUSTOMER, YOUR SATISFACTION IS OUR #1 PRIORITY. IN THE NEAR FUTURE YOU MAY BE SURVEYED REGARDING YOUR SATISFACTION WITH OUR SERVICE. IF YOU ARE "COMPLETELY SATISFIED" PLEASE ANSWER QUESTION #16 ACCORDINGLY. IF YOU ARE NOT PLEASE CONTACT JOHN MISCH, SERVICE MANAGER OR DAN ZEGARAC, SALES MGR. IMMEDIATELY



SERVICE & PARTS HOURS

Mon. & Thurs. 7:30 AM - 7:30 PM  
Tues., Wed., & Fri. 7:30 AM - 6:00 PM  
Saturday 8:00 AM - 4:00 PM

BODYSHOP HOURS

Monday - Friday 7:30 AM - 6:00 PM

Disclaimer of Warranties  
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order.) This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

DESCRIPTION	TOTALS
LABOR AMOUNT	210.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.80
TOTAL CHARGES	226.80
LESS INSURANCE	0.00
SALES TAX	17.58
PLEASE PAY THIS AMOUNT	244.38

CUSTOMER SIGNATURE

# FAX

**To:** Joe General Motors **From:** [REDACTED]  
**Fax:** 866-270-0217 **Pages:** 5 2  
**Phone:** 866-790-5600 Ext: 11291 **Date:** 10.15.2012  
**Re:** Door Module **CC:**

Urgent  For Review  Please Comment  Please Reply  Please Recycle

**Comments:**

Joe! Here is copy of the letter that was sent to me from Chevrolet, and copies of my receipt.

1a

# OHIO CERTIFICATE OF TITLE

## STATE OF OHIO ORIGINAL

No. 18 0592 7815

ISSUE DATE  
10/28/2015

JURISDICTION CUYAHOGA  
RESIDENT COUNTY CUYAHOGA

IDENTIFICATION NUMBER  
**1GNDS13S072**

PURCHASE PRICE  
**\$13,700.00**

YEAR 2007  
BODY TYPE SW  
MILEAGE 38,078

MAKE CHEV  
MODEL TRL  
OH 1806913155

NET  
**\$1,065.43**  
M/G BRAND ACTUAL

DESCRIPTION

OWNER  
[REDACTED]

PREVIOUS OWNER  
**GANLEY CHEVROLET INC**  
16316 LORAIN AVE  
CLEVELAND, OH 44111-0000

*FCL 2405*

PLATE NO. \_\_\_\_\_  
LICENSE EXPIRES 11/11/11  
TRANSFER ISSUED 11/11/11  
TRUCK WEIGHT \_\_\_\_\_  
Registrar of Motor Vehicles

18472633

18069251

VOID IF ALTERED

VOID IF ALTERED

LIEN DISCHARGE

Holder \_\_\_\_\_

by: \_\_\_\_\_

CLERK OF COURTS LIEN CANCELLATION

by: \_\_\_\_\_

Deputy Clerk

WITNESS MY HAND AND OFFICIAL SEAL THIS 28th DAY OF OCTOBER 2015 (SEAL)

7090290150

*Gerald E. Fuerst*



GERALD E. FUERST  
CLERK OF COURTS

7090290150

SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

Lynda Eichorst/Austin/GM1  
10/16/2012 11:47 AM

To bonnie.wojtasik@gm.com  
cc  
bcc  
Subject 71-1116460091 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging an electrical fire started inside the vehicle. This case is being escalated to ESIS because of a thermal event, insurance involvement and property damage.

Hostens  
2006 GMC Envoy  
1GKDS13S062 [REDACTED]  
No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter

**CERTIFIED MAIL**

**Progressive**

901 North Lake Destiny Road, Suite 200  
Maitland, FL 32751

d4501



91 7199 9991 7030 5668 0058



02 1M

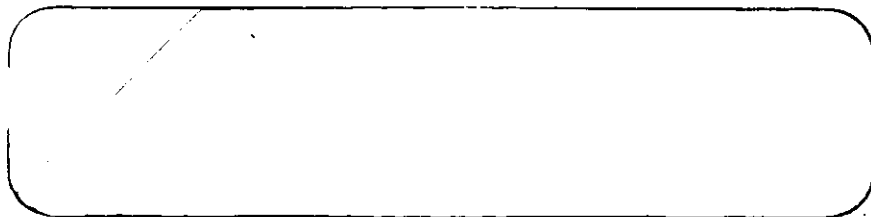
**\$ 04.55<sup>0</sup>**

0008001018 OCT 15 2012

MAILED FROM ZIP CODE 32789

10-19-12 A10:28 IN

**PROGRESSIVE**



4823245172 8051





October 12, 2012

CERTIFIED MAIL 91 7199 9991 7030 5668 0058

ATTN: Product Allegation/Recall Department  
GMC  
PO Box 33172  
Detroit, MI 48232

Re: **Policy Holder:** [REDACTED]  
**Claim Number:** [REDACTED]  
**Date of Loss:** 10/04/2012  
**VIN:** 1GKDS13S062 [REDACTED]  
**Vehicle:** 2006 GMC Envoy

Please consider this letter notice that the above captioned vehicle has been declared a total loss and placed on hold at the facility listed below.

**Insurance Auto Auction (IAA)**  
**2500 Adesa Dr**  
**Sanford, FL 32772**

Phone Number: 407-323-4090  
Stock Number: 10310101

An investigation into the cause of the loss is pending; our expert noted below will be completing an inspection of the vehicle to determine the specific cause of the fire loss.

**Jack Ward Fire Consultants**  
**PO Box 16467**  
**Jacksonville, FL 32245**

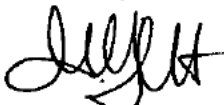
Phone Number: 407-454-2705

This notification is to allow GMC to attend this inspection and/or view the vehicle. If we do not receive a response within 30 days of this letter, the inspection of the vehicle will be completed on November 14, 2012 at 09:00 A.M. EST.

This letter is also notice to GMC of Progressive American Insurance Company's subrogation rights in this matter.

If there are questions, please feel free to contact me at the number listed below.

Sincerely,



Morielle Haight  
Claims Adjuster  
407-949-3767

January 8, 2013

[REDACTED]  
Durand, MI [REDACTED]

Service request: 71-1116556248

Vehicle Identification Number: 1GNDS13S662 [REDACTED]

Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. Unfortunately, our attempts to reach you by phone on October 15 and October 16, 2012 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

Please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors

cc: FILE

PA0005  
V10202009

January 8, 2013

[REDACTED]  
Durand, MI [REDACTED]

RE: Service Request: 71-1116556248  
2006 TrailBlazer  
Vehicle Identification Number: 1GNDS13S662 [REDACTED]  
Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for taking the time to contact General Motors regarding your vehicle. I am aware of the concern you are having with your 2006 TrailBlazer; however, I have been unsuccessful in my attempts to reach you. At your earliest convenience, please contact the General Motors Product Allegation Resolution Assistance Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Dalia.

Thank you for giving General Motors this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with General Motors Product Allegation Resolution Department.

Sincerely,

General Motors

cc: FILE

PA0011  
V10202009

Dalia Rangel/Austin/GM1

10/17/2012 09:53 AM

To david.achino@gm.com

cc

bcc

Subject 71-1116556248 PAR Case Handled within BRC No Action  
Required

A product allegation claim has been made in your district. The customer is alleging the drivers side door switch burned.

[REDACTED]

*2006 Chevrolet Trailblazer*

*1GNDS13S662* [REDACTED]

*Dealership, City, State (BAC) no dlr involved*

*Dealership Contact, Title/Position*

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



**Kellin  
Babbs/Austin/GM1**  
10/15/2012 06:51 PM

To julious.s.lary@gm.com  
cc  
bcc  
Subject 71 1116629762 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging a thermal event occurred while driving pertaining to the window module. This case is being escalated to ESIS because of a thermal event.

Hogart

2006 Chevrolet TrailBlazer

1GNDDT13S362 [REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

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

Lynda Eichorst/Austin/GM1

10/16/2012 02:05 PM

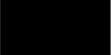
To neil.c.wright@gm.com

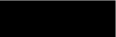
cc

bcc

Subject 71-1116739605 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging an electrical fire started inside the door panel. This case is being escalated to ESIS because of a thermal event.

  
2006 Chevrolet TrailBlazer

1GNDT13S562 

Emerson Chevrolet Buick, Inc. Auburn, ME (BAC 114984)

Wallace Miller, Service Advisor

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day

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

Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com) | Follow us on  
Twitter



**Kellin  
Babbs/Austin/GM1**  
10/16/2012 10:31 AM

To keith.p.hart@gm.com  
cc  
bcc  
Subject 71 1116748327 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that their door went up in flames from the power window controls. This case is being escalated to ESIS because of a thermal event.

Cru

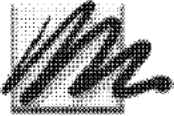
2007 GMC Envoy

1GKDT13S472 [REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

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



rita.sanchez/Austin/GM1

10/16/2012 07:44 PM

To jay.townsend@gm.com

cc

bcc

Subject 711116892466 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

*Customer Last Name* [REDACTED]

*2006 Chevrolet Blazer*

*VIN 1GNET13H462* [REDACTED]

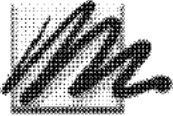
No involved dealer at this time.

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

Best wishes,  
Rita Sanchez | CRS

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rita sanchez/Austin/GM1

10/16/2012 03:02 PM

To Rhonda.Greene@gm.com

cc

bcc

Subject 711116935942 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because reimbursement regarding a thermal event.

*Customer Last Name [REDACTED]  
2006 GMC Envoy  
VIN 1GKDT13S862 [REDACTED]  
No involved dealer at this time*

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

Best wishes,  
Rita Sanchez | CRS

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**Kellin  
Babbs/Austin/GM1**

10/17/2012 06:29 PM

To zachary.b.winters@gm.com

cc


bcc

Subject 71 1117160371 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they were driving when rain got into their driver window console causing flames. The customer has had their insurance company pay out and cover this. They received a recall letter and are seeking their money back that they paid on their deductible. This case is being escalated to ESIS because of a thermal event.

Morrow

2006 GMC Envoy

1GKDT13S062 

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

Respectfully,  
Kellin Babbs I CRS

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Follow us on Twitter

Dalia Rangel/Austin/GM1

10/15/2012 10:28 AM

To harry.o.albert@gm.com

cc

bcc

Subject 71-1117173396 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging flames coming from the drivers side door switch. This case is being escalated to ESIS because of thermal event.



*2006 Chevrolet Trailblazer  
1GNDS13S562 [REDACTED]  
Dealership, City, State (BAC) no dlr involved  
Dealership Contact, Title/Position*

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

Best wishes,  
Dalia Rangel | CRS

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January 8, 2013

[REDACTED]  
Marcellus, NY [REDACTED]

RE: Service Request: 71-1117221539  
2007 GMC Envoy  
Vehicle Identification Number: 1GKDT13S772 [REDACTED]  
Customer Relationship Specialist: Dalia

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2007 GMC Envoy. We apologize we were unable to successfully reach you by phone on October 18<sup>th</sup> and 19<sup>th</sup> 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

Dalia Rangel/Austin/GM1

10/19/2012 04:38 PM

To shawn.andren@gm.com

cc

bcc

Subject 71-1117221539 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging flames coming from the drivers side door switch. This case is being escalated to ESIS because of thermal event.

[REDACTED]

*2007 GMC Envoy*

*1GKDT13S772* [REDACTED]

*no dlr involved*

*Dealership Contact, Title/Position*

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

Best wishes,  
Dalia Rangel | CRS

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January 8, 2013

[REDACTED]  
Orlando, FL [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-1117336226



**Kellin  
Babbs/Austin/GM1**

10/17/2012 06:05 PM

To nancy.baird@gm.com

cc

bcc

Subject 71 1117337925 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that they were driving with their son when they noticed smoke coming out of the window console of the driver side door followed by red flames. This case is being escalated to ESIS because of a thermal event.

Johnson

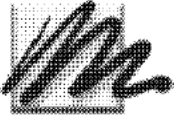
2006 Chevrolet TrailBlazer

1GNDS13S562 [REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

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Follow us on Twitter



rita sanchez/Austin/GM1

10/18/2012 02:14 PM

To marc.lathan@gm.com

cc

bcc

Subject 711117487471 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

*Customer Last Name* [REDACTED]

*2006 Chevrolet Trailblazer*

*VIN 1GNDT13S662* [REDACTED]

*Automall Imports L.L.C.*

*Roberto Peralta - service advisor*

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

Best wishes,  
Rita Sanchez | CRS

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CTCS306542

CTCS306542

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway  
BAYSHORE, NY 11706  
(631) 665-0002



NYS R/S NUMBER 7080197



0801ICTCS306542

CELL 06 147178

CUSTOMER NO. <b>466936</b>	ADVISOR <b>GENERAL ADVISOR</b>	2488	TAG NO. <b>W855</b>	INVOICE DATE <b>01/30/12</b>	INVOICE NO. <b>CTCS306542</b>
	LABOR RATE <b>120.00</b>		MILEAGE <b>59,416</b>	COLOR <b>/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/CHEVROLET TRUCK/TRAILBLAZER/4DR 4</b>			DELIVERY DATE	DELIVERY MILES
EAST ISLIP, NY	VEHICLE I.D. NO. <b>1 G N D T 1 3 S 6 6 2</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO. <b>2460</b>	R.O. DATE <b>01/30/12</b>	REPRINT# <b>1</b>
BUSINESS PHONE	COMMENTS				<b>MO: 59416</b>

**LABOR & PARTS**  
**J# 1 40CVZ**      ACCESSORIES      TECH(S):2460      114.00  
 CUST STATES DRIVER MASTER SWITCH INOP. CUSTOMER REPLACED SWITCH. NOTHING IS WORKING. NEEDS SWITCHED PROGRAMMED TO OPERATE WINDOWS, LOCKS ETC  
 TECH FOUND BLOWN FUSE FOR DRIVER SIDE MASTER SWITCH (DDM)  
 TECH REPLACED FUSE AND REPROGRAMMED DDM. CODE A2171

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12092079	FUSE 8.965	5.62	5.62
				JOB # 1 TOTAL PARTS	5.62
				JOB # 1 TOTAL LABOR & PARTS	119.62

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**LIMITED EXPRESS WARRANTY**  
 Warranty on GENUINE GM Parts  
 Installed Is 12 months or 12000 miles.  
 All other parts and labor Is covered for 90 days or 4000 miles, whichever comes first.  
 The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$114.00 (+TAX)  
 COMMENTS  
 WAIT

WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.  
 THE FOLLOWING ARE NOT COVERED BY WARRANTY  
 FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION.  
 TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION.  
 THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage  
 \*\*\*\*\*

TOTAL LABOR....	114.00
TOTAL PARTS....	5.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.32
<b>TOTAL INVOICE \$</b>	<b>129.94</b>

In an ever increasing need to reduce paper consumption, we are asking that you provide us with your email address so we may contact you regarding upcoming factory recalls, service specials and/or an effort to receive your overall satisfaction input regarding our Service Department.  
 WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

Email Address:.....  
 With your help, we can look forward to a greener future!!

YOUR SATISFACTION IS OUR TOP PRIORITY!

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

*Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.*  
**THANK YOU**

Storage fee of \$20.00 per day applies if vehicle is not picked up within 24 hrs of completion.



**Kellin  
Babbs/Austin/GM1**

10/18/2012 01:42 PM

To christopher.t.munger@gm.com

cc

bcc

Subject 71-1117820008 PAR Case Sent to ESIS No Action  
Required

A product allegation claim has been made in your region. The customer is alleging that the window console went up in flames causing the circuit board to not work. This case is being escalated to ESIS because of a thermal event.

[REDACTED]  
2007 GMC Envoy

1GKDT13S972 [REDACTED]

Barlow Automotive Llc. Manahawkin NJ [REDACTED]  
[REDACTED]

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

Respectfully,  
Kellin Babbs I CRS

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Follow us on Twitter

Lynda Eichorst/Austin/GM1

10/22/2012 10:54 AM

To gordon.simmons@gm.com

cc

bcc

Subject 71-1117935982 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.

[REDACTED]  
2006 Chevrolet TrailBlazer

1GNDT13S262 [REDACTED]

No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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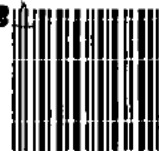
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CERTIFIED MAIL™



BIRMINGHAM AL 350

19 OCT 2012 P 3



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OCT 19, 12  
AMOUNT

\$5.75

00055738-15

7009 2820 0001 5197 3918

1000

48232  
10-22-12 A11:28

Calera, AL

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

48232517070



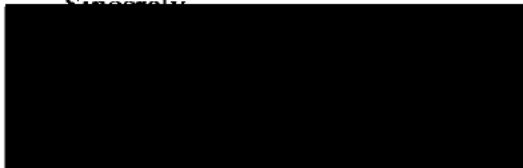
Customer Assistance Center,

On October 15, 2012, my wife and two daughters began to smell a burning odor from the driver's side door of our 2007 Chevrolet Trailblazer. They were almost home so I went to check out the issue. The smell was a very strong burning odor so I took off the inside door handle and immediately saw a large black area in the white foam found inside the door. I continued to investigate and discovered that the window switch had burnt. The window switch and circuit board had places that it had melted. This was a very frightening experience especially since my wife and two daughters, ages 2 year old and 8 months old, were in the Trailblazer during the incident. Some rain had touched the inside door that morning but should not have caused the window switch and circuit board to burn.

The next day, I purchased another window switch but it did not work. I then called your customer assistance center for help because I had recently gotten a letter about a potential safety recall. The customer center representative told me to go to Ivan Leonard Chevrolet in Hoover, AL for a diagnostic check. I met with Steve Bailey, Service Consultant, and he told me that the window switch could not be fixed until GM found a solution. I assume that Ivan Leonard Chevrolet does not want to fix the window switch with the liability of this same incident happening again. Later that day, your customer center representative told me that my only option was to wait for a second safety recall letter. This is troubling since my wife has to drive a vehicle without a working window and with the fear that a fire could start because of "fluid entering the driver's door module".

I am writing you because I am deeply concerned and troubled about this incident. I am a committed GM customer; both of our vehicles are Chevrolets. But, my wife is forced to drive and my two daughters must ride in this Trailblazer until a solution is found. Our second vehicle is a Chevrolet truck but it cannot hold two car seats. I strongly ask GM to find a solution quickly. I cannot put my family in danger because of a vehicle that I bought and had confidence in because of the General Motors reputation. I want to continue being a General Motors customer but this situation is very serious and cause for great concern. It definitely causes me to question the quality of your vehicle. Please respond and let me know of any assistance that you could give me in this matter. I have included eight pictures of the incident.

Sincerely,



Calera, AL

Service # 71-1117987733  
GM Recall # 12180-1

This is the first letter sent to GM on October 19, 2012 regarding this incident.

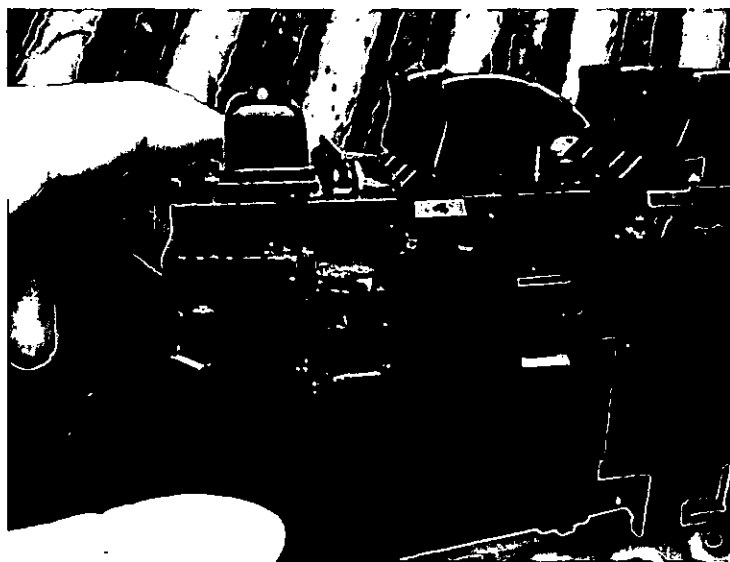
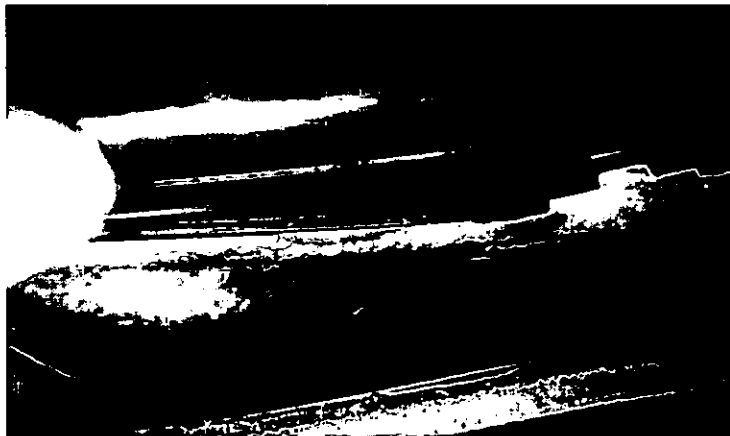
**Chevrolet Trailblazer  
2007**

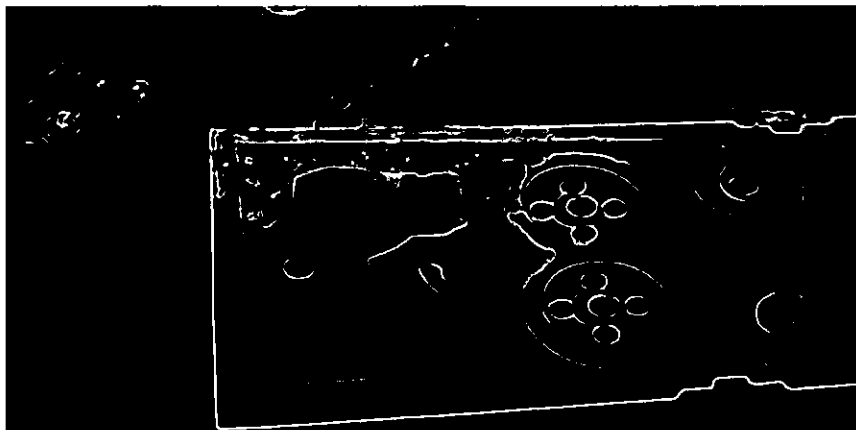
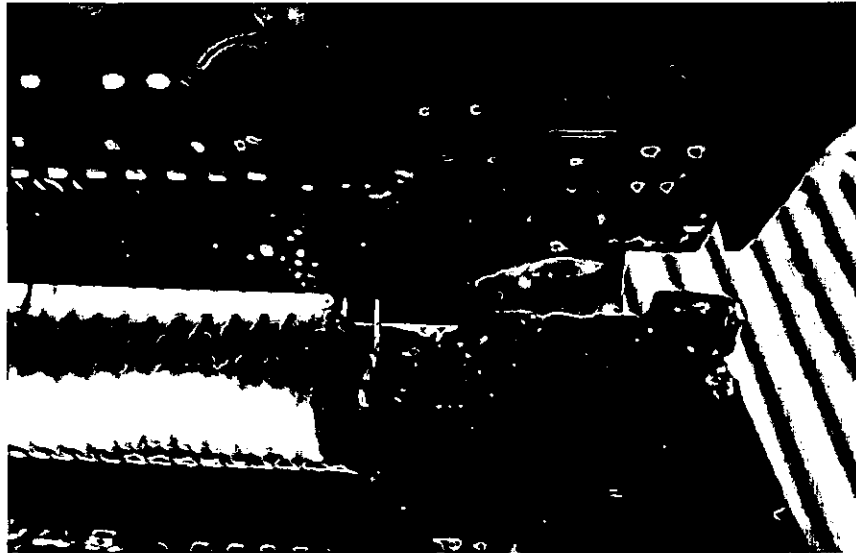
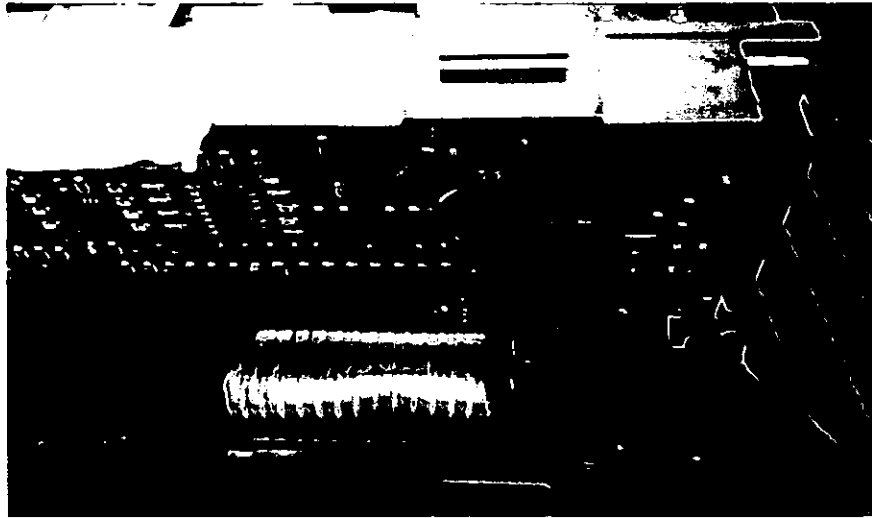
**This incident happened on 10/15/2012**

Driver's side door after Window Switch burnt while my wife was driving with our two daughters. (2 year old and 8 month old).

[REDACTED] or [REDACTED]









Lynda Eichorst/Austin/GM1

10/22/2012 01:39 PM

To jerry.w.bryant@gm.com

cc

bcc

Subject 71-1118025245 PAR Case Sent to ESIS. No Action  
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.

[REDACTED]  
2006 Chevrolet TrailBlazer  
1GNES16S366 [REDACTED]  
No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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**Kellin  
Babbs/Austin/GM1**

10/18/2012 05:50 PM

To david.hurtjr@gm.com

cc derek.dean@gm.com

bcc

Subject 71 1118167915 PAR Recommended Denial BRM  
Approval Required

A recent product allegation claim was made in your region. The customer alleged that they were driving with their wife when they noticed smoke coming out of the window console. They took the vehicle to a GM dealers and declined the repairs resulting in repair from an independent. They have received a recall letter and are requesting a reimbursement.

Siegmeister

2007 GMC Envoy

1GKDT13S972 [REDACTED]

Norman Gale Buick GMC Corp Cedar Knolls NJ 116921

(973) 267-1100

PAR is recommending a denial to resolve the customer's claim in which that the incident happened too long ago for an inspection to be done on the part to identify if the repair done was in fact what was necessary for the recall coming out. Please respond with your approval. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Respectfully,  
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 31460 I Fax: 866-311-2784 I [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)  
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**Kellin  
Babbs/Austin/GM1**

10/18/2012 05:41 PM

To derek.dean@gm.com

cc

bcc

Subject 71 1118167915 PAR Case Handled within BRC No  
Action Required

A product allegation claim has been made in your district. The customer is alleging that they were driving with their wife when they noticed smoke coming out of the window console. They took the vehicle to a GM dealers and declined the repairs resulting in repair from an independent. They have received a recall letter and are requesting a reimbursement.

Siegmeister

2007 GMC Envoy

1GKDT13S972 [REDACTED]

Norman Gale Buick GMC Corp Cedar Knolls NJ 116921

(973) 267-1100

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

Respectfully,  
Kellin Babbs I CRS

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Follow us on Twitter



**david.hurtjr@gm.com**

10/18/2012 05:53 PM

To "Kellin Babbs" <kellin\_babbs@gmexpert.com>

cc

bcc

Subject Re: 71 1118167915 PAR Recommended Denial BRM Approval Required

I agree with denial request. DHH BRM

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

From: kellin\_babbs

Sent: 10/18/2012 05:50 PM AST

To: David Hurt Jr.

Cc: Derek Dean

Subject: 71 1118167915 PAR Recommended Denial BRM Approval Required

A recent product allegation claim was made in your region. The customer alleged that they were driving with their wife when they noticed smoke coming out of the window console. They took the vehicle to a GM dealers and declined the repairs resulting in repair from an independent. They have received a recall letter and are requesting a reimbursement.

Siegmeister

2007 GMC Envoy

1GKDT13S972 [REDACTED]

Norman Gale Buick GMC Corp Cedar Knolls NJ 116921

(973) 267-1100

PAR is recommending a denial to resolve the customer's claim in which that the incident happened too long ago for an inspection to be done on the part to identify if the repair done was in fact what was necessary for the recall coming out. Please respond with your approval. Once we receive it, the decision will be relayed to the customer and the involved dealership.

Respectfully,  
Kellin Babbs I CRS

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Dalia Rangel/Austin/GM1

10/30/2012 03:28 PM



To walter.toffolo@gm.com

cc

bcc

Subject 71-1122133997 PAR Case Handled within BRC No Action  
Required

A product allegation claim has been made in your district. The customer is alleging the drivers door switch melted.

  
*2006 Chevrolet Trailblazer*  
1GNET16M766   
*Fletchs, Inc., Petoskey, MI (119356)*  
*Charlie Brecheisen, Svc Adv*

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

Best wishes,  
Dalia Rangel | CRS

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Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

dkrzic1

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Phone: (877) 818-0139  
Fax: (888) 792-5922

January 13, 2011

ESIS/GM  
PO BOX 300  
MAIL CODE 482 C19 B61  
DETROIT MI 48265

RECEIVED  
JAN 19 2011  
ESIS-GM CLAIMS UNIT

Type of Loss: ELECTRICAL MALFUNCTION CAUSED VEHICLE DAMAGE  
VIN/DOT Number: 1GKET63M462 [REDACTED]  
Year: 2006  
Make: GMC  
Model: ENVOY  
Your Claim No: UNKNOWN  
Our Insured: [REDACTED]  
Address: [REDACTED] NOBLESVILLE, IN [REDACTED]  
Our Claim No: [REDACTED]  
Date of Loss: 12-16-10  
Damages: \$ 17,634.67

#### NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Paloverde Insurance Co. damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$17,634.67 to my attention, payable to "Progressive Paloverde Insurance Co., as subrogee of [REDACTED], and remit to the following address:

Progressive-Subro  
24344 Network Place  
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

**STACEY STANKUS**  
Subrogation Representative  
Progressive Paloverde Insurance Co.  
440.603.7533  
Fax (888) 792-5922  
Stacey\_stankus@progressive.com  
Enclosure

# 5

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

January 31, 2011

Progressive Insurance  
Attention: Stacey Stankus  
24344 Network Place  
Chicago, IL 60673-1243

RE: Claimant: [REDACTED]  
Our File No.: 723759  
Our Client: General Motors LLC  
Date/Event: 12/16/10  
Subject vehicle: 2006 GMC Envoy  
VIN: 1GKET63M462 [REDACTED]

Dear Ms. Stankus:

I am responding to your subrogation demand in which you requested reimbursement for monies paid out to your insured, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Indiana is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 2/28/2006, and this statute would have expired on 2/28/2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Eric Wilt  
Claims Administrator



dkrzic1

**PROGRESSIVE**

Payment Address  
Progressive-Subro  
24344 Network Place  
Chicago, IL 60673-1243

Document Address  
P.O. Box 89440  
Cleveland, OH 44101

Phone: (877) 818-0139  
Fax: (888) 792-5922

January 13, 2011

ESIS/GM  
PO BOX 300  
MAIL CODE 482 C19 B61  
DETROIT MI 48265

**RECEIVED**

JAN 19 2011

ESIS-GM CLAIMS UNIT

Type of Loss: ELECTRICAL MALFUNCTION CAUSED VEHICLE DAMAGE  
VIN/DOT Number: 1GKET63M462 [REDACTED]  
Year: 2006  
Make: GMC  
Model: ENVOY  
Your Claim No: UNKNOWN  
Our Insured: [REDACTED]  
Address: [REDACTED] NOBLESVILLE, IN [REDACTED]  
Our Claim No: [REDACTED]  
Date of Loss: 12-16-10  
Damages: \$ 17,634.67

**NOTICE OF SUBROGATION CLAIM**

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Please acknowledge receipt of my subrogation demand and forward your payment of \$17,634.67 to my attention, payable to "Progressive Paloverde Insurance Co., as subrogee of [REDACTED]", and remit to the following address:

Progressive-Subro  
24344 Network Place  
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

**STACEY STANKUS**  
Subrogation Representative  
Progressive Paloverde Insurance Co.  
440.603.7533  
Fax (888) 792-5922  
Stacey\_stankus@progressive.com  
Enclosure



Progressive Paloverde Insurance Co  
5975 CASTLE CREEK PKWY  
SUITE 400  
INDIANAPOLIS, IN 46250  
(317) 594-6603

## Total Loss Settlement Report

Date: 1/13/2011  
Owner: [REDACTED]  
Vehicle: 06 GMC ENVOY  
VIN: 1GKET63M462 [REDACTED]

Prepared by: KALOW HUFF  
Claim Number: [REDACTED]  
Date of Loss: 12/16/2010  
Adjuster License:

### Important information regarding your settlement offer and explanation of Actual Cash Value (ACV)

We would like to inform you that we have made a determination regarding the total loss of your vehicle. Our settlement is based upon evaluation of your vehicle's actual cash value. If a lien holder is involved, the payment to you may change based upon the exact payoff amount of your loan. In order to determine your vehicle's actual cash value, we have performed a detailed evaluation of the vehicle's condition and probable value immediately prior to the loss.

We will demonstrate how we arrived at this amount so you may be confident that our value is fair and reasonable in the current local market. We will include applicable taxes and fees when required by law. Our settlement, less any applicable deductible amount, is contingent upon our receipt of a "clean" title with no liens attached.

In most cases, we will also collect and arrange for the disposition of your damaged vehicle. We will need the actual title for the vehicle in order to complete this process. You may retain the vehicle salvage in some instances. Please note we make the appropriate deduction for the salvage amount when presenting our settlement offer to you. Additional titling requirements may also need to be completed.

If you disagree with our valuation of your vehicle's actual cash value, we will consider your opinion and may revise our determination if credible information is presented to us. If you are insured with us and the amount of the vehicle's actual cash value remains in dispute, either party may request to proceed under the Appraisal section of your insurance policy contract. Please refer to your policy contract for more detailed information on the Appraisal process.

dkrzic1

To determine the Actual Cash Value (ACV) of your vehicle, we will:

- **Determine the baseline value**

- **Make adjustments to account for any excessive wear and tear and/or prior damage**

The local market value does not take into consideration your particular vehicle's condition, unrepaired prior damage or excess wear and tear. We will itemize and estimate the cost of repairs and work that would make your vehicle comparable to the market value determined. We may add or subtract for generalized "dealer prep" or reconditioning charges if the vehicle requires adjustment. We may ask you to provide information about the vehicle that is not readily apparent by inspecting it, such as general maintenance and repair history, title history and title status (such as clean or rebuilt salvage).

- **Include the value of extraordinary refurbishments or repairs**

Vehicles in exceptionally clean condition may appraise higher than retail value. We also consider the cost and value of recent refurbishments. In general, though, refurbishment or recent replacement of maintenance type items does not increase the value of the vehicle, because those items are assumed in the value; they are expected to be in place and in good condition when a vehicle is sold.

dkrzie1

1	<b>Baseline Value</b>	<b>\$16,481.00</b>
2	Preexisting Damage \$0.00 X 0.00 %	\$0.00
3	Condition Adjustment	\$0.00
4	Refurbishment(s)	\$0.00
5	Custom Parts & Equipment	\$0.00
6	<b>Actual Cash Value</b>	<b>\$16,481.00</b>
7	Fees	\$0.00
8	Taxes INDIANA TAX \$16,481.00 X 7.00 % = \$1,153.67 Taxes applied to settlement	\$1,153.67
9	<b>Net Settlement</b>	<b>\$17,634.67</b>
10	Deductible	(\$2,000.00)
11	<b>Total Settlement</b>	<b>\$15,634.67</b>

dkrzie1

---

Lien Holder Account Balance (Amount You Owe)

CHASE BANK Payoff as of 1/20/2011 \$15,593.79

\$15,593.79

---

Net to Owner

\$40.88

---

dkrzie1  
 Vehicle Summary With N.A.D.A. Values  
 N.A.D.A. Official Used Car Guide  
 Evaluation Date: Wednesday, January 05, 2011

Guide Edition: Central Used Car Guide - December 2010

Vehicle Description: 2006 GMC LIGHT DUTY  
 Envoy-V8 - Utility 4D Denali 4WD

VIN: 1GKET63M462 [REDACTED]  
 MSRP: \$38,685 Weight: 4,791 pounds

<u>Accessories:</u>	<u>Selected Accessories</u>	<u>Retail</u>	<u>Trade</u>	<u>Loan</u>
Bose Premium Stereo	X	w/body	w/body	w/body
Fixed Running Boards		\$150	\$125	\$125
Leather Seats	X	w/body	w/body	w/body
Luggage Rack		\$75	\$50	\$50
Navigation System		\$900	\$800	\$800
Power Seat	X	w/body	w/body	w/body
Power Sunroof	X	\$575	\$500	\$500
Rear Entertainment System	X	\$675	\$600	\$600
Snow Plow Pkg./Plow		\$1,125	\$1,000	\$1,000
Towing/Camper Pkg	X	\$175	\$150	\$150
Winch		\$300	\$250	\$250

	<u>Retail</u>	<u>Trade</u>	<u>Loan</u>
N.A.D.A Base Values	\$18,525	\$15,100	\$13,600
Mileage Value @ 102,000 miles	-\$1,450	-\$1,450	-\$1,450
Accessories Values*	\$1,425	\$1,250	\$1,250
<b>N.A.D.A. Adjusted Values</b>	<b>\$18,500</b>	<b>\$14,900</b>	<b>\$13,400</b>

\*This Accessories Value reflects the sum of the accessories selected for the vehicle.

These current N.A.D.A. values are furnished under license from NADASC.

All Values Copyright © NADASC 2011

CMSD2340 /CMSM2340

P O L I C M A N  
CLAIM PAYMENT INQUIRY

JAN 13 11 - 10:57

OPID: DRW0015

TERMID: ?019

INSD: [REDACTED]

POL [REDACTED]-0

DOL : DEC 16 10 IN-INFRTH-GRP-

CLM: [REDACTED] ACTIVE

REP: K HUFF

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

40.88

LINE 1 [REDACTED] ONLY\*\*\*\*\*

LINE 2:

LINE 3:

ADDRESS: [REDACTED]

CITY: NOBLESVILLE

ST/PR\* IN ZIP/CPC: [REDACTED]

CNTRY\* USA

IN PAYMENT OF: COMP- F/F STTMT OF T/L, 06 GMC LESS \$2K DED, P/O/S

1099 ? N FEDERAL TAX ID:

LAST UPDT REP: KDH0017

CDS CODE \* 13 PCL EFT TRACE #:

ISSUING REP: K HUFF

BANK CODE\* AS2 ISSUE DATE : JAN 11 11

APPROVED BY:

STATE \* IN AREA \* 029

REVIEW DATE: 00 00

STOP RSN \* DRAFT # : 468901638

REVIEWED BY:

COMMAND:

CMSD2340 /CMSM2340

P J C M A N

JAN 13 11 - 10:57

OPID: DRW0015

CLAIM PAYMENT INQUIRY

TERMID: ?019

INSD: [REDACTED]

POL: [REDACTED]

DOL : DEC 16 10 IN-INFRTN-GRP-

CLM: [REDACTED]

ACTIVE

REP: K HUFF

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

15,593.79

LINE 1: CHASE AUTO FINANCE, ONLY\*\*\*\*\*

LINE 2: ATTN- INSURANCE PAYOFF\*\*\*\*\*

LINE 3:

ADDRESS: [REDACTED]

CITY: FORT WORTH

ST/PR\* TX ZIP/CPC: [REDACTED]

CNTRY\* USA

IN PAYMENT OF: COMP- PAYOFF, 06 GMC, TOTAL BURN, P/O/S

1099	? N	FEDERAL TAX ID:	LAST UPDT REP: KDH0017
CDS CODE *	13 PCL	EFT TRACE #:	ISSUING REP: K HUFF
BANK CODE*	AS2	ISSUE DATE : JAN 11 11	APPROVED BY: J WONG
STATE *	IN	AREA * 029	REVIEW DATE: 00 00
STOP RSN *		DRAFT # : 468901637	REVIEWED BY:

COMMAND:



dkrzic1



**GM**

**MFD BY GENERAL**

**GVWR**  
**2722KG(6001LB)**

**GAWP**  
**1338KG(2950LB)**

**THIS VEHICLE CONFORMS TO ALL APPLICABLE  
VEHICLE SAFETY AND THEFT PREVENTION  
REGULATIONS. THE DATE OF MANUFACTURE SHOWN ABOVE IS THE DATE OF MANUFACTURE.**

**1GKET63M462**

**TYPE: I**

**MODEL: T15506**

<b>TPNE</b>	<b>TIRE SIZE</b>	<b>SPEED RTG</b>	<b>RIM</b>
<b>FRT</b>	<b>P245/60R18</b>	<b>S</b>	<b>18X8J</b>
<b>RR</b>	<b>P245/60R18</b>	<b>S</b>	<b>18X8J</b>
<b>SPA</b>	<b>P245/65R17</b>	<b>S</b>	<b>17X7J</b>

**SEE OWNER'S MANUAL FOR MORE INFO**

dkrzic1

11-6-2010

Miles

10,177

Castrol 10-30

Ipura Filter PH 350G

dkrzic1



dkrzic1



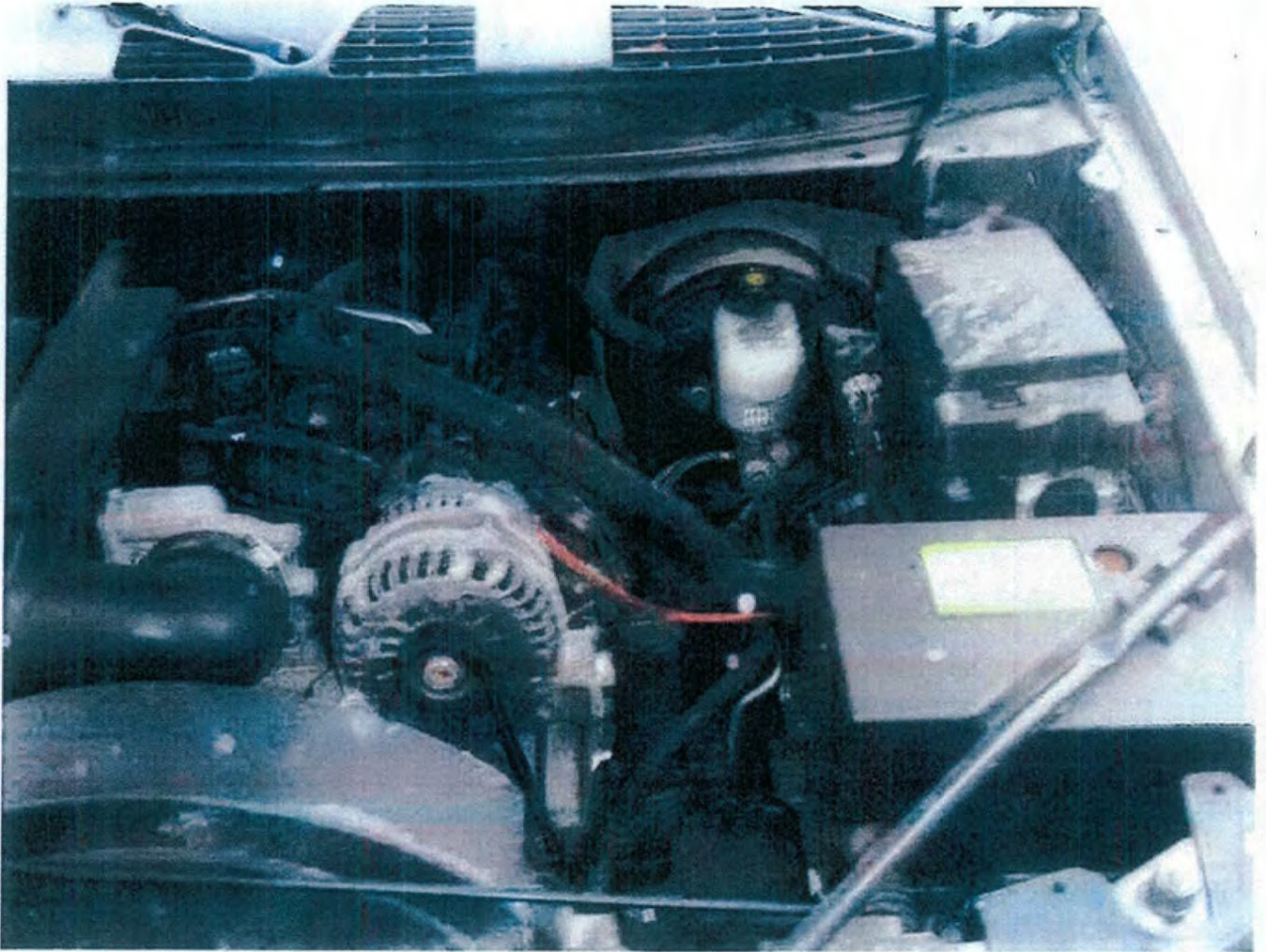
dkrzic1



dkrzic1



dkrzic1

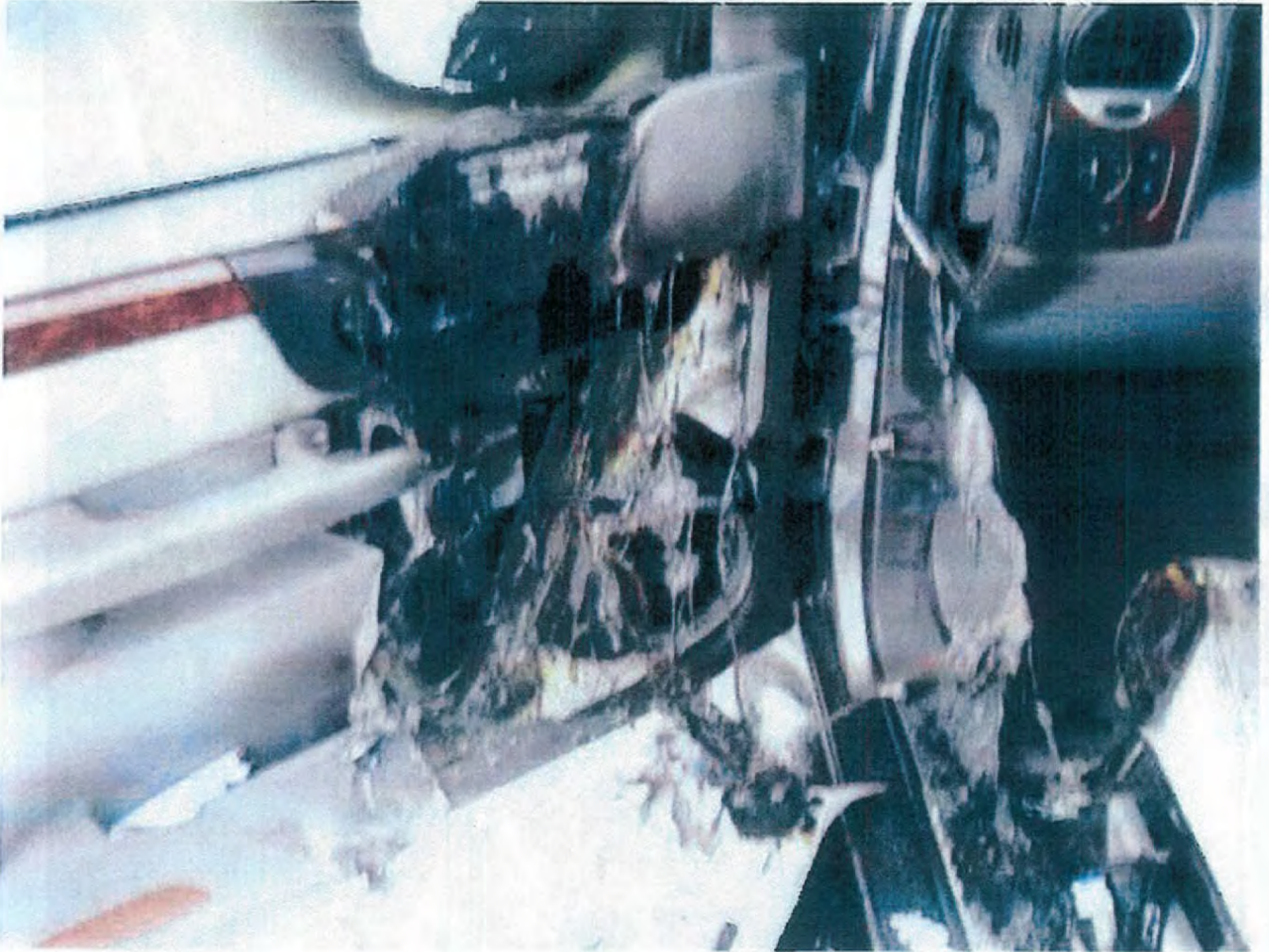


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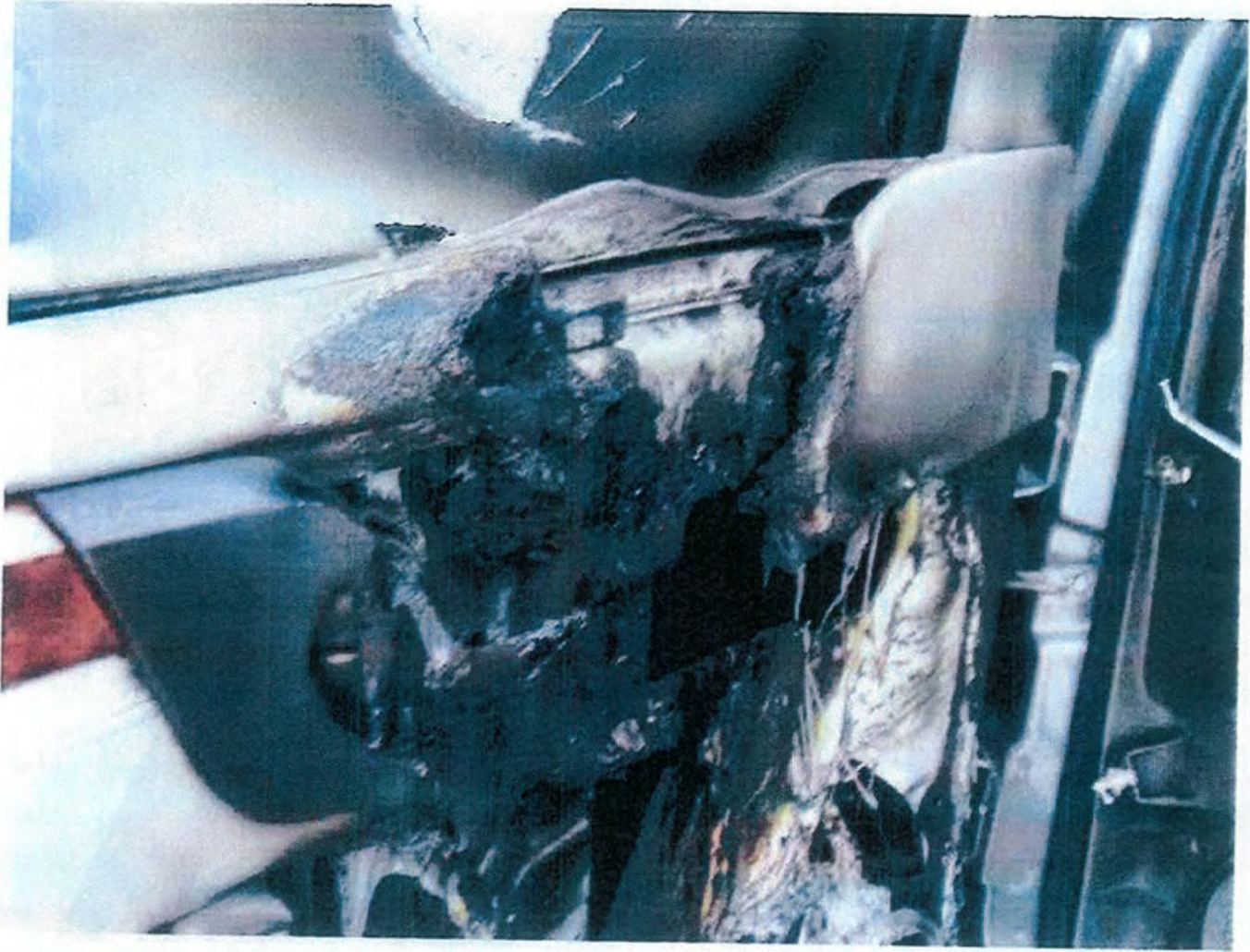




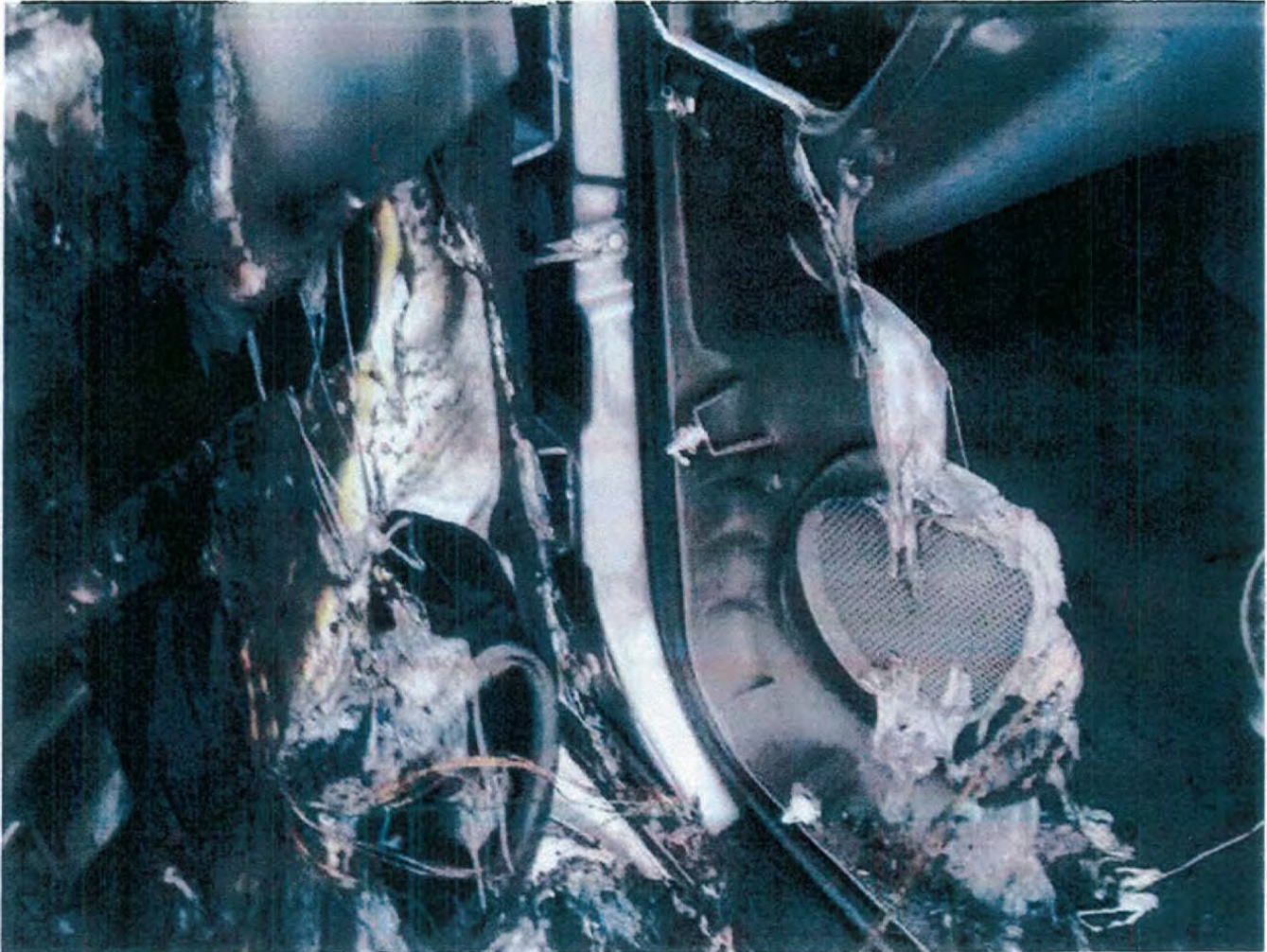
dkrzic1



dkrzic1



dkrzic1



dkrzic1

**BOGGS** 11400 Commercial Ave. 71774-4596 National, MO 63090 (314) 773-0000

# ROAD SERVICE

APPOINTMENT DATE: *11/10/03* City: *TO*

Job In: \_\_\_\_\_ Date Out: \_\_\_\_\_

Job Number: \_\_\_\_\_ Mile: \_\_\_\_\_

Date Parts Ordered: \_\_\_\_\_

From Where: \_\_\_\_\_

From Who: \_\_\_\_\_

PO #: \_\_\_\_\_

Supplement Dkt By: \_\_\_\_\_ Date: \_\_\_\_\_

Notes: *7106, Karlov Oak Ct*  
*Neb - 46063*  
*Fire*

CLASSIFICATION	TYPE OF TIRE	REMARKS	KEYS LEFT
<input type="checkbox"/> BATTERY	<input type="checkbox"/> BATTERY	REPLACE BATTERY	<input type="checkbox"/> N
<input type="checkbox"/> FLUIDS	<input type="checkbox"/> FLUIDS	FLUIDS	<input type="checkbox"/> N
<input type="checkbox"/> BELT	<input type="checkbox"/> BELT	BELT	<input type="checkbox"/> N
<input type="checkbox"/> LIGHTS	<input type="checkbox"/> LIGHTS	LIGHTS	<input type="checkbox"/> N
<input type="checkbox"/> BRAKES	<input type="checkbox"/> BRAKES	BRAKES	<input type="checkbox"/> N
<input type="checkbox"/> TIRE	<input type="checkbox"/> TIRE	TIRE	<input type="checkbox"/> N
<input type="checkbox"/> WAX	<input type="checkbox"/> WAX	WAX	<input type="checkbox"/> N
<input type="checkbox"/> OIL	<input type="checkbox"/> OIL	OIL	<input type="checkbox"/> N
<input type="checkbox"/> AIR	<input type="checkbox"/> AIR	AIR	<input type="checkbox"/> N
<input type="checkbox"/> WASH	<input type="checkbox"/> WASH	WASH	<input type="checkbox"/> N
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	OTHER	<input type="checkbox"/> N

DESCRIPTION	AMOUNT	TOTAL
BATTERY	12.00	12.00
FLUIDS	12.00	24.00
BELT	12.00	36.00
LIGHTS	12.00	48.00
BRAKES	12.00	60.00
TIRE	12.00	72.00
WAX	12.00	84.00
OIL	12.00	96.00
AIR	12.00	108.00
WASH	12.00	120.00
OTHER	12.00	132.00
<b>SUBTOTAL</b>		<b>132.00</b>
<b>TOTAL</b>		<b>132.00</b>

104957

THANK YOU!

A.E. #1985-06-01

dkrzic1

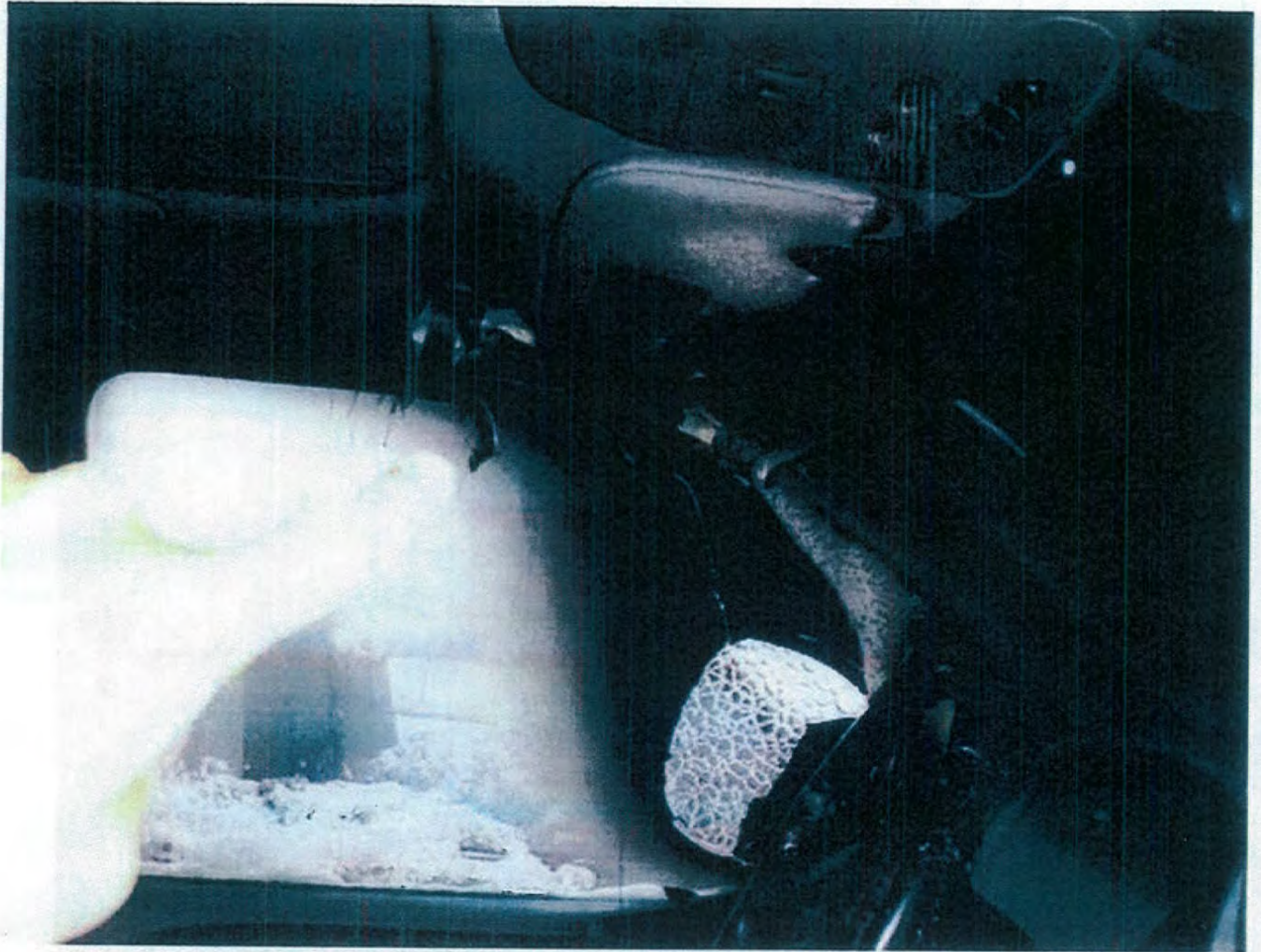
FINISH	446	CHARGE	20	
START	457	MILEAGE	12	4
TOTAL	9:40	LABOR		
<b>LABOR TIME</b>		EXTRA PERSON		
FINISH		SPECIAL EQUIPMENT		
START		STORAGE		
TOTAL				
<b>EXTRA PERSON</b>				
FINISH		SUBTOTAL		
START		TAX		
TOTAL				
DRIVER #	TRUCK #	<b>TOTAL</b>	72	2
8	21			

AW Direct, Inc. This company assumes no responsibility for any vehicle placed with them for storage or repair.

**THANK YOU!**

©1998 AW Direct, Inc.

dkrzic1



dkrzic1



dkrzic1



**GM**

MFD BY GENERAL

**GVWR**  
2722KG(6001LB)

**GAWB**  
1338KG(2950LB)

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VEHICLE SAFETY AND THEFT PREVENTION REGULATIONS.  
THE DATE OF MANUFACTURE SHOWN ABOVE IS THE DATE OF MANUFACTURE.

**1GKET63M462**

**TYPE: I**

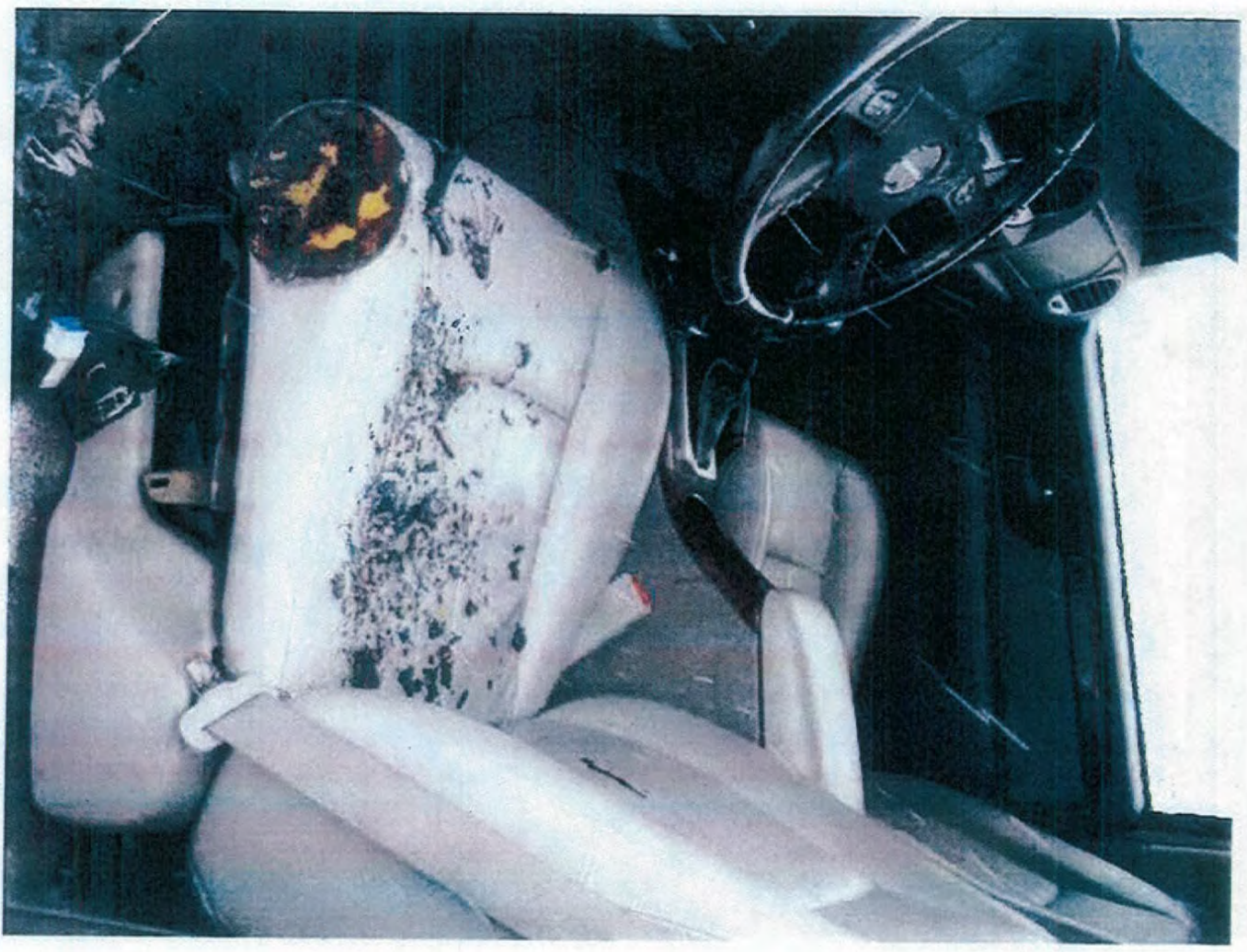
**MODEL: T15506**

TPNE	TIRE SIZE	SPEED RTG	RIM
FRT	P245/60R18	S	18X8J
RR	P245/60R18	S	18X8J
SPA	P245/65R17	S	17X7J

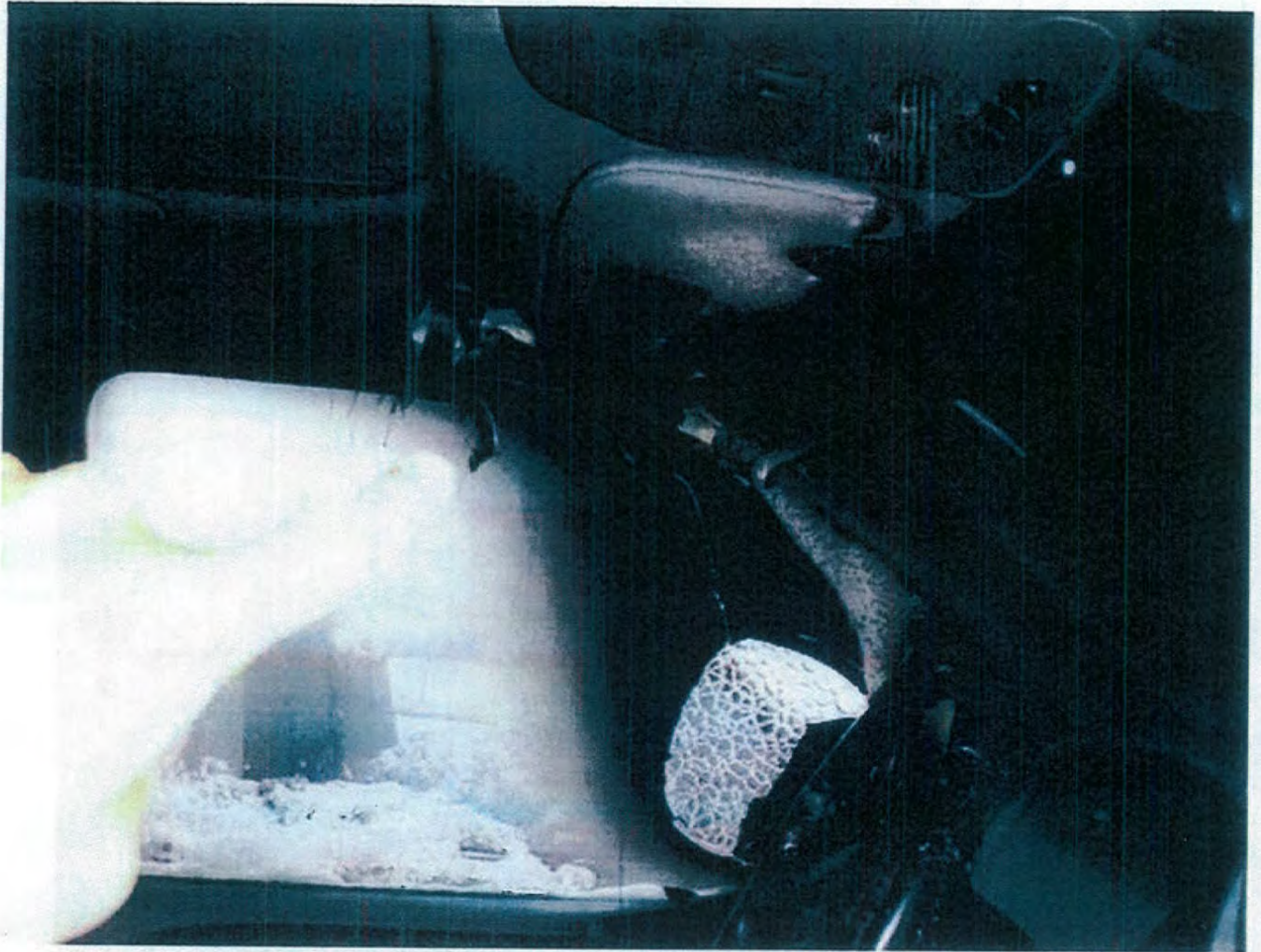
SEE OWNER'S MANUAL FOR MORE INFO



dkrzic1



dkrzic1



dkrzic1

FINISH	446	CHARGE	20	
START	457	MILEAGE	12	4
TOTAL	9:40	LABOR		
<b>LABOR TIME</b>		EXTRA PERSON		
FINISH		SPECIAL EQUIPMENT		
START		STORAGE		
TOTAL				
<b>EXTRA PERSON</b>				
FINISH		SUBTOTAL		
START		TAX		
TOTAL				
DRIVER #	TRUCK #	<b>TOTAL</b>	72	2
8	21			

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**THANK YOU!**

dkrzic1

**BOGGS** 1175 Commercial Ave. 71774 ASPX National, LA 70006 (504) 773-0000

# ROAD SERVICE

*MC Motor Energy Company*  
APPOINTMENT DATE: City: *LA*

Date In: Date Out:  
RM Number: Meter:  
Date Parts Ordered:  
From Where:  
From Vito:  
PO #:

Supplement Dkt By: Date:  
Notes: *7106, Karlet Oak Ct*  
*Nob - 46063*  
*Fire*

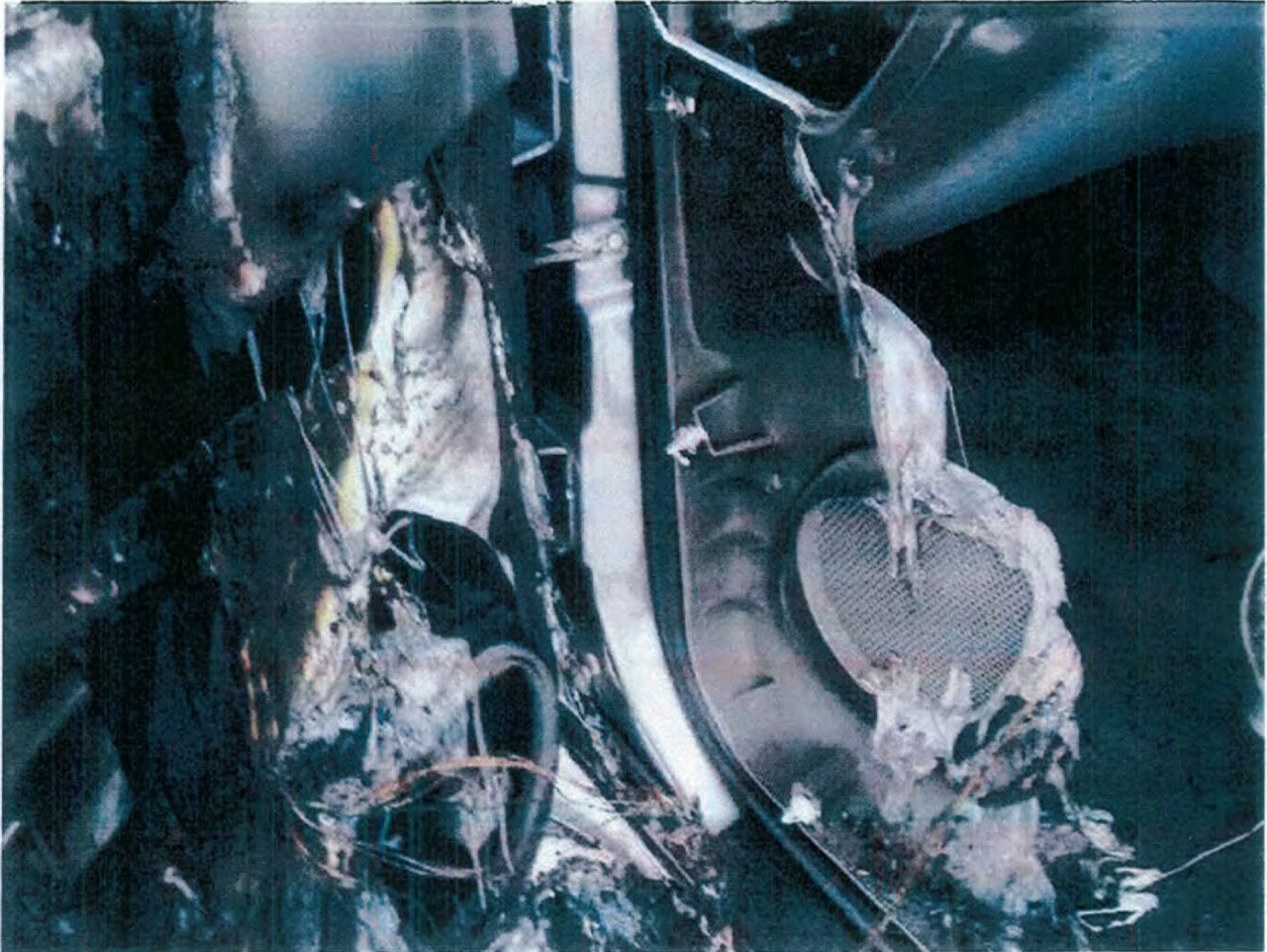
CLASSIFICATION	TYPE OF TIRE	REMARKS
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<input type="checkbox"/> ALL-WEATHER	<input type="checkbox"/> ALL-WEATHER	
<input type="checkbox"/> ALL-TERRAIN	<input type="checkbox"/> ALL-TERRAIN	
<input type="checkbox"/> OFF-ROAD	<input type="checkbox"/> OFF-ROAD	
<input type="checkbox"/> PERFORMANCE	<input type="checkbox"/> PERFORMANCE	KEYS LEFT N
<input type="checkbox"/> RACING	<input type="checkbox"/> RACING	
<input type="checkbox"/> TRUCK	<input type="checkbox"/> TRUCK	RADIO DOWN
<input type="checkbox"/> SUV	<input type="checkbox"/> SUV	
<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> MOTORCYCLE	BILLS ARE 62
<input type="checkbox"/> BIKE	<input type="checkbox"/> BIKE	
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	LARGE 12
<input type="checkbox"/> SPECIALTY	<input type="checkbox"/> SPECIALTY	
<input type="checkbox"/> FLAT	<input type="checkbox"/> FLAT	LARGE TIRE REPAIR
<input type="checkbox"/> PUNCTURE	<input type="checkbox"/> PUNCTURE	
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	SPECIAL EQUIPMENT
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	STORAGE
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	SPECIAL PERSON
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	SUBTOTAL
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	TOTAL
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	

104957

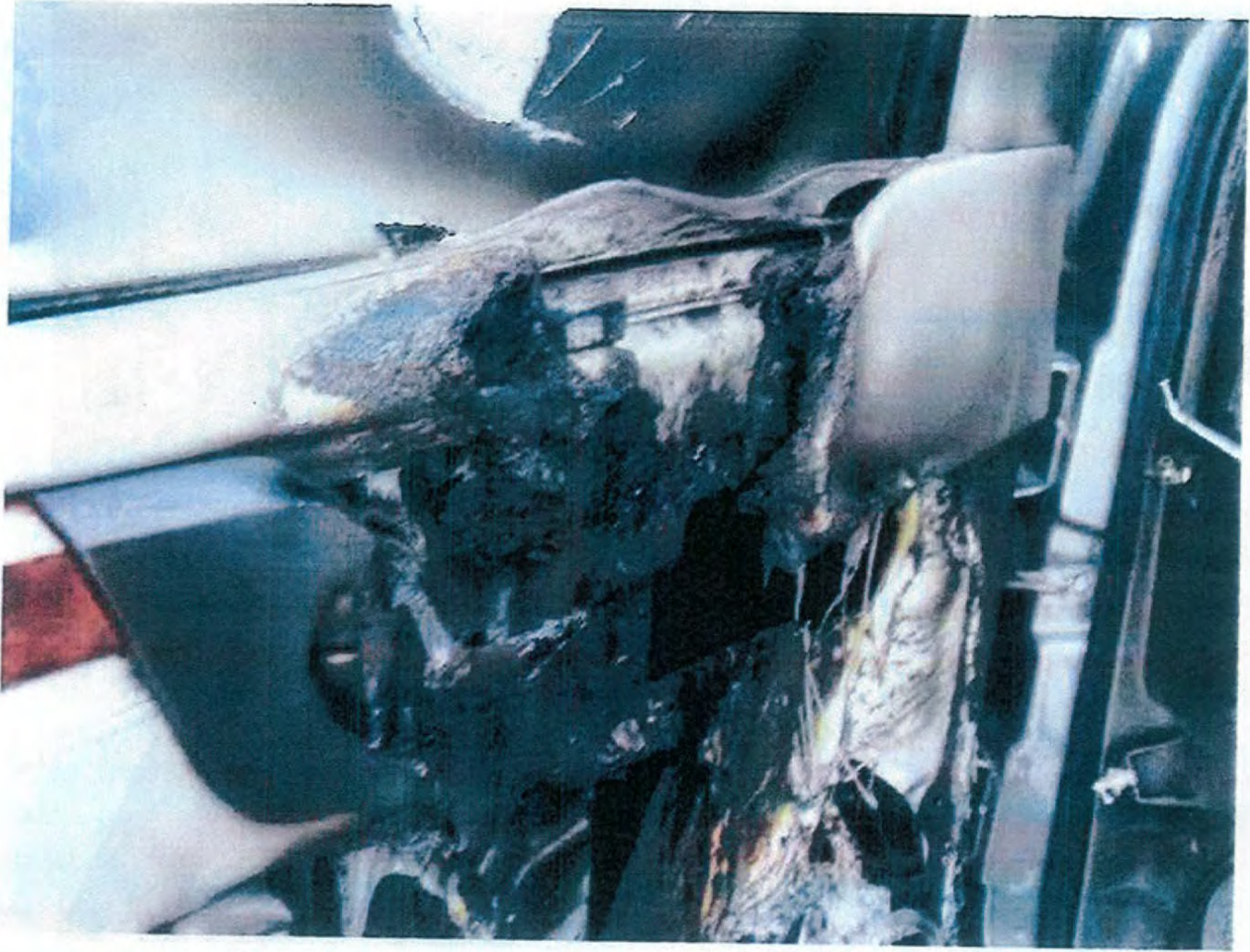
THANK YOU!

A.E. #1985-06-93

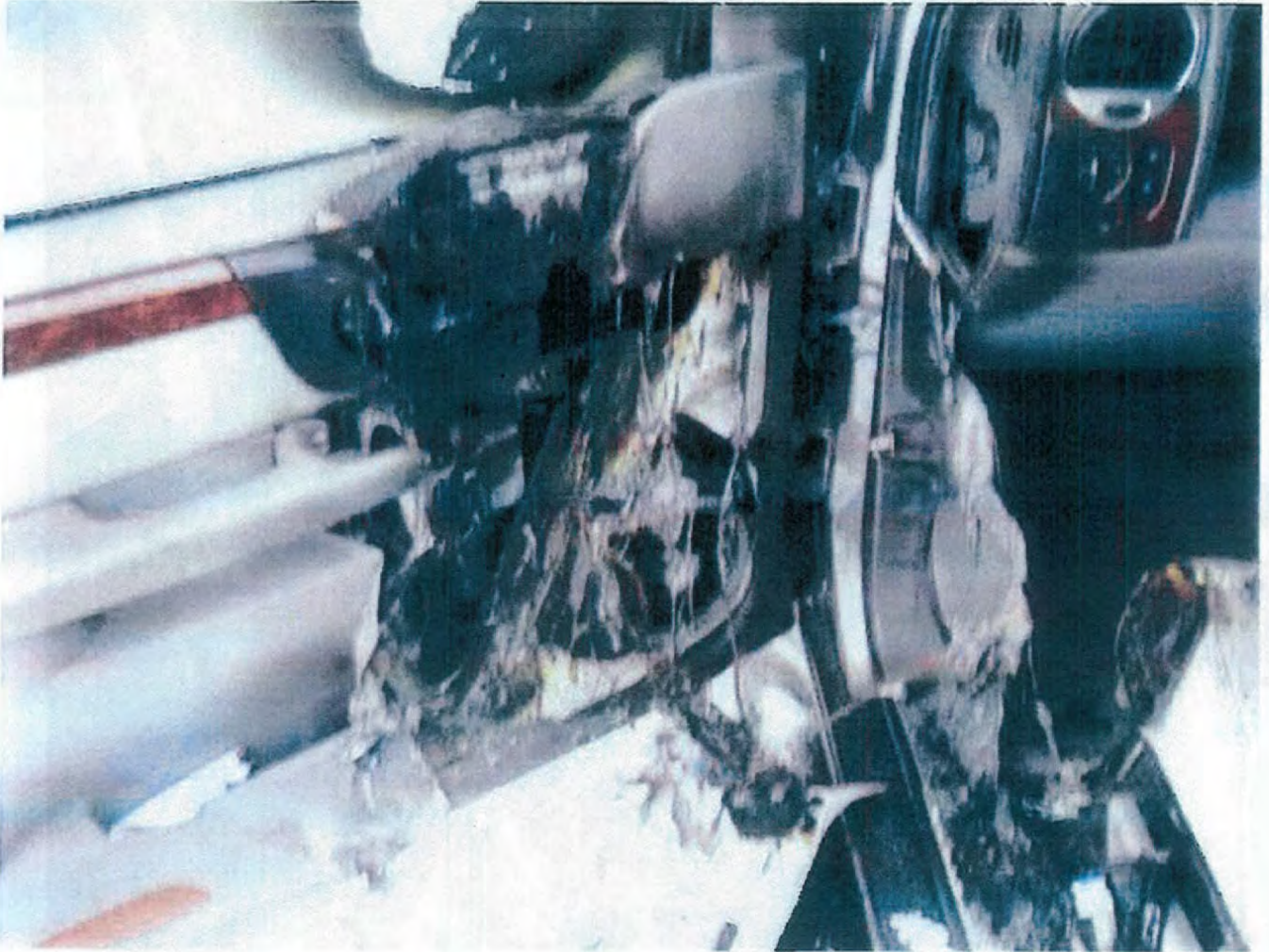
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dkrzic1



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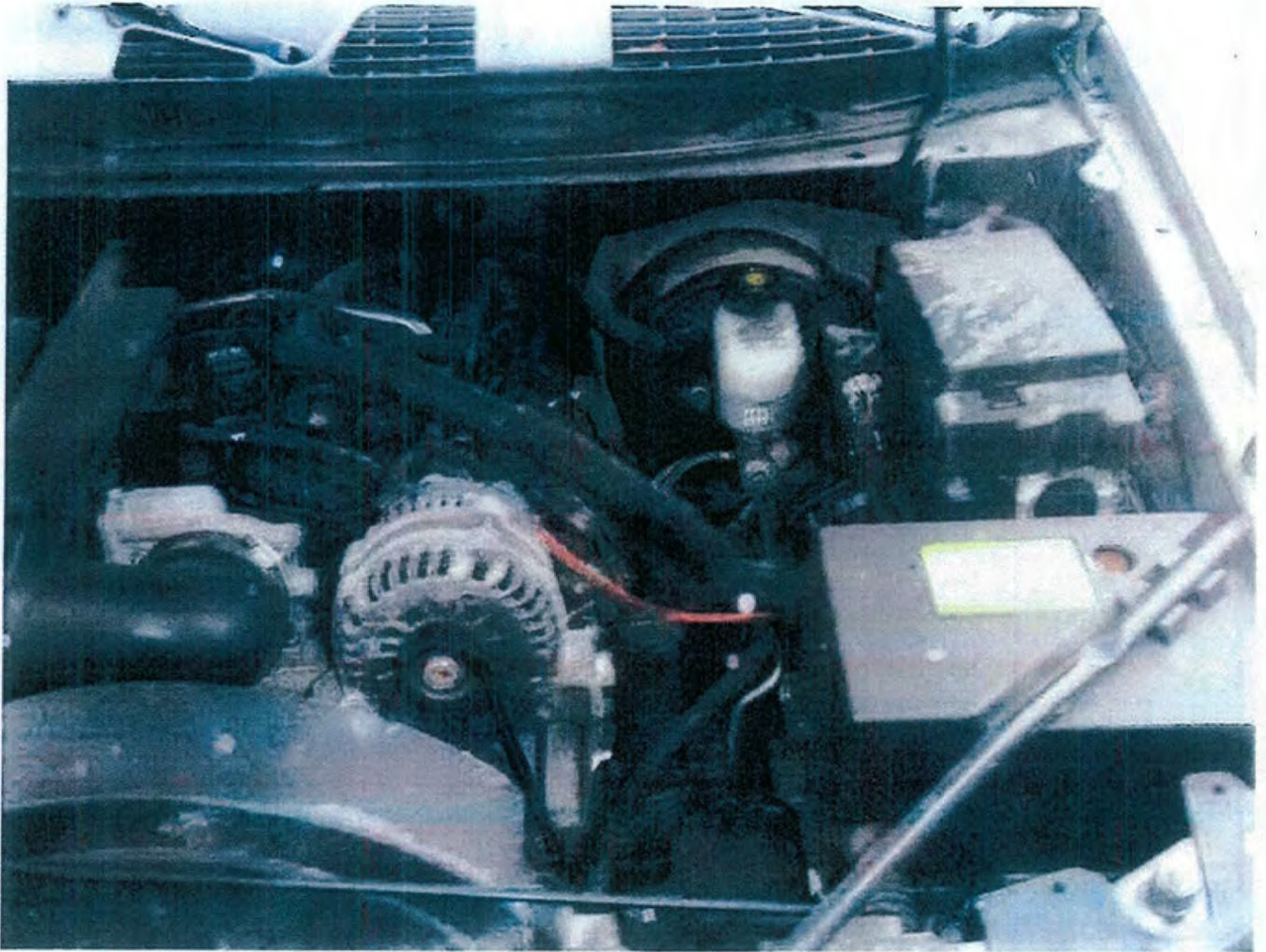


dkrzic1





dkrzic1



dkrzic1



dkrzic1



dkrzic1



dkrzic1



dkrzic1

11-6-2010

Miles

10,177

Castrol 10-30

Ipura Filter PH 350G

## Service Request Detail

SR No.	71-958048135	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCG	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	New City	Involved Dir	S & H Associates, L.L.C.	Safety	Yes
State	NY ZipCd	Con Acct		Source	Phone	Updated	6/20/2011 01:16:18 PM
Serial #/VIN	SS3ET13M672	Model Year	2007	Priorly	Medium License #	Owner	MELENZR1
Make	Saab	Warr. Start	10/19/2006	Status	Open	Opened	6/15/2011 07:38:51 PM
Model	9-7X	Mileage	59000	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS) Electrical - Power Window Motor / Switch / Wiring / Regulator						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Richard Mendez @ ext 31021						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	6/15/2011 08:00:34 AM	N	0	0	Concrete	Dry	NA	NA
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency	Name	Height	DOB	Disabilities	
NA	NA	NA	NA		5'3"		None	
Incident Loc	41 Carolina Dr New York, NY 10956			Incident Desc	there was a little bit of a fire on the actuator on the drivers side actuator panel. Wife was driving vehicle. Parked and 30 minutes later opened up door and there was smoke in the vehicle.			
Component	Drivers Side Window Panel Actuator			Damage Desc	Actuator burnt - burn Marks on the connector housing			
Vehicle Loc	With customer and operational			Add'l Info	NA			
Engoy Svc Names	NA			Maint Loc	Midas			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None	
Vehicle Speed	0		Weather Condition		Dry and Clear		Prop Owner	NA	Property Type NA
Last Service Date			Loc Last Service				Property Location	NA	Prop Est Repair Cost \$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	NA			Prop Damage Description	NA	
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	3rd Party Inspector	Inspection Date/Time 6/15/2011 01:00:43 PM
Veh Damage Description	Actuator burnt - burn Marks on the connector housing			Explain Other	Na				



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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nikki Jackson**  
Claims Administrator

December 14, 2011

[REDACTED]  
New City, NY [REDACTED]

RE: Our File No.: 729935  
Our Client: General Motors LLC  
Date/Event: 6/15/11  
Subject vehicle: 2007 Saab 9-7  
VIN: 5S3ET13M672 [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in New York is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on or about October 23, 2006, and this statute would have expired on or about October 23, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Nikki Jackson*  
Nikki Jackson  
Claims Administrator



This CARFAX Vehicle History Report provided free of charge by:



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

SHOW ME THE CARFAX™

## CARFAX® Vehicle History Report™

An independent company established in 1986

US \$34.99

---

**Vehicle Information:**  
 2007 SAAB 97X 5.3i  
 VIN: 5S3ET13M672 [REDACTED]  
 4 DR. WAGON/SPORT UTILITY  
 5.3L V8 FI  
 ALL WHEEL DRIVE  
**Standard Equipment | Safety Options**  
 Safety & Reliability

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

- No accident / damage reported to CARFAX**
- 2 Previous owners**
- 3 Service records available**
- Types of owners: Personal, Personal lease**
- 57,674** Last reported odometer reading
- \$240** Below retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/7/11 at 8:58:01 AM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

## Price Calculator™

Adjust the value of this 2007 Saab 97X 5.3i based on the information available in this report

**1) Retail Book Value**

\$

0

Enter retail book value here

+

**2) CARFAX History Impact™**

-

\$240

Below retail book value

=

**3) Adjusted Retail Value**

Begin by entering the retail book value

Start by entering the retail book value from a pricing guide website.

This vehicle is worth less than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

<b>CARFAX</b> Ownership History	Owner 1	Owner 2
The number of owners is estimated	Owner 1	Owner 2
Year purchased	2006	2009

Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 3 mo.	2 yrs. 8 mo.
Owned in the following states/provinces	New Jersey	New York
Estimated miles driven per year	11,400/yr	14,718/yr
Last reported odometer reading	26,330	57,674

### Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
<b>Salvage   Junk   Rebuilt   Fire   Flood   Hail   Lemon</b>	Guaranteed No Problem	Guaranteed No Problem
<b>Not Actual Mileage   Exceeds Mechanical Limits</b>	Guaranteed No Problem	Guaranteed No Problem

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

### Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
<b>Total Loss</b> No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Structural Damage</b> No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Airbag Deployment</b> No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Odometer Check</b> No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
<b>Accident / Damage</b> No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
<b>Manufacturer Recall</b> No open recalls reported to CARFAX.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
<b>Basic Warranty</b> <u>Original warranty</u> estimated to have expired.	<b>Warranty Expired</b>	<b>Warranty Expired</b>

### Detailed History

Glassary

	Date:	Mileage:	Source:	Comments:
<b>Owner 1</b> Purchased: 2006 Type: Personal lease Where: New Jersey Est. miles/year: 11,400/yr Est. length owned: 10/23/06 - 2/12/09 (2 yrs. 3 mo.)				
<b>Low mileage!</b> This owner drove less than the industry average	10/23/2006	98	New Jersey Motor Vehicle Dept. Horsham, PA	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information  Title issued or updated Registration issued or renewed First owner reported Registered as personal lease vehicle

of 15,000 miles per year.



Title #DA20062960618 Loan or lien reported  
Vehicle color noted as Black



Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.

02/12/2009 26,330 Auto Auction Sold at auction



Millions of used vehicles are bought and sold at auction every year.

02/17/2009 Online Listing Vehicle offered for sale

**Owner 2**

Purchased: 2009  
Type: Personal  
Where: New York  
Est. miles/year: 14,718/yr  
Est. length owned: 3/18/09 - present (2 yrs. 8 mo.)

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



Date:	Mileage:	Source:	Comments:
03/18/2009	26,502	New York Motor Vehicle Dept. Brooklyn, NY	Title issued or updated Registration issued or renewed New owner reported Registered as personal vehicle Loan or lien reported Passed safety inspection
03/28/2009	27,926	Midas Nanuet, NY 845-623-2050 midas.com	State emissions inspection completed
03/28/2009		New York Inspection Station	Passed safety inspection Passed emissions inspection <a href="#">View what was inspected</a>
05/27/2009		New York Motor Vehicle Dept. New City, NY	Title issued or updated Loan or lien reported
03/20/2010	42,656	Midas Nanuet, NY 845-623-2050 midas.com	Tires replaced Oil and filter changed
04/02/2010	43,201	New York Inspection Station	Passed safety inspection Passed emissions inspection <a href="#">View what was inspected</a>
03/17/2011		New York Motor Vehicle Dept. New City, NY	Registration issued or renewed Registered as personal vehicle Passed safety inspection
04/30/2011	57,674	Midas Nanuet, NY 845-623-2050 midas.com	State emissions inspection completed Oil and filter changed Battery replaced
04/30/2011		New York Inspection Station	Passed safety inspection Passed emissions inspection <a href="#">View what was inspected</a>



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Saab 97X 5.3I.

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

## **CARFAX** Glossary

[View Full Glossary](#)

### **CARFAX History Impact™**

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

### **First Owner**

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

### **Inspections**

Many states or counties require annual or biennial emissions and/or safety inspections. Odometer readings are collected at the time of the inspection.

### **New Owner Reported**

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

### **Ownership History**

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

### **Title Issued**

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

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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

12/7/11 8:58:01 AM (EST)



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June 21, 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary



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

For this vehicle:

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

#### Vehicle Information

VIN 5S3ET13M672 [REDACTED] Model - [REDACTED]

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

Order Type N/A

Field Actions [Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

#### Applicable Warranties

Valid warranties are highlighted

Vehicle has no current record of applicable warranties.

#### Service Contract

Vehicle has no current record of service contracts.

#### Transaction History

[View Details](#)

Job Card	Job Card	Transaction Type	Transaction	Labour Operation	Odometer
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Date	Number	Adjustment	Reading
11/28/2006	366035	ZREG—Regular Vehicle Transaction	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC

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June 21, 2011

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Build



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

#### Vehicle Information

VIN: 5S3ET13M672	Model -
Service Contract No	Branded Title No
Order Type: N/A	Warranty Block No
Field Actions: <a href="#">Open</a>	PDI Status

For this vehicle:

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

#### Vehicle Build

Model -	Order Number
Gross Vehicle Weight 0	Build Date: N/A
	Build Plant -

#### Option Codes

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

Vehicle has no current record of option codes.

#### Added Option Codes

Vehicle has no current record of SAIO codes.

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June 21 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary ?

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

#### Vehicle Information

VIN 5S3ET13M872 [REDACTED] Model - [REDACTED]  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status [REDACTED]  
 Order Type N/A  
 Field Actions [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 062121298
Source Plant W-GPC/DDA ROMULUS, MICHIGAN	Part / Number Broadcast CHB
Date Scanned 08/02/2006	Time Scanned: 23:07:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 000512076
Source Plant S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast A2P
Date Scanned 08/03/2006	Time Scanned: 07:08:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0BL203925
Source Plant N-	Part / Number Broadcast FL
Date Scanned 08/02/2006	Time Scanned: 23:19:00 Scan Station 03
Component Code 81-TRANSMISSION	Traceability 44622401
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 7KLD
Date Scanned 08/02/2006	Time Scanned: 23:17:00 Scan Station 02
Component Code 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability ASK35366
Source Plant G-	Part / Number Broadcast UK3
Date Scanned 08/03/2006	Time Scanned: 07:17:00 Scan Station 12
Component Code 85-REAR AXLE ASSEMBLY	Traceability: 205121610
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast HT5
Date Scanned 08/03/2006	Time Scanned: 07:15:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00002153
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 5725
Date Scanned 08/03/2006	Time Scanned: 08:43:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 7FW0WE8
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 6379
Date Scanned 08/03/2006	Time Scanned: 11:35:00 Scan Station 06
Component Code AL-IR-MODULE ASM-IP	Traceability 3AABD14
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 2149
Date Scanned 08/03/2006	Time Scanned N/A Scan Station 04
Component Code AP-RH SIDE IMPACT AIRBAG MODULE	Traceability 5F05STU
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2261
Date Scanned 08/03/2006	Time Scanned: 07:07:00 Scan Station 16
Component Code AQ-LH SIDE IMPACT AIRBAG MODULE	Traceability 5F05MGM



Source Plant: Q-RIMIR MATAMORS MEXICO  
Date Scanned: 08/03/2006

Part / Number Broadcast: 2280  
Time Scanned: 07:07:00 Scan Station: 15

Component Code: CC-SEQ NUM (FLEX) BODY ASM  
Source Plant: -  
Date Scanned: 07/01/2006

Traceability: 0210965  
Part / Number Broadcast: 1ZZ  
Time Scanned: 05:03:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM  
Source Plant: -  
Date Scanned: 08/01/2006

Traceability: 3024339  
Part / Number Broadcast: 1VW  
Time Scanned: 09:09:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 08/02/2006

Traceability: 3024251  
Part / Number Broadcast: 1PT  
Time Scanned: 10:56:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 08/02/2006

Traceability: 3024062  
Part / Number Broadcast: 1PH  
Time Scanned: 21:18:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/02/2006

Traceability: 3024018  
Part / Number Broadcast: 1GB  
Time Scanned: 22:15:00 Scan Station:

---

### Service Agent installed Component

Vehicle has no current record of vehicle component.



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June 21, 2011

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Transaction History Detail



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

#### Vehicle Information

VIN 5S3ET13M672	Model -
Service Contract No	Branded Title No
Warranty Block No	PDI Status
Order Type: N/A	
Field Actions <a href="#">Q Open</a>	

For this vehicle:

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

Job Card Date: 11/28/2008

Job Card Number: 386035

Repair Service Agent: 192088  
 AUTOCRAFT ELECTRONICS  
 1612 HUTTON DR STE 120  
 CARROLLTON TX 75006-6675

Odometer Reading: 1,601 MI  
 Authorization Code

Process Date  
12/15/2008

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

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

Labour Op R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number

--See other Parts and/or Net Items

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June 21, 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information ?

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

#### Vehicle Information

VIN: 5S3ET13M672 [REDACTED] Model: -  
 Service Contract: No    Branded Title: No    Warranty Block: No    PDI Status: [REDACTED]  
 Order Type: N/A  
 Field Actions: [0 Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent: [REDACTED]    Invoice Date: N/A

#### Ship to Information

Invoicing Service Agent: [REDACTED]    Ship to Date: N/A

#### Delivery Information

Delivery Service Agent: [REDACTED]    Delivery Date: N/A  
 Delivery Odometer: 0

#### In Service Information

Invoicing Service Agent: [REDACTED]    In Service Date: N/A  
 In Service Type: [REDACTED]  
 In Service Odometer: 0

For this vehicle:

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

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## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2011 11:42:56 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Name Account BAC Code

07 Saab 9-7X - thermal event

Joe G/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2011 02:15:17 PM	MENDEZR1	MENDEZR1	BRC PAR	Business Case	Done	6/20/2011 02:18:11 PM	ESIS Business Case

Contact Last Name Contact First Name Account BAC Code

CRS Escalation to ESIS per following:

1. Customer experienced Smoke coming from melted components in door actuator and window control panel

Rich Mendez/Austin/PA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2011 02:14:42 PM	MENDEZR1	GARCIAJR	Notify CRM		Done	6/21/2011 11:42:51 AM	ESIS Escalation

First Name Account BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2011 01:04:47 PM	MENDEZR1	MENDEZR1	Outbound Cal Customer	Made Contact	Done	6/20/2011 02:14:06 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

Customer States: YES. Customer states his wife went driving to do some errands and came back hom and parked in garage. 30 minutes later she came out into garage and saw that the garage was filled with smoke and inside of car was filled with smoke. States vehicle is running however is looking to have vehicle repaired ASAP by Independent because they need the vehicle

Customer seeks: assistance on repair

CRS advised customer of required verblage as stated in d\_1075834 and advised on 7-10 business day followup not including Sat or Sun. CRS advised customer on CRS's 866 and Ext 31021. CRS Advised the customer that this concern would be under investigallon and a repaired vehicle may be hard to determine product allegation. CRS did not recomend repair.

Rich Mendez/Austin/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2011 01:03:47 PM	MENDEZR1	MENDEZR1	Ownership Changed	Ownership Escalated to BRC	Done	6/20/2011 01:03:47 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 05:17:19 PM	MENDEZR1	MENDEZR1	Scheduled Follow-up	Other	Scheduled Alarm		ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

ESIS

Rich Mendez/Austin/PAR

Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 12:24:45 PM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	6/17/2011 12:24:57 PM	PAR Voice Mail
Contact Last Name		Contact First Name		Account		BAC Code	

Sis: Hi, there is a new PAR case: 71-958048135, Ron R. 917-214-9129  
Sent 6/15/11 751pm

Tonia/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:01:05 AM	MERCADTO	MENDEZR1	Ownership Changed		Done	6/17/2011 11:01:05 AM	Service Request Ownership has changed FROM: ADAMERO TO: MENDEZR1
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:58 AM	MERCADTO	MENDEZR1	BRC PAR	Initial Contact-AVM	Done	6/20/2011 12:57:32 PM	Called Chris Rose 845-744-8759 Cell 845-551-0577 *Phone number is for BRC use only
Contact Last Name	Contact First Name	Account	UAC Code				

DDMA Name: Chris Rose  
Node/Mailbox: NA  
This is Rich calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.  
The request number is: 71-958048135  
The Customer's name is: [REDACTED]  
The dealer involved is: NA  
Located in: NA  
The vehicle is a: 2007 SAAB 9-7X  
With current mileage: 59k  
The last 8 digits of the VIN# are: 72 [REDACTED]  
This involves: Thermal Event

We will be fully investigating this incident. This message is for informational purposes only, however if you do have any questions please feel free to give me a call at 866-790-5600 x31021

Rich Mendez/Austin/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:54 AM	MERCADTO	MENDEZR1	BRC PAR	Initial Contact-Dealer	Done	6/20/2011 02:58:13 PM	called Dealership 845-364-8423 Srvc Advsr Laura VAN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS States: Calling to verify if this vehicle had ever been here for any related thermal event concerns

CRS Seeks: Any and all related repairs or concerns to allegation.

Dealer Advised: Vehicle has never been to this dealership for any assistance or repairs. Name is in the system though. Not vehicle history

Rich Mendez/Austin/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:49 AM	MERCADTO	MENDEZR1	BRC PAR	Initial Contact-Phone	Done	6/20/2011 12:59:43 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

Customer States: YES. Customer states there was a little bit of a fire on the actuator on the drivers side actuator panel. Wife was driving vehicle. Parked and 30 minutes later opened up door and there was smoke in the vehicle. Independant. Deluc Auto inspected vehicle 845-639-9400. Is scheduled to take vehicle to SAAB Dealership for inspection this tuesday.

Customer Seeks: repairs covered under warranty

CRS advised customer of required verbiage as stated in d\_1075834 and advised on 7-10 business day followup not including Sat or Sun. CRS advised customer on CRS's 866 and Ext 31021

Rich Mendez/Austin/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:42 AM	MERCADTO	MENDEZR1	BRC PAR	Acknowledgement	Done	6/17/2011 05:11:27 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

Cust sts: Yes

Continued in Initial

Rich Mendez/Austin/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:37 AM	MERCADTO	MENDEZR1	Notify CRM		Done	6/17/2011 05:11:18 PM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:33 AM	MERCADTO	MENDEZR1	Research		In Progress		Research

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:15 AM	MERCADTO	MENDEZR1	BRC PAR	Case Assigned	Done	6/17/2011 05:11:03 PM	File assigned to rich Mendez @ ext 31021

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:04 AM	MERCADTO	ADAMERO	SR Opened		Done	6/17/2011 11:00:04 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2011 11:00:03 AM	MERCADTO	ADAMERO	SR Closed - Dissatisfied		Done	6/17/2011 11:00:04 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2011 07:50:05 PM	ADAMERO	MERCADTO	Notify CRM		Done	6/17/2011 11:00:01 AM	new PAR file Received and assigned in PAR Tonia/BRC PAR/ATX
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/15/2011 07:44:26 PM	ADAMERO	ADAMERO	Inbound Call Customer	Complex Request	Done	6/15/2011 07:48:31 PM	PAR assistance w/burnt door
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
cust sts im calling because my driver side door caught fire on the electrical side door today and the whole inside of the door and everything got burnt on it.							
cust aka assistance w/burnt door							
crs adv with this situation i will have to send your file to another dept to better assist you with this.							
JessieAdame/ATX/CAC/TM/d0							
Confidential Comments							

### UCC Information

UCC Code	Symptom	Description
N40	Inoperative	Electrical - Power Window Motor / Switch / Wiring / Regulator



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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

August 25, 2011

[REDACTED]  
South Burlington, VT [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 733126  
Our Client: General Motors LLC  
Date/Event: 7/31/11  
Subject vehicle: 2006 GMC Envoy  
VIN: 1GKDT13S262 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.