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



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

September 23, 2011

South Burlington, VT

RE:

Claimant:

Our File No.:

733126

Our Client:

General Motors LLC

Date/Event: 7/31/11

Subject vehicle:

2006 GMC Envoy

VIN:

1GKDT13S262

Dear

This will have reference to the above product liability claim that you filed with General Motors LLC (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 8/25/11 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,

Eric Wilt

Claims Administrator

Exic Wilt

ill (c)	o EliWarranty			August 2	15, 2011	
Global Warr	anty Management: Main >	Interface With Cu	stomer > View			
INTERFAC	E WITH					
	ehicle Summary					②
Applicable V	allows IVH users to view the Varranties Transaction Histo and XM Radio information (i	ary. Service Con	shicle Informatio tract(s) if applic	in, Field Action able, Warranty	s, Service Inform Block Branded	istion. Title information
	Information		46.4.1		4B 40V 4M 5 D 44 F	noon)
	DT13S262	Tolor No. U	Mode⊨i i Lamanty Block I		NVOY 4WD (4-E PDI Status 1	
	iontract. No Branded i pp. 50 - FLEET	rilio NO Y	varrattly block	110	ı Dı dıbıba ı	10
	ons <u>0 Open</u>			Е,	sale (com	
	•					
Requir	ed Field Actions			Ор	en field actions a	ore highlighted
Vohicle	has no current record of a	required field a	ctions.			
purpose	y and is to be used only for the whatsoever to has no current record of the second of					
Warrar	nty Block		<u> </u>			
Vehick	has no current record of	warranty block	•			
Servic	e Information					
Vehick	has no current record of	outstanding se	rvice informati	on.		
OnSta	r and XM Satellite Ra	dio Informa	tlon			
Vehicle	has no current record of	OnStar / XM Re	idio informatio	n.		
Applic	able Warranties				Valid warranties	
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	11/19/2005	10 MI	11/19/2015	120,010 MI
	Emission Select Component Ltd Wity	38/05/2011	11/19/2005	10 MI	11/19/2013	80,010 MI
	Certified Used Limited Warranty	J8/05/2011	11/19/2005	10 MI	02/19/2009	39,010 MI

11/19/2005

11/19/2005

11/19/2005

11/19/2005

38/05/2011

28/05/2011

08/05/2011

08/05/2011

Emission Limited Warranty Bumper to Bumper Limited Warranty

Corrosion Limited Warranty

Emission Select State

Component Lily Why

10 MI

10 MI

10 MI

10 MI

11/19/2008

11/19/2008

11/19/2011

11/19/2012

50,010 MI

36,010 MI

100,010 M)

70,010 MI

2 Logout

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

Service Contract

Vehicle has no current record of service contracts.

Fransactio	on History	<u> </u>			<u>View Detail</u>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/13/2007	133868	ZREG—Regular Vehicle Transaction		R0754 - RADIO RECEIVER- RETURN TO AC/DELCO ESC	35,613 MI
11/13/2007	133868	ZREG-Regular Vehicle Transaction		R0943 - Radio Front Side Door Speaker Replacement - Left Side	35,841 MI
11/13/2007	133888	ZREG—Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	35,641 Mi
11/13/2007	133868	ZREGRegular Vahicle Transaction		B9846 - Lamp Assembly, Exterior - Back Up - Right - Replace	35,641 Mi
08/13/2007	135131	ZREG.—Regular Vahicla Transaction		K9995 - Customer Concern Not Duplicated	33,534 MI
02/15/2007	126005	ZREGRegular Vehicle Transaction		Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	29,539 MI
02/15/2007	126005	ZREGRegular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	29,539 MI
02/15/2007	128005	ZREG-Regular Vehicle Transaction		K4123 - Transfer Case Shift Control Switch Replacement	29,539 MI
11/18/2005	A19670	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Molors. All rights reserved

Lonout

ල්ල්ල් Warranty

August 25, 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 evailable)

Vehicle Information

VIN 1GKDT138262 Service Contract No.

Branded Title No.

Model TT15506-2006 ENVOY 4WD (4-DOOR) Warranty Block No.

PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

Vehicle Build

Model TT15506-2006 ENVOY 4WD (4-DOOR)

Gross Vehicle Weight 2,811

Order Number JPCQW4 Build Date: 11/18/2005

Build Plant 2-

Option Codes

*IVH is not the definitive source of GM Virticle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please rater to the original vehicle invoice or window slicker

:SZ - OPTION PACKAGE DISCOUNT

4111 - ONYX BLACK 481 - EBONY

/HN -

9NS - SUSPENSION

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AUG - REMOTE KEYLESS ENTRY

830 - COLORED - KEYED CARPETING

833 - REAR COLOR-KEYED FLOOR MATS

C1U - ENTERPRISE RENT A CAR

C5N - GVW RATING - 5,750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT

GU5 - REAR AXLE - 3.42 RATIO

JJB - SUBASSEMBLY

K34 - CRUISE CONTROL

LL6 · VORTEC 4200 SFI I6

N40 - POWER STEERING

N79 - STEEL WHEEL FULL SIZE SPARE

NE1 - 50-STATE EMISSIONS

NPB - ELECTRONIC SHIFT AUTOTRAC

TRANSFER CASE

QTM - P245/65R17 ALS BW TIRES

R6F - IDENTIFY B CODE USERS

R6P - PREMIUM PAINT

R92 · POMS EXPEDITE-SOLD ORDERS/TSE

196 - FRONT FOG LAMPS

TB4 · LIFTGATE/LIFTGLASS BODY U73 - FIXED MAST ANTENNA

UY7 - HD 7-LEAD TRAIL. WIRING HARNESS

3SA - SLE-1 PACKAGE

48H - EBONY

6HP - SUSPENSION 8NS - SUSPENSION

A50 - DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS WIPASSENGER

SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AXP - MPV VIN IDENTIFICATION

B32 - FRONT COLOR-KEYED FLOOR MATS

88V - VEHICLE GM PRODUCTION WEEK 46 C49 - REAR WINDOW DEFOGGER

CJ3 - DUAL ZONE CLIMATE CONTROL

OP2 - POWER OSRV MIRRORS

FLT - FLEET PROCESSING

JF8 - 4-WHEEL POWER DISC BRAKES

K18 - ELEC AIR INJECTION SYSTEM

KG4 - 150 AMP GENERATOR

M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND

ELECTRONIC CONTROL

N77 - 17X7 DELUXE ALUMINUM WHEELS

NC7 - FEDERAL EMISSIONS OVERRIDE

NP5 - LEATHER WRAPPED STEERING WHEEL

NU5 - EMISSION SYSTEM CALIFORNIA

R4Y - TIRE BRAND GOODYEAR

R6M - NEW JERSEY COST SURCHARGE

R7M - ONSTAR DELETE

T61 · DAYTIME RUNNING LAMPS

198 - VIN IDENTIFICATION NUMBER

TFD · FUEL FILL CREDIT

UBO - AM/FM STEREO W/CD

V1K - LUGGAGE RACK CROSS BARS

For this vehicle:

- View Vehicle Summary

- Service
- * Contract
- Branded Title
- Warranty Block

View Vehicle Bulld

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery information

V73 - STATEMENT OF CERT. U.S.

VQ2 - FLEET ORDERING & ASSISTANCE

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD6 - REAR SPRING - BASE EQUIPMENT

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION ZY1 - SOLID PAINT

VK3 - FRONT LICENSE PLATE BRACKET

VX7 - LONG TERM DAILY RENTAL PROGRAM

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

Z88 - GMC TRUCK NAMEPLATE

Added Option Codes

~BQ -

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

@ @ Warranty

Branded Title No.

August 25, 2011

Logout

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

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

Vehicle Information

VIN 1GKDT13S262 Service Contract No.

Model: TT15505-2006 ENVOY 4WD (4-DOOR) Warrenty Block No. PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

Vehicle Component

Component Code. 10-ENGINE ASSEMBLY Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 11/18/2005

Component Code. 35-STEERING COLUMN - SIR SYSTEM Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 11/18/2005

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE) Source Plant N-

Date Scanned 11/18/2005

Component Code: 61-TRANSMISSION Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 11/18/2005

Traceability: 511151134 Part / Number Broadcast NFS Time Scanned 06:37:00

Traceability: 001523155 Part / Number Broadcast XVM

Time Scanned 07:47:00 Scan Station 05

Scan Station 01

Traceability OB1149791 Part / Number Broadcast FK

Time Scanned 06:49:00 Scan Station 03

Traceability 42982214 Part / Number Broadcast 6TDD

Time Scanned, 06:48:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G-

Date Scanned 11/18/2005

Traceability FJK19505

Part / Number Broadcast UK2

Time Scanned: 07:30:00 Scen Station

Component Code: 65-REAR AXLE ASSEMBLY Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 11/18/2005

Traceability 307093311 Part / Number Broadcast CN8

Time Scanned 07:28:00 Scan Station, 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned 11/18/2005

Part / Number Broadcast 3051

Traceability 1FMFETV Part / Number Broadcast 2397

Traceability 00184599

Time Scanned 08:53:00 Scan Station

Scan Station 05

Component Code AB-IR-MODULE ASM-INFLATOR Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 11/18/2005

Time Scanned 10:48:00

Component Code AL-IR-MODULE ASM-VP Traceability 7ZAUV07 Source Plant M-MORTON-THIOKOL Part / Number Broadcast 0900

Time Scanned 07:39:00 Scan Station 04 Date Scanned 11/18/2005

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 11/10/2005

Traceability 0861268 Part / Number Broadcast 122

Time Scanned 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 2124930

For this vehicle:

- → <u>View Vehicle Summary</u>
 - Sarvice
 - Contract
 - -- Branded Title
 - → Warranty Block
- View Vehicle Build
- View Vehicle
- Component Summary View Vehicle
- Transaction History Detail
- View Vehicle Delivery Information

Source Plant: -

Date Scanned: 11/17/2005

Part / Number Broadcast: 1WW

Time Scanned: 00:07:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN-ASM

Source Plant -

Date Scanned: 11/17/2005

Part / Number Broadcast: 1PT

Time Scanned: 17:38:00 Scan Station

Component Code: CM-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 11/18/2005

Traceability: 2123935 Part / Number Broadcast. 1PH

Traceability 2125993

Time Scenned 01:18:00 Scen Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Date Scanned: 11/18/2005

Traceability: 2124235 Part / Number Broadcast 1GB

Time Scanned: 02:28:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management. Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

Repair Service Agent 116898

SHEARER PONTIAC BUICK GMC CADILLAC

Logout

ய ල්ල්න(Warranty August 25, 2011 Global Warranty Management: Man - Interface With Customer - View Vahicto Transaction History Detail INTERFACE WITH CUSTOMER 3 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 1GKDT13S282 Model: TT15508-2006 ENVOY 4WD (4-DOOR) Service Contract No. Branded Title No. **Warranty Block No.** PDI Status No. Order Type 50 - FLEET Field Actions. 0 Open Job Card Date: 11/13/2007 Job Card Number: 133868 Repair Service Agent 192106 Odometer Reading 35,513 MI MODEL ELECTRONICS Authorization Code 615 EAST CRESCENT AVE RAMSEY NJ 07446-1220 Process Date 12/04/2007 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category: Customer Complaint Code 0000-Converted Claim Cause Code 0000-Converted Claims Transaction Adjustment Job Card Line # 1 Labour Op R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC Causal Parl Number See other Parts and/or Net Items Job Card Date: 11/13/2007 Job Card Number: 133868 Repair Service Agent 116898 Odometer Reading: 35,641 MI SHEARER PONTIAC BUICK GMC CADILLAC Authorization Code 1030 SHELBURNE RD SOUTH BURLINGTON VT 05403-6939 8026581212 Process Date 11/27/2007 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 R0943-Radio Front Side Door Speaker Replacement - Left Side Causal Part Number -See other Paris and/or Net Items Job Card Date: 11/13/2007 Job Card Number: 133868

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

Odometer Reading 35,841 MI

Authorization Code. B

1030 SHELBURNE RD SOUTH BURLINGTON VT 05403-8939 8026581212

Process Date 11/27/2007

Transaction Type ZREG----Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 11/13/2007

Job Card Number: 133868

Repair Service Agent 116898

Odometer Reading: 35,641 MI

SHEARER PONTIAC BUICK GMC CADILLAC 1030 SHELBURNE RD SOUTH BURLINGTON VT 05403-6939

8028581212

Authorization Code

Process Date 11/27/2007

Transaction Type ZREG-Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op B9646-Lamp Assembly, Exterior - Back Up - Right - Replace

Causal Part Number

Job Card Line # 3

See other Parts and/or Net Items

Job Card Date: 08/13/2007

Job Card Number: 135131

Repair Service Agent 119296 WEIRS MOTOR SALES, INC. 1513 PORTLAND RD ARUNDEL ME 04048-8116 2079853537

Odometer Reading 33,534 MI

Authorization Code.

Process Date

08/17/2007

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 K9995-Customer Concern Not Duplicated

Causal Part Number

Job Card Date: 02/15/2007

Job Card Number: 126005

Repair Service Agent 116898 SHEARER PONTIAC BUICK GMC CACILLAC 1030 SHELBURNE RD

SOUTH BURLINGTON VT 05403-6939

Odometer Reading: 29,539 MI Authorization Code G

8026581212

Process Date 02/23/2007

Transaction Type ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code. 0000-Converted Claim

Job Care Line # 1

Transaction Adjustment.

Cause Code 0000-Converted Claims

Odometer Reading, 29,539 MI

Authorization Code

Job Card Number: 126005

Labour Op Z7200-CORPORATE PARTS RETURN REIMBURSEMENT

Causal Part Number

Job Card Date: 02/15/2007

Repair Service Agent 116898

SHEARER PONTIAC BUICK GMC CADILLAC

1030 SHELBURNE RD

SOUTH BURLINGTON VT 05403-6938

8026581212

Process Date 02/20/2007

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

Odometer Reading: 29,539 MI

Authorization Code

Job Card Number: 126005

Labour Op D1002-Blower Motor Resistor Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 02/15/2007

Repair Service Agent 116898

SHEARER PONTIAC BUICK GMC CACILLAC

1030 SHELBURNE RD

SOUTH BURLINGTON VT 05403-6939

8026581212

Process Date 02/20/2007

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Catagory

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K4123-Transfer Case Shift Control Switch Replacement

Causel Part Number

-See other Parts and/or Net Items

Job Card Date: 11/18/2005

Job Card Number: A19670

Repair Service Agent, 115547 SIFFORD PONTIAC-GMC TRUCK 250 W FORT LEE RD BOGOTA NJ 07803-1253 2013422300

Odomater Reading: 0 MI Authorization Code

Process Date
11/22/2005
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Customer Cumpfaint Code:
0000-Converted Claim
Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

Privacy Policy | Terms of Use

D 2005 General Motors. All rights reserved.

For this vehicle:

View Vehicle Component Summary View Vehicle Transaction History

Information

Detail

 View Vehicle Summary - Service Contract

- Branded Title

View Vehicle Delivery

→ Warranty Block

e godi Wairant August 25, 2011

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

②

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 1GKDT13\$262

Model TT15506-2006 ENVOY 4WD (4-DOOR)

Service Contract No

Branded Title No. Warranty Block No PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

invoice information

Invoicing Service Agent 115547 SIFFORD PONTIAC-GMC TRUCK 250 W FORT LEE RD BOGOTA NJ 07603-1253 2013422300 Invoice Date: 11/18/2005

Ship to information

Invoicing Service Agent 115547 SIFFORD PONTIAC-GMC TRUCK 250 W FORT LEE RD BOGOTA NJ 07603-1253 2013422300 Ship to Date: N/A

Delivery Information

Delivery Service Agent 115547 SIFFORD PONTIAC-GMC TRUCK 250 W FORT LEE RD BOGOTA NJ 07603-1253 2013422300 Delivery Date 11/19/2005 Delivery Type: 020—DAILYRENTAL Delivery Odometer: 10

In Service Information

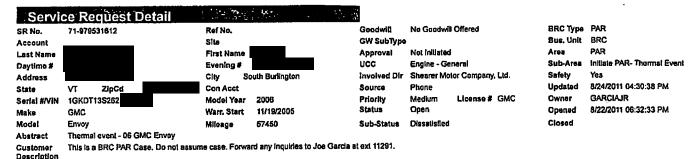
Invoicing Service Agent

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

Global Warranty Management Site Map

Privacy Palicy ! Terms of Use

© 2005 General Motors. All rights reserved



•	Descripants	
1	Pre-PAR	

PAR Notifier	Incident Date/Time	Injuries	#Other Veh	# People in Veh	Road Surfac	e Road	Cond. Fire Report# .	2. 2	Police Re	port# . See desiring
Owner	7/31/2011 10:00:00 AM	N	0	0	Asphalt	Dry	n/a		n/a	
Oriver Last No	ame	Driver	First Name	Hel	ht D	DIsat	llities -			to the same of the same
not		occupi	ed			n/a				
Insurance Age	ent Last Name		nce Agent Fir	si Name Pho	ne#		e Agency			1 4 *+ 1
n∕a		n/a				did not r	eport to Insurance			
incident Loc	campground				Inciden Desc	t				
Component	electrical									
					Damag Desc	e frt d/s door	dmgd			
	wicust									
Loc					Add'i In	ifo n/a				
Emgcy Svc Names	n/a				Maint L	oc Shearer Mo	itors		_	
PAR De	tail									
Collision	Non Collision	Y	Property Damage	N Thermal E	vt Y	Spec Equip	none			
Vehicle Speed	0		Weather Condition	sunny		Prop Owner	n/a		ybe ,tobeutà u₁	à
Last Service Date			Loc Last Service			Property Location	n/a		rop Est \$0 lepair Cost	0.00
Veh Est Repair Cost	\$422.00		Spec Equip Installer	n/a		Prop Damage Description	n/a			
Primary Veh Use	Personal		Inspection Type	Thermal Event		inspected By	Inspection Not Perform		nspection ate/Time	
Veh Damage Description	d/s door burn dmg					Explain Other	being sent to ESIS			

Report Generated for toporowm

on 8/25/2011

Page 1 of 9

Activities

/24/2011 04:38:36 PM	GARCIAJR	GARCIAJR	Activity Type		Scheduled Alarm		S Description Walting for ESIS to pick up
onlact Last Name		Contact Firs	t Name	Account		BAC Code	
omments:					<u></u>		1
onlidential Comments							l
onted 24/2011 04:38:04 PM	Created By GARCIAJR	Assigned To	Activity Type	Activity Sub-Typo ESIS- Thermal Event	Status în Progress	Completed	Description Thermal event - ESIS
ontact Last Name	GARCIAJR	Contact First		Account	(III togless	BAC Code	Themas even - core
omments	l and the second						1
GMC Envoy - Iharma e G/PAR/ATX	# event						
onlidential Comments				,			1
pated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
24/2011 04:37:16 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case Account	Done	8/24/2011 04:38:02 PM BAC Code	Business Case
			- Name	7 (3000) 11			
mments	uni avent file be	ing referred to E	SIS.				
h experienced a them	nai event, ike de	mig reserved to a					
h experienced a them e G3PAR/ATX	nai event, ike de						•
h experienced a them e G3PAR/ATX	nai event, lite de						ı
th experienced a them of G3PAR/ATX onlidential Comments oatled	Crested By	Assigned To	Activity Typa	Activity Sub-Typo	Status Dane	Completed 8/24/2011 04:25:27 PM	Description Vm for cust
h experienced a them e G3PAR/ATX n/idential Comments eatod 14/2011 04:24:57 PM			Activity Typo Outbound Call Customer	Activity Sub-Typo Left Message Account	Status Done		
h experienced a them e G3PAR/ATX indidential Comments eated 24/2011 04:24:57 PM infact Last Name	Crested By CARCIAJR	Assigned To	Activity Typo Outbound Call Customer	Left Mossage		8/24/2011 04:25:27 PM	
h experienced a them e G3PAR/ATX nfidential Comments catod 44/2011 04:24:57 PM ntact Last Name nmments illed daytime phone #,	Created By CARCIAJR	Assigned To GARCIAIR Contact First	Activity Typo Outbound Call Customer	Left Mossage		8/24/2011 04:25:27 PM	
	Created By CARCIAJR	Assigned To GARCIAIR Contact First	Activity Typo Outbound Call Customer	Left Mossage		8/24/2011 04:25:27 PM	

Report Generated for toporowm

on 8/25/2011

Page 2 of 9

Activities

Groated 8/24/2011 10:12:12 AM Confact Last Name Confidential Comments	- Created By GARCIAJR	Assigned To GARCIAJR Contact Fire	Activity Typo Scheduled Follow-up I Name	Activity Sub-Typo Account	Status Done	1 Completed 8/24/2011 04:23:55 PM BAC Code	Description- ct cust
Greated. 9/24/2011 10:11:42 AM Gontact Last Name College Call phone #. Calling to Ifu w/cust re th	Created Ey GARCIAJR	Assigned To GARCIAJR Contact Firs	Outbound Call Customer	Activity Sub-Typo Left Message Account	Status Dane	Completed 8/24/2011 10:12:07 AM BAC Code	Description Vm for cust
Contidential Comments Croated 8/24/2011 10:10:39 AM Contact Last Name Comments Called daylime phone #,	Omated By GARCIAJR	Assigned to GARCIAIR Contact hirs	Outbound Call Customer	Activity Sub-Type Made Conlact Account	Status	Completed 8/24/2011 10:10:54 AM BAC Code	Description cust not avail
Crm stated calling to spe Third party stated he is a Crm left message. Joe G/PAR/ATX Confidential Comments							1

Report Generated for toporowm

on 8/25/2011

Page 3 of 9

Activities

3/23/2011 06:45:10 PM	GARCIAJR	Assigned To GARCIAJR Contact Firs	Activity Type Scheduled Follow-up I Name	Activity Sub-Type 12	Done Done	8/24/2011 10:10:03 AM BAC Code	Doscription (ceres to ce cust
Confidential Comments							
				Activity Sub-Type	Status	Completed	Description
Prosted 9/23/2011 05:56:52 PM	Greated By GARCIAJR	Assigned To GARCIAIR	Activity Type Ownership Changed	Ownership Escalated to BRC	Done	8/23/2011 05:56:52 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	emBN 1	Account		BAC Code	
Comments							
Confidential Comments							1
Fronted 0/23/2011 12:24:04 PM	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 8/23/2011 12:24:47 PM	Dascription Vm for cust
Contact Last Name		Contact Firs	l Name	Account		BAC Code	1
comments Called cell phone #,							
Calling to f/u w/cust re th	e product allega	ition case.					
oe G/PAR/ATX							ı .
	Created By.		Activity Type	Activity Sub-Typo	Status	Completed	Description
mated /23/2011 12:23:18 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up	Weight Sorre 1915	Done	8/23/2011 06:45:05 PM	ct cust
ontact Last Name		Contact First	Name	Account	•	BAC Code	i
Comments							Ī

Report Generated for toporowm on 8/25/2011 Page 4 of 9



Greated \$1,23/2011 11:15:15 AM	Created By MERCADTO	Assigned To GARCIAJR	Activity Type Ownership Changed	Activity Sub-Type	Dona Dona	Completed 8/23/2011 11:	16:15 AM	Service Request Ownership has	* 7 *4
Contact Last Name		Contact Firs	l Name	Account		BAC Code		changed FROM: MANCILGI TO: GARCIAJR	
Comments									
Confidential Comments	****								

Created C	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	MERCADTO	GARCIAJR	BRC PAR	initial Contact- Dealer	Done	8/23/2011 12:23:15 PM	no dir ci needed
Contact Lord Marco		Contact Circle	Marne	Account		BAC Code	

Joe G/PAR/ATX

Confidential Comments

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2011 11:15:24 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	8/24/2011 04:37:14 PM	made initial ct w/cust
Contact Lout Maria		Contact First	N _{ame}	Account		BAC Code	

Cust stated he was cro to the w/GM in regards to the allegation he filed on his veh.

Crm stated understand that veh experienced a thermal event.

Cust stated that is correct, was parked and up occupied at a campground when it happened. Cust saled he smelled plastic burning from the frt d/s door, took panel off and saw the switch burning, alroady had it repaired at GM dic.

Cmn verfd pre-par & par detall screen info.

Crm also read ESIs scripting, advised will need to refer this file to our central claim dept, they will fix wicust with 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX
Confidential Comments

Page 5 of 9 on 8/25/2011 Report Generated for toporowm

Activities

Croatod	Created By	Assigned To	Activity Type	يا وجهدو	Activity Sub-Type	Status :	Completed	- Description	
8/23/2011 11:15:11 AM	MERCADTO	GARCIAJR	BRC PAR		Acknowledgement	Done	8/23/2011 12:21:38 PM	acknowledgement made	
Contact Last Marna		Contact First	Name		Account		BAC Code		
								,	
Comments	1							}	
Called daylime phone #.									
Com stated calling to spe	ak wienet								

Third party stated he is at work, not avail. Crm left message.

Joe G/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
8/23/2011 11:15:05 AM	MERCADTO	GARCIAJR	Research		Done	8/23/2011 12:20:58 PM	Research vin
Contact Last Name		Contact First	Name	Account		BAC Code	
							•
Comments							

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - 71-546654791, not related to allegation

Joe G/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Complèted	Description
8/23/2011 11:14:44 AM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	8/23/2011 12:19:40 PM	File assigned to Joe Gards @ x11291
Contact Last Name	·	Contact Firs	t Name	Account		BAC Code	
Comments							
Confidential Comments							

Page 6 of 9 on 8/25/2011 Report Generated for loporowm

Activities

Creatod	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status / · ·		Doscription
8/23/2011 11:14:43 AM	MERCADTO	MANCILGI	SR Opened		Done	8/23/2011 11:14:43 AM	SR in Status of Closed has been Re- Opened by MERCADTO
Contact Last Name		Contact Firs	Name	Account		BAC Code	Opened by Michondro
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2011 11:14:41 AM	MERCADTO	MANCILGI	SR Closed - Dissatisfied		Done	8/23/2011 11:14:42 AM	Service Request has been Closed
Contact Last Name		Contact First		Account		BAC Code	Dissatisfied.
Comments							
Confidential Comments							
Croaled	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
/22/2011 07:06:54 PM	MANCILGI	AMSTUTST	Notify CRM		Done	8/23/2011 11:14:38 AM	thermal event
Contact Last Name		Contact First		Account		BAC Code	Recieved and assigned in PAR Stacy/ATX/PAR
Comments							
Confidential Comments							

Report Generated for toporowm

on 8/25/2011

Page 7 of 9

Activities

, , , , , , , , , , , , , , , , , , , ,						
Created By	Assigned To Activity Type	Activity Sub-Typo	Status	Completed	Description	
3/22/2011 06:32:46 PM MANCILGI	MANCILGI Inbound Call Customer	Complex Request	Done	8/22/2011 07:08:48 PM	thermal event	
Contact Last Name		Account		BAC Code		

Comments BNTC: 802 238 1247 after 5.00pm

CUST STS:
2008 envoy 57450 ml
1GKDT135262
Issue with the power window control switch
It caught fire
this happened on 7/31/2011

veh was just sitting
the tail gate was open
theres like plastic something hot
then theres smoke coming from the door
I literally wripped the panel open
and theres flame

the repair was done 8/2/2011 at dir gm dir fixed it t being charged \$451.62 they said it got wet i strongly feel it didnt its a manufacturing issue this is a safety issue

CUST SKS: repair coverage

CRS ADV:

CRS ADV: gathered info we'll see what can be done we'll see what can be done will call PAR team right now (crs dialled 52455 and getting routed to VM, unable to leave msg bec crs is getting routed to my own vmbox) adv that a rep from the PAR team will flup with them

Gina/T1/CAC/Manila/Lvl 1

Confidential Comments

Report Generated for toporowm

on 8/25/2011

Page 8 of 9

UCC Information

 UCC Code
 Symptom
 Description

 J01
 Thermal Event
 Engine - Gener

Page 9 of 9



- 6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- 7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
- 8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
- 9. Advise if the subject vehicle was ever involved in any prior accidents.

 If applicable, identify the nature and extent of the damages and repairs completed.
- 10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
- 11. Advise of any injuries.
- 12. Advise if there is any property damage other then the subject vehicle.
- 13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

Eric Wilt

Claims Administrator

Eric Wilt

February 15, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Summary INTERFACE WITH CUSTOMER View Vehicle Summary ② This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable. Warranty Block, Branded Title Information and OnStar and XM Radio information (if applicable). Vehicle Information VIN 1GNDT13S472 Model CT15506-2007 TRAILBLAZER 4WD Service Contract No. Branded Title, No. Warranty Block: No PDI Status No Order Type 70 - RETAIL - STOCK Field Actions <u>0 Open</u> **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 ventication 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 Canada) and in the USA:800-556-3600. OnStar Equipped: Y OnStar Status: Active XM Equipped Y XM Radio ID: HGDDM0HL XM Status inactive OnStor Vehicle Diagnostics Y DMN Enabled N **Applicable Warranties** Valid warranties are highlighted

Logout

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

Warranty Add Start Effective End End Valid Doscription Odometer Date Odometer Bumper to Bumper 02/21/2010 02/08/2007 3 MI 02/08/2010 36,003 MI Umited Warranty Corrosion Limited 02/21/2010 02/08/2007 3 MI 02/08/2013 100,003 MI Warranty **Emission Select** 02/21/2010 02/08/2007 3 MI 02/08/2015 80,003 MI Component Ltd Wty Powertrain Limited 02/21/2010 02/08/2007 3 MI 02/08/2012 100,003 MI Warranty

Service Request Detail SR No. 71-1038781709 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Bus. Unit BRC Account Site Last Name First Name Approva! Not initiated Area PAR Daytime # Evening # UCC Electrical - General Sub-Area Initiate PAR- Other Involved Dir Address City Rochester Hills Safety Yes ZipCd 2/14/2012 08:54:26 AM State М Con Acct Phone Updated Source Serial #/VIN 1GNDT13S472 Model Year 2007 Priority Medium License# Owner RANGELD Opened Warr. Start 02/08/2007 Status Open 2/13/2012 05:57:21 PM Make Chevrolet TraiiBlazer Model Mileage 108000 Sub-Status Dissatisfied Closed Abstract (es)PAR:thermal event Electrical - General This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalla at ext 11350

Description Pre-PAR

Customer

Vehicle wicust	
Property None Condition Non Collision Y Property N Thermal Evt Y Spec Equip none Property None Height DOS Disabilities none Phone # Insurance Incident S150 Gerald Ave Rochester Hills,MI 48307 Loc Component drivers side switch control panel Vehicle Wicust Desc Damage Maint Loc local garage PAR Detail Collision Non Collision Y Property N Thermal Evt Y Spec Equip none Damage Condition Type Loc Last Specific Local Condition Property N Thermal Evt Desc Condition Type Last Service Loc Last Property N Repeir Cost Veh Est \$0.00 Spec Equip n/a Prop Damage n/a	Report#
Property Name Property Nam	
ri/a ri/a State Farm insurance Incident 3150 Gerald Ave Rochester Hills,MI 48307 Incident Component drivers side switch control panel Vehicle Wcust Damage Desc Add'l Info n/a Emgcy Svc n/a Names Maint Loc local garage PAR Detail Collision Non Cotilision Y Property N Thermal Evt Y Spec Equip none Damage Condition Vehicle 0 Weather cold Prop Owner ri/a Property n/a Speed Condition Weather Service Date Loc Last Service Location Repair Cost Veh Est \$0.00 Spec Equip n/a Prop Damage n/a	
Incident Loc Component drivers side switch control panel	
Incident 3150 Gerald Ave Rochester Hills,MI 48307 Loc Desc Damage Odivers side switch control panel Vehicle Wcust Desc Desc Names Maint Loc local garage PAR Detail Collision Non Collision Y Property N Thermal Evt Y Spec Equip none Weather cold Prop Owner n/a Property n/a Speed Condition Loc Last Service Date Prop Est St Service Veh Est \$0.00 Spec Equip n/a Prop Damage n/a	
Loc Component drivers side switch control panel	
Component divers side wicust Vehicle wicust Loc Add'l Info n/a Emgcy Svc n/a Names Maint Loc local garage PAR Detail Collision Non Collision Y Property N Thermal Evt Y Spec Equip none Damage drivers side door panel scorched and control panel burned Damage drivers side door panel scorched and control panel burned Damage drivers side door panel scorched and control panel burned Damage drivers side door panel scorched and control panel burned Damage Desc Add'l Info n/a Property N Thermal Evt Y Spec Equip none Vehicle 0 Weather cold Prop Owner ri/a Property n/a Property n/a Property n/a Prop Est Scoruce Last Service Location Repair Cost Veh Est \$0.00 Spec Equip n/a Prop Damage n/a	ed to try and unplug it and he
Vehicle w/cust	a names went out.
Emgcy Svc n/a Names	
Name's Maint Loc local garage PAR Detail Collision Non Collision Y Property N Thermal Evt. Y Spec Equip none Damage Vehicle 0 Weather Cold Prop Owner ri/a Property ri/ Speed Condition Property ri/a Prop Est. St. Last Service Location Prop Damage ri/a Lest Service Service Property ri/a Prop Est. St. Repair Cost Veh Est. \$0.00 Spec Equip n/a Prop Damage ri/a	
PAR Detail Collision Non Collision Y Property N Thermal Evt Y Spec Equip none Vehicle 0 Weather Cold Prop Owner n/a Property n/ Speed Condition Type Last Service Location Property n/a Prop Est SC Repair Cost Veh Est \$0.00 Spec Equip n/a Prop Damage n/a	
Collision Non Collision Y Property N Thermal Evt. Y Spec Equip none Vehicle 0 Weather Cold Prop Owner n/a Property n/ Speed Condition Property n/ Type Last Service Property n/a Prop Est St Date Service Service Prop Damage n/a	
Damage Vehicle 0	
Speed Condition Type Last Service Loc Last Service Property n/a Prop Est St Location Prop Est St Location Repair Cost Veh Est \$0.00 Spec Equip n/a Prop Damage n/a N/a	
Date Service Location Repair Cost Veh Est \$0.00 Spec Equip n/a Prop Damage n/a	n/a
	\$0.00
11-pan	
Primary Personal Inspection Thermal Event Inspected By Inspection Not Performed Inspection Veh Use Type Date/Time	
Veh Damage drivers side door panel scorched and control panel burned Explain Other escalate to esis Description	

Report Generaled for toporowm

on 2/15/2012

Page 1 of 7

Activities

Crosted 2/14/2012 08:54:37 AM	Created By AMSTUTST	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal Event
Contact Last Name		Contact Firs	l Name	Account		BAC Code	l
Continents						•	l
veh experienced a therm Confidential Comments	al event from ti	ne electrical on t	he drivers door				
Confidential Comments							•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/13/2012 06:53:12 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	2/13/2012 06:53:12 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	i Name	Account		BAC Code	l
Comments							ı
Confidential Comments							
2/13/2012 06:50:03 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alam	Completed	Description check if file has been p/u by esis
Contact Last Name	MIGELL	Contact Fire		Account	Od Iddoled Fall	BAC Code	F
			· · · · · · · · · · · · · · · · · · ·	1000011			-
Comments							
THIS IS NOT A CALLBA Confidential Comments	CK TO CUST.E	XO NOT ADVISE	CUST OF THIS				•
Confidential Comments				<u></u>			
Croated	Created 8v	Accioned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/13/2012 06:49:31 PM	RANGELD	AMSTUTST	Notify CRM	Acomy odd-1796	Done	2/14/2012 08:54:35 AM	escalate to esis
Contact Last Name		Contact Fire	•	Account		BAC Code	!
							_
Comments escalate to esis due to	-						
thermal event							
Dalia Rangel/par/atx							
Confidential Comments							

Report Generated for toporowm

on 2/15/2012

Page 2 of 7

Activities

Croatod	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/13/2012 06:48:36 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	2/13/2012 06:49:30 PM	case assessment
Contact Last Name		Contact First	Name	Account	•	BAC Code	İ

Cust sts flames coming from drivers side control panel Crs escalated file to esis due to thermal event

Dalia Rangel/par/aix Confidential Comments

Created By Assigned To Activity Typo
3:56 PM RANGELD RANGELD Outbound Email Activity Sub-Typo DVM/CAM/Field Status Created Completed Description 2/13/2012 06:43:56 PM RANGELD RANGELD Done 2/13/2012 06:46:55 PM e-mail sent to dma Jay Townsend BAC Code Contact Last Name Contact First Name

A product allegation claim has been made in your region. The customer is alleging flames scoming from drivers side control panel. This case is being escalated to ESIS because thermal event.

2007 Chevoriet TrailBlazer 1GNDT13S472 Dealership, City, State (BAC) no dir involved Dealership Contact, Title/Position

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

Best wishes, Dalla Rangel I CRS

Aditya Birla Minacs I inspired every day 7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741 Phone: 868-790-5600 ext. 31117 I Fax: 868-775-9478 I www.minacs.adityabirla.com

Report Generated for toporowm

on 2/15/2012

Page 3 of 7

Activities

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
2/13/2012 06:27:04 PM	RANGELD	RANGELD	Research		Done	2/13/2012 06:32:16 PM	1GNDT13S472
Contact Last Name		Contact First	Name	Account		BAC Code	
WIIIII				·			
rev sr#s associated wit 1-698951984 mess on r		n.					
o recalls							
o prev repairs related to	allegation						
Dalia Rangel/par/atx							
Confidential Comments							
roated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/13/2012 06:26:47 PM	RANGELD	RANGELD	BRC PAR	Initial Contact - Field	Done	2/13/2012 06:43:50 PM	e-mail sent to dma Jay Townsend
Inntact Last Name		Contact First	Name	Account		BAC Code	·
CONTIDUENTS							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typa	Status	Completed	Description
V13/2012 06:26:32 PM	RANGELD	RANGELD	BRC PAR	Initial Contact- Dealer	Done	2/13/2012 06:42:18 PM	"No Initial Contact required. Vehicle ha
'ontact Last Name		Contact First	Name	Account		BAC Code	not been to dealer in two years."
Comments							
Confidential Comments			·				l
zomikiemeai Cominents							

Report Generated for toporowm

on 2/15/2012

Page 4 of 7

Activities

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
2/13/2012 06:26:12 PM	RANGELD	RANGELD	BRC PAR	Initial Contact- Phone	Done	2/13/2012 06:41:58 PM	cust transferred from cac
Contact Last Name		Contact First	Name	Account		BAC Code	

Cust sts

We were getting ready to leave home. My husband went to put the windows down and he noticed smake coming from the control panel on drivers side door. He started to try and unplug it and he noticed fitames coming from the control panel. He pulled the plug and flames went out. We were going to get the veh repaired but we saw info in the news where this is a known concern that GM is looking into. The drivers side door panel is scorched and the control panel is burned. Veh is currently at my home. We have not contacted the insurance co.

No inturies or property damage.

We purch veh used Main performed at local garage.

Cust sks to adv of thermal event on veh.

Crs read statement

Crs adved

I will need to escalate file to central claims dept someone will be contacting you 7-10 business days

Dalla Rangel/par/aix Confidential Comments

Confidential Comments

Greated 2/13/2012 06:25:42 PM	Created By RANGELD	Assigned To RANGELD	Activity Typo BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 2/13/2012 06:26:11 PM	Doscription transferred from cac
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Continued in Initial							
Dalla Rangelipariatx Confidential Comments							I
					Clate	0	
2/13/2012 06:25:24 PM	Created By RANGELD	Assigned To RANGELD	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	2/13/2012 06:25:40 PM	Description Dalla Rangel x11350
Ĉantari Last Nama		Contact Fire	t Mame	Account		BAC Code	
							1

Report Generated for loporowm

on 2/15/2012

Page 5 of 7

Activities

2/13/2012 06:25:17 PM RANGELD RANGELD Ownership Changed Done 2/13/2012 06:25:17 PM Contact Last Name Account BAC Gode Changed FROM: MANGELAB TO: RANGELD	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
RANGELD	2/13/2012 05:25:17 PM	RANGELD	RANGELD	Ownership Changed		Done	2/13/2012 06:25:17 PM	
	Contact Last Name		Contact Firs	l Name	Account		BAC Code	
Comments Com								NAMOELD
	Comments							
	Confidential Comments							

Created By Assigned To Activity Type
2/13/2012 06:04:09 PM MANGELAB MANGELAB Inbound Call Customer Activity Sub-Type Status Description 2/13/2012 06:10:28 PM Complex Request Done Flame on the control panel at the driver BAC Code Contact Last Name

Comments 1GNDT13S472 Rochester Hills MI

Customer Sts:

- Customer Sits:
 >there was a flame inside the control panel of the driver side of the veh
 >thates where the smoke and fire came out
 >there is a burn in that part
 -cust bought the veh used
 >it happened last Sat Feb 11, 2012 around 2:00pm
 >they pulled the plug out of the door jam when they saw the flame
 >the whole control panel is off, cant do anything of the doors and needs to replaced
 >its a known issue with the veh
 >government is also investigating another veh with the same model and same problem

Customer Sks: >assitance

CRS Advised:

>verified and will be Imsferred to PAR to have further assistance with the concern

SAM/ CAC Tier 1/ MAN/ Lvi 0

Empowered
Confidential Comments

Page 6 of 7 Report Generated for toporowm on 2/15/2012

UCC Information Symptom Thermal Event Description Electrical - General

on 2/15/2012 Report Generated for toporowm Page 7 of 7



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

800.888.0164 tel 313.665.0911 fax

Dawn McGuin Claims Administrator

February 15, 2012



RE:

Claimant:

Our File No.:

Our Client: Date/Event:

February 11, 2012 2007 Chevrolet Trailblazer

General Motors LLC

Subject vehicle:

VIN:

1GNDT13S472

739470

Dear

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 Michigan is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on February 8, 2007, and this statute would have expired on February 8, 2011. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Dawn McGuin

Claims Administrator

Dawn McGuin

Service Contract

Vehicle has no current record of service contracts.

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/08/2009	203335	ZREGRegular Vehicle Transaction		Z2175 - \$15 Maintenance Card Promotion	64,710 MI
03/25/2008	190181	ZREG—Regular Vehicle Transaction		B7010 - Emblem And/Or Nameplate - One - Replace	35,155 MI
12/27/2007	187329	ZREG—Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	27,569 MI
1 <i>2/</i> 27 <i>/</i> 2007	187329	ZREGRegular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	27,569 MI
09/14/2007	183480	ZREGRegular Vehicle Transaction		B7010 - Emblem And/Or Nameplate - One - Replace	19,413 MI
08/20/2007	182454	ZREGRegular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	17,551 MI
07/05/2007	180557	ZREGRegular Vehicle Transaction		N6600 - Brake System/Traction Control Wiring and/or Connector Repair or Replacement	13,188 MI
D7/05/2007	180557	ZREGRegular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	13,188 MI
05/14/2007	178404	ZREGRegular Vehicle Transaction		E0716 - Diagnostic System Check - Tire Pressure Monitoring	8,608 MI
11/02/2006	170395	ZPDIPre- Delivery Inspection		Z6999 - PDI Releted Fluid Adds	5 MI
10/31/2006	A77541	ZPDIPre- Delivery Inspection		27000 - Pre-Delivery Inspection -	O MI

Global Warranty Management Site Map

Privacy Policy | Terms of Lise

© 2005 General Motors, All rights reserved

四 @lobalWarranty

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

3

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 1GNDT13S472 Service Contract: No

Branded Title No.

Warranty Block, No.

Model CT15506-2007 TRAILBLAZER 4WD

February 15, 2012

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vohicle Weight: 2,611

Order Number KMWT9B Build Date 10/31/2006 Build Plant 2 For this vehicle:

- View Vehicle Summary
 - Service
 - Contract
 - → Branded Title
 - Warranty Block
- View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle Transaction History
- Detail
- View Vehicle Delivery Information

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2: *
POWER DUAL OUTSIDE MIRRORS * FLOOR MATS,
FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED . BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER ' REMOTE KEYLESS ENTRY . THEFT DETERRENT SYSTEM

28H · LIGHT GRAY

37U - IMPERIAL BLUE METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP 9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT. RR FACING

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT/REAR

B88 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI 16

N40 · POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6FB - COMP FRT LH COMPUTER SEL SUSP

8UZ - COMPONENT RR LH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR. CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUO - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)

DAY · ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV MIRRORS

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WREELS

NT7 - EMISSION SYS FED - TIER 2

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AWFM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) OVERHEAD CONSOLE

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

R8K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING LIGHTS

TB4 · LIFTGATE

U73 - FIXED MAST ANTENNA

UCB - AMFM STEREO W/6 DISC CD PLAYER. AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

UJ6 - TIRE PRESSURE MONITOR

UY7 - TRAILER WIRING HARNESS

V73 - STATEMENT OF VEHICLE CERT.-

U.S. /CANADA

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

QTM - ALL-SEASON TIRES

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT NUMBER

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA.

1ST 3 MONTHS INCL.

UAB - THEFT DETERRENT ALARM SYSTEM

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout

ய **இற்து Warranty**

February 15, 2012

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

View Vehicle Component Summary

3

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

Vehicle Information

VIN 1GNDT13S472 Service Contract: No

Model CT15508-2007 TRAILBLAZER 4WD

Branded Title No. Warranty Block, No. PDI Status No

Order Type 70 - RETAIL - STOCK Field Actions: 0_Open

View Vehicle

Detail

View Vehicle Delivery Information

Vehicle Component

Component Code. 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 10/31/2005

Traceability 610100391 Part / Number Broadcast: NAX

Time Scanned 16:42:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Oate-Scanned: 10/31/2006

Traceability 000812976 Part / Number Broadcast A1Z

Time Scanned 17:12:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Traceability, 0BM056358 Part / Number Broadcast: FK

Traceability 44985624

Date Scanned: 10/31/2006

Time Scanned: 16:53:00 Scan Station 03

Component Code: 81-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Part / Number Broadcast 7TDD

Date Scanned 10/31/2008

Time Scanned 16:51:00 Scan Station 02

Component Code 83-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES Source Plant G-

Traceability EJ026386

Part / Number Broadcast

Date Scanned. 10/31/2008

Time Scanned 17:32:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned. 10/31/2006

Part / Number Broadcast. CN8

Traceability 296122708 Time Scanned: 16:52:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00041987

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast 3172

Date Scanned: 10/31/2008

Time Scanned 18:23:00 Scan Station:

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant. Q-RIMIR MATAMORS MEXICO

Date Scanned 10/31/2006

Traceability: 1GZ8A1M Part / Number Broadcast 2395

Time Scanned. 20:40:00 Scan Station 06

Component Code AL-IR-MODULE ASM-I/P

Source Plant. M-MORTON-THIOKOL

Date Scanned 10/31/2006

Traceability. 5ABMG89

Part / Number Broadcast: 5521

Time Scanned 17:04:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant .

Part / Number Broadcast. 1ZZ

Date Scanned: 10/21/2006

Time Scanned: 03:01:00 Scan Station:

Traceability, 0850343

Component Code: CD-SEQ NUM (FLEX) BODY ASM

Traceability 3080916

2/15/2012

For this vehicle: - View Vehicle Summary

- Servico
- Contract
- → Branded Titla
- Warranty - Block

→ View Vehicle Build

Component Summary

View Vehicle

Transaction History

Source Plant: -

Date Scanned 10/30/2006

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 10/31/2006

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant. -

Date Scanned 10/31/2006

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant: -

Date Scanned: 10/31/2006

Part / Number Broadcast: 1WW

Time Scanned: 08:47:00 Scan Station:

Traceability: 3080794

Part / Number Broadcast: 1PT

Time Scanned: 01:06:00 Scan Station:

Traceability: 3080418

Part / Number Broadcast, 1PH

Time Scanned: 13:22:00 Scan Station:

Traceability: 3060431

Part / Number Broadcast. 1GB

Time Scanned: 13:51:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

ල්ටෝWarranty February 15, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail ② This screen allows IVH users to view the available information on individual transaction for the VIN selected. Vehicle information VIN 1GNDT135472 Model: CT15506-2007 TRAILBLAZER 4WD Service Contract No Branded Title, No. Warranty Block No. PDI Status No Order Type. 70 - RETAIL - STOCK Field Actions: <u>0_Open</u> Job Card Date: 04/06/2009 Job Card Number: 203335 Repair Service Agent 158755 Odometer Reading 84,710 MI RODGERS CHEVROLET, INC. Authorization Code: **23755 ALLEN RD** WOODHAVEN MI 48183-3394 7346769600 **Process Date** 04/10/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Customer Enthusiasa **Customer Complaint Code** 0000-Converted Claim Job Card Line #. 1 Transaction Adjustment Cause Code. 0000-Converted Claims Labour Op Z2175-\$15 Maintenance Card Promotion Causal Part Number →See other Parts and/or Net Items Job Card Date: 03/25/2008 Job Card Number: 190181 Repair Service Agent 158755 Odometer Reading 35,155 MI RODGERS CHEVROLET, INC. 23755 ALLEN RD Authorization Code **WOODHAVEN MI 48183-3394** 7346769600 **Process Date** 03/28/2008 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Transaction Adjustment Job Card Line # 1 Cause Code: 0000-Converted Claims

Job Card Number: 187329

Labour Op B7010-Emblem And/Or Nameplate - One - Replace

Causal Part Number

Job Card Date: 12/27/2007

→See other Parts and/or Net Items

Logout For this vehicle: - View Vehicle Summary Service Contract - • Branded Title — Warrenty Block - View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Delai View Vehicle Delivery Information

Repair Service Agent: 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD **WOODHAVEN MI 48183-3394** 7346769600

Odometer Reading: 27,569 MI Authorization Code:

Process Date 01/08/2008 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 11197-Fuel Level Sensor Replacement Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/27/2007

Repair Service Agent: 158755 RODGERS CHEVROLET, INC. 23765 ALLEN RD WOODHAVEN MI 48183-3384 7346769600

Job Card Number: 187329

Odometer Reading 27,569 MI

Authorization Code

Process Date 01/08/2008

Transaction Type ZREG....Regular Vehicle Transaction Transaction Expense Category

Customer Complaint Code 0000-Converted Claim Job Card Line # 2

Transaction Adjustment Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION Cause Code: 0000-Converted Claims

Causal Parl Number

See other Parts and/or Net Items

Job Card Date: 09/14/2007

Repair Service Agent 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD WOODHAVEN MI 48183-3394 7346769600

Job Card Number: 183480

Odometer Reading 19,413 MI Authorization Code

Process Date 09/21/2007

Transaction Type ZREG----Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code. 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Labour Op 87010-Emblem And/Or Nameplate - One - Replace

Cause Code: 0000-Converted Claims

Causal Part Number

Job Card Date: 08/20/2007

-See other Parts and/or Net Items

Job Card Number: 182454

Repair Service Agent 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD WOODHAVEN MI 48183-3394 7346769600

Odometer Reading: 17,551 MI Authorization Code: B

Process Date 08/24/2007

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 E0722-Tire Pressure Indicator Sensor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/05/2007

Repair Service Agent: 158755 RODGERS CHEVROLET, INC. 23756 ALLEN RD WOODHAVEN MI 48183-3394 7346769600

Job Card Number: 180557

Odometer Reading 13,188 MI Authorization Code

Process Date 07/10/2007

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 N6500-Brake System/Traction Control Wiring and/or Connector Repair or Replacement

Causal Part Number

Job Card Date: 07/05/2007

Job Card Number: 180557

Repair Service Agent: 158755 RODGERS CHEVROLET, INC. **23755 ALLEN RD** WOODHAVEN MI 48183-3394 7346769600

Odometer Reading 13,188 MI Authorization Code

Process Date 07/10/2007

Transaction Type: ZREG-Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Parl Number

See other Paris and/or Net Items

Job Card Number: 178404

Job Card Date: 05/14/2007 Repair Service Agent 158755

Odometer Reading 8,608 MI

RODGERS CHEVROLET, INC. 23755 ALLEN RD **WOODHAVEN MI 48183-3384** 7346769600

Authorization Code

Process Date 05/18/2007

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category. **Customer Complaint Code** 0000-Converted Cialm

Job Card Line #: 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op E0716-Diagnostic System Check - Tire Pressure Monitoring

Causal Part Number

Job Card Date: 11/02/2008

Job Card Number: 170395

Repair Service Agent: 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD WOODHAVEN MI 48183-3394 7346769600

Odometer Reading: 5 MI

Authorization Code:

Process Date 11/10/2006

Transaction Type: 2PDI----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 Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 10/31/2006

Job Card Number: A77541

Repair Service Agent 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD WOODHAVEN MI 48183-3394 7348769600

Odometer Reading 0 MI Authorization Code

Process Date Transaction Type ZPDI----Pre-Delivery Inspection Transaction Expense Calegory Customer Complain: Code:

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

Global Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors. All rights reserved

Logout

@lobalWarranty February 15, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information CUSTOMER View Vehicle Delivery Information 3 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 1GNDT13S472 Model CT15508-2007 TRAILBLAZER 4WD Service Contract: No Branded Title: No Warranty Block: No PDI Status No Order Type: 70 - RETAIL - STOCK Field Actions: 0 Open Invoice information Invoicing Service Agent. 158755 RODGERS CHEVROLET, INC. Invoice Date 10/31/2006 23755 ALLEN RD WOODHAVEN MI 48183-3394 7348769600 Ship to Information Ship to Service Agent: 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD Ship to Date N/A WOODHAVEN MI 48183-3394 7346769600 Delivery Information Delivery Service Agent 158755 RODGERS CHEVROLET, INC. Delivery Date 02/08/2007 Delivery Type. 016—GM SUPPLIER 23755 ALLEN RD Delivery Odometer 3 WOODHAVEN MI 48183-3394 7346769600 In Service Information Invoicing Service Agent In Service Date: N/A In Service Type 0000 In Service Odometer. 0

For this vehicle:

→ <u>View Vehicle Summary</u>

- Service Contract

-- Branded Title

-- Waπanty Block

- • View Vehicle Bulld

View Vehicle
Component Summary

View Vehicle
Transaction History

Detail
View Vehicle Delive

- View Vehicle Delivery Information

Global Warranty Management Site Map

Privacy Policy | Terms of Use

Registration Information
Registration Service Agent N/A

© 2005 General Motors. All rights reserved

Registration Date: N/A Registration Number: N/A Registration Odometer: 0

Service Request Detail BRC Type PAR 71-1038903600 Ref No. Goodwill No Goodwill Offered SR No. Site GW SubType Bus. Unit BRC Account Not initiated PAR Last Name First Nam Approval Area UCC Electrical - General Sub-Area Initiate PAR- Other Evening 1 Daytime # Takoma Park Safety Address City Involved Dir Yes Con Acct Source Phone Updated 2/14/2012 04:38:25 PM State MD ZipCd 1GKDS13S862 Model Year 2006 Priority Medium License # GMC Owner RANGELD Serial #/VIN Status Open 2/14/2012 09:58:52 AM 09/07/2006 Opened Make GMC Warr. Start Mileage 150600 Dissatisfied Closed Model Envoy Sub-Status Abstract (es)PAR - thermal event Electrical - General Customer This is a BRC Par Case.Do not assume case. Description Forward any Inquistes to Dalta at ext 11350

Pre-PAR

PAR Notifier		njuries	# Other Veh	# People	ın Veh Roz	d Surface	Road	Cond Fire Report	,	Police	: Report#
Owner	12/21/2011 04:00:00 PM	N	0	2	Asp	halt	Dry	n/a		n/a	
Onver Last N	ame	Driver	First Name		Height	DO		lities			
					5'10"	_	none				
	ent Last Name		nce Agent Fire	at Name	Phone #		USAA In	e Agency			
n/a		n/a									
Incident Loc	Lochinder Rd in Palomick.MD					Incident Desc	buming and	noticed smoke.I tun	ned around and w	ent to drop my s	off I starated to smelt something son back at school so I could se smoke was coming from the
Component	drivers side door switch								e someone came	ILL STIC SCASO III	le shoke was conning nom the
						Damage Desc	drivers side	door panel melted			
Vehicle	cust has veh										
Loc						Add'l Info	o Insurance c	o advad they do not	cover electrical co	ncems	
Emgcy Svc Names	Patomick FD					Maint Lo	c various lube	places			
PAR De	tail										
Collision	N Non Collision	Y	Property Damage	N The	rmal Evt	Y	Spec Equip	none			
Vehicle Speed	25		Weather Condition	dear			Prop Owner	πla		Property Type	n/a
Last Service Date			Loc Last Service				Property Location	n/a		Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	rJa			Prop Damage Description	n/a			
Primary Veh Use	Personal		Inspection Type	Thermal Ev	rent		Inspected By	Inspection Not Per	formed	Inspection Date/Time	
Veh Damage Description	drivers side door panel meked						Explain Other	escalate to esis			

Report Generated for toporowm

on 2/16/2012

Page 1 of 8



(739536) - 2006 Envoy Sean Z Kelly to: Reginald Johnson

05/09/2012 02:37 PM

From: To.

Sean Z Kelly/C/US/GM/GMC

This will acknowledge our conversation today when we agreed to settle the above matter for \$3,464.10.

Prior to issuing the check, the enclosed Release needs to be signed by you in the presence of a Notary Public. Please read the Release carefully, as this will be considered the full and final settlement of any and all claims with regard to this matter. To confirm, the \$3,464.10 settlement is the total settlement and any previous agreement between the two parties is considered null and void.

Once I have the completed Release, a settlement check will be issued in the agreed amount of \$3,464.10.

Should you have any questions, please do not hesitate to contact me at 313.665.3500.



Thank you for your cooperation in this matter. SEAN KELLY ESIS/General Motors, LLC P.O. Box 300 Mail Code 482 C19 B61 Detroit MI 48265-3000 313.665.3500 (Phone) 313.665.0911 (Fax)

AUTO CARE EXPERTS

Workfile ID: Federal ID:

0c057457 F383270678

4510 CLYDE PARK SW, WYOMING, MI 49509

Phone: (616) 538-4684 FAX: (616) 538-6477

Estimate of Record

Customer: KNIGHT, AMANDA

Written By: Keith Schenk, 5/24/2012 5:41:09 PM Adjuster: C1 - Rep Team, C1, (616) 257-5500 Pager

Insured:

Comprehensive Type of Loss: Point of Impact: 16 Non-Collision Policy #:

5/9/2012 12:00:00 AM Date of Loss:

Claim #:

Days to Repair: 0

Owner:

vening

Inspection Location:

AUTO CARE EXPERTS 4510 CLYDE PARK SW WYOMING, MI 49509

Other

(616) 538-4684 Day

Insurance Company:

STATE FARM INSURANCE COMPANIES

TEAM 1

985 GEZON PARKWAY WYOMING, MI 49509 (616) 257-5500 Pager

Vehicle Drop Off Date:

05/21/2012

Promise Date:

05/23/2012

05/23/2012

Repair Start Date:

05/22/2012

Repair Completion Date:

05/23/2012

Vehicle Pick Up/Return

Date:

VEHICLE

2006 Year:

CHEV

Body Style: Engine:

4D UTV

VIN:

1GNDT13S26

Mileage In:

129181

Make: Model:

Color:

TRAJLBLAZER 4X4 LS **GRAY Int:**

Production Date:

Condition:

6-4.2L-FI

License: State:

Job #:

Mileage Out: Vehicle Out:

4 Wheel Disc Brakes

4 Wheel Drive

Air Conditioning Aluminum/Alloy Wheels

AM Radio

Anti-Lock Brakes (4) **Automatic Transmission**

Bucket Seats

CD Player

Clear Coat Paint Cloth Seats

Console/Storage Cruise Control Digital Clock

Driver Air Bag **Dual Mirrors**

FM Radio

Intermittent Wipers Luggage/Roof Rack

Overdrive Passenger Air Bag Power Brakes

Power Locks **Power Steering**

Power Windows Rear Defogger Rear Window Wiper Search/Seek Stereo

Tilt Wheel Trailering Package **Customer:**

Vehicle: 2006 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-FI GRAY

Line		Operation	Description	Qty	Extended Price \$	Labor	Paint
1			FRONT DOOR				
2		Repl	LT Switch assy Chevrolet w/o heated seat	1	306.77	Inci.	
3		R&I	LT R&I trim panel			0.6	
4	#	Rp <i>r</i>	INSPECT INSIDE DOOR SHELL				
5	#	Rpr	WIRING			3.0 M	
6		Repl	Mirror switch Chevrolet w/o power fold	1	55.81	0.2	
7	#	Rpr	TRACE WIRING PROBLEMS			2.0 M	
8	#	Repl	CONNECTOR DR MODULE POWR CONNECTOR	1	35.02		
9	#	Subl	REPROGRAM DR CNTRL MODULE (GRAND BUICK)	1	101.65 X		
			SUBTOTALS		499.25	5.8	0.0

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				397.60
Parts Discount	\$ 362.58		-10.0 %	-36.26
Body Labor	0.8 hrs	@	\$ 42.00 /hr	33.60
Mechanical Labor	5.0 hrs	@	\$ 80.00 /hr	400.00
Miscellaneous				101.65
Subtotal				896.59
Sales Tax	\$ 361.34	@	6.0000 %	21.68
Grand Total				918.27
Deductible				0.00
CUSTOMER PAY				0.00
INSURANCE PAY				918.27

--

Thank You For Your Business.

This is an estimate only. This estimate does not account for hidden or unseen damage. Parts prices may vary and are subject to invoice.

Authorization of Repair

Customer Signature	Date/
**********	****************

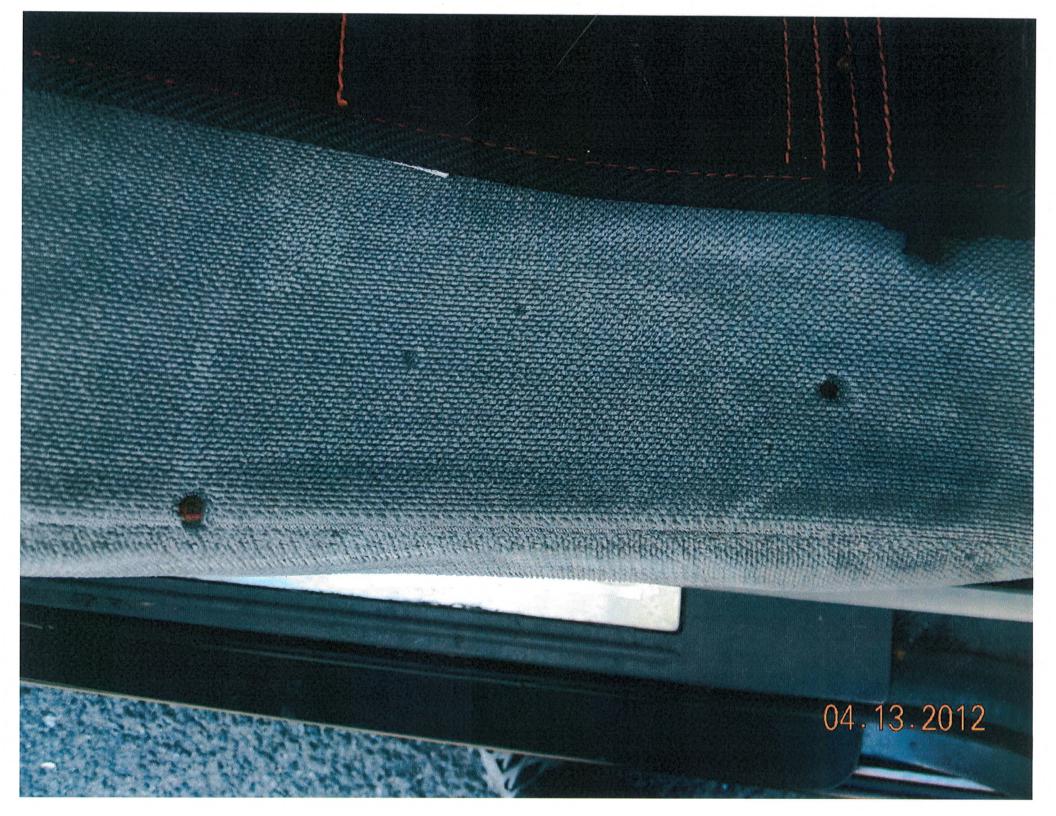


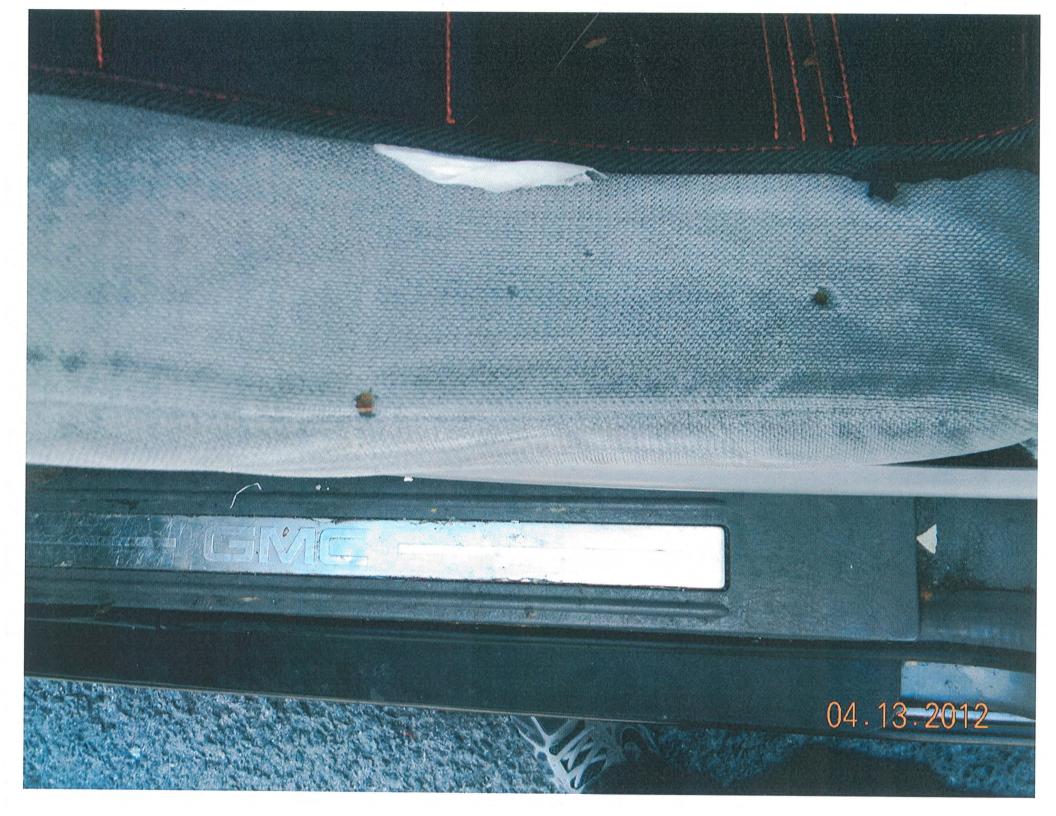
Hello Mr. Kelly,

Here is the additional estimate which added the seat. I had him put it all on one estimate to alleviate confusion. My wife took pics of the seat where the damage is. I didnt know if you needed a full shot of the seat. Let me know if you need anything else. Thanks and I look forward to hearing from you soon.

04/17/2012 01:45 PM







United Globe Auto Body 8640 Flower Ave Takoma Park, MD 20912

Estimate

ID #1641903

Cell Phone: 202-256-0596 Business Phone: 301-588-1655

Fax Number: 301-588-2616 collisionrepair1@verizon.net

FederalTaxID: 26-0571628 Registration Number: 3261

 Vehicle Info
 VIN
 Color Ext. / Int.
 License (St.)
 Miles In / Out

 2006 GMC Envoy SLT 4 Door Utility
 /
 0 / 0

Owner

Estimator Zak Dosunmu

Takoma Park MD Cell Phone: :

Description	Part#	Price	Otv	Labor	Paint	Other
FRONT DOOR \ INTERIOR TRIM			- Li	Labor	Faiiil	Other
Replace L FRT DOOR MOISTURE SHIELD	25779163	\$137.57	1			
Replace L FRT DOOR RADIO SPEAKER	10366739	\$139.78	4	0.2 Poduba		
Replace L FRT DOOR TRIM PANEL ASSY	ORDER FROM DEALER	\$290.06	1	0.2 Body hrs. 0.7 Body hrs.		
Replace L FRT DOOR INSIDE HANDLE BEZEL	25809851	\$30.46	1			
Replace L FRT DOOR POWER WINDOW SWITCH	ORDER FROM DEALER	\$490.15	1	0.3 Body hrs.		
Replace L FRT DOOR TRIM PANEL RETAINER, Included in L FRT DOOR TRIM PANEL ASSY	11519031		1			
RONT DOOR \ HARDWARE						
Replace L FRT DOOR WIRING HARNESS	ORDER FROM DEALER	\$96.07	1	3.0 Body hrs.		
Replace L FRT DOOR INSIDE HANDLE	25965490	\$57.14	1	0.2 Body hrs.		
RONT DOOR \ GLASS & PARTS		301.17	1	0.2 Body firs.		
Replace L FRT DOOR POWER GLASS REGULATOR	15944000	\$260.81	1	0.9 Body hrs.		ų:

Totals

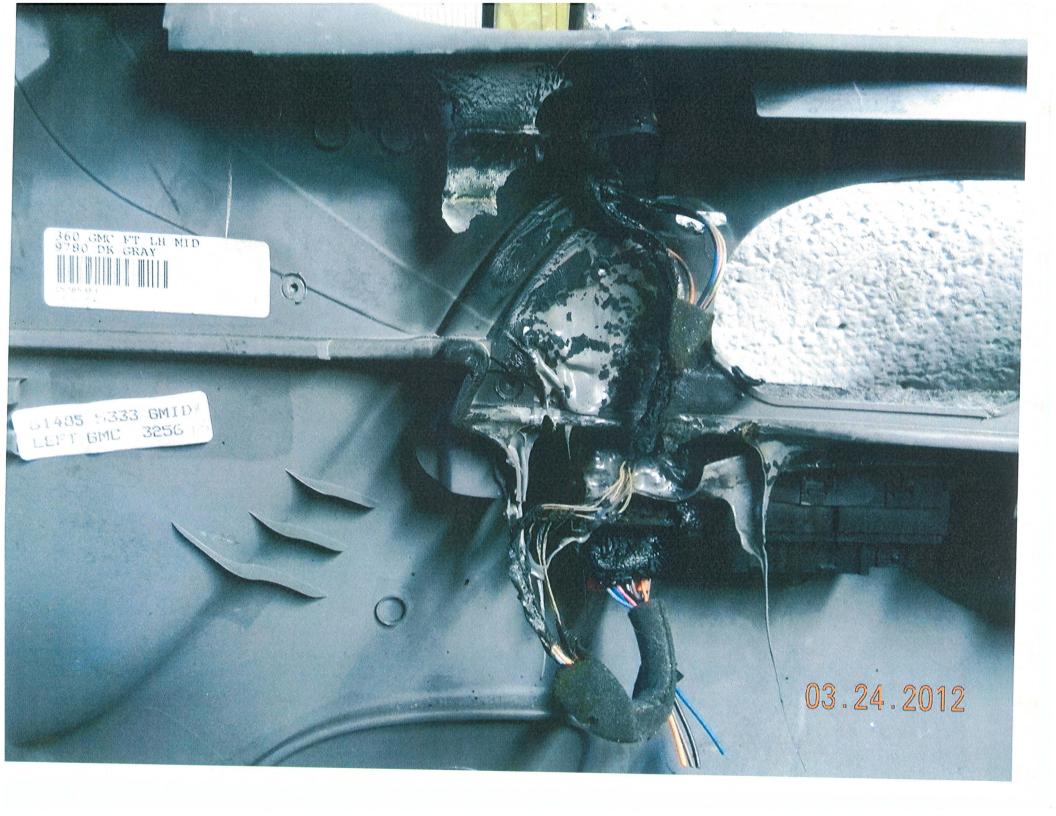
Туре	Hours	Rate (\$/hr)	Total	Taxable
OEM Parts			\$1,507.68	1
Body Labor	5.3	\$36.00	\$190.80	
Body Supplies	5.3	\$9.00	\$47.70	~
Taxable Amount			\$1,555,38	
Tax 5.000%			\$77.77	
Nontaxable Amount			\$190.80	
Net Total			\$1,823.95	











A	15555 FDID *	MM DD MD 09 15 State * Incident Date	YYYY 2011 33 11-0102640 000 * Station Incident Number 4 Francisco	Delete NFIRS -
В	Location*	Check this box to	indicate that the address for this incident is provided on the Wildland Fire Reposure Translative Location Specification". Use only for Wildland fires.	No Activity
ł	X Street addre		Constant for wildland fires.	
1	Intersection	<u> </u>		1.1
1	In front of	Numbe	Screet or Highway	_ I.A
1	Rear of		OCKVILLE MD	Street Type Suffix
1	Adjacent to	Apt./Suite/Room C	State	11p code
	Directions	Cross street or d	ections, as applicable	
lc	Incident Type		Wid-Jack Land	
131			E1 Date & Times Midnight is 0000	E2 Shift & Alarn
Incide	ent Type		dates are the Month Day Year Hr Min Sec	Local Option
D	Aid Given or	Received*	Date. Alarm * 09 15 2011 15:57:57	C 01 B3
l1 🖂	Mutual aid recei	lyad (ARRIVAL required, unless canceled or did not arrive	Shift or Alarms District
	Automatic aid re		Arrival * 09 15 2011 16:02:02	
	Mutual aid given		CONTROLLED Optional, Except for wildland fires	(25. 3
	Automatic aid gi		Controlled	Special Studie
	Other aid given	Their	LAST UNIT CLEARED, required except for wildland fires	Local Option
иХ	None	Incident Number	Bast Onic	Special Special
			Cleared 09 15 2011 16:17:43	Study ID# Study Value
F	Actions Taken	*	G1 Resources * G2 Estimated Doll	BY Togget C II. I
1		& overhaul	1 100 1116	all fires if known. Optional Non
Pr	imary Action Taken (1)	Apparatus Personnel Property \$	001 , 250
- 1	1.1	1	Suppression 0002 0004 Contents S	0001,1 0001 18
λd	ditional Action Taken	(2)	7	
1	1.1		PRE-INCIDENT VALUE:	Optional
Add	ditional Action Taken	(3)	Other Property \$	004], 500 [
		(5)	Check box if resource counts	004, 500
Comp	leted Modules	I TIT . Common lad	,	000, 000 🗷
XFir		H1 * Casualties Deaths In	T W	ixed Use Property
Str	cucture-3	Pire	<u> </u>	Not Mixed Assembly use
Civ	il Fire Cas4	Service	slow leak, no evauation or HarNet Actions	Education use
	re Serv. Cas5	Civilian	2 Propane gas: <11 lb. tank (as in home \$80 grill) 33	Medical use
EMS	•	H2 Detector	3 Gasoline: vehicle fuel tank or portable container 4 Kerosene: fuel burning equipment or portable storage	Residential use Row of stores
	Mat-7	Required for Confined	ires 5 Diesel fuel/fuel oil 55	Enclosed mall
	dland Fire-8	1 Detector alerted occ	ID HOUSehold golventer	Bus. & Residential
_	sonnel-10	2	I/I Motor oil.	Office use Industrial use
	on-11	2 Detector did not ale	8 Paint: from paint cans totaling < 55 gallons	Military use
		U Unknown	O Other: Special Ranket actions required or spill > 55gel 00	Farm use Other mixed use
J P	roperty Use*	Structures	341 Clinic, clinic type infirmary 539 Household go	
31 🗀	Church, place o	f worship	342 Doctor/dentist office 579 Motor webtal	e/boat sales/repair
	Restaurant or c		Joi Tribon of Jail, not juvenile 571 Gas or servi	Ce station
	Bar/Tavern or n		419 1-or 2-tamily dwelling 599 Business of	ice
13 🗀	Elementary school	ol or kindergarten	429 Multi-family dwelling 615 Electric gen	erating plant
15	High school or	junior high	440 Saming/hoarding house 629 Laboratory/s	cience lab
41	College, adult	education	150 mg	g plant
끄느	Care facility fo	or the aged	4.6.4 [7]	ltry storage(barn)
	Hospital		464 Dormitory/barracks 882 Non-resident: 519 Food and beverage sales 891 Warehouse	an parking garage
	utside		936 Vacant lot 981 Construction	oi ta
24	Playground or pa	ark	938 Graded/care for plot of land 984 Industrial p	
	Crops or orchard		946 Lake, river, stream	**** Yara
]Forest (timberla Outdoor storage		951 Railroad right of way Lookup and enter a Prope	erty Use code only if
19 F	Outdoor storage Dump or sanitary	area / landfill	360 X Other street Property Use 1960	
 31 口	Open land or fie	r ranggill eld	61 Highway/divided highway	
ليا	,		962 Residential street/driveway Street, Other	
			NFIRS-1	Revision 03/11/99

K1 Person/Entity Involved
Local Option Business name (if applicable) Area Code Phone Number
Check This Box if same address as incident location. Then skip the three duplicate address lines. Number Prefix Street or Highway Street Type Suffix
Post Office Box Apt./Suite/Room City
State Zip Code
More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary
K2 Owner Same as person involved? Then check this box and skip The rest of this section. Business name (if Applicable) Area Code Phone Number
Check this box if same address as incident location. Then skip the three duplicate address Number Prefix Street or Highway
Post Office Box Apt./Suite/Room City
State Zip Code L. Remarks
Local Option 09/15/2011 20:30:47 MC2346
#On 09/15/2011 at 15:57:57 dispatched To LA /MCLEAN SCHOOL/ROCKVILLE, MD The location is a Street, Other.
The event was dispatched for a: AUTO
The incident was determined to be a(n) Passenger vehicle fire.
Property Value = \$4,500.00, Property Loss = \$1,250.00, Content Value = \$0.00, Content Loss =
First unit arrived on scene at 16:02:02.
The following actions were performed on scene: Salvage & overhaul
Units responding were: Unit A733 responded. Unit E726 responded and took these actions: Action taken, Other
Unit E733 responded and took these actions: Cancelled en route
L Authorization
MC2346 Mickel, Craig B F/R CAPT 09 15 2011
Check Sox 1f X MC2346 Mickel, Craig B F/R CAPT 091 151 2011
as Officer Member making report ID Signature Position or rank Assignment Month Day Year

MCFRS

Narrative:

09/15/2011 20:30:47 MC2346

#On 09/15/2011 at 15:57:57 dispatched To
The location is a Street, Other.

/MCLEAN SCHOOL/ROCKVILLE, MD

The event was dispatched for a: AUTO

The incident was determined to be a(n) Passenger vehicle fire.

Property Value = \$4,500.00, Property Loss = \$1,250.00, Content Value = \$0.00, Content Loss = \$0.00

First unit arrived on scene at 16:02:02.

The following actions were performed on scene: Salvage & overhaul

Units responding were:

Unit A733 responded.

Unit E726 responded and took these actions:

Action taken, Other

Unit E733 responded and took these actions:

Cancelled en route

16:17:43 all units back in service.

MCFRS

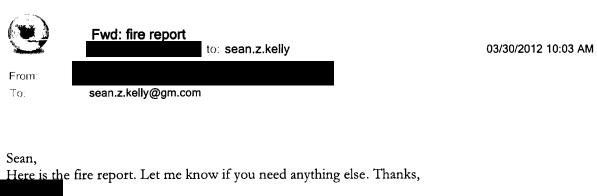
15555 MD | 9 15 2011 33 11-0102640 Responding 000 State Incident Date Units/Personnel Station Incident Number Exposure Unit Notify Time Enroute Time Arrival Time Cleared Time A733 A733 15:58:06 15:59:13 16:03:00 Staff ID\Staff Name Activity Rank Position Role CJ9407 Castellanos, Juan On Incident Fire/Rescue DRIVER LA2414 Lynch, Andre L On Incident Fire/Rescue Officer in C Unit Narrative CANCELLED E726 E726 15:59:55 15:59:55 16:02:02 16:11:17 Staff ID\Staff Name Activity Rank Position Role McCullough, Brian F MB3415 On Incident Fire/Rescue Right MC2346 Mickel, Craig B On Incident Fire/Rescue Officer in C SM6356 Stevens, Matthew D On Incident Fire/Rescue DRIVER BACKU Unit Narrative Dispatched for auto fire arrived to find electrical short in power windows of left door owner had used dry chem to extinguish. Fire out - opened up side door paned to ensure fire out and disconnected battery - no further actions. E733 E733 15:58:06 15:59:06 15:59:55 Staff ID\Staff Name Activity Rank Position Role NE4129 Norris, Edward T On Incident Fire/Rescue Officer in C Unit Narrative CANCELLED

MCFRS

Page 1

15555 09/15/2011

11-0102640



From:
Date: Mar 26, 2012 1:13 PM
Subject: fire report
To: "

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.

- [Untitled].pdf

From:	Fwd: Pictures of GMC door to: sean.z.kelly	03/26/2012 01:19 PM
To:	sean.z.kelly@GM.COM	
Hello Sean, This is a fire inside n anything else	ny drivers door. I will send the estimate to y	in reference to my window motor starting ou later this week. Let me know if you need
From: Morga Date: Sat, Ma	varded message an < <u>morganjohnson@verizon.net</u> > r 24, 2012 at 11:04 AM res of GMC door	
Your message DSCN0729 DSCN0725 DSCN0726 DSCN0727 DSCN0728	e is ready to be sent with the following file o	or link attachments:
-	tect against computer viruses, e-mail progra of file attachments. Check your e-mail secu	, .
DSCNO	7729.jpg - DSCN0725.jpg - DSCN07	726.jpg - DSCN0727.jpg -

DSCN0728.jpg - gmc door.pdf

Hello Sean,

I just faxed the fire report attn. Sean Kelly. Here are the pictures and I will have an estimate to you this week. If you have any questions, feel free to call.

On Fri, Feb 17, 2012 at 3:15 PM, < sean.z.kelly@gm.com > wrote:

ESIS investigates the product claims on behalf of General Motors, LLC (GM). Thank you for discussing this matter with me today.

I understand you are seeking the repair cost for the damage to your 2006 GMC Envoy, which stemmed from the Dec. 21, 2011 incident. You are alleging the driver's power window switch assembly was defective.

As we discussed, please provide the following:

- 1) E-mail color photos of the interior door panel, the interior of the door itself and a few overall photos of the area;
- 2) E-mail or fax a repair estimate;
- 3) E-mail or fax the fire report.

After we've completed our review I'll be in touch with you. You can call me anytime if you have any questions.

Thanks SEAN KELLY ESIS/General Motors, LLC P.O. Box 300 Mail Code 482 C19 B61 Detroit MI 48265-3000 313.665.3500 (Phone) 313.665.0911 (Fax)



ESIS investigates the product claims on behalf of General Motors, LLC (GM). Thank you for discussing this matter with me today.

I understand you are seeking the repair cost for the damage to your 2006 GMC Envoy, which stemmed from the Dec. 21, 2011 incident. You are alleging the driver's power window switch assembly was defective.

As we discussed, please provide the following:

- 1) E-mail color photos of the interior door panel, the interior of the door itself and a few overall photos of the area;
- 2) E-mail or fax a repair estimate;
- 3) E-mail or fax the fire report.

After we've completed our review I'll be in touch with you. You can call me anytime if you have any questions.

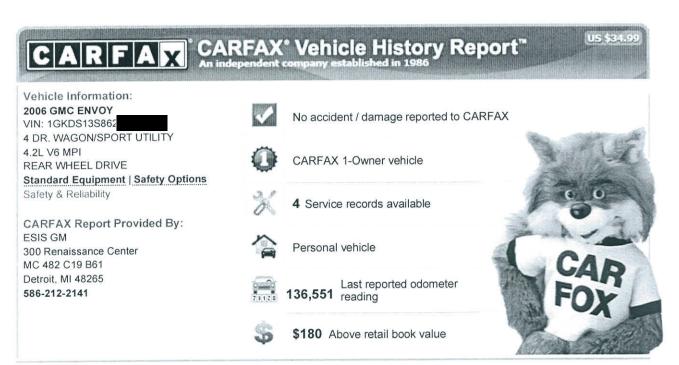
Thanks **SEAN KELLY** ESIS/General Motors, LLC P.O. Box 300 Mail Code 482 C19 B61 Detroit MI 48265-3000 313.665.3500 (Phone) 313.665.0911 (Fax)

This CAREAX 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



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/17/12 at 8:25:06 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.



CARFAX Ownership History The number of owners is estimated	Sowner 1
Year purchased	2006
Type of owner	Personal
Estimated length of ownership	5 yrs. 3 mo.
Owned in the following states/provinces	Maryland

CARFAX Vehicle History Report on 1GKDS13S862

28,142/yr Estimated miles driven per year 136,551 Last reported odometer reading

CARFAX Title History CARFAX guarantees the information in this section	🍒 Owner 1
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles CARFAX (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

CARFAX Additional History	Owner 1
Not all accidents / issues are reported to CARFAX	and .
Total Loss No total loss reported to CARFAX.	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall Check with an authorized General Motors dealer for any open recalls.	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired

🙎 Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est miles/year: Est length owned:	2006 Personal Maryland 28,142/yr 10/20/06 - present (5 yrs. 3 mo.)	Original Equipment		OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
***************************************		06/09/2006	Winegardner Pontiac GMC Brandywine, MD 301-372-8900 winegardnerauto.com	Pre-delivery inspection completed	
		10/20/2006	89	Maryland Motor Vehicle Dept. Takoma Park, MD Title #37629025	Registration issued or renewed Title or registration issued First owner reported Registered as personal vehicle Loan or lien reported

CARFAX Vehicle History Report on 1GKDS13S862

05/12/2008	47,031	Alexandria Buick Pontiac GMC Saturn Alexandria, VA 703-370-7211 alexandriabuickponti acgmc.com	Maintenance inspection completed Engine/powertrain computer/module checked
10/22/2008		Maryland Motor Vehicle Dept. Takoma Park, MD Title #37629025	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
03/09/2011	122,497	Ourisman Rockmont Chevrolet Rockville, MD 301-424-5900 ourismanrockmont.com	Maintenance inspection completed Oil and filter changed Drivability/performance checked Cooling system checked Brakes checked Fuel system cleaned/serviced
08/26/2011	136,551	Pep Boys W Hyattsville, MD 301-434-9480 pepboys.com	Drivability/performance checked
	(to help! Print and bring my SmartBuyer Checklist u go to test drive this 2006 GMC Envoy.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



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.

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.

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® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 2/17/12 8:25:06 AM (EST)



February 16, 2012

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

②

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

Vehicle Information

VIN 1GKDS135862

Model. TS15508-2008 ENVOY 2WD (4-DOOR)

Branded Title No Service Contract: No

Warranty Block: No

PDI Status No

Order Type. 70 - RETAIL - STOCK

Field Actions: 0 Open

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 ventication and shall not be used for any other

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type Number Description

Posted

SB10168 Free Agent Best Practices for HUMMER, Pontiac, Saab and Saturn Customers 07/20/2010 or Those Affected by Dealership Consolidation

OnStar and XM Satellite Radio Information

Refer to Help page for datalls. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped Y

XM Equipped N

XM Radio ID

OnStar Status Insclive

XM Status: NA

OnStar Vehicle Diagnostics: N

DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	09/07/2006	1M 68	09/07/2009	38,089 MI
	Corrosion Limited Warranty	08/05/2011	09/07/2006	89 MI	09/07/2012	100,089 MI
	Emission Select	08/05/2011	09/07/2006	89 MI	09/07/2014	80,089 MI

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

Component Ltd Wty

Special Coverage 10054 08/05/2011 09/07/2006 89 MI 09/07/2016 120,089 MI

Service Contract

Vehicle has no current record of service contracts.

Transactio	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/12/2008	288881	ZREG—Regular Vehicle Transaction		J4345 - Coil, Electronic Ignition Control (DIS/3CI) - Replace	47,031 MI
11/05/2005	H62134	ZREGRegular Vehicle Transaction		Z2062 - ROADSIDE SERVICE (FUEL DELIVERY)	4,474 Mi
05/30/2006	A51254	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors, All rights reserved

প্রিটার Warranty

E Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

0

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

Vehicle Information

VIN 1GKDS13S862 Service Contract: No

Branded Title: No

Warranty Block: No

Model: TS15506-2006 ENVOY 2WD (4-DOOR)

PDI Status: No

February 16, 2012

Order Type: 70 - RETAIL - STOCK Field Actions 0 Open

Vehicle Build

Model TS15506-2006 ENVOY 2WD (4-DOOR)

Gross Vehicle Weight 2,520

Order Number KCBSBW Build Date 05/30/2008 Build Plant 2

For this vehicle:

-- View Vehicle Summary

Service Contract

Branded Title

-- Warranty Block

- View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery

Information

Option Codes

TIVH 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 of window sticker

16U - STEEL GRAY METALLIC

28H - LIGHT GRAY 3SA - SLE-1 PACKAGE

7AB - COMPONENT FRONT RH COMPUTER

SELECT SUSPENSION 9NR - SUSPENSION

ALI - DEEP TINTED GLASS

ALG - SENSOR INDICATOR, INFLATABLE RESTRAINT

AUO - REMOTE KEYLESS ENTRY B30 - COLORED - KEYED CARPETING

B33 - REAR COLOR-KEYED FLOOR MATS

C4D - GVW RATING - 5.550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER FE9 - FEDERAL EMISSIONS

JF4 · ELECTRIC ADJUSTABLE PEDALS

JJB - SUBASSEMBLY **K34 - CRUISE CONTROL** LL8 - VORTEC 4200 SFI 16

N40 - POWER STEERING

NP5 - LEATHER WRAPPED STEERING WHEEL

NZ3 - STEEL WHEEL FULL SIZE SPARE

R4Y - TIRE BRAND GOODYEAR

R6P · PREMIUM PAINT SLM - STOCK ORDERS

196 - FRONT FOG LAMPS

TB4 · LIFTGATE/LIFTGLASS BODY

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR

SAFE & SOUND PLAN

V73 - STATEMENT OF CERT. U.S.

1SZ - OPTION PACKAGE DISCOUNT

281 - LIGHT GRAY

5AB - SUSPENSION

8NS - SUSPENSION

A50 - DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS WIPASSENGER

SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AXP - MPV VIN IDENTIFICATION

B32 - FRONT COLOR-KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

CJ3 - DUAL ZONE CLIMATE CONTROL

DK2 - POWER/HEATED OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE - 3.42 RATIO

JF8 - 4-WHEEL POWER DISC BRAKES

K18 - ELEC AIR INJECTION SYSTEM

KG4 - 150 AMP GENERATOR

M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND

ELECTRONIC CONTROL

N80 - POLISHED ALUMINUM WHEELS

NT7 - FEDERAL EMISSION SYSTEM

QTM - P245/65R17 ALS BW TIRES

R6J - CUSTOMER DIALOG NETWORK

T61 - DAYTIME RUNNING LAMPS

198 - VIN IDENTIFICATION NUMBER

TFE - SALES INCENTIVE-COMMITMENT PLUS

UBO - AM/FM STEREO W/CD

UY7 - HD 7-LEAD TRAIL WIRING HARNESS

VK3 - FRONT LICENSE PLATE BRACKET

VP6 - NOISE CONTROL

YC5 - SLE DECOR YD5 - FRONT SPRING - BASE EQUIPMENT

Z88 - GMC TRUCK NAMEPLATE

YD3 - BASE EQUIP FOR SCH GVW PLATE YD6 - REAR SPRING - BASE EQUIPMENT

ZNF - P235/75R16 BLACKWALL SPARE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

ZY1 - SOLID PAINT

VXS - COMPLETE VEHICLE LABEL

Added Option Codes

-8Q ·

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout

February 16, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

100

Vehicle Information

VIN 1GKD\$135882 Service Contract No

Branded Title No.

Model TS15506-2006 ENVOY 2WD (4-DOOR)

Warranty Block No.

PDI Status, No

Order Type. 70 - RETAIL - STOCK

Field Actions. O Open

For this vehicle:

-- View Vehicle Summary

Service Contract

· Branded Tille

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 Source Plant. V-CPC FLINT, MICHIGAN

Date Scanned 05/30/2008

Traceability, 605080306 Part / Number Broadcast, NFS

Time Scanned 07:34:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 05/30/2008

Traceability 000261366 Part / Number Broadcast A2A

Time Scanned 08:03:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 05/30/2008

Traceability: 43954901

Part / Number Broadcast 6SDD

Time Scanned 07:42:00 Scan Station 02

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 05/30/2006

Traceability 118093700

Part / Number Broadcast: CN8

Time Scanned 08:21:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00319345 Pen / Number Broadcast

3051

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Time Scanned 09:55:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant O-RIMIR MATAMORS MEXICO

Date Scanned 05/30/2008

Date Scanned 05/30/2008

Traceability: 1GTS00L

Part / Number Broadcast 2397

Time Scanned 12:08:00 Scan Station 06

Component Code AL-IR-MODULE ASM-I/P

Source Plant, M-MORTON-THIOKOL

Date Scanned 05/30/2008

Traceability 5AAKZ83 Part / Number Broadcast 5521

Time Scanned 07:56:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 05/23/2006

Traceability 2071194 Part / Number Broadcast 1ZZ

Time Scanned: 00:03:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant .

Date Scanned 05/26/2008

Traceability 2262915

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Part / Number Broadcast 1WW Time Scanned 01:46:00 Scan Station

Scan Station

Date Scanned 05/26/2008

Date Scanned 05/30/2006

Traceability 2263981 Part / Number Broadcast. 1PT

Component Code CM-SEQ NUM (FLEX) GEN ASM

Source Plant -

Time Scanned 17:44:00

Traceability 2260868

Part / Number Broadcast 1PH

Time Scanned 00:31:00 Scan Station

2/16/2012

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant - Date Scanned 05/30/2006	Traceability: 2261485 Part / Number Broadcast: 1GB Time Scanned: 03:07:00	Seen Stehan	
Date Scanned Covariation	time scanned. 05.07.00	SCAN SIMUON.	_
Service Agent Installed Component			
Vehicle has no current record of vehicle component.			
Global Warranty Management Site Map	***		_
Privacy Policy Terms of Use		C	2005 General Motors. All rights reserved

Global Warranty 🕍 February 16, 2012 E Logout

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

View Vehicle Transaction History Detail

②

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

Vehicle Information

VIN 1GKDS135862

Model TS15506-2006 ENVOY 2WD (4-DOOR)

Service Contract No.

Branded Title: No

Warranty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Job Card Date: 05/12/2008

Repair Service Agent: 212035

ALEXANDRIA PONTIAC BUICK GMC

1800 OLD RICHMOND HIGHWAY ALEXANDRIA VA 22303-1858 7033291300

Job Card Number: 288881

Odometer Reading: 47,031 MI

Authorization Code AP

Process Date

05/16/2008

Transaction Type ZREG----Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Labour Op J4345-Coil, Electronic Ignifion Control (DIS/3CI) - Replace

Cause Code: 0000-Converted Claims

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 11/06/2006

Repair Service Agent 207453

GM ROADSIDE ASSISTANCE/CCAS

ONE CABOT RD

MEDFORD MA 02155-5117

Job Card Number: H62134

Odometer Reading: 4,474 MI

Authorization Code: C

Process Date. 11/21/2006

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z2082-ROADSIDE SERVICE (FUEL DELIVERY)

Causel Part Number

-- See other Paris and/or Net Items

Job Card Number: A51254

Job Card Date: 05/30/2006 Repair Service Agent 185590

WINEGARDNER BUICK-GMC OF BRANDYWINE

Odometer Reading 0 MI Authorization Code

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

2/16/2012

15113 CRAIN HWY BRANDYWINE MD 20613-8022 3D13728900

Process Date 08/07/2006 Transaction Type: ZPDI----Pre-Delivery Inspection Transaction Expense Calegory Customer Complaint Code.

0000-Converted Claim
Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Lonout

@lobalWarranty. February 16, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information This screan 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 1GKD\$13\$882 Model TS15506-2006 ENVOY 2WD (4-DOOR) Branded Title, No. Service Contract No Warranty Block: No PDI Status No Order Type 70 - RETAIL - STOCK Field Actions 0 Open Invoice Information Invoicing Service Agent 185590 WINEGARDNER BUICK-GMC OF BRANDYWINE 15113 CRAIN HWY Invoice Date: 05/30/2006

For this vehicle:

3

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

Ship to information

Ship to Service Agent 185590 WINEGARDNER BUICK-GMC OF BRANDYWINE **15113 CRAIN HWY** BRANDYWINE MD 20813-8022 3013728900

BRANDYWNE MD 20613-8022 3013728900

Ship to Date N/A

Delivery information

Delivery Service Agent 161657 MCCULLOUGH METRO PONTIAC BUICK GMC 5001 AUTH WAY MARLOW HEIGHTS MD 20746-4216 3014232200 Dailvery Date: 09/07/2006 Delivery Type: 010---INDIVIDUAL Delivery Odometer 89

In Service Information

Involving Service Agent.

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

Registration information

Registration Service Agent N/A

Registration Date: N/A Registration Number N/A Registration Odometer D

Global Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors Atlinights reserved

Activities

15/2012 01:38:17 PM	Created By AMSTUTST	Assigned To AMSTUTST	Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 2/15/2012 01:38:37 PM	Description PAR VM
ontact Last Name		Contact Firs	it Name	Account		BAC Code	
omments ils is Vince with GM C/	AC, would like t	to inform you the	ne is a new SR for PAR, 71-	1038903600, cust is	ell phon	•	I
14/2012 10:05 AM							
acy/ATX/PAR							•
onfidential Comments			<u> </u>				
reated	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Doscription
15/2012 09:15:31 AM	AMSTUTST	ESISBIQU Control Fire	Escalation	ESIS-Thermal Event	in Progress	BAC Code	Thermal Event
				Account		570,0030	
mments	-1 -us at form #	se electrical la th	ne drivere door				
mant a hasnanaman							
h experienced a therm onlidential Commonts	as event from t	ile electrical at th	e citters door				
onfidential Commonts							l
onfidential Comments	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed 2/14/2012 04:34:30 PM	Description Ownership Escalated to BRC
onfidential Commonts		Assigned To RANGELD	Activity Typo Ownership Changed	Ownership Escalated to BRC	Status Done	2/14/2012 04:34:30 PM	Description Ownership Escalated to BRC
onfidential Comments	Created By	Assigned To	Activity Typo Ownership Changed	Ownership Escalated to			
onlidential Comments realed 14/2012 04:34:29 PM	Created By	Assigned To RANGELD	Activity Typo Ownership Changed	Ownership Escalated to BRC		2/14/2012 04:34:30 PM	
onlideritial Comments realed 14/2012 04:34:29 PM	Created By	Assigned To RANGELD	Activity Typo Ownership Changed	Ownership Escalated to BRC		2/14/2012 04:34:30 PM	
onlidential Comments realed 14/2012 04:34:29 PM	Created By	Assigned To RANGELD	Activity Typo Ownership Changed	Ownership Escalated to BRC		2/14/2012 04:34:30 PM	
confidential Comments reated 14/2012 04:34:29 PM contact Last Name	Created By	Assigned To RANGELD	Activity Typo Ownership Changed	Ownership Escalated to BRC		2/14/2012 04:34:30 PM	Ownership Escalated to BRC Doscription
confidential Comments contod 14/2012 04:34:29 PM contact Last Name confidential Comments	Created By RANGELD	Assigned To RANGELD Contact Firs	Activity Typo Ownership Changed	Ownership Escalated to BRC Account	Done	2/14/2012 04:34:30 PM BAC Code Completed	Ownership Escalated to BRC
onfidential Comments reated 14/2012 04:34:29 PM ontact Last Name ominients onfidential Comments	Created By RANGELD	Assigned To RANGELD Contact Firs Assigned To	Activity Typo Ownership Changed Name Activity Typo Scheduled Follow-up	Ownership Escalated to BRC Account	Done	2/14/2012 04:34:30 PM BAC Code Completed	Ownership Escalated to BRC Doscription
onfidential Comments reated 14/2012 04:34:29 PM reatet Last Name printerns enfidential Comments reated 14/2012 04:32:05 PM	Created By RANGELD Created By RANGELD	Assigned To RANGELD Contact First Assigned To RANGELD Contact First	Activity Type Ownership Changed Name Activity Type Scheduled Follow-up	Ownership Escalated to BRC Account Activity Sub-Typo	Done	2/14/2012 04:34:30 PM BAC Code Completed	Ownership Escalated to BRC Doscription

Report Generated for toporowm

on 2/16/2012

Page 2 of 8

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/14/2012 04:31:38 PM	RANGELD	AMSTUTST	Notify CRM		Done	2/15/2012 09:15:29 AM	escalated file to esis
Contact Last Name		Cuntact Firs	t Name	Account		BAC Code	
							!
escalated file to esia due	10						1
escarated inc to earn one	,-						
thermal event							
Dalia Rangel/par/atx							
Confidential Comments	_						

Description case assessment Completed 2/14/2012 04:31:35 PM Activity Sub-Type Business Case
 Greated
 Created By 2/14/2012 04:28:54 PM
 RANGELD
 Assigned To RANGELD
 Activity Type BRC PAR
 Status Done BAC Code Account Contact Last Name Contact Lirst Name

Cust sts had flames coming from the drivers side door switch.

Cre escalated file to asis due to thermal event

Dalla Rangel/par/atx Confidential Comments

Page 3 of 8 on 2/16/2012 Report Generated for toporowm

Activities

Greated Created	By Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/14/2012 04:28:00 PM RANGE	D RANGELD	Outbound Email	DVM/CAM/Fleid	Done	2/14/2012 04:28:37 PM	e-mail to dme Troy Grant
Contact Last Name	Contact Fire	it Name	Account		BAC Code	
						_

A product allegation claim has been made in your region. The customer is alleging flames coming from the drivers door switch. This case is being escalated to ESIS because of thermal event.

2006 GMC Envoy 1GKD\$13\$862 Dealership, City, State (BAC) no dir involved Dealership Contact, Title/Position

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

Best wishes, Dalia Rangel I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Bird, Bidg. F. Austin, TX 78741
Phone: 866-790-5600 ext. 31117 I Fax: 868-775-9478 I www.minacs.adityabirla.com

Greated 2/14/2012 01:30:41 PM	Created By MERCADTO	Assigned To RANGELD	Activity Type Ownership Changed	Activity Sub-Typo	Status Done	Completed 2/14/2012 01:30:41 PM	Description Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: TUDELAVI TO: RANGELD
Comments							
Confidential Comments							I

Greated Greate	By Assigned	To Activity Type	Activity Sub-Type	Status	Completed	Description
2/14/2012 01:30:12 PM MERC	DTO RANGELD	BRC PAR	Initial Contact - Field	Done	2/14/2012 04:23:46 PM	e-mail to dma Troy Grant
Contact Last Name	Contact I	First Name	Account		BAC Code	
Comments						

Page 4 of 8 on 2/16/2012 Report Generated for toporowm

Activities

Confidential Comments

Crostor 2/14/2012 01:30:06 PM	Created By MERCADTO	Assigned To	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 2/14/2012 04:20:32 PM	Description "No Initial Contact required. Vehicle has
Contact Last Name		Contact First	Name	Account		BAC Code	not been to dealer in two years."
Comments							

 Greated
 Created By
 Assigned To
 Activity Typo

 2/14/2012 01:29:58 PM
 MERCADTO
 RANGELD
 BRC PAR
 Activity Sub-Type Description Status Completed Initial Contact- Phone Done 2/14/2012 04:19:55 PM called Contact First Name Contact Last Name

Page 5 of 8

Cust sits I was leaving work and went to p/u my son at school.When I took off I started to smell something burning and noticed smoke. I turned around and went to drop my son back at school so I could check my veh.White I was inside someone came in and advad me smoke was coming from the drivers side door. The FD came out and they poiled the door panel which was melted and they disconnected the battery which caused the flames to go out. I took my veh to and indep garage and they checked it and connected battery back on veh and advad my to get the switch replaced. I corrently have the veh. No one was injured. No personal damage. I contacted my insurance and was advad they do not cover electrical concerns. I purch veh new.

Main performed at various lube places.

Cust six to adv of thermal event.

Crs read statement

Crs advad I will need to escalate file to central claims dept someone will be contacting you 7-10 business days

Cust six I

cust sis
I recently saw in the news where the same concern is going on withe Chevrolet Silverado and there was a recall is the same pt used on the Silverado used on the Envoy.
Crs advsd
I would not be able to say it the same pt was used on the Envoy but your veh does not have any open recalls.

Dalia Rangel/parlatx Confidential Comments

Report Generated for toporowm on 2/16/2012

Activities

oated	Created By		Activity Type	Activity Sub-Typo	Status	2/14/2012 04:02:58 PM	Doscription called
4/2012 01:29:49 PM	MERCADTO		BRC PAR	Acknowledgement	Done		Gilleri
ntact Last Name		Contact First	Name	Account		BAC Code	<u> </u>
mments					-		1
Adv. Tris is Dalla cal	ling from the Gi	M Product Aliega	tion Dept. I have receive	ed your file and do require furth	er information. Do	you have a moment to speak	•
me?				,		•	
ıst sts: Yes							
ontinued in Initial							
ilia Rangel/par/atx							•
onfidential Comments							•
oated	Created By	Assigned To	Activity Typa	Activity Sub-Type	Status	Completed	Description
4/2012 01:29:41 PM	MERCADTO	RANGELD	Research		D опе	2/14/2012 04:02:43 PM	1GKD\$13\$852
ntaci Lasi Name		Contact First	Name	Account		BAC Code	i —
							•
prev sr#s associated	wieust name o	. ván		····			
bies at # a spaceared	Wicust Hallie Of	· viii					
recalls							
prev repairs related to	allegation						
lia Rangel/par/atx							
nfidential Comments							
oatod	Created By	of bengieeA	Activity Type	Activity Sub-Type	Status	Completed	Description
4/2012 01:29:35 PM	MERCADTO	RANGELD	Notify CRM		Cone	2/14/2012 03:39:05 PM	File assigned to Dalia Rangel @ x11350
		Contact First	Name	Account		BAC Code	XIIOOU
ntact Last Name							
ntact Last Name							1
ntact Last Name							1

Report Generated for toporowm

on 2/16/2012

Page 6 of 8

Activities

	Created By MERCADTO	RANGELD Contact First	Activity Typo BRC PAR Name	Activity Sub-Typo Case Assigned Account	Status Done	Completed 2/14/2012 03:39:01 PM BAC Code	Description File assigned to Dalla Rangel @ x11350
	Created By MERCADTO		Activity Typo SR Opened Name	Activity Sub-Typo Account	Status Done	Completed 2/14/2012 01:29:11 PM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Created	Created By MERCADTO	Assigned To TUDELAVI Contact First	Activity Type SR Closed - Dissatisfied Name	Activity Sub-Type Account	Status Done	Completed 2/14/2012 01:29:07 PM BAC Code	Description Service Request has been Closed Dissatisfied.
	Created By TUDELAVI	Assigned To AMSTUTST Contact First	Activity Typo Notify CRM Name	Activity Sub-Typo Customer Called Account	Stalus Done	Completed 2/14/2012 01:29:02 PM BAC Code	Description PAR Concern Recleved and Assigned in PAR Stacy/ATX/PAR

Report Generated for toporowm

on 2/16/2012

Page 7 of 8

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/14/2012 10:00:15 AM	TUDELAVI	TUDELAVI	Inbound Call Customer	Complex Request	Done	2/14/2012 10:08:25 AM	PAR - Customer claims thermal event
Contact Last Name		Contact First	Name	Account		BAC Code	(open flame)

Addrass:
Telephane Number:
Make and Model: 2006 GMC ENVOY
Mileage: 150600
VIN: 1GKDS13S882
Warranty Start Date: 09/07/2006

Customer States:

- I was watching the news and I saw that chevrolet silverado had recalls for the power windows since they were defective and caught on fire. I was wondering if I had the same recall, and what would be done in order for me to have this fixed
 yes, it burned the interior of my door and you can fell it was the power window since the wires were all charred up.
 just a couple of months ago.

Customer seeks:

- Wants to know what can be done with his concern

CRS Advises:

- so you mean that your veh caught on fire?
 so when did this catch fire?
 educated the cust that would be forwarding the concern to PAR department.

Vince/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

UCC Information

UCC Code Symptom Description	
N01 Thermal Event Electrical - General	

Report Generated for toporowm

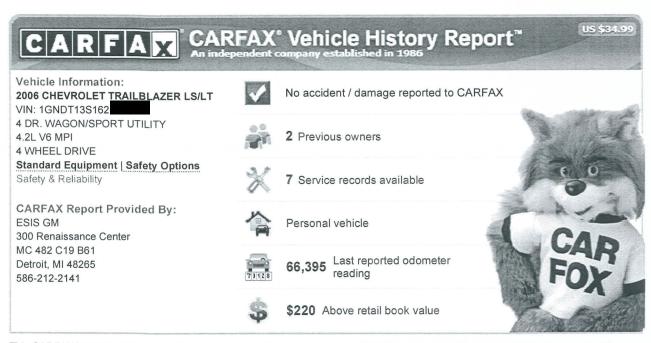
on 2/16/2012

Page 8 of 8

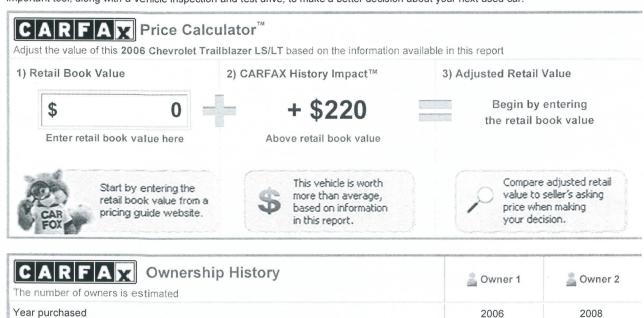


ESIS GM 300 Renaissance Center MC 482 C19 B61 Detroit, MI 48265 586-212-2141

SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/21/12 at 10:09:09 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.



Type of owner	Personal	Personal
Estimated length of ownership	2 yrs. 8 mo.	3 yrs. 5 mo.
Owned in the following states/provinces	New York	Mississippi
Estimated miles driven per year	7,677/yr	18,228/yr
Last reported odometer reading	20,634	66,395

CARFAX Title History CARFAX guarantees the information in this section	🚨 Owner 1	S Owner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles CARFAN (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

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

CARFAX Detailed History

Glossary

🚨 Owner 1	2006	Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length owned:	2006 Personal New York 7,677/yr 1/3/06 - 9/8/08 (2 yrs. 8 mo.)	Original Equipment		OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
Low mileage! This owner drov less than the industry average		09/13/2005	3	Atlantic Cadillac Chevrolet Bay Shore, NY 631-665-0002 atlanticcadillac.com	Pre-delivery inspection completed

of 15,000 miles per year.



01/03/2006	8	Atlantic Cadillac Bay Shore, NY 631-665-0002 atlanticcadillac.com	Vehicle sold		
01/03/2006		New York Motor Vehicle Dept. West Babylon, NY	Title issued or update Registration issued or First owner reported Registered as personal vehicle Loan or lien reported Passed safety inspec	renewed	
01/04/2006		Atlantic Cadillac Chevrolet Bay Shore, NY 631-665-0002 atlanticcadillac.com	Vehicle serviced		
01/04/2006		New York Inspection Station	Emissions inspection Passed safety inspec	tion	
04/10/2006	2 022	Atlantic Cadillac	View what was inspect Power steering hose(
04/10/2006	2,022	Chevrolet Bay Shore, NY 631-665-0002 atlanticcadillac.com	Fower steeling nose(э/ппе(э) геріасец	
03/01/2007		New York Motor Vehicle Dept. West Babylon, NY	Registration issued of Registered as personal vehicle Passed safety inspec		
09/08/2008	20,592	Auto Auction Tennessee	Sold at auction		
			CAR	Millions of used vehicles are bought and sold at auction every year.	
09/09/2008		Southaven Pontiac Buick GMC Southaven, MS 662-349-5600 southaven-pontiac.co m	Vehicle offered for sa	le	
09/10/2008	20,604	Southaven Pontiac Buick GMC Southaven, MS 662-349-5600 southaven-pontiac.co m	Pre-delivery inspection Tire condition and pre-		
09/13/2008		GM Certified Dealer Southaven, MS	Offered for sale as a Silver exterior	GM Certified Used Vehicle	
09/13/2008	20,634	Southaven Pontiac Buick GMC Southaven, MS 662-349-5600 southaven-pontiac.co m	Vehicle sold		
09/13/2008		Mississippi Motor Vehicle Dept. Hernando, MS	Vehicle purchase rep	orted	

09/13/2008	CareGard Warranty Services, Inc. Hernando, MS 800-856-0990 afgcompanies.com	Service contract issued	
09/15/2008	GM Certified Dealer Southaven, MS	Sold as a GM Certified Used Vehicle	

Date:	Mileage:	Source:	Comments:
09/16/2008		Mississippi Motor Vehicle Dept. Hernando, MS Title #F02767801	Title issued or updated New owner reported Loan or lien reported
no.)	22,246	Southaven Pontiac Buick GMC Southaven, MS 662-349-5600 southaven-pontiac.co m	Maintenance inspection completed Two wheel alignment performed Interior trim repaired
03/06/2009	29,589	Southaven Pontiac Buick GMC Southaven, MS 662-349-5600 southaven-pontiac.co m	Engine/powertrain computer/module checked Maintenance inspection completed
12/11/2009		Mississippi Motor Vehicle Dept. Hernando, MS Title #F027678	Registration issued or renewed
12/17/2010		Mississippi Motor Vehicle Dept. Hernando, MS Title #F027678	Registration issued or renewed
03/19/2011	66,395	Valvoline Instant Oil Change Southaven, MS	Oil and filter changed Register for Valvoline Engine Guarantee
10/04/2011		Mississippi Motor Vehicle Dept. Hernando, MS Title #F027678	Registration issued or renewed Vehicle color noted as Silver
			to help! Print and bring my SmartBuyer Checklis ou go to test drive this 2006 Chevrolet Trailblazer
	10/04/2011	10/04/2011	Motor Vehicle Dept. Hernando, MS Title #F027678 I'm here when yo

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



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

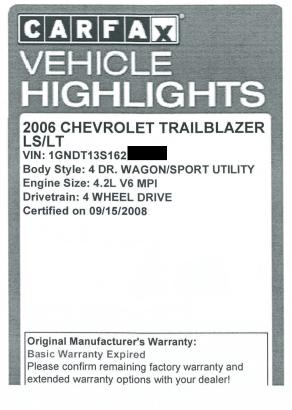
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles 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® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 2/21/12 10:09:09 AM (EST)



OWNERSHIP HISTORY: **Number of Owners:** 2 Last owned in the following state/province: Mississippi 12,748 Annual average mileage: LOW MILEAGE *Below industry annual average of 15,000 miles STATE DMV-REPORTED TITLE PROBLEMS: None of these major title problems were reported by a state Department of Motor Vehicles: Salvage, Junk, Rebuilt, Fire, Flood, Hail, Guaranteed No Problem Lemon Not Actual Mileage, Exceeds Mechanical Guaranteed No Problem ACCIDENTS AND OTHER ISSUES: No issues reported to CARFAX on the following: No Issues **Total Loss** Reported No Issues Structural Damage Reported

The original manufacturer's warranty includes: 36 months or 36,000 miles

Courtesy of ESIS GM

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

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

Airbag Deployment	No Issues Reported
Odometer Rollback	No Issues Reported
Other Accidents / Damage	No Issues Reported

Ask your dealer for the full CARFAX[®] Vehicle History Report[™]

SHOW ME THE CARFAX

© 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved. Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 2/21/12 10:09:09 AM (EST)



RE: Receipt - Driver Door 2006 Chevy Trailblazer

Neatrice Jackson to: kimboone

Bcc: Neatrice Jackson

05/18/2012 08:31 AM

From: To: Neatrice Jackson/C/US/GM/GMC <kimboone@tascosalesreps.com>

Bcc: Neatrice Jackson/C/US/GM/GMC

By way of update I spoke to Steve in service yesterday, gave him all the details and info he would need and your number. He will be contacting you to set up a day/time for you to bring in the vehicle.

Nikki Jackson ESIS/General Motors Company 300 Renaissance Center Mail code 482 C19 B61 Detroit, MI 48265 (313) 665-3378

Awesome! Thank you! Kim Boone

05/15/2012 11:14:15 AM

From: To: <kimboone@tascosalesreps.com>
<neatrice.jackson@gm.com>

Date:

05/15/2012 11:14 AM

Subject:

RE: Receipt - Driver Door 2006 Chevy Trailblazer

Awesome! Thank you!

Kim Boone TASCO

Office: 901-365-6451 Mobile: 901-487-2310 www.tascosalesreps.com

From: neatrice.jackson@gm.com [mailto:neatrice.jackson@gm.com]

Sent: Tuesday, May 15, 2012 9:52 AM

To: Kim Boone

Subject: RE: Receipt - Driver Door 2006 Chevy Trailblazer

that would be great.

I will call the dealership this week and discuss the procedure for repairs. I will let you know when I've had contact with the dealership

thank you

Nikki Jackson ESIS/General Motors Company 300 Renaissance Center Mail code 482 C19 B61 Detroit, MI 48265 (313) 665-3378

From:

< kimboone@tascosalesreps.com >

Date:

<neatrice.jackson@gm.com> 05/15/2012 10:48 AM

Subject: RE: Receipt - Driver Door 2006 Chevy Trailblazer

Nikki,

Good morning! I'm sorry it's been so long since I've toched base with you regarding getting my Trailblazer repaired. Would it be possible for me to take it for repairs one day next week to:

Jimmy Gray Chevrolet 181 Goodman Road East Southaven, MS 38671 (662)349-8808

I recall you mentioned that you would need to call them first and get everything lined up .

Thanks for your help and please let me know if this will be possible and the steps I need to take .

Kim Boone TASCO

Office: 901-365-6451 Mobile: 901-487-2310 www.tascosalesreps.com

From: neatrice.jackson@gm.com [mailto:neatrice.jackson@gm.com]

Sent: Thursday, March 22, 2012 2:12 PM

To: Kim Boone

Subject: RE: Receipt - Driver Door 2006 Chevy Trailblazer

we met on your file yesterday, just hadn't made it to you in the stack. Please give me a call when you have an opportunity to chat,

Nikki Jackson ESIS/General Motors Company 300 Renaissance Center Mail code 482 C19 B61 Detroit, MI 48265 (313) 665-3378

From: < < kimboone@tascosalesreps.com > < neatrice.jackson@gm.com >

Date: 03/22/2012 02:59 PM

Subject: RE: Receipt - Driver Door 2006 Chevy Trailblazer

Nikki,

Good afternoon. Just touching base to see what's going on here since it's been a few weeks since we talked. I was wondering the status.

Thank you -

Kim Boone TASCO

Office: 901-365-6451
Mobile: 901-487-2310
www.tascosalesreps.com

From: neatrice.jackson@gm.com[mailto:neatrice.jackson@gm.com]

Sent: Tuesday, March 06, 2012 3:52 PM

To: Kim Boone

Subject: Re: Receipt - Driver Door 2006 Chevy Trailblazer

Ms. Boone,

As previously discussed ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

I have received the repair estimate you forwarded (also aware of the \$400 figure) and am currently discussing it with our review group. I will be contacting you shortly with our position.

Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST.

Nikki Jackson ESIS/General Motors Company 300 Renaissance Center Mail code 482 C19 B61 Detroit, MI 48265 (313) 665-3378

 From:
 <kimboone@tascosalesreps.com

 To:
 <Neatrice.Jackson@gm.com>

 Date:
 02/29/2012 06:01 PM

Nikki,

Attached is the receipt we got when we had the door that melted looked at. I did not get a written estimate of what it would cost to repair, he just said that it would be in the ballpark of \$400 – maybe a little more, maybe a little less. He also said that if we did come back and get it fixed, the attached would be credited into the price of the repair.

I hope this helps. If you have any questions, please call me at 901-487-2310.

Thank you – Kimberly Boone[attachment "DOC_2012-02-29_17.44.41.pdf" deleted by Neatrice Jackson/C/US/GM/GMC]

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.

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.

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.



Re: Receipt - Driver Door 2006 Chevy Trailblazer

Neatrice Jackson to: kimboone

Bcc: Neatrice Jackson

03/06/2012 04:51 PM

Ms. Boone,

As previously discussed ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

I have received the repair estimate you forwarded (also aware of the \$400 figure) and am currently discussing it with our review group. I will be contacting you shortly with our position.

Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST.

Nikki Jackson ESIS/General Motors Company 300 Renaissance Center Mail code 482 C19 B61 Detroit, MI 48265 (313) 665-3378

Nikki, Attached is the receipt we got when we ha...

02/29/2012 06:01:10 PM

From:

<kimboone@tascosalesreps.com>

To: Date: <Neatrice.Jackson@gm.com> 02/29/2012 06:01 PM

Subject:

Receipt - Driver Door 2006 Chevy Trailblazer

Nikki,

Attached is the receipt we got when we had the door that melted looked at. I did not get a written estimate of what it would cost to repair, he just said that it would be in the ballpark of \$400 – maybe a little more, maybe a little less. He also said that if we did come back and get it fixed, the attached would be credited into the price of the repair.

I hope this helps. If you have any questions, please call me at 901-487-2310.

Thank you – Kimberly Boone[attachment "DOC_2012-02-29_17.44.41.pdf" deleted by Neatrice Jackson/C/US/GM/GMC]



Receipt - Driver Door 2006 Chevy Trailblazer

kimboone to: Neatrice.Jackson

02/29/2012 06:01 PM

History:

This message has been replied to.

Nikki,

Attached is the receipt we got when we had the door that melted looked at. I did not get a written estimate of what it would cost to repair, he just said that it would be in the ballpark of \$400 – maybe a little more, maybe a little less. He also said that if we did come back and get it fixed, the attached would be credited into the price of the repair.

I hope this helps. If you have any questions, please call me at 901-487-2310.

Thank you – Kimberly Boone - DOC_2012-02-29_17.44.41.pdf

Snappy Windshield Repairs

1930 Kings Castle Dr. • Southaven, MS 38671 (662) 393-0906 FAX (662) 393-7645

STATEMENT 11-25-11

Ins. Co.	Agent		
Owner_	Phone#		
Address	State NS Referral		
Dropost L) Front Door G New New Master Windo		tax	55 CD ± 3 85
Paby Mi Dobit ap	1c = 958874		
			FC 05
We unconditionally guarantee our replacements against water I repairs against ever cracking or ever failing to go through Auto	eaks and all our Inspection.	TOTAL	158180

@ODD/Warranty February 20, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Summary INTERFACE WITH CUSTOMER View Vehicle Summary 3 This screen allows IVH users to view the Summary of Venicle Information, Field Actions, Service Information, Applicable Warrantes. Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information. and OnStar and XM Radio information (if applicable) Vehicle Information VIN 1GNDT13S162 Model CT15505-2006 TRAILBLAZER 4WD Service Contract No Branded Title No Warranty Block No. PDI Status No Order Type. 70 - RETAIL - STOCK Field Actions <u>0 Open</u> Required Field Actions Open field actions are highlighted Original Туре Number Description Release Date Status Nbr **Product Safety** N050086 05086 **POWER STEERING HOSE** 10/05/2005 Closed Recell FRACTURE **Branded Title** *The VRN information contained herein and information derived therefrom is the propnetary property of The Polk Company and is to be used only for the purpose of warranty ventication 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 (888.657.8271) and for XM Radio contact 877.GET.XMST (877.438.9577 Canada) and in the USA:800-558-3500. OnStar Equipped Y OnStar Status Inactive

Logout

For this vahicle:

- → View Vehicle Summary
 - Service Contract
 - Branded Title
 - Warrenty Block
- View Vehicle Build
- View Vehicle Component Summary View Vehicle
- Transaction History Detail
- View Vehicle Delivery Information

Applicable Warranties

OnStar Vehicle Diagnostics N

XM Equipped Y

Valid warranties are highlighted

XM Status Inactive

DMN Enabled N

Valid	Description	Warranty Add Dato	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	10/30/2011	01/03/2008	5 MI	01/03/2009	36,005 Mi
	Corrosion Limited Warranty Emission Limited Warranty	10/30/2011 10/30/2011	01 <i>1</i> 03 <i>1</i> 2008 01 <i>1</i> 03 <i>1</i> 2008	5 MI 5 MI	01/03/2012 01/03/2009	100,005 MJ 50,005 MI

XM Radio ID DNGCC088

Emission Select Component Ltd Wity	10/30/2011	01/03/2008	5 MI	01/03/2014	80,005 MI
Emission Select State Component Lty Way	10/30/2011	01/03/2006	5 MI	01/03/2013	70,005 MI
Special Coverage 10054	10/30/2011	01/03/2006	5 MI	01/03/2016	120,005 MI
Certified Used Limited Warranty	10/30/2011	01/03/2006	5 MI	01/03/2010	48,005 MI
Certified Used Powertrain Limited Wily	10/30/2011	01/03/2006	5 MI	01/03/2011	100.005 MI

Service Contract

Vehicle has no current record of service contracts.

Transactio	on Histor				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/04/2009	096327	ZREG—Regular Vehicle Transaction		J6360 - Powertrain Control Module Replacement	29,589 MI
03/04/2009	096327	ZREGRegular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	29,589 MI
10/14/2008	092453	ZREGRegular Vehicle Transaction		C6489 - Plate/Bezel, Front Power Seat Switch - Left - Replace	22,246 MI
04/10/2006	175696	ZFAT—Field Action Recall		V1415 - 05088 - Inspect Hose (s) Only - No Further Action Required	2,022 MI
08/25/2005	A35634	ZPD)Pre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

II Logout

ම්වේක් Warranty

February 20, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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

Vehicle Information

Order Type 70 - RETAIL - STOCK

VIN 1GNDT13S162 Service Contract No.

Branded Title, No.

Model CT15506-2006 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status, No.

Field Actions Q Open

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number JJJFR8 Build Date 08/25/2005

Build Plant 2

For this vehicle:

- View Vehicle Summary
 - Service Contract
 - Branded Title
 - Warranty
 - Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History Detail
- View Vehicle Delivery Information

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2 POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WRING CONNECTOR * REMOTE KEYLESS ENTRY . THEFT DETERRENT SYSTEM

1SZ - PREFERRED EQUIPMENT SAVINGS

28H - UGHT GRAY

67U - SILVERSTONE METALLIC

7HP - SUSPENSION

9NS - SUSPENSION

6HP · SUSPENSION

281 - INT TRIM LT GRAY/DK GRAY

AR9 - FRT BUCKET SEAT, DELUXE

832 - FLOOR MATS, FRONT AND REAR

EVA - EVAP EMISSION REQUIREMENT

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

AXP - MPV VIN IDENT POSITION

886 - MOLDING B/S COLOR

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

C5N - GVW RATING - 5750 LBS

8NS - SUSPENSION

AJI - TINTED GLASS

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG AL0 - SENSOR INF RESTR, CHILD DETECT

AM9 - SPLIT FOLDING REAR SEAT BACK AUD - KEYLESS REMOTE DOOR LOCK

830 · CARPETING, COLOR-KEYED 833 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER **CF5 · ELECTRIC SUNROOF**

DAY - ASSEMBLY PLANT MORAINE, OHIO

OP2 · POWER OSRV MIRRORS **GUB - REAR AXLE 3.42 RATIO**

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 · VORTEC 4200 SFI I6

N40 · POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - WHEEL, FULL SIZE SPARE

KG4 - GENERATOR 150 AMP M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND

ELECTRONIC CONTROL NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

PCR - SUN, SOUND, ENTERTAINMENT PKG: •

POWER SUNROOF 'BOSE PREMIUM SOUND SYSTEM 'XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. 'AM/FM STEREO WB DISC CHANGER (REPLACES STD/OPT PKG

RADIO) * CUSTOM OTH CONSOLE

PDC - SEAT, 8-WAY POWER DRIVER

QNF · P235/75R16 ALS BW TIRES

QC3 - ALUMINUM WHEELS **R6P - PREMIUM PAINT**

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT NUMBER

U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA.

1ST 3 MONTHS INCL.

UA6 - THEFT DETERRENT ALARM SYSTEM

SOUND PLAN

UY7 - TRAILER WRING HARNESS

V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VK3 - LICENSE PLATE FRAME, FRONT

VXS · COMPLETE VEHICLE LABEL

Y03 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZY1 - SOLID PAINT

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UC6 - AM/FM RADIO,RDS,6 DISC CHANGER,

(REPLACES STD/OPT PKG RADIO) UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & UOA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

~BQ -

Global Warranty Management, Site Map

Privacy Policy | Terms of Use

© 2005 General Motors, Ai-rights reserved

Lonout

何句句Warranty

Fobruary 20 2012

Global Warrenty Management: Man > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

Vehicle Information

VIN 1GNDT13S162

Model CT15506-2006 TRAILBLAZER 4WD

Service Contract No.

Branded Trite No.

Warranty Block No

POI Status. No

Order Type 70 - RETAIL - STOCK

Field Actions. O. Open

Vehicle Component

Component Code. 10-ENGINE ASSEMBLY Source Plant V-CPC FLINT, MICHIGAN

Date Scanned: 08/24/2005

Traceability: 508191002 Part / Number Broadcast NFS

Time Scanned 17:13:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 08/24/2005

Tracepbility 100022305 Part / Number Broadcast XVM

Time Scanned 17:26:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 08/24/2005

Traceability 0BG714637

Traceability 42624981

Part / Number Broadcast: FK

Time Scanned 17:24:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Part / Number Broadcast: 6TDD

Date Scanned 08/24/2005 Time Scanned 17:21:00 Scan Station 02

Component Code: 53-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant. G-

Traceability BEH23365

Part / Number Broadcast UP7

Date Scanned 08/24/2005

Time Scanned 18:01:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 08/24/2005

Traceability. 224111004

Part / Number Broadcast CN8

Time Scanned 17:07:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability, 00087230

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast 3051

Date Scanned 08/24/2005

Time Scanned 18:28:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 08/24/2005

Traceability 1FJ8AQA Part / Number Broadcast 2395

Time Scanned 20:55:00 Scan Station 06

Component Code. AL-IR-MODULE ASM-I/P

Source Plant M-MORTON-THIOKOL

Traceability 7ZAOH87 Part / Number Broadcast 0901

Date Scanned 08/24/2005

Time Scanned 17:18:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant ..

Date Scanned 08/20/2005

Traceability 0300657 Part / Number Broadcast 1ZZ

> Time Scanned 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 2036881

For this vehicle:

- View Vehicle Summary
 - Servica Contract
 - Branded Title
 - Warrenty
 - Block
- V:ow Vehicle Build
- View Vehicle
- Component Summery View Vehicle
- Transaction History Detail
- View Vehicle Delivery Information

Source Plant: -

Date Scanned: 08/23/2005

Part / Number Broadcast: 1WW

Time Scanned: 09:13:00 Scan Station:

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 08/24/2005

Date Scanned. 08/24/2005

Date Scanned: 08/24/2005

Traceability 2038073 Part / Number Broadcasi: 1PT

Time Scanned: 01:57:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM

Source Plant .

Traceability: 2036736 Part / Number Broadcast 1PH

Time Scanned: 12:25:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant .

Traceability: 2036763 Part / Number Broadcast: 1GB

Time Scanned: 12:54:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Job Card Date: 10/14/2008

Logout

February 20, 2012 Global Warranty Managemont: Man. > Interface With Customer. > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 3 This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDT13S162 Model CT15506-2006 TRAILBLAZER 4WD Service Contract No Branded Title No. Warrenty Block No. PDI Status No. Order Type 70 - RETAIL - STOCK Field Actions: 0_Open Job Card Date: 03/04/2009 Job Card Number: 096327 Repair Service Agent 184744 Odometer Reading 29,589 MI SOUTHAVEN PONTIAC-BUICK-GMC, INC. 78 GOODMAN RD Authorization Code SOUTHAVEN MS 38871-9518 6623495600 Process Date 03/13/2009 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category Customer Enthusiasn Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims Labour Op J6360-Powertrain Control Module Replacement Causal Part Number See other Parts and/or Net items Job Card Date: 03/04/2009 Job Card Number: 096327 Repair Service Agent 164744 Odometer Reading 29,689 MI SOUTHAVEN PONTIAC-BUICK-GMC, INC. Authorization Code 78 GOODMAN RD SOUTHAVEN MS 38671-9516 6823495600 Process Date 03/13/2009 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category Customer Enthusiasn Customer Complaint Code 0000-Converted Claim Job Card Line # 2 Transaction Adjustment Cause Code: 0000-Converted Claims Labour Op Z7902-2-DAY COURTESY TRANSPORTATION Causel Part Number See other Parts and/or Net Items

Job Card Number: 092453

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

Repair Service Agent. 184744 SOUTHAVEN PONTIAC-BUICK-GMC, INC. 78 GOODMAN RD SOUTHAVEN MS 38671-9516 6823495600

Odometer Reading. 22,248 MI Authorization Code

Process Date 10/21/2008

Transaction Type. ZREG-Regular Vehicle Transaction Transaction Expense Category.

Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code. 0000-Converted Cialms

Labour Op C6489-Plate/Bezel, Front Power Seat Switch - Left - Replace

Causal Part Number

Job Card Date: 04/10/2008

Job Card Number: 175696

Repair Service Agent. 189651 ATLANTIC CHEVROLET CADILLAC 1356 SUNRISE HWY **BAY SHORE NY 11706-5914** 6316650002

Odomeler Reading. 2,022 MI Authorization Code

Process Date 04/14/2006

Transaction Type: ZFAT----Field Action Recall Transaction Expense Category: **Customer Complaint Code** 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op V1415-05086 - Inspect Hose(s) Only - No Further Action Required

Causal Part Number

Job Card Date: 08/25/2005

Job Card Number: A35834

Repair Service Agent 169651 ATLANTIC CHEVROLET CADILLAC 1356 SUNRISE HWY BAY SHORE NY 11706-5914 6318650002

Odometer Reading: 0 MI Authorization Code

Process Date 08/30/2005

Transaction Type: ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code 0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout

February 20, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 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 1GNDT13S162 Model CT15508-2008 TRAILBLAZER 4WD Service Contract: No Branded Title: No Warranty Block No. PDI Status, No Order Type 70 - RETAIL - STOCK Field Actions <u>0 Open</u> Invoice Information Invoicing Service Agent 169651
ATLANTIC CHEVROLET CADILLAC Invoice Date 08/25/2005 1356 SUNRISE HWY BAY SHORE NY 11706-5914 6316650002 Ship to information Ship to Service Agent 169651 ATLANTIC CHEVROLET CADILLAC Ship to Date: N/A 1358 SUNRISE HWY BAY SHORE NY 11708-5914 6316650002 Delivery Information Delivery Service Agent 169651 ATLANTIC CHEVROLET CADILLAC Delivery Date 01/03/2008
Delivery Type 015---RETAIL LEASE - INDIVIDUAL 1356 SUNRISE HWY Delivery Odomaler 5 BAY SHORE NY 11706-5914 6316650002 In Service Information Invoicing Service Agent In Service Date. N/A In Service Type 0000 In Service Odometer. 0 Registration Information Registration Service Agent N/A Registration Date: N/A

For this vehicle:

- View Vehicle Summary

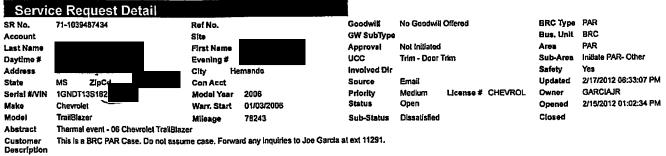
 - Service Contract
 - -- Branded Title
 - Warranty
 - Block
- View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

Registration Number: N/A Registration Odometer 0



This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garda at ext 11291.

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #Other Ve	h # People in Veh Ro	ad Surface	Road C	Cand. Fire Report#	Police	Report#
Owner	11/24/2011 06:24:01 PM	N O	1 Co	ncrele	Dry	n/a	n/a	
Datume Lant Me	nmo	Deluce Elect Marga	Height	DOB	Disabil	ities		
				,	none			
n/a	ent cast Manno	n/a	irst Name Phone	; ;	did not file			
				(aaldaa)	smell of burn			
Incident Loc	155			incident Desc	smen or our	n plastiac		
Component	the wires in the door panel melt	led						
				Damage Desc	metted inten	or, door locks and widoor not work!	ag	
Vehicle Lac	widaughter			Add'i info	n/a			
Emgcy Svc Names	n/a			Maint Loc	n/a			
PAR De	tail							
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y S	pec Equip	none		
Vehicle Speed	60	Weather Condition		Pi	rop Owner	n/a	Property Type	n/a
Last Service Date		Loc Las Service	l .		roperty ocation	ณ์ล	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0,00	Spec Eq Installer	aţu din		rop Damage escription	n/a		
Primary Veh Use	Personal	inspecti Type	on Thermal Event	ln	spected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	melted interior, door locks and	i widoor not working		E:	xpiain Other	being sent to ESIS		

Report Generated for toporowm

on 2/20/2012

Page 1 of 12

Activities

	Created By QUIAMBSA	Assigned To GARCIAJR	Notify CRM	Activity Sub-Typo Other Account	Status Done	Completed 2/18/2012 11:49:50 AM BAC Code	Description Email Received
Comments			IVAILIE				
Confidential Comments		·					
Created 2/17/2012 06:34:16 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Typo Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alam	Completed BAC Code	Doscription Waiting for ESIS to pick up
Contact Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments							I
Greated 2/17/2012 06:33:49 PM	Created By GARCIAJR	Assigned To	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
Contact Last Name	GARCIAJR	Contact Fire		Account	in the group	BAC Code	
06 Chevrolet TrailBlazer	- thermal event						l
Joe G/PAR/ATX Confidential Comments							ı
Groated 2/17/2012 06:33:10 PM	Created By GARCIAJR	Assigned To	Activity Typo BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 2/17/2012 06:33:48 PM	Description Business Case
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments Veh experienced a them		•	S.				•
Note: There is not DDMA	listing for this	area.					
Joe G/PAR/ATX Confidential Comments				<u> </u>			I

Report Generated for toporowm on 2/20/2012 Page 2 of 12

Activities

Greated 2/17/2012 05:27:38 PM	Created By	Assigned To QUIAMBSA	Activity Type Email - Inbound	Activity Sub-Typo	Status Done	Completed 2/18/2012 11:28:34 AM	Description Service Request 71-1039487434
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Sommens							1

June,

Below is the additional information you requested:

Date - 11/24/2011
Time - Mid Afternoon
Mikeage - 78,243
Localion - 155 @ Goodman Road (Southaven Ms)
Description of incident - Was driving and started smelling melting/burning plastic... Took to the shop the next day to be checked and was told that it was the master window switch that burned and it would need to be replaced.
Name of Shop - Snapy Windshied Repair
Phone of Shop - 562-393-0906
Contact - No name on involce, but the involce# is Shop-JL and dated 11/25/2011 in the amount of \$58.85 for them to inspect.

Please let me know if you need further information.

Thank you for your time

From: "cac@chavrolet.com" <cac@chevrolet.com> To: nesblan6@yahoo.com Sent: Wednesday, February 15, 2012 6:27 PM Subject: Chewrolet Consumer Support Team

Service Request: 71-1039487434 Customer Relationship Specialist: June

Dear

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking time to write us in regard to the incident that you had when the door caught on fire on your 2006 Chevrolet Trailblazer.

We have tried calling you at the phone number you have provided in your e-mail (9014872310), unfortunately we were not able to speak with you. I will call you again tomorrow, between the hours of 6:00 pm to 8:00 pm Eastern Standard Time. You may also call me directly at 1-866-790-5700, extension 22939. I am in the offi...

Confidential Comments

Report Generated for toporowm

on 2/20/2012

Page 3 of 12

Activities

Proated 2/17/2012 04:02:03 PM	Created By AMSTUTST	AMSTUTST	Activity Typo Inbound Call Third Party Name	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 2/17/2012 04:02:28 PM BAC Code	PAR VM
	Kim Booney, 9	014872310, for I	the door calching on fire and	melting the wires inside the is	nterior		
2/16/2012 7:28 PM Slacy/ATX/PAR							
Confidential Comments						• • • • • • • • • • • • • • • • • • • •	
Oreated 2/17/2012 01:45:19 PM Contact Last Name	Greated By GARCIAJR	Assigned To GARCIAJR Contact Firs	Activity Typo Scheduled Follow-up Name	Activity Sub-Typo Account	Status Done	Completed 2/17/2012 06:31:03 PM BAC Code	Description of cust
Confidential Comments							i I
Oreated 2/17/2012 01:42:25 PM	Created By GARCIAIR	Assigned To	Activity Typo Cwnership Changed	Activity Sub-Typo Ownership Escalated to	Status Done	Completed 2/17/2012 01:42:25 PM	Description Ownership Escalated to BRC
Contact Last Name		Contact Firs	·	Account		BAC Code	i
Confidential Comments	_						ı
Prontod 2/17/2012 10:31:20 AM	Created By MERCADTO		Ownership Changed	Activity Sub-Type	Status Done	Completed 2/17/2012 10:31:20 AM	Description Service Request Ownership has changed FROM: LEANILIU TO:
Contact Last Name Comments		Contact Fire	st Name	Account		BAC Code	GARČIAJR
Confidential Comments	-						I

Report Generated for toporowm

on 2/20/2012

Page 4 of 12

Activities

Menaines							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/17/2012 10:30:41 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Fleid	Done	2/17/2012 01:41:55 PM	email attached to the file
Contact Last Name		Contact Fire	Ылта	Account		BAC Code	
Comments							
FYI email sent to DDMA							
loe G/PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/17/2012 10:30:33 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	2/17/2012 01:41:34 PM	no dir ci needed
Contact Lact Name		Contact For	Lhlamo	Account		BAC Code	

Comments

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

Joe G/PAR/ATX
Confidential Comments

2/17/2012 10:30:24 AM MERCADTO GARCIAJR BRC PAR Initial Contact- Phone Done 2/17/2012 06:30:56 PM made Initial ct w/cust	Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
Contact Lock Name Account BAC Code						Done	2/17/2012 06:30:56 PM	made intial ct w/cust
	Contact Last Name		Contact First	t Name	Account		BAC Code	

Called daytime phone #,

Crm stated calling to flu w/cust re the product allegation case, understand that veh experienced a thermal event.

Cust stated that is correct, her mother was driving it when she smalled something burning. Cust stated the main switchboard to the electric windows wiring burned up - no injuries.

Crm verid pre-par & par detail screen info.

Crm also read ESIS scripting, advised will need to refer this file to our central claim dept, they will flu w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX Confidential Commo

Report Generated for loporowm

on 2/20/2012

Page 5 of 12

Activities

	realed By MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 2/17/2012 01:45:18 PM	Doscription acknowledgement made
Contact East Name		Contact First	Name	Account		BAC Code	
Comments							
Called daytime phone #,							
Calling to f/u w/cust re the	product allega	lion case.					
Joe G/PAR/ATX							
Confidential Comments							
			A 41 - 21 - 7	Activity Sub-Type	Status	Completed	Description
	Created By MERCADTO	Assigned To GARCIAIR	Activity Type Research	Activity Sub-Type	Done	2/17/2012 01:41:08 PM	Research
Contact Last Name		Contact Firs		Ascount		BAC Code	
Comments							
Summary:							
Repairs - no related repair	5						
Recalls - N050086 05086	POWER STE	ERING HOSE	FRACTURE, not relai	led to allegation			
SR's - no other files for this	s veh						
Joe G/PAR/ATX							_
Confidential Comments				·			•
				Activity Sub-Type	Status	Completed	Doscription
	Created By MERCADTO	Assigned To	Activity Typo Notify CRM	Activity Sub-typu	Done	2/17/2012 12:39:59 PM	File assigned to Joe Garcia @ x11291
Contact Last Name		Contact Fir		Account		BAC Code	
							1
Comments							
Confidential Comments							

Report Generated for toporowm on 2/20/2012 Page 6 of 12

Activities

Protect 10:29:26 AM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012 12:39:56 PM File assigned to Joe Garcia @ x11291 Confidential Comments Control of Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Done 2/17/2012 10:29:22 AM MERCADTO LEANILLU SR Opened Done 2/17/2012 10:29:22 AM MERCADTO Done Done Done Done Done Done Done Done	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Consider Name Croated By Assigned To Activity Typo Activity Sub-Typo Statue Completed Doscription SR In Status of Closed has been Re- Opened by MERCADTO Control of the Name Account BAC Gode Control of the Name Account BAC Gode Control of the Name Activity Sub-Typo Status Completed Doscription SR In Status of Closed has been Re- Opened by MERCADTO Control of the Name Account BAC Gode Control of the Name Activity Sub-Typo Status Completed Doscription Service Request has been Closed Dissellation Control of the Name Account BAC Gode Control of the Nam	2/17/2012 10:29:26 AM	MERCADTO			Case Assigned	Done	2/17/2012 12:39:56 PM	File assigned to Joe Garda @ x11291
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription SR In Status of Closed has been Re- Opened by MERCADTO Comments Created By Assigned To Activity Type Activity Sub-Type Status Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Comments Created By Assigned To Activity Type Activity Sub-Type Status Created By Assigned To Activity Type Activity Sub-Type Status Created By Assigned To Activity Type Activity Sub-Type Status Created By Assigned In PAR Stacy(ATX-PAR)	Contact Last Name		Contact Fire	Name	Account		BAC Code	
Croated Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription SR In Status of Closed has been Re- Opened by MERCADTO Continents Confidential Comments Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Service Request has been Closed Dissatisfied. Confidential Comments C			·				· · · · · · · · · · · · · · · · · · ·	
Croated Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription SR In Status of Closed has been Re- Opened by MERCADTO Continents Confidential Comments Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Service Request has been Closed Dissatisfied. Confidential Comments C								
Croated Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription SR In Status of Closed has been Re- Opened by MERCADTO Continents Confidential Comments Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Service Request has been Closed Dissatisfied. Confidential Comments C								
Particular of the property of	Confidential Comments							İ
Part 2017/2012 10:29:22 AM MERCADTO LEANILLU SR Opened Done 2/17/2012 10:29:22 AM MERCADTO LEANILLU SR Opened Done 2/17/2012 10:29:22 AM MERCADTO SR In Status of Closed has been Re-Opened by MERCADTO Croated By Assigned To Activity Type Activity Sub-Type Status Completed Done 2/17/2012 10:29:20 AM MERCADTO LEANILLU SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Service Request has been Closed Dissatisfied. Contact Last Name Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Croated Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Croated Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Completed Dissatisfied. Confidential Comments Confidential Comments Confidential Comments Confidential Comments Account BAC Code Saturation of Confidential Comments and Completed Dissatisfied. Confidential Comments Confidential Comments Confidential Comments Confidential Comments Confidential Comments Confidential Comments Account BAC Code Dissatisfied Dissatisf								
Part 2017/2012 10:29:22 AM MERCADTO LEANILLU SR Opened Done 2/17/2012 10:29:22 AM MERCADTO LEANILLU SR Opened Done 2/17/2012 10:29:22 AM MERCADTO SR In Status of Closed has been Re-Opened by MERCADTO Croated By Assigned To Activity Type Activity Sub-Type Status Completed Done 2/17/2012 10:29:20 AM MERCADTO LEANILLU SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Service Request has been Closed Dissatisfied. Contact Last Name Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Croated Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Croated Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Croated By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Completed Dissatisfied. Confidential Comments Confidential Comments Confidential Comments Confidential Comments Account BAC Code Saturation of Confidential Comments and Completed Dissatisfied. Confidential Comments Confidential Comments Confidential Comments Confidential Comments Confidential Comments Confidential Comments Account BAC Code Dissatisfied Dissatisf		0 1 10			Anti-line Cub Tuno	Status	Completed	Description
Contidential Comments Contidential Comments					Activity Sub-Type			
Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied, Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied, Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissatisfied, Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissatisfied, Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissatisfied, Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissatisfied, Contact First Name Account BAC Code Status Sta		MERCADIO		•		Done		
Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissatisfied. Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/18/2012 07:27:30 PM LEANILJU AMSTUTST Notify CRM Done 2/17/2012 10:29:15 AM Sasigned in PAR StacylaTX/PAR	Cantant Lart Mama		Control Lin	' Name	Account		BVC Cops	
Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissatisfied. Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissatisfied. Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/18/2012 07:27:30 PM LEANILJU AMSTUTST Notify CRM Done 2/17/2012 10:29:15 AM Sign to BRCPARQ Received and Assigned in PAR StacylaTX/PAR								
Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissellated. Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissellated. Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description assign to BRCPARQ Received and Assigned in PAR StacylATX/PAR	Comments							
Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Service Request has been Closed Dissellated. Contact Last Name Account BAC Code Created By Assigned To Activity Type Activity Sub-Type Status Completed Dissellated. Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description assign to BRCPARQ Received and Assigned in PAR StacylATX/PAR	Careful and and Company and a							ſ
2/17/2012 10:29:20 AM MERCADTO LEANILUU SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM MERCADTO LEANILUU SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Dissatisfied Done 2/17/2012 10:29:20 AM Dissatisfied Done 2/17/2012 10:29:20 AM Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Di	Confidential Comments							
2/17/2012 10:29:20 AM MERCADTO LEANILUU SR Closed - Dissetisfied Done 2/17/2012 10:29:20 AM MERCADTO LEANILUU SR Closed - Dissetisfied Done 2/17/2012 10:29:20 AM Dissetisfied Done 2/17/2012 10:29:20 AM Dissetisfied Done 2/17/2012 10:29:20 AM Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Dissetisfied Done Dissetisfied Dissetisfied Done Dissetisfied Dissetisfied Done Dissetisfied Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Done Dissetisfied Done Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Dissetisfied Done Done Dissetisfied Done Done Done Done Done Done Done Done								
2/17/2012 10:29:20 AM MERCADTO LEANILUU SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM MERCADTO LEANILUU SR Closed - Dissatisfied Done 2/17/2012 10:29:20 AM Dissatisfied Done 2/17/2012 10:29:20 AM Dissatisfied Done 2/17/2012 10:29:20 AM Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Dissatisfied Dissatisfied Done Di					A antiday Cub Tuno	Status	Camplated	Description
Contact Last Name Contact Last					Activity Sub-Type			
Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/18/2012 07:27:30 PM LEANILJU AMSTUTST Notify CRM Done 2/17/2012 10:29:15 AM Contact Last Name Contact First Name Account BAC Code Stacy/ATX/PAR		MERCADIO				Dolle		
Croated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/16/2012-07:27:30 PM LEANILJU AMSTUTST Notify CRM Done 2/17/2012-10:29:15 AM Contact Last Name Contact First Name Account BAC Code Stacy/ATX/PAR	Contact Last Name		Contact Fire	d Name	Account		BAC Code	
Croated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/16/2012-07:27:30 PM LEANILJU AMSTUTST Notify CRM Done 2/17/2012-10:29:15 AM Received and Assigned in PAR Stacyl ATX/PAR								1
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/18/2012 07:27:30 PM LEANILUU AMSTUTST Notify CRM Done 2/17/2012 10:29:15 AM Contact Linst Name Contact First Name Account BAC Code Stacy/ATX/PAR	Comments							•
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/18/2012 07:27:30 PM LEANILUU AMSTUTST Notify CRM Done 2/17/2012 10:29:15 AM Sasign to BRCPARQ Contact Linst Name Contact First Name Account BAC Code Stacy/ATX/PAR								1
Contact Last Name Contact First Name Contact First Name Account Done 2/17/2012 10:29:15 AM BAC Code Stacy/ATX/PAR Stacy/ATX/PAR	Confidential Comments	•						•
Contact Last Name Contact First Name Contact First Name Account Done 2/17/2012 10:29:15 AM BAC Code Stacy/ATX/PAR Stacy/ATX/PAR								
Contact Last Name Contact First Name Contact First Name Account Done 2/17/2012 10:29:15 AM BAC Code Stacy/ATX/PAR Stacy/ATX/PAR							O(-td	Decembrica
Contact Last Name Contact First Name Account BAC Code Stacy/ATX/PAR					Activity Sub-type			
Contact Last Name Contact First Name Account Stacy/ATX/PAR	2/16/2012 07:27:30 PM	LEANILJU				Done		
COMMICAGE.	Contact Last Name		Contact Fire	st Name	Account		BAC Code	
Commonts								•
	Comments							
								•
Confidential Comments	Confidential Comments							

Report Generated for toporowm on 2/20/2012 Page 7 of 12

Activities

Greated 2/16/2012 07:10:02 PM	Created By	Assigned To	Activity Type Outbound Call Customer	Activity Sub-Typo Made Contact	Status Don e	Completed 2/16/2012 07:26:40 PM	Description get more info about the accident
Control Last Nama		Contact Fire	ł Name	Account		BAC Code	
CRS used	**						I

CRS applogized of the inconvenience that they went through and gathered information from the cust

Cust said she doesnt have all the information with her

CRS gathered all available info and advised cust that we will escalate their case with the product allegation team

June/Man/T1/CAC/E-MAIL-(VM-Survey)/Emp Lvi 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/15/2012 07:27:39 PM	LEANILJU	LEANILJU	Scheduled Outbound Call	Follow-up Attempt	Done	2/16/2012 07:04:32 PM	get more info about the accident
	42 - 11111		Cust	•			
Contact Last Name		Contact First	Name	Account		BAC Code	

Scheduled Outbound Calf Cust Date: 2/16/2012 Time: 6:00-8:00 Contact Number: (901) 487-2310 Who to Calf:

Reason:
• To call customer about the email she sent us

Action Plan:
• Probe and discuss the incident
•get more into from cust to process PAR

June/Man/T1/CAC/E-MAIL-(WM-Survey)/Emp Lvl 1

Confidential Comments

Report Generated for toporowm on 2/20/2012 Page 8 of 12

Activities

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/15/2012 07:26:57 PM		LEANILIU	Email - Outbound		Done	2/15/2012 07:27:41 PM	Chevrolet Consumer Support Team
Coolect Last Name		Contact Fire	! Name	Account		BAC Code	

Comments

Service Request: 71-1039467434 Customer Relationship Specialist: June

Dear

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking time to write us in regard to the incident that you had when the door caught on fire on your 2006 Chevrolet Traiblazer.

We have tried calling you at the phone number you have provided in your e-mail (9014872310), unfortunately we were not able to speak with you. I will call you again temorrow, between the hours of 6:00 pm to 8:00 pm Eastern Standard Time. You may also call me directly at 1-868-790-5700, extension 22939. I am in the office Monday through Friday from 12:00 p.m. to 8:00 p.m., Eastern Time.

If my hours are inconvenient for you, you can contact our Chevrolet Customer Assistance Center at 1-800-222-1020. Our Customer Relationship Specialists are available from Monday to Saturday, 8:00 a.m. to 9:00 p.m. Eastern Time. Or you can conveniently reply to this message, if you prefer to continue our discussion via email. In any case, rafer to service request number 71-1039487434.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

Confidential Comments

Report Generated for toporowm on 2/20/2012 Page 9 of 12

Activities

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/15/2012 07:23:32 PM	LEANILJU	LEANILJU	Outbound Call Customer	Left Message	Done	2/15/2012 07:25:05 PM	discuss the incident
Control Control			Name	Account		BAC Code	

CRS used (901) 487-2310

CRS did a follow up on the concern CRS was able to leave detailed message to the cust CRS left SR # and contact information for caliback purposes

June/Man/T1/CAC/E-MAIL/(WM-Survey)/Emp Lvl 1

Confidential Comments

Page 10 of 12 Report Generated for toporowm on 2/20/2012

Activities

Activities								
Created 2/15/2012 11:02:56 AM		Assigned To LEANILJU		Typo	Activity Sub-Type	Status Done	Completed 2/15/2012 01:02:52 PM	Description Chevrolet Vehicle Concern
Contact Last Name		Contact Fire	t Mamo		Account		BAC Code	
Comments								I
<html></html>								•
<head> <meta conten<="" http-equiv="Conte</td><td>m2-Turse" td=""/><td>lutarthini: ei</td><td>amatries.</td><td>9980_1*/></td><td></td><td></td><td></td><td></td></head>	lutarthini: ei	amatries.	9980_1*/>					
<title></title>	interable counters	i- texpillin, ci	101901-130	000001 75				
 <body></body>								
	nt/>							
Email Address:								
Address: Hernando, MS	br/> <zip4></zip4> 							
Day Phone: ()— ex <hr/> Evening Phone:								
Comments: 2006 CH	EVY TRAILBLA	ZER - My driv	ers side d	oor caught o	n fire and melted the inside of the	door panel - we to	ok it to the shop and they	
windows work.					went out and that it would be at		None of the approachs or	
I read in the paper that U	here is an Invest	igation into thi	s problem,	so I wanted	to report that it has happened to	me as well		
Vehicle Concern Info								
Nature of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: **Transport of Concern: vehice Model: 	de<017>							
Year: 2006 VIN Number: 1GNDT13	\$162: br	5						
Mileage: 		-						
Allow Phone Contact: ye Best Time for Phone Con		PM						
Oesler Info: 								
Preferred Dealer: Authorized Dealer: <ud< td=""><td>Value11/> </td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></ud<>	Value11/> 							
Dealership Contact: Last Visit to Dealer.	Þ							
Cast visit to Dealer.								
Confidential Comments								1
Somoental Comments				_				•

Report Generated for toporowm

on 2/20/2012

Page 11 of 12

UCC Information
UCC Codo
C32 Symptom
No Symptom Indicated Description Trim - Door Trim

Page 12 of 12 Report Generated for toporowm on 2/20/2012

Service Request Detail 71-1039308953 SR No. Ref No. Goodwill BRC Type N/A No Goodwill Offered Account GW SubType Site Bus. Unit BRC Last Name First Name Approval Not initiated PAR Area Evening # Daytime # UCC Engine - General Initiate PAR-Other Sub-Area Address City North Andover Involved Dir Safety Yes MA ZlpCd State Con Acct Source Phone 2/17/2012 11:51:57 AM Updated Serial #/VIN 1GNDT13S972 Model Year 2007 Priority Medium License # CHEVROL AMSTUTST Owner Status Make Chevrolet Open Warr. Start 10/10/2006 Opened 2/15/2012 09:33:58 AM Model TrailBlazer Mileage Sub-Status Dissatisfied Closed Abstract **ESIS Thermal Event**

Customer Description

PAR FILE, DO NOT ADVISE, DO NOT ASSUME, SEND ALL CALLS TO X41022 STACY

Pre-PAR

AR Nelifier	Incident Date/Time 9/28/2010 11:42:14 AM	Injunes # 0	O COLOR	People in Veh	Asphall	Wet	Cond. Fire Report#	unk	Report#
duar I net N		Origon Fir	et Namo	Heio			oilities	Ulik	
				6'3		none			
	ent Last Name		Agent First I	Vame Phor	ne#		e Agency		
nk		unk				Quincy #	Autual Insurance		
ncident oc	Rte 93 N, in Summerville, outs	ide of Bostor	n MA, adress	unk	inciden Desc	while driving	or so before I could smell som g to work i smelled it again, wa	as goin to take the veh in,	on the way home it was
omponent	electrical					-	smell got really strong, pulled	d over, lurned the car off, i	noticed smoke on the driver
	unk				Damag Desc				
oc					Add'i In	ifo n/a			
mgcy Svc ames	Wooben PD Boston FD				Maint L	oc unk			
AR De	tail					*			
olision	Non Callision		roperty N amage	Thermal Ev	t Y	Spec Equip	none		
ehicle peed	0		eather ondition	rainy		Prop Owner	n/a	Property Type	n/a
est Service ate			oc Last ervice			Property Location	n/a	Prop Est Repair Cost	\$0.00
eh Est epair Cost			pec Equip Istaller	n/a		Prop Damage Description	n/a		
rimary oh Use	Personal		spection Ti /pe	ermal Event		Inspected By	Inspection Not Performed	inspection Date/Time	
sh Damage escription	veh totalled					Explain Other	sent to ESIS, no rep est.		

Report Generated for toporowm

on 2/20/2012

Page 1 of 10

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	·
2/17/2012 11:58:06 AM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm	1	check for ESIS pick up	
Contact Last Name		Contact Firs	Name	Account		BAC Code		
Comments								
check for ESIS pick up								

Stacy/ATX/PAR

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Greater 2/17/20	12 11:57:39 AM	Created By AMSTUTST	Assigned To	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal Event, Insurance invoviement
Contact	Last Name		Contact First	Name	Account		BAC Code	
Insuran	erienced a therm ce totalied the vel utial Comments			door panel				·
Greater 2/17/20	12 11:57:03 AM	Created By	Assigned To	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 2/17/2012 11:57:36 AM	Description Business case for Escalation to ESIS
	Last Name	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Contact First		Account		BAC Code	
Comme								
	erlenced a therma ntial Comments	al event from th	e electrical in th	e door panel				

Report Generated for toporowm

on 2/20/2012

Page 2 of 10

Activities

CHAINES							
oated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
17/2012 09:29:42 AM	AMSTUTST	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	2/17/2012 09:30:02 AM	PAR VM
intact Last Name		Contact Firs	Name	Account		BAC Code	
							•
ишеле ? 71-1039308953, Егы	est from Chev (CAC, cust is	phone	claiming for veh caught o	n fire, thank you		
16/2012 12:14 PM		<u> </u>		_			
acy/ATX/PAR							
infidential Comments		•					
oated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
16/2012 06:03:10 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust		Done	2/17/2012 11:36:08 AM	
intact Last Name		Contact First	Name	Account		BAC Code	
							•
cust initial							
infidential Comments							1
							•
oated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
6/2012 05:56:17 PM	AMSTUTST	AMSTUTST	Outbound Email	DVM/CAM/Field	Done	2/16/2012 05:57:37 PM	bredy.jezewski@gm.com
intact Last Name		Contact First	l Name	Account		BAC Code	1
				•			
mments		de la 141-a-1-la-1	The second section of the second	harmal arrant from the alped	atout to the address of	door This same is held.	1
calated to ESIS because			. The customer is alleging a t	nemai event irom the elec	DESING THE COVERS	oor. This case is being	
07 Chevrolet Trailblaze NDT13S972	er .						

Report Generated for toporowm

Best wishes, Stacy Amstutz | CRS Confidential Comments

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

on 2/20/2012

Page 3 of 10

Activities

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 01:32:27 PM MERCADTO	AMSTUTST Ownership Changed		Done	2/16/2012 01:32:27 PM	Service Request Ownership has
Contact Last Name	Contact First Name	Account		BAC Code	changed FROM: BERNARER TO: AMSTUTST
					WWS10121
Comments					

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 01:17:35 PM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact - Fleid	Done	2/16/2012 05:56:16 PM	called brady.jezewski@gm.com
Contact Last Name		Contact First	Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging a thermal event from the electrical in the drivers door. This case is being escalated to ESIS because of the thermal event.

2007 Chevrolet Traiblazer 1GNDT13S972 no involved dealership

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

Best wishes, Stacy Amslutz | CRS

Confidential Comments

Report Generated for toporowm

on 2/20/2012

Page 4 of 10

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 01:17:26 PM	MERCADTO	AMSTUTST	BRC PAR	initial Contact- Dealer	Done	2/16/2012 05:21:30 PM	called BILL DELUCA CHEVROLET-
Contact Last Name		Contact Firs	Name	Account		BAC Code	BUICK-GMC, IN 978 373 7700
				 			978 373 7700

CRS spoke with: Bill Deluca IV, vm

CRS adv: calling on veh with thermal event from electrical in door, any info on veh/incident? (ile will be forwarded to central claims for handling, veh is no longer in service, incident occurred in 2010, pis call with any questions left SR# and CRS#

Stacy/ATX/PAR

Confidential Comments

Greated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 2/16/2012 01:17:19 PM MERCADTO AMSTUTST BRC PAR Initial Contact-Phone Done 2/17/2012 11:55:07 AM called									
2/16/2012 01:17:19 PM MERCADTO AMSTUTST BRC PAR Initial Contact-Phone Done 2/17/2012 11:56:07 AM called	Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
	2/16/2012 01:17:19 PM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	2/17/2012 11:56:07 AM	called	
Contact Last Name Contact First Name Account BAC Code	Contact Last Name		Contact First	Name	Account		BAC Code		

Comments

CRS adv: calling for additional Info on veh and incident

cust sts: for a week or so before I could smell something burning, just ignored it, was going to take it in, while driving to work I smelled it again, was goin to take the veh in, on the way home it was raiking, the smell got really strong, pulled over, turned the car off, noticed smoke on the drivers side between the window and the panel, went to open the door and the electrical wasn't working, tried to push the door open, could see flames inside the door frame, a cop went by and I got them to help

CRS adV: got pre-par and par info, read ESIS statment

cust sts: go ahead with central claims

CRS adV: someone from central claims will f/u within 7-10 business days

Stacy/ATX/PAR

Confidential Comments

Activities

Groatod	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
V16/2012 01:17:09 PM	MERCADTO	AMSTUTST	BRC PAR	Acknowledgement	Done	2/16/2012 06:03:05 PM	called i
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
							_
omments							
RS adv: Calling to Infor th and the incident. You	m cust that we	have recieved y	our file conceming you EZOO ::44002 CEM	2007 Chev Trailblazer, we do rea	quire some furthe	r information regarding your	
				ne that works best for you			
<u>-</u>							
Stacy/ATX/PAR							-
Confidential Comments						_	l
roated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Doscription
2/16/2012 01:17:00 PM	MERCADTO	AMSTUTST	Research		Done	2/16/2012 04:37:05 PM	Research 1GNDT13S972
Contact Last Name		Contact Firs	! Name	Account		BAC Code	
Comments							
71-843469711 - power si 71-898404348 - rii owne	eering,2007 Tra rs manual, 2010	silblazer, 1GND) GMC Terrain, 1	(138972: //16/2 2/13/2010	2010			
no recalls							
no related repairs							
Stacy/ATX/PAR							
Confidential Comments							İ
Jermas mar dominems							
roated /16/2012 01:16:54 PM	Created By MERCADTO	Assigned To AMSTUTST	Activity Type Notify CRM	Activity Sub-Type	Status Done	2/16/2012 06:04:20 PM	Description
716/2012 01:16:54 PM	MERCADIO	AWSTUTST	•		Lione		File assigned to Stacy Amstutz @ x41022
			. Name	Account		BAC Code	
							1
							ı
Confidential Comments							† · · · · · · · · · · · · · · · · · · ·
							1

Report Generated for toporowm

on 2/20/2012

Page 6 of 10

Activities

Greated 2/16/2012 01:16:06 PM Contact Last Name Comments Confidential Comments	Greated By MERCADTO	Assigned To AMSTUTST Contact Firs	BRC PAR	Activity Sub-Type Case Assigned Account	Status Done	Completed 2/16/2012 04:27:47 PM BAC Code	Doscription File assigned to Stacy Amstutz @ x41022
Created 2/16/2012 01:16:05 PM Final of Last Nama Comments Confidential Comments	Greated By MERCADTO		Activity Typo SR Opened	Activity Sub-Type Account	Slatus Done	Completed 2/16/2012 01:16:05 PM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Crostod 2/16/2012 01:16:03 PM Contact Last Name Comments	Created By MERCADTO	Assigned To BERNARER Contact first	SR Closed - Dissatisfied	Activity Sub-Type	Status Done	Completed 2/16/2012 01:18:03 PM BAC Code	Description Service Request has been Closed Dissatisfied.
Croated 2/16/2012 12:19:13 PM Contact Last Name Comments Confidential Comments	Created By BERNARER	Assigned To AMSTUTST Contact First	Activity Type Notify CRM Name	Activity Sub-Typo Account	Status Done	Completed 2/16/2012 01:15:57 PM BAC Code	Description Customers veh caught on fire Sept 28, 2010 Recleved and Assigned in PAR Stacy/ATX/PAR

Report Generated for toporowm

on 2/20/2012

Page 7 of 10

Activities

2/16/2012 12:03:01 PM BERNARER BERNARER Outbound Call Customer Made Contact Done 2/16/2012 12:19:11 PM	المساخة	ه ا	Decernitor	Completed	Status	Activity Sub-Type	Activity Type		Created By	Created
				2/16/2012 12:19:11 PM	Done	Made Contact	Outbound Call Customer		BERNARER	2/16/2012 12:03:01 PM
Contact Last Name Account BAC Code Cell Phone#			Cell Phone#	BAC Code		Account	Vame	P		Confide Last Nama

CRS adv:
"Just want to let you know that there's no open recall for thermal events under your vehicle.
"But since the vehicle was involve in that thermal event I will have another dept who can take care of your concern.
"Can I place you on hold for few minutes and let me call that dept.

Cust Sis: *Alright

CRS adv:

CRS agy:

"Reached only VM of PAR,
"Advised the customer that he will be hearing back from this special dept who handles such concern.

Cust sts: *Alright thanks

Emest/MLA/CACT1/ Auth LVL1

Confidential Comments

Greated By Assigned To Activity Type
2/15/2012 05:18:08 PM BERNARER BERNARER Scheduled Oulb Activity Sub-Typo Status Completed Description Scheduled Outbound Call Cust Initial Attempt Done 2/16/2012 12:01:38 PM Courtesy CB Contact Last Name BAC Code Comments

Cell Phones Evening: 2/16/2012 11-1PM ET

Action Plan: *Update the customer that base on research there's no recall for this vehicle regarding thermal event.

Emest/MLA/CACT1/Auth LVI1
Confidential Comments

Report Generated for toporowm

on 2/20/2012

Page 8 of 10

Activities

Greated 2/15/2012 09:59:03 AM	Created By BERNARER	Assigned To BERNARER	Activity Type Other	Activity Sub-Type	Status Done	Completed 2/15/2012 06:18:02 PM	Description Continuation IBCC
Contact Last Name		Contact Fire	t Mamp	Account		BAC Code	ľ
Comments							i
CRS adv: "Apologized for such inc "Educated the custome:				li same MY Model will be involved.			
*Advised the customer t	hat we need to	check his ViN to	check for any open o		no onen menil or	n ita yahiria	
				what the customer mentioned.	no openiacan or	n und vonstag.	
Will call the customer s	ince we can fur	her research on	that recall.				
Emest/MLA//CAC T1/Au	ulh Lvl1						
Confidential Comments				··			!

Emest/MLA//CAC T1/Auth Lvl1 Confidential Comments

Activities

Groated 2/15/2012 09:38:13 AM	Created By BERNARER	Assigned To BERNARER	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 2/15/2012 06:18:06 PM	Description Recall 2006-2007
Contact Last Name	DEMMARK	Contact Fire		Account	Done	BAC Code	Necesi 2000-2007
Combat Edit Hame		Control 1 mg	r resirie	Hoodani	·	Brito dodo	•
Comments							Ī
Name:		won	T1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	i			
Address: Cell Phon		NOR	TH ANDOVER MA				
Evening							
VIN: 1GNDT13S972							
Make and Model: 2007 (Chevrolet Trailb	azer					
Curt Circ							

- Cust Sis:

 'I heard that there's a recall on a 2006 and 2007 Trailblazer

 'Smell of smoke from the driver side and veh can be involved in a fire but I was not able to get the exact description of that RC.

 'I don't have the VIN with me.

 'Heard on the radio and read it from Boston Globe, you can even check bostonglobe.com

 'My car was caught on lire on Sept 28, 2007

 'Smoke started to come out from driver side door. I couldn't get out of the car because everything is locked, malfunction, I couldn't use the automatic door lock. I was trying to break the glass. The police car from state police of MA passed by, so I hit the hom and that's the time that they noticed me and helped me to get out.

 "It was all over the state news that day you can even search online about that.

 "Within 3 minutes the whole car was in fire. It just ignited

 "This vehicle is sure is part of this recall that they mentioned on the Boston Globe.

 "Veh is gone now for 2 years

Orig owner? No Where purchased? Bit.L DELUCA CHEVROLET-BUICK-GMC, INC. If used, was the vehicle purchased at a GM desler? Y If used, was this a GM certified used car? N If 2nd Owner of Veh, when/what mig? 15K miles /Oct 7, 2008 Prev GM veh? Yes and I have another 2010 GMC TERRAIN

Cust Sks: Recall information he

Confidential Comments

UCC Information

UCC Code	Symptom	Description	
J01	No Symptom Indicated	Engine - General	

Report Generated for toporowm

on 2/20/2012

Page 10 of 10



ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel 313.665.0911 fax

Dawn McGuin Claims Administrator

March 1, 2012

North Andover, MA

RE:

Claimant:

Our File No.:

739713

Our Client:

General Motors LLC

Date/Event:

September 28, 2010 2007 Chevrolet <u>Trailblazer</u>

Subject vehicle: VIN:

1GNDT13S972

Dear

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 Massachusetts is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on October 10, 2006, and this statute would have expired on October 10, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Dawn McGuin

Claims Administrator

Dawn McGuin

Logout

February 20 2012

Global Warranty Management: Main 🕝 Interface With Customer 🧇 View Vehicle Summary

INTERFACE WITH CUSTOMER

View Vehicle Summary

3

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

Vehicle Information

VIN 1GNDT13S972

Model CT15506-2007 TRAILBLAZER 4WD

Service Contract. No

Branded Title No. Warranty Block No PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions. 0 Open

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 ventication 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 (888.667.9271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-558-3600.

OnStar Equipped Y

XM Equipped Y

XM Radio ID GK1KL00Q

OnStar Status Inactive

Valid ungrention are highlighted

XM Status Inactive

OnStar Vehicle Diagnostics, N

Applicable Warrenties

DMN Enabled N

Whbin	Cable Traffallues				ADMO MONSTINGS	ord inflinflinds
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	10/10/2006	24 MI	10/10/2009	36,024 MI
	Corrosion Limited Warranty	08/05/2011	10/10/2006	24 MI	10/10/2012	100,024 MI
	Emission Limited Warranty	08/05/2011	10/10/2006	24 Mi	10/10/2009	50,024 MI

Emission Select 08/05/2011 10/10/2006 24 MI 10/10/2014 80,024 MI Component Ltd Wty **Emission Select State** 08/05/2011 10/10/2006 24 Mt 10/10/2013 70,024 MI For this vehicle:

- View Vehicle Summary

 - Service Contract
 - Branded Title
 - Warranty Block
- · · View Vehicle Build
 - View Vehicle
 - Component Summary
- View Vehicle
- fransaction History Detail
- View Vehicle Delivery Information

Component Lty Wty Powertrain Limited Warranty

08/05/2011

10/10/2006

24 MI

10/10/2011 100,024 MI

Special Coverage 10054

08/05/2011

10/10/2006

24 MI

10/10/2016 120,024 MI

Service Contract

Vahicle has no current record of service contracts.

Transactio	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/28/2010	A68575	ZREGRegular Vehicle Transaction		22080 - ROADSIDE SERVICE (TOWING)	48,000 Mi
06/28/2010	132148	ZREG-Regular Vehicle Transaction		E9740 - Gear Assembly, Power Steering - Replace	47,249 MI
09/22/2006	A53,648	ZPDIPra-Delivery Inspection		Z7000 • Pre-Delivery Inspection • Base Time	O MI

Global Warranty Management, Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

E Logout

প্রতিত্য Warranty

February 20, 2012

Global Warranty Management: Man > 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 evailable)

Vehicle Information

VIN 1GNDT13\$972

Model CT15506-2007 TRAILBLAZER 4WD

Service Contract, No.

Branded Title No.

Warranty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

Component Summary View Vehicle

Transaction History <u>Detail</u>

Information

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KKFV95 Build Date 09/22/2008 Build Plant 2

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 of window sticker

1SE - LT PREFERRED EQUIPMENT GROUP 2: * SEATS, 1SZ - PREFERRED EQUIPMENT SAVINGS RECLINING FRONT BUCKET, LEATHER APPOINTED SEAT, RR LITHR APPOINT, SPLT FLD PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER LT CONVENIENCE PACKAGE: MEMORY: DRIVER'S SEAT AND OSRV MIRRORS FRONT HEATED SEATS * PWR MIRRS-HEATED/TURN SIGNAL

482 - EBONY

49U - BORDEAUX RED METALLIC

7FB - COMP FRY RH COMPUTER SEL SUSP **9UZ - COMPONENT RR RH COMPUTER SEL**

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

ATB - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT/REAR

B42 - REVERSIBLE CARGO MAT

BVE · RUNNING BOARD, ASSIST STEPS

C5N - GVW RATING - 5750 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING,

COMPASS

DK7 · OVERHEAD CONSOLE

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

G80 · DIFFERENTIAL, LOCKING REAR

JF4 - POWER ADJUSTABLE PEDALS

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC N74 - 17" BRIGHT ALUMINUM WHEELS

481 - INT TRIM EBONY/EBONY

BFC - FRONT SPRING

8WA - COMPONENT RR LH COMPUTER SEL

AAB - MEMORY DRIVER CONVENIENCE PKG

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

ASF - HEAD CURTAIN SIDE AIRBAGS

FRONT/REAR

AUO - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

ONR - DEALER INSTALLED EQUIPMENT

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KA1 - FRONT HEATED SEATS

LL8 - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

NE1 - 50-STATE EMISSIONS

For this vehicle:

- View Vehicle Summary
 - Service
 - Contract
 - Branded Title
 - Warrenty Brock
- View Vehlcre Build
- View Vehicle

- View Vehicle Delivery

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

NU5 - EMISSION SYSTEM CALIFORNIA PCR - SUN, SOUND, ENTERTAINMENT PKG: *
POWER SUNROOF * AUDIO SYSTEM-BOSE
PREM. SOUND * 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 - PWR SEAT ADJUST-DRIVER, 8 WAY

R8K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEAT TRIM SLM - STOCK ORDERS

T81 - DAYTIME RUNNING LIGHTS

198 - STAMPING VEHICLE IDENT NUMBER

TGA - LANGUAGE CONTROL ENG. FR, SPAN

U68 - DRIVER INFO CENTER DISPLAY

UA6 - THEFT DETERRENT ALARM SYSTEM

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UJ6 - TIRE PRESSURE MONITOR

UQA - AUDIO SYSTEM-BOSE PREM. SQUND

V1K - LUGGAGE RACK CROSS-BARS

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

VK3 - FRONT LICENSE PLATE BRACKET

×88 - CHEVROLET CONVERSION

YD3 - BASE AXLE

YOS - BASE REAR SPRING

2Q3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR. AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL

WCONTL

QTR - WOL ON/OFF ROAD TIRES

R6P - SPECIAL PAINT

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

STW - LEATHER WRAPPED STG WHL W/CONTR

T96 - FOG LAMPS

TB4 - LIFTGATE

U2K - XM SATELLITE RADIO - SERVICE FEE

EXTRA. 1ST 3 MONTHS INCL.

UC6 - AM/FM STEREO W/6 DISC CD PLAYER AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

UG1 · UNIVERSAL HOME REMOTE

UK6 - REAR SEAT RADIO & HVAC CONTROLS **UY7 - TRAILER WIRING HARNESS**

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER

VHS - TRAILER HITCH RECEIVER COVER

"DEALER INSTALLED"

VXS - COMPLETE VEHICLE LABEL

YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AMFM STEREO WICASS., CD RDS, THEFT DETERRENT

(REPLACES STD/OPT PKG RADIO)

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE ZW7 - PREMIUM RIDE SUSPENSION

ZY1 - SOLID PAINT

Added Option Codes

-BO -

Global Warranty Management, Site Mop

Privacy Policy | Terms of Use

O 2005 General Motors. All rights reserved

& Logout

(dida) Warranty

February 20, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

3

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

Vehicle information

VIN 1GNDT13\$972 Service Contract No

Model, CT15505-2007 TRAILBLAZER 4WID

Branded Title No Warranty Block: No. PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions <u>B Open</u>

- View Vehicle Build

For this vehicle:

 View Vehicle Summary Service

Contract

-- Branded Title

Warranty

Block

View Vehicle Component Summary View Vehicle

Transaction History <u>Dateil</u>

View Vehicle Delivery Information

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 09/22/2008

Traceability 609120148 Part / Number Broadcast. NAX

> Time Scanned 09:52:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 09/22/2006

Traceability 000272576 Part / Number Broadcast A2K

Time Scanned 10:49:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Oale Scanned 09/22/2006

Traceability OBL776766 Part / Number Broadcast FK

Time Scanned 10:04:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 09/22/2006

Traceability 44833451

Part / Number Broadcast 7TDD

Time Scanned, 10:00:00 Scan Station, 02

Companent Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G.

Troceability D1N28146

Part / Number Broadcast UK2

Date Scanned 09/22/2006

Time Scanned 10:41:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 09/22/2006

Traceability 249094232

Part / Number Broadcast AA4

Time Scanned 10:44:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00022082

3172

Date Scanned 09/22/2006

Part / Number Broadcast.

Time Scanned 12:27:00 Scan Station:

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 09/22/2006

Traceability 1GXZWJL

Port / Number Broadcast, 2395

Time Scanned 14:29:00 Scan Station 06

Component Code AL-IR-MODULE ASM-I/P

Source Plant M-MORTON-THIOKOL

Traceability 5AARZ60

Part / Number Broadcast 5520

Time Scanned 10:40:00 Scan Station 04

Component Code AP-RH SIDE IMPACT AIRBAG MODULE

Component Code AQ-LH SIDE IMPACT AIRBAG MODULE

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scenned 09/22/2008

Date Scanned 09/22/2006

Traceability 5F08L6B

Part / Number Broadcast 2261

Time Scanned 10:43:00 Scan Station: 18

Traceability 5F06VGX

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 09/22/2006

Part / Number Broadcast 2260

Time Scanned: 10:44:00 Scan Station: 15

Component Code: CC-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned: 09/15/2006

Traceability: 0590146 Part / Number Broadcash: 1ZZ

Time Scanned: 03:01:00 Scan Station.

Component Code: CD-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 09/20/2006

Traceability: 3055793
Part / Number Broadcast 1VWV

Time Scanned: 18:38:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 09/21/2006

Traceability 3055673
Part / Number Broadcast: 1PT

Time Scanned 10:02:00 Scan Station

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned: 09/21/2006

Traceability 3055708
Part / Number Broadcast: 1PH

Time Scanned, 23:08:00 Scan Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Date Scanned: 09/21/2006

Traceability: 3056552

Part / Number Broadcast: 1GB

Time Scanned, 23:38:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Lonout

@ Global Warranty

February 20 2012

Global Worranty Management: Men > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

3

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

Vehicle Information

VN 1GNDT135972 Service Contract No

Branded Title No

Warranty Block No.

Model CT15506-2007 TRAILBLAZER 4WD

PDI Status No

Order Type 70 - RETAIL - STOCK

Job Card Date: 06/28/2010

Repair Service Agent 207453

GM ROADSIDE ASSISTANCE/CCAS

Field Actions: 0 Open

Job Card Number: A68575

Odometer Reading 46,000 MI

Authorization Code AMR

Odometer Reading 47,249 MI

Authorization Code A

Process Date 07/07/2010

Transaction Type

ONE CABOT RD MEDFORD MA 02155-5117

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code.

0090-No Customer Complaint - Other issues

Job Card Line # 1

Transaction Adjustment Cause Code 9099-Other - Not Duplicated

Labour Op Z2080-ROADSIDE SERVICE (TOWING)

Causal Part Number

-See other Parts andfor Net Items

Job Card Date: 06/28/2010 Job Card Number: 132148

Repair Service Agent 114968

BILL DELUCA CHEVROLET-BUICK-GMC, IN

112 BANK ROAD

HAVERHILL MA 01832-3603

9783737700

Process Date 07/01/2010

Transaction Type ZREG----Regular Vehicle

Transaction

Transaction Expense Category

Policy

Customer Complaint Code

0123-Drivability - Steering

Job Card Line # 1

Transaction Adjustment:

Cause Code 4051-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op E9740-Gear Assembly, Power Steering - Replace

Causal Part Number 000000000019207780-GEARKIT,STRG(REMAN)

-See other Parts and/or Net Items

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: 09/22/2006

Job Card Number: A53848

Repair Service Agent: 114968

BILL DELUCA CHEVROLET-BUICK-GMC, IN 112 BANK ROAD HAVERHILL MA 01832-3603

9763737700

Odometer Reading 0 MI Authorization Code:

Process Date. 09/26/2006

Transaction Type: ZPDI.....Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

Global Warranty Management: Site Map.

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout

V 2012 February 20 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

②

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

Warranty Block No.

Vehicle Information

VIN 1GNDT13S972

Model CT15508-2007 TRAILBLAZER 4WD

Service Contract No.

Branded Title. No

Order Type 70 - RETAIL - STOCK

Field Actions D Open

PDI Status No

Invoice information

Invoicing Service Agent 114958 BILL DELUCA CHEVROLET-BUICK-GMC, IN 112 BANK ROAD

HAVERHILL MA 01832-3603 9783737700

Invoice Date: 09/22/2006

Ship to Date N/A

Ship to Information

Ship to Service Agent 114988 BILL DELUCA CHEVROLET-BUICK-GMC, IN 112 BANK ROAD HAVERHILL MA 01832-3603 9763737700

Delivery Information

Delivery Service Agent 114968 BILL DELUCA CHEVROLET-BUICK-GMC, IN 112 BANK ROAD HAVERHILL MA 01832-3603 9783737700

Delivery Date 10/10/2006 Delivery Type: 010—INDIVIDUAL Delivery Odometer 24

In Service information

Involving Service Agent:

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

Registration Information

Registration Service Agent N/A

Registration Date N/A Registration Number N/A Registration Odometer 0

Global Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors. All rights reserved

For this vehicle:

View Vehicle Summary

Service

Contract

-- Branded Title

Warranty

Block

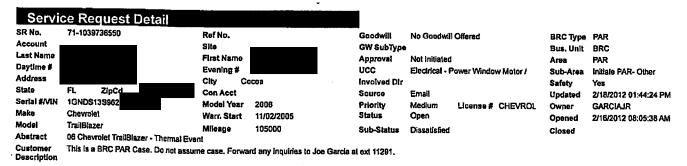
- View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

View Vehicle Delivery information



Pre-PAR

river Last Na	2/10/2012 05:08:18 PM		0 irst Name		O Ası Həight	phalt De	Dry B Disat	n/a lilies	U,a	
strance Ag	ant Last Name	occupie					n/a			
'a	ETT LOST WATTE	msuren n/a	ce Agent Firs	i Name	Phone :	#	did not f	e Agency le claim		
cident oc	cust's residence					Incident Desc	noticed the	frt d/s window module burned		
mponent	frt d/s window module									
shide	w/cust					Damage Desc		ow module burned		
-	n/a					Add1 Ini				
AR Det	ail					(MOHIL L	re medianio			
ollision	Non Collision		Property Damage	N	Thermal Evt	Y	Spec Equip	none		
hicle Seed	0		Weather Condition	dry			Prop Owner	n/a	Property Type	n/a
ist Service Ste			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
h Est pair Cost	\$500,00		Spec Equip Installer	n/a			Prop Damage Description	n/a		
imary h Use	Personal		inspection Type	Thema	il Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
h Damage scription	frt d/s window module burned						Explain Other	being sent to ESIS		

Report Generated for toporowm

on 2/21/2012

Page 1 of 12

Activities

reated /20/2012 01:29:02 PM	Created By AMSTUTST	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Doscription Thermal Event
sectional Land Manager		· · · · · · · · · · · · · · · · ·	Name	Account	<u>-</u>	BAC Code	I
sh experienced a therm	al event from th	ne drivers door n	nodule				
onfidential Comments		·				-	
realed 17/2012 06:02:16 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Type	Sintus Scheduled Alam	Completed	Description Wailing for ESIS to pick up
ontact Last Name		Contact Firs	Name	Account		RAC Code	l , ,
omments							I
onfidential Comments							I
reated 17/2012 06:01:39 PM	Greated By GARCIAJR	Assigned To AMSTUTST	Activity Type Notify CRM	Activity Sub-Type	Slatus Done	Completed 2/20/2012 01:29:00 PM	Description ESIS
onlact Last Name	C. C.O. O.	Contact Eire		Account	Doug	BAC Code	2015
emmants 3 Chevrolet TrailBlazer	thermal event					-	ī
e G/PAR/ATX							
onfidential Comments			· · · · · · · · · · · · · · · · · · ·				1
reated 17/2012 06:01:09 PM	Created By	Assigned To	Activity Type BRC PAR	Activity Sub-Type	Status	Completed	Description
ontact Last Name	GARCIASK	Contant Firs		Business Case Account	Done	2/17/2012 06:01:38 PM BAC Code	Business Case
omments	al annual file ba						!
sh experienced a therm se G/PAR/ATX	al event, file be	ring sent to ESIS	3,				
onfidential Comments							1

Report Generated for toporowm

on 2/21/2012

Page 2 of 12

Activities

Created By Assigned To 2/17/2012 05:59:36 PM GARCIAJR GARCIAJR Activity Sub-Type DVM/CAMField Created By Assigned To Activity Type Description Outbound Email Done 2/17/2012 06:00:26 PM FYI email sent to DDMA Contact First Name BAC Code A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet Te 1GNDS13S962 No involved dealer

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

Best wishes, Joe Garcia | CRS Confidential Comments

Greated 2/17/2012 05:06:56 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Typo Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 2/17/2012 05:06:56 PM	Dososiption Ownership Escalated to BRC
Contact Last Name Comments		Contact Firs Ed	Name	Account		BAC Code	[
Confidential Comments							1
Greated 2/17/2012 04:09:12 PM Contact Last Name	Created By AMSTUTST	Assigned To AMSTUTST Contact Firs	Inbound Call Third Party	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 2/17/2012 04:09:31 PM 8AC Code	Description PAR VM
Comments Mel from Chev CAC< ne		Ed 36550, cust la	phone		window module	burned while the veh was	
parked, which caused a 9 2/17/2012 9:52 AM	lhermal event, 1	hank you					
Stacy/ATX/PAR Confidential Comments				······			

Report Generated for toporowm

on 2/21/2012

Page 3 of 12

Activities

rested /17/2012 01:16:39 PM	Created By MERCADTO	Assigned To GARCIAJR	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 2/17/2012 01:16:40 PM	Description Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: DEGUIAME TO: GARCIAJR
amama							
onfidential Comments							I
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/17/2012 01:15:37 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Field	Done	2/17/2012 05:06:11 PM	email attached to the file
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
YI email sent to DDMA							
oe G/PAR/ATX Confidential Comments			·				
		•			_		
reated /17/2012 01:15:31 PM	Created By MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	2/17/2012 05:05:54 PM	Onscription no dir ct needed
and the st Marrie	MERCADIO		st Name	Account	Dolle	BAC Code	IN OR CLITERISE
lo Initial Contact require	d. Vehicle bevo	od warranty an	d has not been to dealer in	two years.			
oe G/PAR/ATX		monday an		1110 / 2410,			
DE CITARVAIX							

Report Generated for toporowm

on 2/21/2012

Page 4 of 12

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/17/2012 01:15:22 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	2/17/2012 05:56:32 PM	made initial ct w/cust
Contact Lact Name		Control Fire!	Name	Account		BAC Code	
				•			_
Comments							
Called daytime phone #							

Crm stated calling to I/u w/cust re the product allegation case, understand that veh experienced a thermal event.

Cust stated that is correct, had the veh parked at his house overnight and the next morning he noticed that the frt d/s window module had burned. Cust stated he already repaired it but still has the original part in his possesion, paid approx \$500 at an independent repair shop - no injuries.

Crm verfd pre-par & par detail screen info.

Cmm also advised that will need to refer this file to our central claim dept, they will the wicust wiin 7-10 business days.

Joe G/PAR/ATX

Confidential	Commonte

Created 2/17/2012 01:15:11 PM	Created By MERCADTO	Assigned To GARCIAIR	Activity Typo BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 2/17/2012 05:11:58 PM	Description acknowledgement made
Contact Lact Name		Contact First		Account		BAC Code	
Comments							l
see initial ct activity							
Joe G/PAR/ATX Confidential Comments							1

Report Generated for toporowm

on 2/21/2012

Page 5 of 12

Activities

Contact Lest Name Contact Lest Name Contact Lest Name Contact Lest Name Contact Lest Name Contact Lest Name Contact Lest Name Contact Lest Name Contact Lest Name Account BAC Code Research Contact Lest Name Account BAC Code Research Contact Lest Name Account BAC Code Research Contact Lest Name Account Done 2/17/2012 05:05:21 PM BAC Code DAC Code Description File assigned to Joe Gan File assigned to Joe Gan Contact Lest Name Contact Lest	
Ammany: apairs - no related repairs socials - no open recalls R's - SP-9524210, not related to allegation as GPAR/ATX sociated Comments Contact By Assigned To Activity Typo Activity Sub-Typo Status Completed Description File assigned to Joe Gard sociated Contact By Assigned To Activity Typo Activity Sub-Typo Status Completed Description File assigned to Joe Gard sociated Contact By Assigned To Activity Typo Activity Sub-Typo Status contact Last Name Contact By Assigned To Activity Typo Activity Sub-Typo Status Completed Description File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned to Joe Gard 17/2012/01:14:35 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012/02:08:03 PM File assigned Done 2/17/2012/02:08:03 PM File assigned Done 2/17/2012/02:08:03 PM File Account BRC PAR PM File Account BRC PAR PM File Account BRC PAR PM File Account BRC PAR PM File Account BRC PAR PM File Account BRC PAR PM File Account BRC	
spairs - no related repairs scalls - no open recalls R's - SP-9524210, not related to allegation see GPAR/ATX control of the GPAR/ATX control	
spairs - no related repairs scalls - no open recalls R's - SP-9524210, not related to allegation see GPAR/ATX control of the GPAR/ATX control	
ecalls - no open recalls R's - SP-9524210, not related to allegation Be GRARIATX Control of the comments Control of the co	
R's - SP-9524210, not related to allegation or GPAR/ATX conted Comments conted Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 17/2012 01:14:57 PM MERCADTO GARGIAJR Notify CRM Done 2/17/2012 02:08:06 PM File assigned to Joe Gard Done Description or Status Comments content First Name Account BAC Code content First Name Account Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description T/2012 01:14:36 PM MERCADTO GARCIAJR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Gard Done Done Done Done Done Done Done Done	
to ated Created By Assigned To Activity Typo Activity Stib-Typo Status Completed Description File assigned to Joe Gard Contact First Name Account BAC Gode Description File assigned to Joe Gard Description	
roated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 17/2012 01:14:57 PM MERCADTO GARCIAJR Notify CRM Done 2/17/2012 02:08:06 PM File assigned to Joe Garciant First Name Account BAC Code omments confidential Comments	
reated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 177/2012 01:14:57 PM MERCADTO GARCIAIR Notify CRM Done 2/17/2012 02:08:06 PM File assigned to Joe Gard on activity Name Account BAC Code omments mated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 177/2012 01:14:36 PM MERCADTO GARCIAIR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Gard ontact Last Name Contact First Name Account BAC Code omments onfidential Comments	
### Account BAC Code #### Account BAC Code ###################################	
onfidential Comments roated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 17/2012 01:14:36 PM MERCADTO GARCIAJR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Garciact First Name Account BAC Gode omments onfidential Comments	
onfidential Comments mated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 17/2012 01:14:35 PM MERCADTO GARCIAJR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Garciact Last Name Account GAC Gode omments onfidential Comments	ia @ x112
confidential Comments Contract	
reated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 177/2012 01:14:36 PM MERCADTO GARCIAJR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Garciact Last Name Contact First Name Account BAC Code omments onfidential Comments	
/17/2012 01:14:36 PM MERCADTO GARCIAJR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Gard ontact Last Name Account BAC Gode omments	
7/7/2012 01:14:36 PM MERCADTO GARCIAJR BRC PAR Case Assigned Done 2/17/2012 02:08:03 PM File assigned to Joe Gard Contact Last Name Account EAC Code comments confidential Comments	
oniments onfidential Comments	ia @ x112
onfidential Comments	_
reated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description	
17/2012 01:14:35 PM MERCADTO DEGUIAME SR Opened Done 2/17/2012 01:14:35 PM SR in Status of Closed by	ıs been Re
ontact Last Name Contact First Name Account BAC Code Opened by MERCADIO	
omments	
onfidential Commonts	

Report Generaled for toporowm

on 2/21/2012

Page 6 of 12

Activities

Created	Created By			Activity Sub-Typo	Status	Completed	Description
2/17/2012 01:14:34 PM	MERCADTO	DEGUIAME	SR Closed - Dissatisfied		Done	2/17/2012 01:14:34 PM	Service Request has been Closed
Contact Last Name		Contact First	Name	Account		BAC Code	Disselisted.
		Eď					
Comments							
			••	-			
Confidential Comments							
						•	

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 09:58:19 AM	DEGUIAME	AMSTUTST	Notify CRM	Need to Assume SR	Done	2/17/2012 01:14:32 PM	Please Assume File
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Recleved and Assigned in PAR
		Ed	1				Stacy/ATX/PAR
Comments							
cust sts.: driver's door w	indow module g	ol totally burned	(thermal event) while	e the veh was parked			
Confidential Comments			•	······································			

Orontod Created 6 2/17/2012 09:41:16 AM DEGUIAN		Activity Sub-Type er Made Contact	Status Done	Completed 2/17/2012 09:58:17 AM	Description flup on veh concern
Contact Last Name	Contact First Name	Account		BAC Code	
	Ed				

comments

cust sts.: it's fixed now, had it done here near where I work as the dir is located 30 miles from here, it happened Friday night, got home, parked the car, when I came out next morning, driver's side door was cracked open, got in the car and touched the switch and nothing happened, didn't hear the front door unlock, on the part, there is a label with a part # on it, on the back of the module where the label is, part # is pointed down, to the left hand side, casing is totally melted, ribbon cable is blackened, pin is totally melted, there's black plastic on the console, harness is also, it was definitely a thermal event.

crs adv.: would like to refer case to PAR for further assistance, cust agreed to be placed on hold while crs called PAR and will conference cust over to rep. call was routed to VM, crs left message advising PAR of reason for the call, provided SR #, cust's name and contact # for reference and got back to cust to advise of what transpired and that cust will be contacted within the next 1-2 business days.

cust sts.: ok, thank you very much,

Mel/Tier 1/CAC Email/MLA/Level 1 Emp.

Mel/Tier 1/CAC Email/MLA/Level 1 Emp.

Confidential Comments

Report Generated for toporowm

on 2/21/2012

Page 7 of 12

Activities

GUIAME Scheduled Follow- ontrict First Name meen 9-11 am EST to (Jup on vel	Account		BAC Code	fup on veh concem
•	h concern			i
•	h concern			
•				
ansfer to PAR (62455)				•
ansler	to PAR (62455)	to PAR (62455)	to PAR (62455)	to PAR (62455)

Groated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description
2/16/2012 10:56:40 AM DEGUIAME DEGUIAME Outbound Call Customer Made Contact
Contact Last Name Contact First Name Account BAC Code

Comments

cust sts.: sent you an email earlier, have a conference call at 11 am with an automobile company overseas, can I call you or can you call me back tomorrow?

crs adv.: sorry if we called a bit late, just received your email and I dialled right away, what would be a good time to call back tomorrow morning?

cust ats.: looks like the only busy lime I have tomorrow is in the afternoon so anytime tomorrow morning would be good, the module got burned up, I do failure analysis and looked at It and it was not from our company, we make chips and modules for BMW, Handa, and other cars, non-GM.

crs adv.; ok, will call back tomorrow morning between 9-11 am EST

cust sts.: ok, that will be fine, thank you.

Mel/Tier 1/CAC Email/MLA/Level 1 Emp.

Confidential Comments

Report Generated for toporowm

on 2/21/2012

Page 8 of 12

Activities

Created C	reated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:13:52 AM		DEGUIAME	Email - Inbound		Email Closed	2/16/2012 11:00:09 AM	RE: Chevrolet Vehicle Concern
Contact Last Name		Contact Errol	Menn	Account		BAC Code	1

Comments

Thank you for contacting me. I am available from 10AM to 11AM today. I will not be available from 11AM to 12PM, After noon I will be available again from 2:30 to 4 PM EST. Please try to contact me during those time periods. Regards, Ed Mashintonio

To Subject: Chevrolet Vehicle Concern

Service Request: 71-1039736550 Customer Relationship Specialist: Mel

HI Ed.

Thank you for contacting the Chevrolet Customer Assistance Center regarding the concern with the window module of your 2006 Chevrolet TrailBlazer.

We understand your interest in getting this resolved and we would be happy to look into the matter for you.

Based on the nature of your email, it is apparent that contacting you by phone would allow us a better opportunity to assist you and ensure that we respond to this matter to your complete satisfaction. Since you indicated your number in your email, we would like to call you loday, Feb. 16, 2012, between the hours of 10:00 a.m. and 12:00 p.m., Eastern Time with hopes that we can resolve this in a timely manner.

We have created a file for you under service request number 71-1039738550. Should you require immediate assistance, simply reply to this message or call me at 1-866-790-5600 at extension 12960. I can be reached between the hours of 8:00 a.m. and 11:00 a.m. Eastern Time fro...

Confidential Comments

Report Generated for toporowm

on 2/21/2012

Page 9 of 12

Activities

/16/2012 08:09:15 AM	DEGUIAME	DEGUIAME	Activity Type Scheduled Outbound Cali Cust	Activity Sub-Typo Initial Attempt	Status Done	Completed 2/16/2012 10:56:33 AM	Description frup on veh concern
ontact Last Name		Contact First		Account		BAC Code	l
rensmens rai cust @ davlime # tod:	au 2/16/12 hal	unon 10 om 11	2 pm EST to flup on veh cond	_			

Groated 2/16/2012 08:08:31 AM	Created By DEGUIAME	Assigned To DEGUIAME	Activity Type Email - Outbound	Activity Sub-Type	Status Don e	Completed 2/16/2012 08:09:10 AM	Description Chevrolet Vehicle Concern
Contact Last Name		Contact Fire	st Name	Account		BAC Code	

Service Request: 71-1039736550 Customer Relationship Specialist: Mei

HI Ed

Thank you for contacting the Chevrolet Customer Assistance Center regarding the concern with the window module of your 2006 Chevrolet TraitBlazer.

We understand your interest in getting this resolved and we would be happy to look into the matter for you.

Based on the nature of your email, it is apparent that contacting you by phone would allow us a better opportunity to assist you and ensure that we respond to this matter to your complete satisfaction. Since you indicated your number in your email, we would like to call you today, Feb. 16, 2012, between the hours of 10:00 a.m. and 12:00 p.m., Eastern Time with hopes that we can resolve this in a timely manner.

We have created a file for you under service request number 71-1039736550. Should you require immediate assistance, simply reply to this message or call me at 1-868-790-5600 at extension 12960. I can be reached between the hours of 6:00 a.m. and 11:00 a.m. Eastern Time from Monday through Friday. Or you can also call the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. Eastern Time.

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

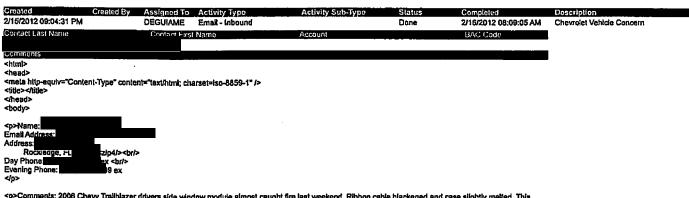
Confidential Comments

Report Generated for toporowm

on 2/21/2012

Page 10 of 12

Activities



Comments: 2006 Chevy Trailblazer drivers side window module almost caught fire last weekend. Ribbon cable blackened and case slightly melted. This happened when the car was parked. Module damaged by an electrical overstress event. I know the NTSA is looking into this problem. The company I work for makes IC's for cars and makes a window IC. Our parts are not in this module. I had to check. I am a Quality Engineer. This was a latent failure that should not have happened. It is a safety problem. What are your plans to deal with this issue ?

</br>
</bd>
</br>
</br>
</br>

Confidential Comments

Report Generated for toporowm

on 2/21/2012

Page 11 of 12

UCC Information

UCC Code N40

Symptom Thermal Event

Description
Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 2/21/2012

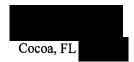
Page 12 of 12



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

March 6, 2012



RE:

Claimant:

:

Our File No.:

739745

Our Client:

General Motors LLC

Date/Event:

2/10/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDS13S962:

Dear

This will have reference to the above product liability claim that you filed with General Motors LLC (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 February 21, 2012 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

Bryan Schwartz



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

February 21, 2012

Cocoa, FL

RE:

Claimant:

Our File No.:

739745

Our Client:

General Motors LLC

Date/Event:

2/10/12

Subject vehicle:

2006 Chevrolet <u>Trailblaze</u>r

VIN:

1GNDS13S962

Dear 1

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 <u>copy</u> of your expert report and <u>color copies</u> 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.



esis

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

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

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

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz

E Logout

ම්මාධ Warranty

February 21, 2012

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

CUSTOMER

View Vehicle Summary

3

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

Vehicle Information

VIN 1GNDS135962

Model CS15506-2006 TRAILBLAZER SUV 2WD

Service Contract No

Branded Tille No. Warranty Block No. PDI Status. No

Order Type 50 - FLEET

Field Actions 0 Open

Required Field Actions

Open field actions are highlighted

Vohicle 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 ventication 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 Start Effective Warranty Add End End Valid Description Date Date Odometor Date Odometer Bumper to Bumper 08/05/2011 11/02/2005 11/02/2008 36,010 MI Limited Warranty Corrosion Limited 08/05/2011 11/02/2005 10 MI 11/02/2011 100,010 MI Warranty **Emission Select** 08/05/2011 11/02/2005 10 MI 11/02/2013 80.010 MI Component Ltd Why Special Coverage 10054 08/05/2011 11/02/2005 11/02/2015 120,010 MI

Service Contract

For this volucie:

- View Vehicle Summary
 - Semce
 - Contract
 - Branded Title
 - **Warranty** Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History <u>Detail</u>
- View Vehicle Delivery Information

Vehicle has no current record of service contracts.

ransacuc	on History				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/03/2008	220561	ZREGRegular Vehicle Transaction		L1281 - Fuel Tank Replacement - Left Side	33,991 MI
08/15/2007	207513	ZREG—Regular Vehicle Transaction		D3316 - A/C ODOR KIT	24,198 MI
06/05/2007	203987	ZREGRegular Vehicle Transaction		B8990 - Rear License Plate Pocket Replacement	21,320 MI
03/02/2007	199193	ZREGRegular Vahicle Transaction		H1220 - Power Vacuum Brake Booster Replacement	18,031 MI
03/02/2007	199193	ZREGRegular Vehicle Transaction		H0840 - Master Cylinder Replacement	18,031 MI
09/13/2008	190499	ZREGRegular Vehicle Transaction		B8990 - Rear License Plate Pocket Replacement	11,804 MI
09/13/2006	190499	ZREGRegular Vehicle Transaction		C6554 - Panel, Front Seat Cushion Outer Finish - Right - Replace	11,804 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

≝ Lonout



February 21, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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 1GNDS13\$962

Model: CS15508-2008 TRAILBLAZER SUV 2WD

Service Contract: No Order Type 50 - FLEET Field Actions O Open

Branded Title: No

Warranty Block, No.

PDI Status No

Vehicle Build

Order Number JNTDHG Build Date 11/01/2005

281 - INT TRIM LT **GRAY/DK GRAY**

6HM - FRONT SPRING

8NS - SUSPENSION

AJ1 - TINTED GLASS

ALD - SENSOR INF RESTR. CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

POSITION

AXP - MPV VIN IDENT

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC K18 - ELECTRIC AIR

INJECTION SYSTEM

KCV - ALAMO RENT A

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

C49 · REAR WINDOW DEFOGGER

Build Plant 2

Model C\$15506-2008 TRAILBLAZER SUV 2WD

Gross Vehida Weight 2,520

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

1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR 1SZ - PREFERRED MATS, FRONT & REAR * NEAR WINDOW DEFOGGER * DEEP TINTED GLASS * EQUIPMENT SAVIN BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM **EQUIPMENT SAVINGS**

28H - LIGHT GRAY

50U - SUMMIT WHITE

7HM - FRONT SPRING

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

830 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B8T - GM PRODUCTION WEEK #44

C40 - GVW RATING - 5550 LBS

CJ3 - CLIMATE CONTROL

DK7 · OVERHEAD CONSOLE

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 · REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

For this vehicle:

- View Vehicle Summery
 - Service
 - Contract
 - Branded Tille
 - Warrenty Block
- View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery
- Information

KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL

NT7 EMISSION SYS FED - TIER 2

PDC - SEAT, 8-WAY POWER DRIVER

ONF - P235/75R18 ALS BW TIRES

RSP - PREMIUM PAINT

R7M - ONSTAR SERVICE NOT INCLUDED

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UBO - AM/FM STEREO W/CD

V1K - LUGGAGE RACK CROSS-BARS

VN9 - DAILY RENTAL REPURCHASE PROGRAM

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

LL8 - VORTEC 4200 SFI

N40 - POWER

STEERING

NZ3 - WHEEL, FULL SIZE SPARE

QC3 - ALUMINUM

WHEELS

Ref - IDENTIFY B

CODE USERS R6Q - OPTION PKG

NOT DESIRED

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE

T98 - STAMPING VEHICLE IDENT NUMBER

TFD - RETAIL AMENITY

DELETE

UAG - THEFT

DETERRENT ALARM

SYSTEM

UY7 - TRAILER WIRING

HARNESS

V73 - STATEMENT OF **VEHICLE CERT.-**

U.S. ICANADA

VP6 - NOISE CONTROL

X68 - CHEVROLET CONVERSION

YD5 - BASE FRONT

SPRING

YT1 - DAILY RENTAL

FLAT RATE DEPREC.

ZY1 - SOLID PAINT

Added Option Codes

-BQ -

Global Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors. All rights reserved

Logout

ල්ල්ල්ල් Warranty

February 21, 2012

Global Warranty Management: Mem > Interface With Customer > View Vehicle Component Summary INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

Vehicle Information

VIN 1GNDS13S962 Service Contract No

Branded Title: No

Model CS15506-2006 TRAILBLAZER SUV 2WD

Warrenty Block No.

PDI Status: No

Order Type 50 - FLEET Field Actions. 0 Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Source Plant V-CPC PLINT, MICHIGAN

Date Scanned 10/31/2005

Traceability 510280303 Part / Number Broadcast, NFS

> Time Scanned 23:39:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 11/01/2005

Traceability: 103892995 Part / Number Broadcast, XVM

Time Scanned 00:44:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 10/31/2005

Date \$canned 11/01/2005

Traceability 42962369 Part / Number Broadcast 6SDD

Time Scanned 23:47:00 Scan Station 02

Component Code 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Traceability 292073810 Part / Number Broadcast CN8

Time Scanned 00:30:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Tracesbility 00174490

Part / Number Broadcast 3051

Date Scanned 11/01/2005

Time Scanned 02:12:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Date Scanned 11/01/2005

Source Plant Q-RIMIR MATAMORS MEXICO

Traceability 1FLWZAS

Part / Number Broadcast 2395

Time Scanned: 04:25:00 Scan Station: 06

Component Code AL-IR-MODULE ASM-I/P

Source Plant M-MORTON-THIOKOL

Date Scanned 11/01/2005

Traceability 7ZBNH28

Part / Number Broadcest: 0901

Time Scanned: 00:33:00 Scan Station 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 10/26/2005

Traceability 0750979 Part / Number Broadcast 122

Time Scanned: 00:04:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant .

Date Scanned 10/28/2005

Traceability 2109912

Part / Number Broadcast 1WW

Time Scanned: 21:52:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned 10/31/2005

Traceability 2110991 Part / Number Broadcast 1PT

Time Scanned 10:02:00 Scan Station

Component Code CM-SEQ NUM (FLEX) GEN ASM

Source Plant .

Date Scanned 10/31/2005

Traceability 2109058

Part / Number Broadcast 1PH

Time Scanned 19:40:00 Scan Station

For this vehicle:

View Vehicle Summary

- Service Contract
- · Branded Title
 - Warrenty Block

View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery <u>information</u>

Component Code. CP-SEQ NUM (FLEX) GEN ASM
Source Plant. - Part / Number Broadcast: 1GB
Date Scanned: 10/31/2005 Time Scanned: 20:17:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map

Privacy Policy | Tarms of Use O 2005 General Motors All rights reserved

Logout

Global Warranty

February 21, 2012

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

View Vehicle Transaction History Detail

3

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

Vehicle Information

VIN 1GNDS135962 Service Contract. No

Branded Title No

Model CS15506-2006 TRAILBLAZER SUV 2WD Warranty Block No.

PDI Status No

Order Type 50 - FLEET

Field Actions: 0 Open

Job Card Date: 05/03/2008 Repair Service Agent 114736

BOB STEELE CHEVROLET, INC. 2800 W KING ST COCOA FL 32926-4036

3216326700

Job Card Number: 220561

Odometer Reading 33,991 MI

Authorization Code:

Process Date 05/18/2008

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Transaction Adjustment

Cause Code: 0000-Converted Claims

Job Card Number: 207513

Labour Op L1281-Fuel Tank Replacement - Left Side

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 08/15/2007

Repair Service Agent 114736

BOB STEELE CHEVROLET, INC.

2800 W KING ST COCOA FL 32926-4036 3216326700

Process Date 08/31/2007

Transaction Type.

ZREG---Regular Vehicle Transaction

Transaction Expense Category **Customer Complaint Code**

0000-Converted Claim

Job Card Line # 1

Labour Op D3316-A/C ODOR KIT

Causal Part Number

See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Odometer Reading 24,198 MI

Authorization Code

Job Card Date: 08/05/2007

Job Card Number: 203987

Repair Service Agent: 114738

Odometer Reading 21,320 MI

For this vehicle:

· • View Vehicle Summary

Service Contract

Brended Title

Warranty Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History <u>Detail</u>

View Vehicle Delivery Information

BOB STEELE CHEVROLET, INC. 2800 W KING ST COCOA FL 32926-4036 3216326700

Authorization Code

Process Date 06/15/2007

Transaction Type
ZREG—Regular Vehicle Transaction Transaction Expanse Category **Customer Complaint Code** 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B8990-Rear License Plate Pocket Replacement

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 03/02/2007

Repair Service Agent 114736 BOB STEELE CHEVROLET, INC. 2800 W KING ST COCOA FL 32926-4036 3216326700

Job Card Number: 199193

Odometer Reading 18,031 MI Authorization Code

Process Date

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

Odometer Reading 18,031 MI

Authorization Code B

Job Card Number: 199193

Labour Op H1220-Power Vacuum Brake Booster Replacement

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 03/02/2007

Repair Service Agent 114736 **80B STEELE CHEVROLET, INC.** 2600 WKING ST COCOA FL 32925-4036

3216326700

Process Date

03/20/2007 Transaction Type.

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment.

Cause Code. 0000-Converted Claims

Labour Op H0540-Master Cylinder Replacement

Causal Part Number

·See other Parts and/or Net Items

Job Card Date: 09/13/2006

Job Card Number: 190499

Repair Service Agent: 114736

Odometer Reading 11,804 Mil

BOB STEELE CHEVROLET, INC. 2800 W KING ST COCOA FL 32926-4036 3216326700

Authorization Code

Process Date: 09/19/2006

Transaction Type: ZREG....Regular Vehicle Transaction Transaction Expense Category: **Customer Complaint Code** 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment.

Cause Code. 0000-Converted Claims

Labour Op B8990-Rear License Plate Pocket Replacement

Causal Part Number

Job Card Date: 09/13/2006

Job Card Number: 190499

Repair Service Agent: 114736 BOB STEELE CHEVROLET, INC. 2800 W KING ST COCOA FL 32926-4036 3216326700

Odometer Reading 11,804 MI Authorization Code:

Process Date 09/19/2006 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category: Customer Complaint Code. 0000-Converted Claim Job Card Line #. 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op C6554-Panel, Front Seat Cushion Outer Finish - Right - Replace

Causal Part Number

→See other Parts and/or Net Items

Global Warranty Management. Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

■ Logout

1 February 21 2012 Global Warranty Management: Main - Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 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 1GNDS13S962 Model CS15508-2006 TRAILBLAZER SUV 2WD Service Contract No Warranty Block No. POI Status No Branded Tille No Order Type 50 - FLEET Field Actions 0 Open Invoice information Invoking Service Agent 111571 CARTRUCK CITY 1405 MAIN ST S PINE CITY MN 55063-9092 3206296751 Invoice Date: 11/01/2005 Ship to Information Ship to Service Agent 141000 VANGUARD CAR RENTAL, USA FT LAUDERDALE INTL AIRPORT Ship to Date: N/A FORT LAUDERDALE FL 33315-0000 **Delivery Information** Delivery Service Agent 111571 CAR/TRUCK CITY Delivery Date: 11/02/2005 Delivery Type: 020—DAILY RENTAL 1405 MAIN ST S Delivery Odometer 10 PINE CITY MN 55063-9092 3206296751 In Service Information In Service Date N/A In Service Type 0000 In Service Odometer 0 Invoicing Service Agent

For this vehicle:

-- View Vehicle Summary

- Service Contract

- Branded Title

Warranty Block

- View Vehicle Build

View Vehicle Component Summary

View Vehicle Transaction History

View Vehicle Delivery

Information

Global Warranty Management Site Map

Privacy Policy | Terms of Use

Registration Information Registration Service Agent N/A

O 2005 General Motors. All rights reserved

Registration Date N/A Registration Number N/A Registration Odometer

Servi	ce Request Detail						
SR No. Account Last Name Daytime # Address State Sorial #/VIN Make Model Abstract Customer Description	GA ZipCd 1GNDS13S872 Chavrolel TrailBlazer thermal event door components ***This is a BRC PAR Case. Please do	Con Acct Model Year Warr, Start Mileage	chmond Hill 2007 08/29/2007 76300 orward any inquiries to Rit	Goodwill GW SubType Approval UCC Involved Dir Source Priority Status Sub-Status	No Goodwill Offered Not Initiated Electrical - Power Door Lock Motor / Coastal Chevrolet, Inc. Phone Medium License # CHEVROL Open Dissatisfied	BRC Type Bus, Unit Area Sub-Area Safety Updated Owner Opened Closed	PAR BRC PAR Initiate PAR- Other Yes 2/21/2012 04:04:13 PM SANCHERI 2/20/2012 03:38:47 PM

Pre-PAR

Owner 2/19/2012 05:45:45 AM N 0 1 Asphalt Dry na na Downer Asphalt Dry na DOB Disabilities DoB	PAR Notifier		Injuries # Oth	ner Veh # Pe	ple in Veh Ro	ad Surface	Road	Cond. Fire Report#	Polic	e Report#
Insurance Agent Last Name Insurance Agent First Name Insurance Agency USAA				-	1 As	phalt	Dry			
Insurance Agent Last Name unk (800) \$31-8222 USAA Incident Lac Important door motor Incident Lac Incident La	iDriver Last N	lame	Deute East	Nome	Fleight	DOE	Disal	ullities		
unk unk (800) 531-8222 USAA Incident Loc Desc Imber trail richmond hill GA Loc Desc Desc Desc Desc Desc Desc Desc Des							na			
incident limber trail richmond hill GA Loc Component door motor door and joy out the car and when i got to pulled the fuses for the door locks and i didnt have to put out the flames when i discord saw smoke coming from the cracks of my door and i got out the car and when i got to pulled the fuses for the door locks and i didnt have to put out the flames when i discord no calm was filed with the fuses for the door locks and i didnt have to put out the flames when i discord no calm was filed with the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for the door locks and i didnt have to put out the flames when i discord no pulled the fuses for		Jeni Last Name		igent First Name				ce Agency		
Loc Component door motor pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got to pulled the fuses for the door locks and I didnt have to put out the grand when I got the grand when I got the grand is saw smoke coming from the cracks of my door and I got out the grand when I got the grand is saw smoke coming from the cracks of my door and I got out the grand when I got the grand is saw smoke coming from the cracks of my door and I got out the grand when I got on the grand when I got the grand is saw smoke coming from the cracks of my door and I got out the grand when I got on the grand is many when I got the grand is motor in the grand is many when I got the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand is motor in the grand			unk		(800) 5	31-8222	usaa			
Component door motor Vehicle dealership Loc Add't Info no claim was filed with the insurance Emgcy Svc na Names Maint Loc na PAR Detail Collision Non Collision Y Property Damage Speed Condition Last Service Loc Last Service Loc Last Service Service Service Veh Est Service Servi		timber trail richmond hill GA					l pulled out	and down the street going ab-	out 35 mph and I small	plastic and felt some heat ,and
Vehicle dealership Loc Loc Emgcy Svc ns Names Maint Loc na PAR Detail Collision Non Collision Y Property N Thermal Evt Y Spec Equip na Damage Vehicle 35 Speed Loc Last Property na Property na Property Names Loc Last Property na Property na Property na Property na Property na Repair Cost Service Loc Last Property na Property na Repair Cost Repair Cost Primary Personal Inspection Thermal Event Instancted By Inspection Names Inspection Names Instancted By Inspection Names Instancted By Inspection Names	Component	door motor					pulled the f	uses for the door locks and I d	idnt have to put out the	flames when I disconnected the
Emgcy Svc ns Names		dealership					Interior driv	er door		
PAR Detail	LGC					Add'! Info	no ďalm wa	s filed with the insurance		
PAR Detail Collision Non Collision Y Property N Thermal Evt Y Spec Equip na Demage Vehicle 35 Speed Condition Last Service Loc Last Service Date Loc Loc Last Service Date Service Service Service Service Service Repair Cost Property na Property na Prop Eat \$0.00 Repair Cost Primary Personal Inspection Thermal Event Inspection Not Repair Cost		ns				Maint Lee	No.			
Vehicle 35 Weather clear Propowner na Property na Type Last Service Loc Last Property na	PAR De	tail					144			
Speed Condition Property na Type Last Service Loc Last Property na Prop Est \$0.00 Service Location Repair Cost Repair Cost Primary Personal Inspection Thermal Event Inspection Repair Cost Inspection Thermal Event Inspection Repair Cost Inspection Thermal Event Inspection Repair Cost Inspection Thermal Event Inspection Not Proposed Inspection Thermal Event Inspection Not Proposed Insp	Collision	Non Collision			Thermal Evt	Y 5	ipec Equip	na		
Loc Last Property na Prop Est \$0.00 Date Service Location Repair Cost Veh Est \$0.00 Spec Equip na Prop Damage na Description Primary Personal Inspection Thermal Event Instance By Inspection Not Proposed By Inspection By Inspectio	Speed				•	F	rop Owner	na		na
Veh Est \$0.00 Spec Equip na Prop Damage na Repair Cost Installer Description Primary Personal Inspection Thermal Event Inspection Primary Primary Primary Personal Inspection Thermal Event Inspection Primary	Date				•			na	Prop Est	\$0.00
		\$0.00						na	•	
Veh Use Type Date/Time	Primary /eh Use	Personal			al Event	31	nspected By	Inspection Not Performed	Inspection	
Veh Damage interior door damage driver side Explain Other sent to ests		interior door damage driver s	ide			E	xplain Other	sent to esis	-atomine	

Report Generated for toporowm

on 2/23/2012

Page 1 of 10



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

February 28, 2012



RE:

Our File No.:

739827

Our Client:

General Motors LLC

Date/Event:

2/19/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S672

Dear 1

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 <u>copy</u> of your expert report and <u>color copies</u> 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.

C

- 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.
- Advise if the subject vehicle was ever involved in any prior accidents.
 If applicable, identify the nature and extent of the damages and repairs completed.
- 10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
- 11. Advise of any injuries.
- 12. Advise if there is any property damage other then the subject vehicle.
- 13. Advise the mileage for the subject vehicle.

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

Sincerely,

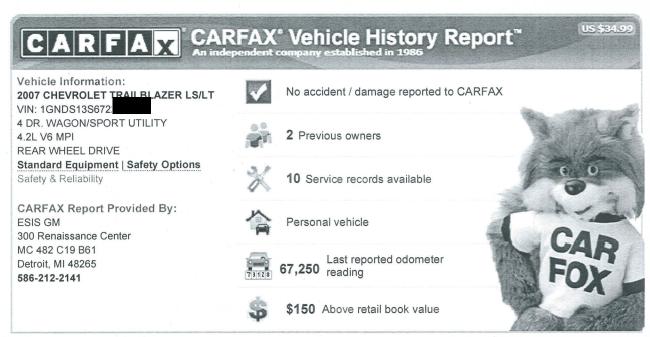
Nikki Jackson

Claims Administrator

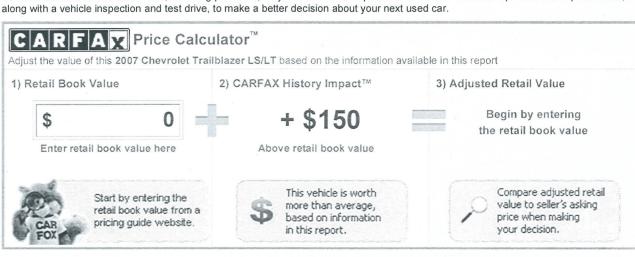


ESIS GM 300 Renaissance Center MC 482 C19 B61 Detroit, MI 48265 586-212-2141

SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/24/12 at 1:39:41 PM (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.



CARFAX Ownership History The number of owners is estimated	🚨 Owner 1	Owner 2
Year purchased	2007	2011

Type of owner	Personal	Personal
Estimated length of ownership	3 yrs. 9 mo.	8 months
Owned in the following states/provinces	Georgia	Georgia
Estimated miles driven per year	18,570/yr	
Last reported odometer reading	30,273	67,250

CARFAX Title History CARFAX guarantees the information in this section	Sowner 1	Sowner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	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

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

CARFAX	Detailed	History
--------	----------	---------

Glossary

Sowner 1	2007	Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length owned:	2007 Personal Georgia 18,570/yr 8/29/07 - 6/24/11 (3 yrs. 9 mo.)	Original Equipment		OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
30-33-30-30-30-30-30-30-30-30-30-30-30-3		05/11/2007		All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Vehicle offered for sale

05/14/2007		All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Pre-delivery inspection completed
08/29/2007		Georgia Motor Vehicle Dept. Manchester, GA	Vehicle purchase reported Registered as personal vehicle
08/30/2007	89	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Front window regulator(s) replaced
09/06/2007		Georgia Motor Vehicle Dept. Manchester, GA Title #771547072494012	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported
11/08/2007	3,115	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
01/22/2008	7,100	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
03/20/2008	10,578	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
05/28/2008	14,182	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
07/18/2008		Georgia Motor Vehicle Dept. Manchester, GA Title #771547072494012	Registration issued or renewed
07/21/2008	16,192	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
10/30/2008	21,104	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
01/07/2009	25,002	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
04/15/2009	30,273	All Pro Chevrolet Lagrange, GA 706-882-2576 allprochevrolet.com	Oil and filter changed Fluid levels checked Tire condition and pressure checked
07/21/2009		Georgia Motor Vehicle Dept. Manchester, GA Title #771547072494012	Registration issued or renewed Registration updated when owner moved the vehicle to a new location

08/25/2010	Georgia	Registration issued or renewed
	Motor Vehicle Dept.	Registration updated when owner moved
	Pine Mountain, GA	the vehicle to a new location
	Title	
	#771547072494012	

Owner 2		Date:	Mileage:	Source:	Comments:	
Purchased: Type: Where: Est. length	2011 Personal Georgia 6/24/11 -	06/24/2011		Georgia Motor Vehicle Dept Richmond Hill, GA	Vehicle purchase r	eported
owned:	present (8 months)	06/30/2011	Motor Vehicle De Richmond Hill, G			
					CAR	Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
					you go to test drive this	g my SmartBuyer Checklis 2007 Chevrolet Trailblazer

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



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.

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® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 2/24/12 1:39:41 PM (EST)

Logout

-1150 or<u>.</u>

February 23, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

@

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

Vehicle information

VIN: 1GNDS13S672 Service Contract: No

Branded Title No

Model: C\$15506-2007 TRAILBLAZER SUV 2WD Warranty Block No.

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions 0 Open

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 vanification 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 Holp page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped Y

XM Equipped Y

XM Radio ID 361WT0CQ

OnStar Status Inactive

XM Status Active

DMN Enabled: N

Applicable Warranties

OnStar Vehicle Diagnostics N

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	08/29/2007	73 MI	08/29/2010	36,073 MI
	Corrosion Limited Warranty	08/05/2011	08/29/2007	73 MI	08/29/2013	100,073 MI
	Emission Select Component Ltd Wty	08/05/2011	08/29/2007	73 MI	08/29/2015	80,073 MI
	Powertrein Limited Warranty	08/05/2011	08/29/2007	73 MI	08/29/2012	100,073 MI

For this vehicle:

- → View Vehicle Summary
 - _ Service
 - Contract
 - Branded Title
 - Warranty Block
- → View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle Transaction History
- <u>Deteil</u> View Vehicle Delivery
- Information

Special Coverage 10054

08/05/2011

08/29/2007

73 MI

08/29/2017 120,073 MI

Service Contract

Vehicle has no current record of service contracts.

Job Card	Job Card	Transaction Type	Transaction Adjustment	Labour Operation	Odometer	
Date N	Number			and an open and	Reading	
10/30/2008	148599	ZREG—Regular Vehicle Transaction		E0719 - Tire Valve Stem Grommet Replacement	21,104 MJ	
10/30/2008	148599	ZREG—Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	21,104 MI	
08/07/ 2008	146540	ZREGRegular Vehicle Transaction		R0941 - Speaker, Redio - I/P Or Windshleid Pillar - Left - Replace	17,283 MI	
08/07/2008	146540	ZREG—Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	17,263 M	
07 <i>1</i> 21 <i>1</i> 2008	146160	ZREG—Regular Vehicle Transaction		C0140 - Front Side Door Window Front Channel Replacement	16,192 M	
07/21/2008	1481 6 0	ZREGRegular Vehicle Transaction		Z7811 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	16,192 M	
11/08/2007	141488	ZREGRegular Vehicle Transaction		E0460 - Tire Valve Stem Replacement	3,115 MJ	
08/30/2007	140128	ZREG—Regular Vehicle Transaction		C0183 - Front Side Door Window Regulator Replacement - Left Side	89 MI	
05/02/2007	A75585	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI	

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout



February 23, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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 1GNDS13S672

Model CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

Order Type: 70 - RETAIL - STOCK

Branded Title: No

Warranty Block: No

PDI Status No

Field Actions 0 Open

Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number KWZR6F Build Date: 05/02/2007

Build Plant 2

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

1SD - LT PREFERRED EQUIPMENT GROUP 1

482 - EBONY

54U - GRAPHITE METALLIC

7AC - SUSPENSION

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION B32 - FLOOR MATS, FRONT/REAR

B42 - REVERSIBLE CARGO MAT

BVE - RUNNING BOARD, ASSIST STEPS

C4D - GVW RATING - 5550 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS

DK2 - POWER HEATED OUTSIDE MIRRORS

DT4 - ASHTRAY AND LIGHTER

FE9 · FEDERAL EMISSIONS

JF4 - POWER ADJUSTABLE PEDALS

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI IB

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF *

1SZ - PREFERRED EQUIPMENT

SAVINGS

481 - INT TRIM EBONY/EBONY

6AC - SUSPENSION 8UZ - COMPONENT RR LH

COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD

DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUO - REMOTE KEYLESS ENTRY **B30 - FULL CARPET-COLOR KEYED**

B33 - REAR COLOR KEYED FLOOR

MATS

B86 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF

DAY - ASSEMBLY PLANT MORAINE,

OHIO

DH2 - LIGHTED LH & RH VISOR

MIRRORS

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION

REQUIREMENT

GUB - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHIL

DISC

K18 - ELECTRIC AIR INJECTION

SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N74 - 17" BRIGHT ALUMINUM

WHEELS

NZ3 - 16" FULL SIZE SPARE WHEEL

PDC - PWR SEAT ADJUST-DRIVER.

For this vehicle:

- View Vehicle Summary

- Service Contract
- Branded Title
- Warranty - Block

- · View Vehicle Build

View Vehicle

Component Summary

<u>View Vehicle</u>

Transaction History Detail

View Vehicle Delivery information

AUDIO SYSTEM-BOSE PREM. SOUND * 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)

QTR - WOL ON/OFF ROAD TIRES

RSP · SPECIAL PAINT

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER TGA - LANGUAGE CONTROL ENG, FR, SPAN

U68 - DRIVER INFO CENTER DISPLAY **UA6 - THEFT DETERRENT ALARM SYSTEM**

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UJ8 - TIRE PRESSURE MONITOR

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

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

X88 - CHEVROLET CONVERSION

YD3 - BASE AXLE

YD8 - BASE REAR SPRING

ZO3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR. AUTO CLIMATE CONTROL. RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL WICONTL

ZY1 - SOLID PAINT

A WAY

RBK - ONSTAR TURN-BY-TURN

NAVIG AVAIL

R9L - SPRING WHOLESALE FLOORPLAN PLUS

R9X - XM RADIO STANDARD

IDENTIFER

STW - LEATHER WRAPPED STG

WHL W/CONTR

T96 - FOG LAMPS

TB4 - LIFTGATE

U2K - XM SATELLITE RADIO -SERVICE FEE EXTRA. 1ST 3

MONTHS INCL.

U73 - FIXED MAST ANTENNA LICE - AM/FM STEREO W/6 DISC CD

PLAYER, AUTOTONE CONTROL RADIO DATA SYSTEM (REPLACES

STD/OPT PKG RADIO)

UG1 - UNIVERSAL HOME REMOTE

UK6 - REAR SEAT RADIO & HVAC

CONTROLS

UY7 - TRAILER WIRING HARNESS

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT

PASSENGER

VXS - COMPLETE VEHICLE LABEL

YC5 - LT DECOR

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

-8Q -

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Loqout

প্রতিহা Warranty

February 23, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

Vehicle Information

VIN 1GND\$13\$672

Model. CS15506-2007 TRAILBLAZER SUV 2WD Warranty Block, No.

Service Contract. No. Order Type: 70 - RETAIL - STOCK

Branded Title: No

PDI Status No.

Field Actions: 0_Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant. V-CPC FLINT, MICHIGAN

Date Scanned 05/02/2007

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 05/02/2007

Component Code: 61-TRANSMISSION Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 05/02/2007

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned 05/02/2007

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned. 05/02/2007

Component Code: AB-IR-MODULE ASM-INFLATOR Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 05/02/2007

Component Code: AL-IR-MODULE ASM-I/P Source Plant M-MORTON-THIOKOL

Date Scanned 05/02/2007

Component Code: CC-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned 04/26/2007

Component Code. CD-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Oste Scanned 04/30/2007

Component Code. CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 05/01/2007

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 05/02/2007

Traceability. 704250097

Part / Number Broadcast. NAX

Time Scanned 12:16:00

Scan Station 01

Traceability: 000751167

Part / Number Broadcast F9L

Time Scanned 12:52:00 Scan Station 05

Traceability 45818397

Part / Number Broadcast: 7SDD

Time Scanned 12:24:00 Scan Station: 02

Traceability: 109100808

Part / Number Broadcast ZM4

Time Scanned, 13:12:00 Scan Station, 11

Traceability 00145706

Part / Number Broadcast

3172

Time Scanned 14:23:00 Scan Station

Traceability 1HBA8N3

Part / Number Broadcast 2395

Time Scanned 17:14:00 Scan Station, 06

Traceability: 4BAGC03

Part / Number Broadcast 8434

Time Scanned, 12:44:00 Scan Station 04

Traceability: 2020876

Part / Number Broadcast. 122

Time Scanned: 03:01:00 Scan Station

Traceability. 3182312

Part / Number Broadcast 1WW

Time Scanned, 17:39:00 Scan Station.

Traceability 3182279

Part / Number Broadcast 1PT

Time Scanned 17:17:00 Scan Station

Traceability 3181427

Part / Number Breadcast 1PH

Time Scanned 07:24:00 Scan Station

For this vehicle:

(?)

- View Vehicle Summary
 - Service
 - Contract
 - Branded Tille
 - Warranty Block
- → View Vehicle Build
- View Vehicle Component Summery
- View Vehicle
- Transaction History
- Detail
- View Vehicle Delivery Information

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Traceability: 3181877

Source Plant: Part / Number Broadcast. 1GB

Date Scanned: 05/02/2007

Time Scanned: 07:57:00

Scan Station:

Service Agent Installed Component

Vahicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors: All rights reserved

Logout

February 23, 2012

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

View Vehicle Transaction History Detail

3

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

Vehicle Information

VIN 1GNDS13S672 Service Contract: No

Branded Title: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD Warranty Block, No.

PDI Status No

Odometer Reading 21,104 MI

Authorization Code:

Job Card Number: 148599

Order Type 70 - RETAIL - STOCK

Freld Actions D Open

Job Card Date: 10/30/2008

Repair Service Agent: 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841

7068822578

Process Date 11/04/2008

Transaction Type. ZREG----Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line# 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Odometer Reading 21,104 MI

Authorization Code

Job Card Number: 148599

Labour Op E0719-Tire Valve Stem Grommet Replacement

Causal Part Number

Job Card Date: 10/30/2008

Repair Service Agent: 212198 **ALL-PRO AUTO GROUP**

709 NEW FRANKLIN RD LAGRANGE GA 30240-1841

7068822576

Process Date 11/04/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category.

Customer Enthusiesn Customer Complaint Code

0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 08/07/2008

Job Card Number: 146540

Repair Service Agent 212198

Odometer Reading 17,283 MI

For this vehicle:

→ View Vehicle Summary

Service Contract

-- Branded Tille

Warranty Block

- View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

Detail

View Vehicle Delivery

Information

ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841 7088822576

Authorization Code:

Process Date D8/12/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code. 0000-Converted Claim

Job Cord Line #: 1

Transaction Adjustment:

Cause Code: 6000-Converted Claims

Labour Op R0941-Speaker, Radio - I/P Or Windshield Piller - Left - Replace

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 08/07/2008

Job Card Number: 146540

Repair Service Agent: 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841

Odometer Reading 17,283 MI Authorization Code:

7068822576

Process Date 08/12/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 27911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 07/21/2008

Job Card Number: 146160

Repair Service Agent 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841

Odometer Reading 16,192 MI Authorization Code

7068822576

Process Date 07/25/2008

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 C0140-Front Side Door Window Front Channel Replacement

Causal Part Number

Job Card Number: 146160

Repair Service Agent, 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD

Job Card Date: 07/21/2008

Odometer Reading: 16,192 MJ Authorization Code:

LAGRANGE GA 30240-1841 7068822576

Process Date 07/25/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/08/2007

Job Card Number: 141488

Repair Service Agent: 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841 Odometer Reading 3,115 MI Authorization Code

7088822576

Process Date 11/16/2007

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 E0460-Tire Valve Stem Replacement

Causal Part Number

Job Card Date: 08/30/2007

Job Card Number: 140126

Repair Service Agent 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841 7068822576

Odometer Reading 89 MI Authorization Code.

Process Date:

09/07/2007

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 C0183-Front Side Door Window Regulator Replacement - Left Side

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 05/02/2007

Job Card Number: A75585

Repair Service Agent: 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841 7068822578

Odometer Reading | 0 MI Authorization Code:

Process Date 05/08/2007 Transaction Type. ZPDi----Pre-Delivery Inspection Transaction Expense Category Customer Complaint Code 0000-Converted Claim

Transacuon Adjustment.

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Job Card Line #: 1

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors All rights reserved

Logout



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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

②

This screen allows (VH 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 1GNDS13\$672

Model CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract No

Branded Title No.

Warranty Block: No

PDI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions: 0 Open

Invoice information

Invoicing Service Agent. 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841 7068822576

Invoice Date 05/02/2007

Ship to information

Ship to Service Agent 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD

LAGRANGE GA 30240-1841 7068822576

Ship to Date. N/A

Delivery Information

Delivery Service Agent 212198 ALL-PRO AUTO GROUP 709 NEW FRANKLIN RD LAGRANGE GA 30240-1841 7068822576 Dalivery Date 08/29/2007 Delivery Type 010---INDIVIDUAL Delivery Odometer. 73

In Service Information

Invoicing Service Agent

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

Registration information

Registration Service Agent N/A

Registration Date N/A Registration Number N/A Registration Odometer 0

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

For this vehicle:

→ View Vehicla Summary

- Service Contract
- → Branded Title
- Warranty

Block

View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History

View Vehicle Delivery Information

Activities

reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/22/2012 01:30:38 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	in Progress		Thermal Event
ontact Last Name		Centact First	l Name	Account		BAC Code	*
							1
ominenis	-1						
eh experienced a therm onlidential Comments	al event from tr	e electrical on ti	ne anvers door				Ì
omidential Comments							
reated	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
/21/2012 04:04:13 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	2/21/2012 04:04:13 PM	Ownership Escalated to BRC
antact Lact Nama		Contact Fire	[†] Name	Account		BAC Code	
omments			****				
onfidential Comments							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/21/2012 04:03:28 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alan		f/u esis pick up
ontact Last Name		Contact Fire	l Name	Account		BAC Code	
elnemmo	-	_					
onfidential Comments							I
reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/21/2012 04:02:58 PM	SANCHER	AMSTUTST	Notify CRM		Done	2/22/2012 01:30:37 PM	esis- thermal event
ontact Last Name		Contact Firs	f Name	Account		BAC Code	
omments							
ermal event door comp	onents						
a sanchez/ATX/PAR							
onfidential Comments							

Report Generated for toporowm

on 2/23/2012

Page 2 of 10

Activities

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/21/2012 04:02:20 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	2/21/2012 04:02:54 PM	thermal event
0		Cantantim	Name	Account		BAC Code	
Comments							
electric door concern - the	ımal event						
Rita Sanchez/ATX/PAR							
Confidential Comments							
				•			
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description

Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Done 2/21/2012 03:56:18 PM SANCHERI SANCHERI Outbound Email Done 2/21/2012 04:01:21 PM william.taylorii@gm.com

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 2007 Chevrolet Traliblazer VIN 1GND5135872 Coastal Chevrolet, Inc., Savannah, GA Ike Eichstead/ Scrvice Advisor

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

Best wishes, Rita Sanchez | CRS

Aditya Birta Minacs | Inspired every day 7401 E. Ben White Blvd, Bidg. F, Austin, TX 78741 Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Report Generated for toporowm

on 2/23/2012

Page 3 of 10

Activities

Grostod Created By 2/21/2012 10:44:42 AM AMSTUTST	Assigned To Activity Type AMSTUTST Inbound Call Third Par	Activity Sub-Type tv Voice Mail Received	Status Done	Completed 2/21/2012 10:44:59 AM	Description PAR VM
Contact Last Name	Contact First Name	Account	- CONIG	BAC Code	1 2 3 3 4 114
Comments					· •
71-1040946739, cust is	07 Trailblazer, phone	cust alledges the drivers side doo	r suddenly caug	ht on fire, thank you	l
2/20/2012 3:51 PM					
Staty/ATX/PAR					
Confidential Comments					
Croated Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
2/21/2012 10:09:34 AM MERCADTO		Activity Sub-type	Done	2/21/2012 10:09:34 AM	Service Request Ownership has
Contact Last Name	Contact First Name	Account		BAC Code	changed FROM: MIRANDJO TO: SANCHERI
Comments					
Comments					
Confidential Comments					l
	,				
Croated Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Doscription
2/21/2012 10:09:27 AM MERCADTO	SANCHERI BRC PAR	Initial Contact - Field	Done	2/21/2012 03:56:17 PM	called william.tayloriii@gm.com
Contact Last Name	Contact First Name	Account		BAC Code	ŀ
Comments					Ī
see outbound email		•			•
rita sanchez//atxPAR					
Confidential Comments					

Report Generated for toporowm

ол 2/23/2012

Page 4 of 10

Activities

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
2/21/2012 10:09:24 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	2/21/2012 03:55:43 PM	called	
Contact Last Name		Contact First	Name	Account		BAC Code		
poniments .						***	;	*,
ka Elchstead								
as sts I needed a history	on the vehicle	for						
•		.5.						
lir sis no history								
as sts ok what I will be ge	etting this over t	o our central clai	ms department and the	ry will be in contact with the custor	ner regarding th	is concern		
lir sis well we repaired it	and the custom	er authorized us	to do it is he still comir	ng to pay that				
rs sis I am sure he will h	e there but if an	v nade were ren	oved eme them incor	e the central claims department m	ou need them			
	o diolo bat il al	y parto Hola Ion	inten sate diem mess	e are certain centra nebetatical til	ay neen men			
iír als ok								

Rita Sanchez/ATX/PAR

Confidential Comments

Activities

		Status	Completed	Description
SANCHERI BRC PAR	Initial Contact- Phone	Done	2/21/2012 03:47:00 PM	called
Contact First Name	Account		BAC Code	
				22 17 40 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

provided esis statement to customer

cust sts i will proceed

crs sis what happen

cust sts I pulled out and down the street going about 35 mph and I shelt plastic and fell some heat, and I saw smoke coming from the cracks of my door and I got out the car and when I got to work I pulled the fuses for the door locks and I didn't have to put out the flames when I disconnected the battery everything stopped

crs sts what I can do is get this over to our central claims department and they will contact you witin 7-10 business days

cust als ok thanks

Rita Sanchez/ATX/PAR Confidential Comments

Created 2/21/2012 10:09:14 AM Contact Last Name	Created By MERCADTO	Assigned To SANCHERI Content Fire	Activity Type BRC PAR Name	Activity Sub-Type Acknowledgement Account	Status Done	Completed 2/21/2012 03:30:51 PM BAC Code	Description called
see inital							
Rita Sanchez/ATX/PAR Confidential Comments							

Croated Created By Assigned To Activity Type 2/21/2012 10:09:05 AM MERCADTO SANCHERI Notify CRM Activity Sub-Type Status Completed Doscription Done 2/21/2012 03:30:55 PM File assigned Contact Last Name BAC Code

Confidential Comments

Report Generated for toporowm

on 2/23/2012

Page 6 of 10

Activities

reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/21/2012 10:08:57 AM	MERCADTO	SANCHERI	Research		Done	2/21/2012 03:31:29 PM	Research 1GNDS13S672
ontact Last Name		Contact First	Name	Account		BAC Code	
							ī
omments			-				
RS Performed VIN Sca							
MVIS: - Found No Ope	en Kecais						
'IN: - Found No Duplic	ate File					•	
VC History: No Service	History Related	i to Allegation					
tita Sanchez/PAR/ATX			•				
			·				•
onfidential Comments							
reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/21/2012 10:08:44 AM	MERCADTO	SANCHERI	BRC PAR	Case Assigned	Done	2/21/2012 01:54:03 PM	File assigned to Rita Sanchez @ ext 31227
Ionfact Last Name		Contact First	Name	Account		BAC Code	31221
							•
omments							l
Confidential Comments							1
Joniloennal Comments							•
roated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/21/2012 10:08:38 AM	MERCADTO	MIRANDJO	SR Opened	,,,	Done	2/21/2012 10:08:38 AM	SR in Status of Closed has been Re-
Contact Last Name		Contact First		Account		BAC Code	Opened by MERCADTO
DIRECT EDST 148/11C		Control of the			-		-
Comments							I
						<u> </u>	-
Confidential Comments							

Report Generaled for toporowm

on 2/23/2012

Page 7 of 10

Activities

Groated 2/21/2012 10:08:37 AM Contact Last Name	Created By MERCADTO	Assigned To MIRANDJO Contact First	SR Closed - Dissatisfied	Activity Sub-Type Account	Status Done	Completed 2/21/2012 10:08:37 AM BAC Code	Description Service Request has been Closed Dissatisfied.
Confidential Comments Greated 2/20/2012 03:53:53 PM	Created By	Assigned To	Activity Typo Notify CRM	Activity Sub-Type	Status Done	Completed 2/21/2012 10:08:34 AM	Description
Confidential Comments		Contact Exet		Account	Done	5AC Code	cust alleges that the driver's side door suddenly caught on fire Recleved and assigned in PAR Tonle/BRC PAR/ATX

Activities							
Greated 2/20/2012 03:39:24 PM	Created By MIRANDJO	Assigned To MIRANDJO	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 2/20/2012 03:53:12 PM	Description cust alleges that the driver's side d
Contact Last Name		Contact Firs	t Name	Account		BAC Code	suddenly caught on fire
CUST STS: -driver's side door caugh -look it to dir and they sa -they said there is no ro -but i googled it and four	ild it will cost \$6 on it						
-happened yesterday at -got in to go to work -smell plastic burning -window switches smokli -poured with water		moke					
-i was not hurt -took it right away to dir -ihey can't teli what had -could be the control mo							
F	Richmond Hill G	A		•			
-vah is at dir. Coastal Ch	ev	·					
VIN:72 MILEAGE:78k PURCHASED:used							
CUST SKS: -why the door suddenly o- -coverage for the repair	caught on fire						
CRS ADV: -case will be forwarded to -gave SR#	o PAR for furthe	r assistance					

CRS called PAR, unavailable

CRS sts: -someone from par will get back with you in 1 to 2 bus days

Joy / CAC Yer 1 / Menila / Level 1 Confidential Comments

Page 9 of 10

UCC Information

Symptom Thermal Event

Description Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm

on 2/23/2012

Page 10 of 10

Service Request Detail SR No. 71-1041701673 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 - General Sub-Area Initiate PAR- Other Address County Matthews-Hargreaves Chevrolet City involved Dir Safety Yes State MI ZipCd Con Acct Source 2/22/2012 03:51:51 PM Phone Updated Serial #/VIN 1GNDS13S172 Model Year 2007 Priority Medium License # GARCIAJR Owner Make Chevrolet Status Warr. Start 03/17/2007 Open Opened 2/22/2012 01:05:33 PM TrailBlazer Model 59109 Mileage Sub-Status Dissalisfied Closed Abstract Thermal event - 07 Chevrolet Trail@lazer Customer

Description

This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.

Pre-PAR

PAR Notifier	Incident Date/Time		Olher Veh #	People in Veh. Ro	oad Surfac	Road	Cond. Fire Report#	Police Report#
Owner	2/3/2012 04:30:00 PM	N	0		sphall	Dry	n/a	n/a
ilmune i noi hi	4.66.4	C	' 'lame	Height	DC		olities	
	en Last Name		ce Argent First N	5'11 ame Phone		none		
n/a	orn cost Name	n/a	ce Agent Filst N	ame Phone	ił-	did not f	ce Agency	
Incident Loc	Stephenson Highway				Incident Desc			mrest where switches are located
Component	electrical							
Vehicle	w/cust				Damage Desc	d/s amrest	wiring	
Loc					Add'i ini	o π/a		•
Emgcy Svc Names	n/a				Maint Lo	ic Matthew Hi	urgraves & Mazers	
PAR Det	tail		-	-			3.0.700	
Collision	Non Collision		Property N Damage	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	35		Weather c Condition	iry		Prop Owner	n/a	Property n/q Type
Last Service Date			Loc Last Service			Property Location	n/a	Prop Est \$0.00 Repair Cost
/eh Est Repair Cost	\$0,00		Spec Equip if Installer	v/a		Prop Damage Description	n/a	•
rimary /eh Use	Personal		Inspection The Type	rmal Event		Inspected By	Inspection Not Performed	Inspection Date/Time
/eh Damage Description	smelled wires burning, saw s	moke from a	amnasi where s	witches are located	1	Explain Other	being sent to ESIS	

Report Generated for toporowm

on 2/24/2012

Page 1 of 8



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

Yvette Young
Claims Administrator

March 2, 2012

Madison Heights MI

RE:

Claimant:

Our File No.:

739871

Our Client:

General Motors LLC

Date/Event:

2/3/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S172

Dear

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 Michigan is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 3/17/2007, and this statute would have expired on 3/17/2011. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Yvette Young

Claims Administrator

Uvette Young

@obalWarranty

February 24, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

3

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

Vehicle Information

VIN 1GNDS13S172

Model CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract. No

Branded Title No. Order Type: 70 - RETAIL - STOCK

Warranty Block No.

PDI Status No

Field Actions: 0 Open

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 properly 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

Vahicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-558-3600.

OnStar Equipped: Y

XM Equipped Y

OnStar Vehicle Diagnostics N

XM Radio ID CQ9HQ04X

OnStar Status Inactive XM Status Inactive

DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

*******	and trailering				4 and themenings	ord ruftmálman
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	03/17/2007	12 MI	03/17/2010	36,012 MI
	Corrosion Limited Warranty	08/05/2011	03/17/2007	12 MI	03/17/2013	100,012 MI
	Emission Select Component Ltd Why	08/05/2011	03/17/2007	12 MI	03/17/2015	80,012 M)
	Powertrain Limited Warranty	08/05/2011	03/17/2007	12 MI	03/17/2012	100,012 MI

■_Loqout

For this vehicle:

- View Vehicla Summary
 - Service Contract
 - -- Branded Title
 - Warranty
 - Block
- → View Vehicle Build
- View Vehicle Component Summary View Vehicle
- Transaction History
- Detail
- View Vehicle Delivery Information

Special Coverage 10054 08/05/2011. 03/17/2007 12 MI 03/17/2017 120,012 Mt **Service Contract** Vehicle has no current record of service contracts. Transaction History View Details Job Card Date Job Card Number Transaction Odometer Transaction Type **Labour Operation** Reading Adjustment ZREG—Regular Vehicle Transaction 02/03/2012 370623 T5828 - 10054 -58,745 MI Replace Fuel Level Sensor J5645 - Injector, Fuel -Diagnosis 09/02/2008 320200 ZREG---Regular 29,054 MI Vehicle Transaction ZREG --- Regular Vehicle Transaction 04/09/2008 043309 22175 - \$16 23,005 MI Maintenance Card Promotion 12/19/2006 027476 ZPD1----Pre-Delivery Z6999 - PDI Related 3 M1 Inspection Fluid Adds ZPDI----Pre-Delivery 12/14/2006 A01751 Z7000 - Pre-Delivery 0 ME Inspection Inspection - Base Time

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors All rights reserved

E Locout

লিচাম Warranty

February 24 2012

Global Warranty Management: Main > Interface With Customer > View Vahicle Butte

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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

Vehicle Information

VIN 1GND\$13817

Model CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract. No. Branded Title No

Order Type: 70 - RETAIL - STOCK

Warranty Block, No.

PDI Status: No

Field Actions 0 Open

→ <u>View Vehicle Build</u>

View Vehicle

For this vehicle: → View Vehicle Summary Service Contract

Component Summary View Vehicle

→ Branded Title

Warrenty

Block

Transaction History

View Vehicle Delivery Information

Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight, 2,520

Order Number: KPRP8Q Build Date 12/14/2006 Build Plant 2

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 refor to the original vehicle invoice or window sticker

15U - SANDSTONE METALLIC

188 - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY . THEFT DETERRENT SYSTEM

1SZ · PREFERRED

27H - LIGHT CASHMERE/EBONY

EQUIPMENT SAVINGS

271 - INT TRIM CASHMERE/EBONY **6AC - SUSPENSION**

7AC - SUSPENSION 9UY - COMPONENT RR RH

8UY - COMPONENT RR LH COMPUTER SEL A50 - FRT BUCKET SEATS & FLR CONSOLE

COMPUTER SEL

AJ1 - GLASS, DEEP TINTED ALO - SENSOR INF RESTR.

AK5 - DUAL STAGE FRONT AIR BAGS AM9 - 65/35 FOLDING 2ND ROW SEAT

CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT.

AUG - REMOTE KEYLESS ENTRY

RR FACING

AXP - MPV VIN IDENT

POSITION

830 - FULL CARPET-COLOR KEYED

837 - FLOOR MATS,

FRONT/REAR

B33 - REAR COLOR KEYED FLOOR MATS

886 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFROSTER

C4D - GVW RATING - 5550 LBS CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)

CJ3 - CLIMATE CONTROL DK7 - OVERHEAD CONSOLE DAY - ASSEMBLY PLANT MORAINE, OHIO **DP2 - POWER OSRV MIRRORS**

EVA - EVAP EMISSION

FE9 - FEDERAL EMISSIONS

REQUIREMENT G80 - DIFFERENTIAL,

LOCKING REAR

GU6 - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHL DISC

JJB - PT DRESS SUBASSY NOT INSTALLED

K18 - ELECTRIC AIR INJECTION SYSTEM

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD

LL8 - ENGINE, VORTEC 4.2L SFI IS

N40 - POWER STEERING

AUTOMATIC

N75 - 17" ALUMINUM WHEELS NT7 - EMISSION SYS FED - TIER 2

NZ3 - 16" FULL SIZE SPARE

WHEEL

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AWFM STEREO W/6 DISC CD PLAYER. AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG

RADIO) * OVERHEAD CONSOLE

QTM - ALL-SEASON TIRES

REK - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6P - SPECIAL PAINT SLM - STOCK ORDERS

R9N - LEATHER SEAT TRIM T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE

IDENT NUMBER

TB4 - LIFTGATE

U2K - XM SATELLITE RADIO -SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.

U73 - FIXED MAST ANTENNA

UA6 - THEFT DETERRENT

ALARM SYSTEM

UC6 - AMIFM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

UJ6 - TIRE PRESSURE MONITOR

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UQA - AUDIO SYSTEM-BOSE

UY7 - TRAILER WRING HARNESS

PREM. SOUND

V1K - LUGGAGE RACK

CROSS-BARS

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

VXS - COMPLETE VEHICLE

X88 - CHEVROLET CONVERSION

LABEL

YD3 - BASE AXLE YD6 - BASE REAR SPRING

YD5 - BASE FRONT SPRING ZNF - SPARE, ALL-SEASON TIRE

ZW7 - PREMIUM RIDE

SUSPENSION

ZY1 - SOLID PAINT

Added Option Codes

~BQ -

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

Logout

Gobal Warranty

February 24, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

(?)

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

Vehicle Information

Order Type: 70 - RETAIL - STOCK

VIN 1GNDS13S172 Service Contract: No

Branded Title No.

Warranty Block, No.

Model CS15508-2007 TRAILBLAZER SUV 2WD

PDI Status: No

Field Actions: 0 Open

Vehicle Component

Component Code. 10-ENGINE ASSEMBLY Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 12/13/2008

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 12/13/2006

Traceability 812070763

Part / Number Broadcast NAX

Time Scanned: 22:17:00

Scan Station: 01

Traceability 004783456 Part / Number Broadcast: A1Z

Time Scanned 23:29:00 Scan Station 05

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 12/13/2006

Traceability 45140915

Part / Number Broadcast 7SDD

Time Scanned: 22:25:00 Scan Station 02

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 12/13/2006

Traceability 338123232

Part / Number Broadcast: ZM3 Time Scanned. 23:00:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned, 12/14/2008

Traceability: 00068372

Part / Number Broadcast 3172

Time Scanned 07:20:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned. 12/14/2008

Traceability 1G0KS6Z

Part / Number Broadcast 2395

Time Scanned: 09:27:00 Scan Station: 06

Component Code AL-IR-MODULE ASM-I/P

Source Plant. M-MORTON-THIOKOL

Date Scanned 12/13/2006

Traceability. 4AAAW33 Part / Number Broadcast: 8434

Time Scanned. 23:21:00

Scan Station, 04

Component Code: CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 12/07/2006

Traceability, 1110919 Part / Number Broadcast: 1ZZ

Time Scanned: 03:01:00 Scan Station.

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned 12/12/2008

Traceability, 3105851 Part / Number Broadcast 1WW

Time Scanned: 12:36:00 Scan Station

Component Code. CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 12/13/2006

Tracesbility 3105842 Part / Number Broadcast 1PT

Time Scanned 11:34:00 Scan Station

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned 12/13/2008

Traceability 3105295

Part / Number Broadcast 1PH

Time Scanned 18:34:00 Scan Station

For this vehicle:

-- View Vehicle Summary

- Service Contract
- Branded Title
- Warranty
- Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

View Vehicle Delivery Information

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant - Pert / Number Broadcast 1GB
Date Scanned: 12/13/2008 Time Scanned: 19:05:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Giobal Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors All rights reserved

Job Card Line #. 1

Causal Part Number

Labour Op J5645-Injector, Fuel - Diagnosis

Logout

February 24, 2012 Global Warranty Management: Main > Interface With Costomer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 3 This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDS13S172 Model CS15506-2007 TRAILBLAZER SUV 2WD Service Contract. No Branded Title No. Warranty Block No. PDI Status: No Order Type: 70 - RETAIL - STOCK Field Actions: O Open Job Card Date: 02/03/2012 Job Card Number: 370623 Repair Service Agent: 115097 Odometer Reading \$8,745 Mt MATTHEWS-HARGREAVES CHEVROLET COMPA Authorization Code A 2000 E TWELVE MILE RO ROYAL OAK MI 48067-1503 2483988800 Process Date 02/14/2012 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category. Special Policy Customer Complaint Code 0821-Features/Controls/Displays -Gauges/Warning Lights Job Card Line #: 1 Transaction Adjustment: Cause Code 9090-Other - Field Action / Labour Op T5828-10054 - Replace Fuel Level Sensor Causal Part Number 000000000019178477-SENSORKIT, FUELLVL -- See other Parts and/or Net Items Job Card Date: 09/02/2008 Job Card Number: 320200 Repair Service Agent: 115097 Odometer Reading 29,054 MI MATTHEWS-HARGREAVES CHEVROLET COMPA Authorization Code 2000 E TWELVE MILE RD ROYAL OAK MI 48067-1503 2483988800 Process Date 09/23/2008 Transaction Type. ZREG-Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim

Transaction Adjustment

Cause Code: 0000-Converted Claims

For this vehicle:

View Vehicle Summary

Service
Contract

Branded Title
Viarranty
Block

View Vehicle Build
View Vehicle
Component Summary

View Vehicle

Information

Transaction History

View Vehicle Delivery

Job Card Date: 04/09/2008

Repair Service Agent 210969 LIBERTY CHEVROLET, INC. 30400 LYON CENTER DRIVE EAST NEW HUDSON MI 48165-8900 2484861900 Job Card Number: 043309

Odometer Reading 23,005 MI Authorization Code

Process Date 04/15/2008

Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code

Job Card Line #, 1

Transaction Adjustment:

Cause Code 0000-Converted Claims

Labour Op Z2175-\$15 Maintenance Card Promotion

Causal Part Number

-See other Parts and/or Net Items

Job Card Data: 12/19/2006

Job Card Number: 027478

Repair Service Agent 210969 LIBERTY CHEVROLET, INC. 30400 LYON CENTER DRIVE EAST NEW HUDSON MI 48165-8900 2484881900

Odometer Reading 3 MI Authorization Code

Process Date

12/22/2006
Transaction Type:
ZPDI—Pre-Delive

ZPDI—Pre-Delivery Inspection Transaction Expense Calegory Customer Complaint Code 0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment.

Cause Code: 0000-Converted Cigims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

→Sea other Parts and/or Net Items

Job Card Date: 12/14/2006

Job Card Number: A01751

Repair Service Agent 210989 LIBERTY CHEVROLET, INC. 30400 LYON CENTER DRIVE EAST NEW HUDSON MI 48165-8900 2484861900

Odometer Reading 0 MI Authorization Code:

Process Date: 12/19/2006

Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category
Customer Complaint Code.
0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Cause Code. 0000-Converted Claims

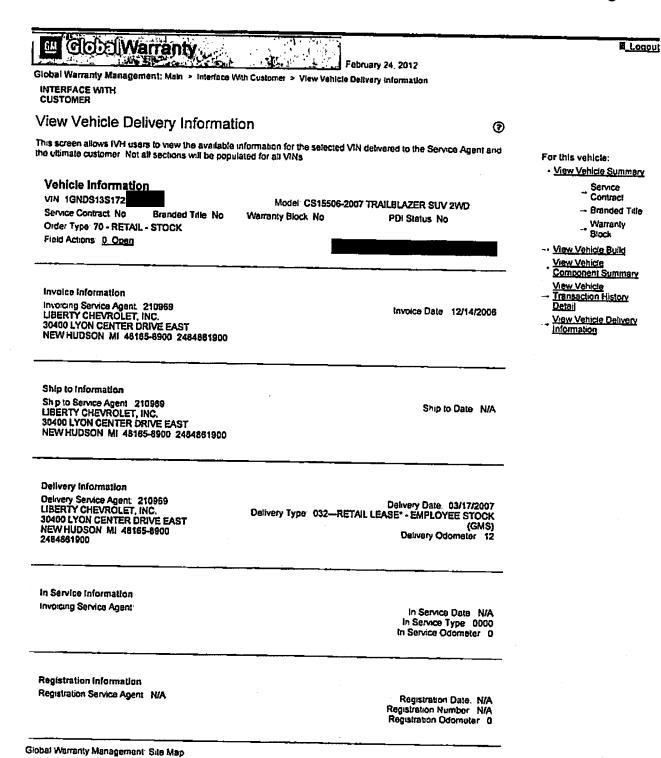
Causal Part Number

Global Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors All rights reserved

Privacy Policy | Terms of Use



© 2005 General Motors. All rights reserved

Activities

Greated 2/23/2012 11:45:42 AM	Created By MERCADTO		Inbound Call Third Party	Activity Sub-Type Voice Mall Received	Status Done	Completed 2/23/2012 11:45:56 AM	Doscription PAR Voice Mail
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
Comments							•
Sis: Kai from Chevrolet (Sent 02/22/2012 @ 1211		71-1041701673	1				
Tonie/BRC PAR/ATX							-
Confidential Comments							
Created	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Doscription Thermal Event
2/23/2012 10:35:25 AM	AMSTUTST	ESISBIQU Contact Fire	Escalation	ESIS- Thermal Event	in Progress	BAC Code	i nema even
Contact Lactivation		Tamari - IIg	(Maine	Account		EAC COLE	
Comments							
veh experienced a them Confidential Comments	ial event from 11	ne electrical					•
Considerate Constitutions							•
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/22/2012 03:51:21 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	2/22/2012 03:51:21 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	I Name	Account		BAC Code	
Communis							1
Conments							
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
2/22/2012 03:50:35 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alam		Waiting for ESIS to pick up
Contact Lact Name		Contact Fire	i Maine	Account		BAC Code	l
Comments							1
							-
Confidential Comments							

Report Generated for toporowm

on 2/24/2012

Page 2 of 8

Activities

Croated 2/22/2012 03:50:13 PM Comments 07 Chevrolet TrallBlazer	Created By GARCIAJR thermal event	Assigned To AMSTUTST	Activity Typo Notify CRM Namo	Activity Sub-Typo Account	Status Done	Completed 2/23/2012 10:35:23 AM BAC Code	Description ESIS
Joe G/PAR/ATX Confidential Comments							
Created 2/22/2012 03:49:44 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Typo BRC PAR Name	Activity Sub-Typo Business Case Account	Status Done	Completed 2/22/2012 03:50:13 PM BAC Code	Description Business Case
Veh experienced a them Joe G/PAR/ATX Confidential Comments	al event, file be	ing sent to ESIS	•				
Croated 2/22/2012 03:48:35 PM Contact Last Name	Created By GARCIAJR	Assigned To GARCIAIR Contact First	Activity Type Outbound Email Name	Activity Sub-Type DVM/CAM/Field Account	Status Done	Completed 2/22/2012 03:48:58 PM BAC Code	Description FYI email sent to DDMA
Comments A product allegation dain event. 2007 Chevrolet Trail9izz 1GNDS13S172 Matthews-Hargreaves C	er			hermal event. This case is bo	eing escalated to Es	SIS because of a thermal	

Report Generated for toporowm

Best wishes, Joe Garda | CRS Confidential Comments

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

on 2/24/2012

Page 3 of 8

Activities

Greated 2/22/2012 02:37:25 PM	Created By MERCADTO		Ownership Changed	Activity Sub-Type	Status Done	Completed 2/22/2012 02:37:25 PM BAC Gode	Description Service Request Ownership has changed FROM: BUANKA TO:
Contact Last Name		Centact Firs	I Name	Account		BAC Code	GARČIAJR
Comments							
Confidential Comments						,	
Greated 2/22/2012 02:37:19 PM	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status Done	Сопрleted 2/22/2012 03:46:38 РМ	Description email attached to the file
Contact Last Name	MERCADIO	Contact Firs		Account	501.0	BAC Cade	1
FYI email sent to DDMA							
Joe G/PAR/ATX Confidential Comments							
Created 2/22/2012 02:37:16 PM	Created By MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 2/22/2012 03:46:15 PM	Doscription Matthew-Hargraves
Contact Last Name	. =	Contact Fire	it Name	Account		BAC Code	
Called dir @ 248-398-88	00:						
Crm stated calling to get	any details thai	may be related	to cust's product allegation	n case.			
Svc Adv. Jody Lindsey. s	taled they have	no history on e	lectrical wire overheating.				
Joe g/par/ATX Confidential Comments				·			I

Report Generated for toporowm

on 2/24/2012

Page 4 of 8

Activities

Created 2/22/2012 02:37:12 PM	Created By MERCADTO	Assigned To GARCIAJR	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 2/22/2012 03:44:02 PM	Boscription made initial of w/cust
Contact Last Name		Contact Firs	! Name	Account		BAC Code	
Comments							1

Caller transferred from CAC:

Cust stated he was calling to flu w/GM in regards to the allegation he filed on his veh.

Crm stated understand that veh experienced a thermal event.

Cust stated that is correct, started to smell wires burning and actually saw smoke coming from the d/s armrest, pulled over and saw all kind of evidence of a thermal event - no injuries. Cust stated he took into GM dir and they have done a respair estimate on the dmg. Cust asked for any kind of assistance - even willing to pay half of the repairs.

Cm verfd pre-par & par detail screen info.

Cm also read ESIS scripting, advised will need to refer this file to our central claim dept, they will fit wicust wim 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX
Confidential Comments

Created 2/22/2012 02:37:06 PM	Created By MERCADTO	Assigned To GARCIAJR	Activity Typo BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 2/22/2012 03:41:34 PM	Description acknowledgement made
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
Comments see initial ct activity							I
Joe G/PAR/ATX Confidential Comments		447					I
				A-Strift, Data Trans	Status	Completed	Description
2/22/2012 02:37:00 PM	Created By MERCADTO	Assigned to GARCIAJR	Activity Type Notify CRM	Activity Sub-Type	Done	2/22/2012 03:16:29 PM	File assigned
Contact Last Name		Contact Firs	t Name	Account		BAC Code	l

Report Generated for toporowm

on 2/24/2012

Page 5 of 8

Activities

Created	Created By MERCADTO	Assigned To GARCIAJR	Activity Type Research	Activity Sub-Type	Status Done	Completed 2/22/2012 03:41:24 PM	Description Research
2/22/2012 02:36:54 PM Contact Last Name	MERCADIO	Contact Firs		Account		BAC Code	
						•	
Comments Summary:							
Repairs - no related repa	airs						
Recalls - no open recalls	3						
SR's - no other files for t							
Confidential Comments				-			
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
2/22/2012 02:36:36 PM			BRC PAR	Case Assigned	Done	2/22/2012 03:16:26 PM	File assigned to Joe Garcia @ ext 11291
Costant Lord Nama		Contact Firs	t Name	Account		BAC Code	11291
Comments							
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status Done	2/22/2012 02:36:30 PM	Description SR in Status of Closed has been Re-
100 00000 00:20:20 DIA	MEDCADIO	DITANIPA					SR in Status of Closed has been Re-
	MERCADTO		SR Opened	Account	Cone	BAC Code	Opened by MERCADTO
	MERCADTO	BUANKA Contact Firs		Account	Done		
Soutout Lant Miner	MERCADTO			Account	Cone		
Comments				Account	Cone	BAC Code	
2/22/2012 02:36:30 PM Comments Confidential Comments				Account	Done	BAC Code	
Comments Confidential Comments		Contact Sirg	1 Name			BAC Code	Opened by MERCADTO
Confidential Comments Croated	Created By	Contact Firs Assigned To	1 Name	Account Activity Sub-Type	Status Done	BAC Code	Opened by MERCADTO Description Service Request has been Closed
Comments	Created By	Contact Firs Assigned To	Activity Typo SR Closed - Dissatisfied		Status	BAC Code Completed	Opened by MERCADTO Description
Comments Confidential Comments Croated 2/22/2012 02:38:29 PM	Created By	Contact Firs Assigned To BUANKA	Activity Typo SR Closed - Dissatisfied	Activity Sub-Type	Status	BAC Code Completed 2/22/2012 02:36:28 PM	Opened by MERCADTO Description Service Request has been Closed
Comments Confidential Comments Croated 2722/2012 02:38:29 PM	Created By	Contact Firs Assigned To BUANKA	Activity Typo SR Closed - Dissatisfied	Activity Sub-Type	Status	BAC Code Completed 2/22/2012 02:36:28 PM	Opened by MERCADTO Description Service Request has been Closed

Report Generated for toporowm

on 2/24/2012

Page 6 of 8

Activities

Greated By 2/22/2012 01:25:07 PM BUANKA	Assigned To Activity Type MERCADTO Notify CRM	Activity Sub-Typo	Status Don ė	Completed 2/22/2012 02:36:26 PM	Dosoription PAr case
Donate of the Manne	Control Cont Name	Account		BAC Code	Received and assigned in PAR Tonie/BRC PAR/ATX
Comments					

Created 2/22/2012 01:11:33 PM	Created By BUANKA	Assigned To BUANKA	Activity Type Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 2/22/2012 01:12:54 PM	Description Info gathering
Contact Last Name Comments		Contact First	Name	Account		BAC Corte	l L
DLR: Randy froms ervice, Cust did not bring in for d MATTHEWS-HARGREAI 2000 E TWELVE MILE R ROYAL OAK MI 48067- 2483988800	/ES CHEVRO D	LET COMPA					
TEMP* Confidential Comments				· · · · · · · · · · · · · · · · · · ·		· ·	I

Activities

Greated By Assigned To Activity Typo
BUANKA BUANKA Inbound Call Customer Created Activity Sub-Type
 Completed
 Description

 2/22/2012 01:12:51 PM
 PAR CASE
 Status Description 2/22/2012 01:05:45 PM BUANKA Complex Request Done First Name Account BAC Code

NAME: ADD: TEL: Vin: 1GNDS13S172 YMM; 2007 Traiblaze NEW: Used MILEAGE: 59109

-The fire is at the door amrest all the wirings are burnt
-There is also smoke on the compartment
- bring it to the dir but for the wirdow usse
-Dir is MATHEWHARGERVES
-There should be recalls on it
-Customer claims thermal event (open flame, not just smoke).

RESOLUTION ON THE CASE: -PAR TRANSFER

Kathleer/ CAC Tier 1/ MAN/ Level 0 Empowered Confidential Comments

UCC Information

UCC Codo N01 Symptom Thermal Event Description Electrical - General

Report Generated for toporowm

on 2/24/2012

Page 8 of 8

Service Request Detail SR No. 71-1042501249 No Goodwill Offered Ref No. Goodwiji BRC Type PAR GW SubType Account Site Bus. Unit BRC Last Name First Name Approval Not initiated Area Body - Door UCC Sub-Area Initiate PAR- Other Daytime # Evening# involved Dir Address City Washington Safety Yes ZipCd_ State DC Con Acct Source Phone Updated 2/24/2012 05:58:57 PM Serial #/ViN 1GNDS13S072 Model Year 2007 Priority Medium License # Owner GARCIAJR Status Open 02/16/2007 2/24/2012 11:33:55 AM Make Chevrolet Warr, Start Opened Model TrailBlazer Mileage Sub-Status Dissatisfied Closed Abstract Thermal event - 07 Chevrolet TraliBlazer This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291. Customer

Description
Pre-PAR

Pre-PAF	₹ .								
PAR Nobilier	Incident Date/Time		#Olher Veh		le in Veh Ro			Cond. Fire Report#	Police Report#
Owner	9/10/2011 07:00:00 PM	N	. 0			phalt	Dry	n/a	n/a
Oriver Last N	aine	Driver	First Name		Height	DO		lities	
Incurance As	ent Last Name	Incura	nce Agent Firs	Lilama	57 Shone	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Insuranc	a Augum	
uva uva	ent Last warne	n/a	ice Agent Fils	CNAME	FROILE	<i>1</i> ⊁		e claim dept	
Incident Loc	cust's driveway					Incident Desc			en the panel started smoking - saw evidence of burn insid
Component	electrical								
Vehicle Loc	w/cust					Damage Desc Addit Info		s inside frt d/s door pane	
Emgcy Svc Names	n/a					Maint Lo			
PAR De	tail								
Coliision	Non Collision	Y	Property Damage	ו א	hermal Evt	Y	Spec Equip	none	
Vehicle Speed	0		Weather Condition	dry			Prop Owner	n/a	Property n/a Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost
Ven Est Repair Cost			Spec Equip Instalier	n/a			Prop Damage Description	ria	
Primary Veh Use	Personal		Inspection Type	Thermal	Event		inspected By	Inspection Not Perform	ed inspection Date/Time
Veh Damage Description	melted wires inside frt d/s doc	r panel					Explain Other	being sent to ESIS	

Report Generated for toporowm

on 2/27/2012

Page 1 of 7



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

March 1, 2012

Washington, DC

RE:

Claimant:

Our File No.:

739915

Our Client:

General Motors LLC

Date/Event:

9/10/11

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S072

Dear

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 the District of Columbia is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 2/16/07, and this statute would have expired on 2/16/11. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Eric Wilt

Claims Administrator

Emission Select Component Ltd Wty 08/05/2011

02/16/2007

11 MI

02/16/2015 80,011 MI

<u>п</u> (О	ob∵ Warran	ty	W. 10.5	Februa	ry 27, 2012	_
obal War	ranty Management: Man	> Interface With Ci	istamer > View		•	
NTERFA	CE WITH				,	
iew V	ehicle Summan	4				3
picable i	n allows Nortusers to view Warranter - Transaction Hi r and XIV - Hito informatio	listory. Service Cor				
	e Information		Model C	\$15508-2007 T	RAILBLAZER SI	IV 2WA
		ed Title. No W	amanty Block		PDI Status	
	pe 70 - RETAIL - STOCK			•••		•••
Field Act	ions <u>O Open</u>					
			· · · · · · · · · · · · · · · · · · ·			
Requir	red Field Actions			0	pen field actions	are highlighted
Vehick	s has no current record	of required field a	ctions.			
	nty Block c has no current record	of warranty block		.		
	e Information	of outstanding se	rvice informa	tion.		
Refer	r and XM Satellite I	For OnStar conta	t 888.ON.ST			1 Radio
	:t 877 GE1.XMST (877,43	is.3677 Canada) a	na in the USA	1:BUU-556-3600		
OnStar E	Equipped Y		XM Radio ID		OnSta	r Status, Active XM Status: N/
•	Vehicle Diagnostics Y		XIVI NAGIO ID		D	MN Enabled I
Applic	able Warranties				Valid warranties	are highlighte
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	02/16/2007	11 MI	02/16/2010	36,011 MI
	Corrosion Limited Warranty	08/05/2011	02/16/2007	11 MI	02/16/ 2013	100,011 MI
	Powertrain Limited Warranty	08/05/2011	02/16/2007	11 MI	02/16/2012	100,011 MI

Loqoul

For this vehicle:

→ <u>View Vehicle Summary</u>

— Service
— Contract

— Branded Title

Warranty
Block

View Vehicle Build
View Vehicle
Component Summary

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

2/27/2012

Spec	cial Coverage 10	054 08/05/2011	02/16/2007	11 Mi 02/18/201	17 120,011 MI
Service Co	ontract				
Vehicle has	no current rec	ord of service contra	cts.		
ransactic	on History				View Details
Job Card Date	Jou Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/25/2011	H16996	ZREGRegular Vehicle Transaction		Z2081 - ROADSIDE SERVICE (LOCKOUT	70,000 Mil
10/20/2009	446491	ZREG Regular Vehicle Transaction		J6360 - Powertrain Control Module Replacement	48,571 M)
08/11/2008	X08947	ZREGRegular Vehicle Transaction		Z2081 - ROADSIDE SERVICE (LOCKOUT	20,000 MI)
10/19/2006	A69892	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	

Global Warranty Marrangement: Site Map

Privacy Policy | Tenus of Use

© 2005 General Motors. All rights reserved

Lonout

Warranty

February 27 2012

Global Warranty Man igement: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build

2

This screen allows IV. - users to view the initial build information on the selected VIN including option codes with descriptions (where a vilable)

Vehicle Information

VIN 1GNDS13S072

Model: CS15508-2007 TRAILBLAZER SUV 2WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions 0 Open

Model CS15506-2007 TRAILBLAZER SUV 2WD

Gross Venicle Wei 1 2,520

Order Number KMRHB1 Build Date 10/19/2006

Build Plant 2

Vehicle Build

Option Codes

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

1SA - LS PREFERRED EQUIPMENT GROUP 1

28H - LIGHT GRAY

67U - SILVERSTONE METALLIC

7AB - FRONT SPRING

9UX - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AMB - 65/35 FOLDING 2ND ROW SEAT

AXP - MPV VIN IDENT POSITION

B3N - FLOOR MATS, FRONT/REAR DELETE

C40 - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LLB - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

QTM - ALL-SEASON TIRES

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

198 - STAMPING VEHICLE IDENT NUMBER

U73 - FIXED MAST ANTENNA

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT

TURN-BY-TURN UPGRADE)

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD8 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6AC - SUSPENSION

8UY - COMPONENT RR LH COMPUTER SEL

A50 - FRT BUCKET SEATS & FLR CONSOLE

ALO - SENSOR INF RESTR, CHILD DETECT AT8 - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

B30 - FULL CARPET-COLOR KEYED

C49 · REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DR1 - MIRROR O/S LR & RH MANUAL-BLACK

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 · GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NZ3 - 16" FULL SIZE SPARE WHEEL

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U80 - AM/FM STEREO W/CD

UJ6 - TIRE PRESSURE MONITOR

VK3 - FRONT LICENSE PLATE BRACKET

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

For this vehicle:

View Vehicle Summary

Service Contract

- Branded Title

Warranty

* Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

<u>Detail</u>

View Vehicle Delivery

Information

Added	Option	Codes
-------	---------------	-------

-8Q -

Global Warranty Management: Site Map

Privacy Policy | Ten of Use

© 2005 General Motors. All rights reserved

Warranty

II Logout

Global Warranty Main 1 jornont: Main > Interface With Customer > View Vehicle Component Summary INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

Vehicle Information

VIN 1GNDS13S072 Service Contract No.

Branded Title No.

Warrenty Block. No.

Model CS15508-2007 TRAILBLAZER SUV 2WD

February 27 2012

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 10/18/2006

Traceability, 610110439 Part / Number Broadcast NAX

> Time Scanned: 21:25:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 10/18/2008

Traceability 003582846 Part / Number Broadcast. A1Z

Time Scanned 22:44:00 Scan Station 05

Component Code 31-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 10/18/2006

Traceability, 44825349 Part / Number Broadcast 7SDD

Time Scanned 21:33:00 Scan Station 02

Component Code 55-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 10/18/2008

Traceability 279123421 Part / Number Broadcast: CN8

Time Scanned 22:24:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned 10/18/2005

Traceability 00038297

Part / Number Broadcast

3172

Time Scanned 23:45:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR Source Plant - Q-RIMIR MATAMORS MEXICO

Date Scanned 10/19/2006

Traceability 1GYSP87 Part / Number Broadcast 2395

Time Scanned 08:40:00 Scan Station 06

Component Code AL-IR-MODULE ASM-I/P Source Plant M-MORTON-THIOKOL

Date Scanned 10/18/2006

Traceability 5ABJQ14 Part / Number Broadcast 5521

> Time Scanned. 22:38:00 Scan Station, 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 10/10/2006

Traceability 0760785 Part / Number Broadcast 122

Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Date Scanned 10/17/2006

Tracoability. 3072784 Part / Number Broadcast 1WW

Time Scanned: 13:43:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 10/18/2006

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 10/18/2006

Traceability 3072659 Part / Number Broadcast 1PT

Time Scanned 10:51:00 Scan Station:

Traceability 3072432

Part / Number Broadcast 1PH

Time Scanned 19:57:00 Scan Station:

For this vehicle:

- View Vehicle Summary

- Service
- Contract
- Branded Title
- Wagranty 8lock
- → View Vehicle Build

View Vehicle

<u>Component Summary</u>

View Vehicle

Transaction History Detait

View Vehicle Delivery

Information

Component Code CP-SEQ NUM (FLEX) GEN ASM Source Plant -	Part / Number Broadcast: 1GB		
Oate Scanned 10/18/2008	Time Scanned: 20;29:00	Scan Station:	
			
Service Agent installed Component			
Vehicle has no corrent record of vehicle component.			
Global Warranty Man sment. Site Map			
Privacy Policy Terrill of Use		•	2005 General Motors. All rights reserved

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

Logout

obal Warranty Mai 🕠 jement: Main 🥕 Interface With C	February 27 2012
NTERFACE WITH	ASIONA A SIGNA SERVICIA (18112767701) LISTOLÀ PRISH
iew Vehicle Fransaction History	Detail ©
us screen allows IV — isors to view the available infor	mation on individual transaction for the VIN selected
Vehicle Information VIN 1GNDS13S072 Service Contract No Branded Title No W Order Type 70 - RETAIL - STOCK	Model: CS15506-2007 TRAILBLAZER SUV 2WD /arramy Block: No PDI Status: No
Field Actions 0 Open	
Job Card Date. C5/25/2011	Job Card Number: H18996
Repeir Service Ag. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117	Odometer Reading 70,000 Mi Authonzation Code. AMR
Process Date 08/01/2011	
Transaction Type ZREGRegular Volicie Transaction	
Transaction Expe: Calegory Warranty	
Customer Compla: Tode. 0090-No Customer Complaint - Other issues	
Job Card Line # 1 Transa: Lebour Op Z2081-ROADSIDE SERVICE (LOCKOUT Causal Pan Nur See other Pans and/or Net tiems	tion Adjustment Cause Code 9099-Other - Not Duplicated)
Job Card Dato: 10/20/2009	Job Card Number: 446491
Job Card Dato: 10/20/2009 Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000	Job Card Number: 446491 Odometer Reading 48,571 MI Authonzation Code
Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date	Odometer Reading 48,571 MI
Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date 10/27/2009 Transaction Type	Odometer Reading 48,571 MI
Repair Service Ag- 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date 10/27/2009 Transaction Type ZREGRegular Vehicle Transaction Transaction Exper Category	Odometer Reading 48,571 MI
Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date 10/27/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Exper Category Warranty Customer Compla. Code.	Odometer Reading 48,571 MI
Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date 10/27/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expe: Category Warranty Customer Compla: Code. 10000-Converted Claim Job Card Line # 1 Transaction	Odometer Reading 48,571 Mi Authorization Code Authorization Code
Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date 10/27/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Exper Category Warranty Customer Compta. Code. 0000-Converted Ctaim Job Card Line # 1 Transactio	Odometer Reading 48,571 MI Authorization Code Authorization Code
Repair Service Ag. 113708 OURISMAN CHEVROLET CO., INC. 4400 BRANCH AVE MARLOW HEIGHTS MD 20748-1899 3014234000 Process Date 10/27/2009 Transaction Type ZREG	Odometer Reading 48,571 MI Authorization Code Authorization Code Adjustment Cause Code 0000-Converted Claims

2/27/2012

Repair Service Age 1 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117

Odometer Reading: 20,000 MI Authorization Code: C

Process Date. 08/22/2008

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category: Customer Complain Gode 0000-Converted Claim

Transaction Adjustment

Cause Code: 9000-Converted Claims

Odometer Reading 0 MI

Authorization Code:

Job Card Number: A69692

Labour Op Z2061-ROADSIDE SERVICE (LOCKOUT)

Causal Part Nummer

Job Card Line # 1

-See other Parts and/or Net Items

Job Card Date: 10/19/2006

Repair Service Ages: 181620 COUNTRY CHEVROLET, INC.

11 LEE HWY E WARRENTON VA 20186-2299

5403479000

Process Date 10/24/2006

Transaction Type
ZPDI----Pre-Delivery Inspection Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Nunc :

Global Warranty Management Site Map

Privacy Policy | Terr of Use

© 2005 General Motors All rights reserved

Global Warranty Many Shent, Site Map

Privacy Policy | Tel

Logout

February 27, 2012 Global Warranty Many jement: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 This screen allows it wers to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customic it all sections will be populated for all VINs. Vehicle Information Contract VIN 1GNDS13S072 Model: CS15506-2007 TRAILBLAZER SUV 2WD Service Contract No Branded Title No. Warranty Block No. PDI Status No Order Type 70 - RETAIL - STOCK Field Actions O Open View Vehicle Build View Vehicle View Vehicle Invoice Informatic -Detail Invoicing Service / 161620 COUNTRY CHEVROLET, INC. Invoice Date 10/19/2006 View Vehicle Delivery Information 11 LEE HWY E WARRENTON VA 20186-2299 5403479000 Ship to Informatic Ship to Service A; 161620 COUNTRY CHEVROLET, INC. 11 LEE HWY E Ship to Date: N/A WARRENTON VA 20185-2299 5403479000 Delivery Informat Delivery Service A 11 151620 COUNTRY CHEVROLET, INC. 11 LEE HWY E Delivery Date 02/16/2007 Delivery Type 010—INDIVIDUAL 1! 161620 Delivery Odometer 11 WARRENTON VA 20186-2299 5403479000 In Service Informe an In Service Date: N/A In Service Type 0000 In Service Odometer 0 Registration Informition Registration Servi-Robert N/A Registration Date N/A Registration Number N/A Registration Odometer 0

- View Vehicle Summary

Service

- Branded Title

- Warranty Block

Component Summary

Transaction History

© 2005 General Motors. All rights reserved.

Activities

pated 24/2012 05:56:57 PM	Created By . DUFFYWI	Assigned To ESISBIQU	Activity Type	Activity Sub-Typo	In Progress	- Completed	Description to the second of t
minet Past Names		metConlad Fire	иматериялия в выправния	Brif Account Sales Control of the		STEAC Code To Francisco	
omments							1
ıst. alleging a thermai	event occurred	in the dr. door.		٠,			•
infidential Comments						. ,	
astod	Created By		- Activity Type	Activity Sub-Type	Status	Completed	Description
4/2012 12:27:18 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	2/24/2012 12:27:18 PM	Ownership Escalated to BRC
ntact Last Name		Contact Firs	t Name	Account		BAC Code	
пинеть		·					
ofidential Comments				-			l .
oalod 4/2012 12:28:27 PM	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
M2012 12:20:27 PM	GARCIAJR	GARCIAJR Contact Firs	Scheduled Follow-up	Account	Scheduled Alarm	BAC Code	Waiting for ESIS to pick up
tota t asi banir		Talando Pig	(Name	Account		BAC CODE	l
mments							
nfidential Comments							
atod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2012 12:25:59 PM	GARCIAJR	DUFFYWI	Notify CRM	Address of the	Done	2/24/2012 05:56:52 PM	ESIS
ntact East Name		Contact Firs	ł Name	Account		BAC Code	
Chevrolet TraliBlazer	- thermal event						
G/PAR/ATX							
nfidential Comments							1

Report Generated for toporowm

on 2/27/2012

Page 2 of 7

Activities

oated	Created By GARCIAJR	Assigned To GARCIAJR	Activity Typo A	Activity Sub-Typo Business Case	Status Done	2/24/2012 12:25:58 PM	Description .
Same Service Control				- Aldering			Dusilless Case
				A PARTICIPATION OF THE PARTIES AND ADDRESS OF TH	<u> </u>	MARKET TO A CANCELLO STATE OF THE STATE OF T	
wnents							
experienced a them	nal event. File t	seing sent to ES	IS.	•			
G/PAR/ATX							
ifidential Comments							
ated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
V2012 12:24:22 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	2/24/2012 12:24:46 PM	FYI email sent to DDMA
tact Last Name	•	Contact Fire	st Name	Account	_ ***-	BAC Code	
nments							
roduct allegation clair int.	m has been ma	de in your region	n. The customer is alleging	g a thermal event. This case is	being escalated to	o ESIS because of a thermal	
					•		
7 Chevrolet TrailBlaz							
NDS13S072	4						
involved dealer							
s is only a notification	. No action is	required on your	part at this time.				
it wishes.							
Garcia CRS							
fidential Comments		·					•
aled	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2012 11:54:05 AM	GARCIAJR	GARCIAJR	Ownership Changed		Done	2/24/2012 11:54:05 AM	Service Request Ownership has
				Account		BAC Code	changed FROM: LOPEZRÚ TO:
					·		GARCIAJR
Maring							
fidential Comments							
naomia, comment							

Report Generated for toporowm

on 2/27/2012

Page 3 of 7

Activities

رة راهيا رسوادي Created	Created By	Assigned.To:	Activity.Type	Activity Sub-Type	, Status	Completed.	Doscription	42-
2/24/2012 11:53:53 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact - Field	Done	2/24/2012 11:59:47 AM	email attached to the file	
Contact Last Name		Echted Fire	Nama .	Accountains		BAC Cotto		
Comments						_		
FYI email sent to DDMA								
Joe G/PAR/ATX								
Confidential Comments	•							

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2012 11:53:46 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	2/24/2012 11:59:16 AM	no dir ct needed
Contact Last Name		Contact First	Name	Account		BAC Code	

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

Joe G/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2012 11:53:38 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	2/24/2012 12:21:28 PM	made initial ci wicust
Control Last Magas	•	Contact Fire	Name	Account		BAC Code	
Comments							

Caller transferred from CAC:

Cust stated she was calling to f/u w/GM in regards to the allegation she filed on her veh.

Crm stated understand that veh was involved in a thermal event.

Cust stated that is correct, was pulling into her driveway when the door panel started smoking. Cust stated her boyfriend pulled the panel out and saw the wires burning, melting - no injuries.

Crm verfd pre-par & par detail screen info.

Crm also read ESIS scripting, advised will need to refer this file to our central claim dept, they will ifu w/cust with 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 2/27/2012

Page 4 of 7

Activities

			- Activity Type				Description
2/24/2012 11:53:32 AM	GARCIAJR	GARCIAJR	BRC PAR	Acknowledgement	Done	2/24/2012 11:58:35 AM	acknowledgement made
Chillian Branch		. (6.1.111.12.12.1	Section of the sectio	(a) (b) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	 		
Comments							
see initial of activity							
Joe G/PAR/ATX							
Confidential Comments							
		<u> </u>		8 -Multi-Cub Time	Status	Completed	Description
2/24/2012 11:53:23 AM	Greated By GARCIAJR	Assigned to GARCIAJR	Activity Type Research	Activity Sub-Type	Done	2/24/2012 11:58:14 AM	Research vin
		^		Account		BAC Code	Ī
							•
Summary:							L
Repairs - no related repa	ulen						
•							
Recalls - no open recalls	•	•					
SR's - 71-667020319, no	ot related to alle	gation					
71-703374799, not relate	ed to allegation						
71-733466595, not relate	ed to allegation	*					
	•						
71-755273312, not relate	ao to susõanou						
Joe G/PAR/ATX Confidential Comments							
Compensar Commens							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2012 11:42:34 AM	GARCIAJR	GARCIAJR	BRC PAR	Case Assigned	Done	2/24/2012 11:53:21 AM	File assigned to Joe Garcia x11291
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Ī
							•
Continents							
Confidential Comments							

Report Generated for toporowm

on 2/27/2012

Page 5 of 7

Activities

2/24/2012 11:42:23 AM	Created By- GARCIAJR		Activity Type SR Opened	Activity Sub-Type	Status Done	2/24/2012 11:42:23 AM	Description
The state of the s	- A		600	-5Accounts =	نان	E BAGIGGES	Opened by GARCIAJR
Comments			<u></u>				
Confidential Comments							
				·			
C	C11 C	Assland To	Sealude Tone	Satisfie Cale Tone	Eletus	Completed	December
2/24/2012 11:42:10 AM	Greated By GARCIAJR		Activity Type SR Closed - Dissatisfied	Activity Sub-Typo	Status Done	Completed 2/24/2012 11:42:11 AM	Dosoription Service Request has been Closed
	GRIOINGR			A	Done		Dissatisfied.
Contact Last Name		Contact First I	Nune	Account		BAC Code	
Comments							
Sommerica							
Confidential Comments							

Report Generated for toporowm

on 2/27/2012

Page 6 of 7

Activities

UCC Information

Confidential Comments

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General
C04	No Symptom Indicated	Body - Door

Report Generated for toporowm

on 2/27/2012

Page 7 of 7

Service Request Detail BRC Type PAR 71-1041250988 Ref No. Goodwill No Goodwill Offered SR No. GW SubType Bus, Unit BRC Account Site PAR Last Name First Name Approval Not initiated Area Initiate PAR- Other Daytime # Evening # UCC Electrical - Power Window Motor / Sub-Area City Rensselaer Involved Dir Sundance Chevrolet, Inc. Safety Yes Address 2/28/2012 01:36:08 PM White Mall Updated NY ZipC<u>d</u> Con Acct Source State Medium Оwпег RJOHNS36 Serial #/VIN 1GNDT13S772 Model Year 2007 Priority License # Warr. Start 12/22/2006 Status Open Opened 2/21/2012 12:30:12 PM Make Chevrolet TrailBlazer 82000 Closed Model Mileage Sub-Status Dissatisfied (ESIS) Electrical - Power Window Motor / Switch / Wiring / Regulator (Thermal Event) Abstract This is a BRC PAR File, Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renea @ ext 21071 Customer Description

Pre-PAR

FIE-FAR	•								
PAR Notifier	Incident Date/Time		# Olher Veh		e in Veh Ro			Cond. Fire Report#	Police Report#
)wner	8/15/2011 01:00:17 PM	N	0			avel	Dry	none	none
Driver Last No	ome		First Name		Height	DO			
no accupant		no occ			no occ	·		cupant	· · · · · · · · · · · · · · · · · · ·
insurance Age	ent Last Name		nce Agent Fin	si Name	Разле	#		e Agency	
va .		n/a					no insun	ance involvement	
Incident Loc	parked in 21439 W 9 Mile Rd	Southfiel	ld MI 48075			Incident Desc	driveway of	her previous residence. Cus	15/2011 about 1:00PM. The vehicle was parked her t sis the driver front window was stuck in the down et off, he attempted to test the switch, he saw flames
Component	Window Regulator						F		
Vehicle	cust residence, 31 Fox Hollow	Dr Renss	selar NY			Damage Desc		incident occurred approx. 8 her previous residence. Cus	'15/2011 about 1:00PM. The vehicle was parked her t sis the driver fron
Loc						Add'i Info	n/a		
Emgcy Svc Names	none						nee b I		
Vallies						Maint Lo	c Jiffy Lube		
PAR Det	tail								
Coilision	Non Collision	Y	Property Damage	N T	hermal Evt	Y	Spec Equip	none	÷
Vehicle Speed	0		Weather Condition	Clear	k Dry		Prop Owner	n/a	Property n/a Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$387.00		Spec Equip Installer	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type	Thermal	Event		Inspected By	Inspection Not Performed	Inspection Data/Time
Veh Damage Description	melted window regulator, ele	ctrical prol	biems, brake i	amps out	at the bottom	1	Explain Other	Escalating to ESIS Thermi	al Event,

Report Generated for toporowm

on 2/29/2012

Page 1 of 15

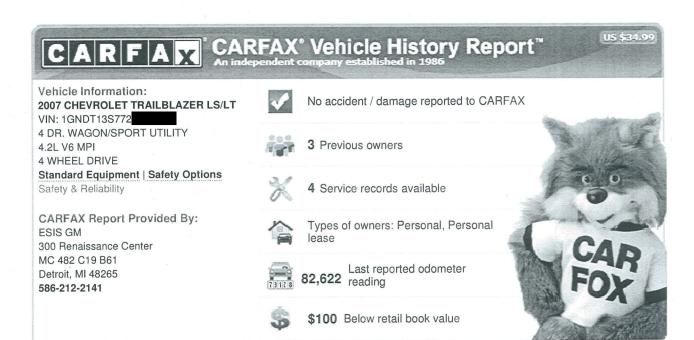
This CARFAX Vehicle History Report provided free of charge by:



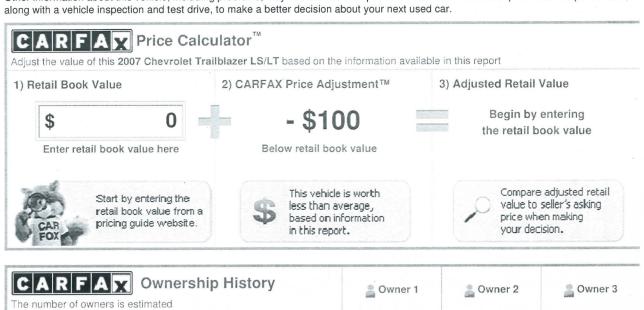
Year purchased

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

SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/5/12 at 10:19:53 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.



2006

2009

2009

Type of owner	Personal lease	Personal	Personal
Estimated length of ownership	2 years	10 months	2 yrs. 3 mo
Owned in the following states/provinces	Michigan	Michigan	Michigan
Estimated miles driven per year	10,366/yr		23,710/yr
Last reported odometer reading	20,989	26,089	82,622

CARFAX Title History CARFAX guarantees the information in this section	Owner 1	Owner 2	Owner 3
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed	Guaranteed	Guaranteed
	No Problem	No Problem	No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed	Guaranteed	Guaranteed
	No Problem	No Problem	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

CARFAX Additional History Not all accidents / issues are reported to CARFAX	🚵 Owner 1	Owner 2	a Owner 3
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Manufacturer Recall Check with an authorized General Motors dealer for any open recalls.	No Recalls Reported	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired	Warranty Expired

CARFAX Detailed History

Glossary

Owner 1	2005	Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length owned:	2006 Personal lease Michigan 10,366/yr 12/28/06 - 1/2/09 (2 years)	Original Equipment		OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
Low mileage! This owner drowless than the	/e	12/28/2006	479	Michigan Motor Vehicle Dept.	Title or registration issued First owner reported Registered as personal lease vehicle

industry average
of 15,000 miles
per year.



		Haslett, MI Title #226T3620327		
10/03/2007		Michigan Motor Vehicle Dept. Haslett, MI Title #226T3620327	Title or registration is	ssued
10/17/2008		Michigan Motor Vehicle Dept. Haslett, MI Title #226T3620327	Title or registration is	ssued
01/02/2009	20,904	Auto Auction	Sold at auction	
			CAR	Millions of used vehicles are bought and sold at auction every year.
01/06/2009		Sundance Chevrolet Grand Ledge, MI 517-627-4051 sundancechevy.com	Vehicle offered for s	sale
01/07/2009		Online Listing	Vehicle offered for s	sale
01/12/2009		Sundance Chevrolet Grand Ledge, MI 517-627-4051 sundancechevy.com	Maintenance inspec Oil and filter change Front wiper blades/r	ed
01/12/2009	20,989	Sundance Chevrolet Grand Ledge, MI 517-627-4051 sundancechevy.com	Vehicle sold	

a Owner 2		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. length owned:	2009 Personal Michigan 1/16/09 - 11/30/09	01/16/2009		Michigan Motor Vehicle Dept. Grand Ledge, MI Title #225X0160335	Title or registration issued New owner reported
	(10 months)	07/30/2009	26,089	Sundance Chevrolet Grand Ledge, MI 517-627-4051 sundancechevy.com	Tire condition and pressure checked Oil and filter changed Drivability/performance checked Battery replaced Ignition switch replaced
		08/24/2009		Michigan Motor Vehicle Dept. Grand Ledge, MI	Registration issued or renewed

🚨 Owner 3		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length	2009 Personal Michigan 23,710/yr 11/30/09 - present (2 yrs. 3 mo.)	11/30/2009	31,108	Michigan Motor Vehicle Dept. Southfield, MI Title #111X3340229	Title or registration issued New owner reported
est. length owned:		07/23/2010		Michigan Motor Vehicle Dept. Southfield, MI	Registration issued or renewed Correction to record
		09/17/2010	49,054	Sundance Chevrolet Grand Ledge, MI	Fuel level sending unit replaced Tire condition and pressure checked Drivability/performance checked

		517-627-405 sundancech		
12/28/2010		Michigan Motor Vehic Southfield, N		Registration issued or renewed
11/25/2011		Sundance C Grand Ledg 517-627-409 sundancech	e, MI 51	Exterior light bulb(s) replaced
02/01/2012	82,622	Inspection C	Co.	Inspection performed
		0		to help! Print and bring my SmartBuyer Checklist u go to test drive this 2007 Chevrolet Trailblazer
		CAR		

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



View Full Glossary

CARFAX Price Adjustment™

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

First Owner

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

New Owner Reported

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

Ownership History

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

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® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

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

3/5/12 10:19:53 AM (EST)

STATE OF MICHIGAN DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213 Lansing, Michigan 48909

February 14, 2012

Refer to AG No.: 2012-cp02141115079-A

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

Dear Sir/Madam:

Re:

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_emails@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE ATTORNEY GENERAL

Consumer Protection Division (517) 373-1140 (877) 765-8388 - Toll Free in Michigan (517) 241-3771 - Fax

mlo

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2012-cp02141115079-A Submitted: 2/14/2012 11:15:40 AM

Consumer Information

Your Last Name:
Your Street Address:
Your State: NY
Your County: Outside Michigan
Your Home Phone:
Fax Number:

First Name: City: Rensselaer
Zip Code:

ML:

Your Work Phone: E-mail Address: Ext.:

Primary Company Or Person Your Complaint is About

Company or Person? Company

Complainee Last Name:

Company Name: General Motors Street Address: P.O. Box 33170

State: Mi County: Wayne

Web Site Address: www.gm.com Primary Jurisdiction; None

Fax Number:

Complaince First Name:

City: Detroit Zip Code: 48232 Phone:

E-mail Address:

Product Offered: automobiles

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Company Name: Street Address:

State: M

County: Fax Number:

Web Site Address:

Complainee First Name:

City:

Zip Code: Phone:

E-mail Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: Chevrolet Traiiblazer 2007

Vehicle VIN No.: 1GNDT13S772

Complaint Information

Incident Date\Time: 8/15/2011 1:00:00 AM Incident Location; Southfield, M

Approximate Monetary Value: \$700

Did you sign a contract?

Where did you sign this contract?

ls a court action pending? False

Do you have an attorney representing you on this matter? False Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? True

What was the response from the business? Their hands are tied because there are no recalls given for the 2007 Trailblazer

If no complaint was given to the business directly, why?

Complaint Detail/Inquiry Information

I have had several problems with my window regulators, I had the switch and electrical replaced on the driver side door and I am having a problem with the window not working again. Also, now the window regulator is broken on the passenger side door. At the same time I am also having an Issue with the electrical, I can tell that in combination with the window problems the lighting on the dashboard where the light is dimmed on one side. Overall, the windows are a huge safety concern with the fact they won't roll up or down depending on the Issue and I'm concerned with the fire concern because it does it appear when the dealership fixed the driver side window there appeared to be melting of something that could have been burnt. I have just relocated to New York with my job, so all the issues have taken place in Michigan. The estimated value of this above is compounding so much higher in all likelihood. My complaint is not necessarily with Sundance Chevrolet Dealership in Lansing Michigan. They have tried to do everything in their power to help me. It is with the General Molors Corporation, I have had several problems with this vehicle that don't make sense. There is an article that is highlighting the investigation by the Federal Safety Regulation, which in my opinion, GM has know of these problems and is not admitting to them. http://www.washingtonpost.com/business/industries/safety-regulators-investigate-fires-in-2006-2007-chevy-trailblazer-suv-power-window-switches/2012/02/13/giQAxoXmAR_story.html Please feel free to reach out with any questions. Thank you, Megan Magee

(False) Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

(False) Check if you want to sign up for the AG Press Release Listsery.

[False] Check if you want to sign up for the Attorney General Opinions Listsery.

(*)) certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Mchigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Mchigan Attorney General Privacy Policy before submitting this complaint.

Powertrain Limited Warranty

Bumper to Bumper Limited Warranty

Corrosion Limited Warranty

Emission Select Component Ltd Wky 02/21/2010

02/21/2010

02/21/2010

02/21/2010

12/22/2006

12/22/2008

12/22/2006

12/22/2006

479 MI

479 MI

479 MI

479 MI

E Logout

سننا والمستناء والمناسبة والمستناء والمستناء					
<u>u</u> ල්ටාව්Warran	ły		Feb	nuary 29, 2012	
Slobal Warranty Management: Man	> Interface With C	ustamer > V	lew Vehicle Su	mmary	
INTERFACE WITH CUSTOMER					
View Vehicle Summary	/				②
This screen allows IVH users to viow Applicable Warranties, Transaction H and OnStar and XM Radio informatio	listory, Service Col				
Vehicle Information					
VIN 1GNDT13S772		Me	odel CT15506	-2007 TRAILBLA	ZER 4WD
24	nded Title No	Warranty	Block No	PDI Sta	tus No
Order Type 70 - RETAIL - STOCK	í				
Field Actions <u>0 Open</u>					······································
Required Field Actions				Open field action	ns are highlighted
		-1			
Vehicle has no current record	of required field a	ictions.	0123		
"The VIN information contained he Company and is to be used only for purpose whatsoever Vehicle has no current record	or the purpose of w	arranty veni			
Warranty Block					
Vehicle has no current record	of warranty block	L			
Service Information Vehicle has no current record	of outstanding so	ervice Infor	mation.	-	
OnStar and XM Satellite I	Radio Informa	tion			
Refer to Help page for details, contact 877.GET.XMST (877.43					XM Radio
OnStar Equipped Y				OnSt	ar Status Inactive
XM Equipped Y	XM Rad	dio ID CND	PND88	х	M Status Inactive
OnStar Vehicle Diagnostics: N				_,	DMN Enabled N
Applicable Warranties				Valid warrant	es are highlighted
Valid Description	Warranty Add Date	Start Date	Effective Odomete		End Odometer

<u> </u>
•
For this vehicle:
→ View Vehicle Summary
<u> Service</u> <u>Contract</u>
→ Branded Tille
Warranty Block
- View Vehicle Build
View Vehicle Component Summary
View Vehicle → Transaction History
→ Transaction History
<u>Detail</u>
View Vehicle Delivery Information
mornenon
•

100,479 MI

36,479 MI

100,479 MI

80,479 MI

12/22/2011

12/22/2009

12/22/2012

12/22/2014

Service Contract

Policy Number.

Description GMPP 24/24 MAJOR GUARD Effective Date 01/12/2009 Effective Odometer 20989 MI Daily Rental Limit 35.00 Owne

Deductible Amount: 0.00 Expiration Date: 01/12/2011 Expiration Odometer: 44989 MJ

Fransactio	n History				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/17/2010	290225	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	49,054 MI
08/12/2009	268340	ZREG—Regular Vehicle Transaction		N2326 - Switch - Ignition/Key Warning - Replace	26,161 MI
08/12/2009	268340	ZREGRegular Vehicle Transaction		T2020 - Towing	26,161 MI
07/30/2009	267601	ZREGRegular Vehicle Transaction		N0110 - Battery Replacement	26,089 MI
10/30/2006	170232	ZPDIPra-Delivery Inspection		Z6999 - PDI Related Fluid Adds	5 MI
10/26/2006	A74262	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

B Logout

ය. ල්ල්න් Warranty

February 29, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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 1GNDT135772 Service Contract Yes

Branded Title No.

Model, CT15506-2007 TRAILBLAZER 4WD

Warranty Block No.

PDI Status No.

- Block → View Vehicle Build

→ View Vehicle Summary Service Contract

→ Branded Title

Order Type 70 - RETAIL - STOCK Field Actions: 0_Open

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number KMWT2M Build Date: 10/26/2006

Build Plant 2

Warranty

For this vehicle:

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

Option Codes

TIVH 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 rater to the original vehicle invaice of window sticker

1SE - LT PREFERRED EQUIPMENT GROUP 2: * SEATS, 1SZ - PREFERRED EQUIPMENT SAVINGS RECLINING FRONT BUCKET, LEATHER APPOINTED SEAT, RR LTHR APPOINT, SPLT FLD * PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER * LT CONVENIENCE PACKAGE: *
MEMORY: DRIVER'S SEAT AND OSRV MIRRORS *
FRONT HEATED SEATS * PWR MIRRS-HEATED/TURN SIGNAL.

41U - BLACK

481 - INT TRIM EBONY/EBONY

7WN - COMPONENT FRT RH COMPUTER SEL

9UY - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUO - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

833 - REAR COLOR KEYED FLOOR MATS

B66 - MOLDING BIS COLOR

CSN - GVW RATING - 5750 LBS

CJ2 · AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING,

COMPASS

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 · CRUISE CONTROL

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N79 - 17" FULL-SIZE SPARE WHEEL

NT7 - EMISSION SYS FED - TIER 2

482 - EBONY

6WN - COMPONENT FRT LH COMPUTER SEL

8UZ - COMPONENT RR LH COMPUTER SEL

AAB - MEMORY DRIVER CONVENIENCE PKG

AKS - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT/REAR

842 - REVERSIBLE CARGO MAT

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DS3 - POWER OSRV MIRRORS, HEAT, TURN

SIGNALS FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KA1 - FRONT HEATED SEATS

LLB - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

PCR - SUN, SOUND, ENTERTAINMENT PKG: *
POWER SUNROOF * AUDIO SYSTEM-BOSE
PREM. SOUND * XM SATELLITE RADIO -

PD8 - 18" POLISHED ALUMINUM WHEELS

198 - STAMPING VEHICLE IDENT NUMBER

U68 - DRIVER INFO CENTER DISPLAY

TGA - LANGUAGE CONTROL ENG. FR. SPAN

UA6 - THEFT DETERRENT ALARM SYSTEM

QZD - ALL-SEASON TIRES R8P · SPECIAL PAINT

T61 - DAYTIME RUNNING LIGHTS

SLM - STOCK ORDERS

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 - PWR SEAT ADJUST-DRIVER, 8 WAY **R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL**

R9N - LEATHER SEAT TRIM

STW - LEATHER WRAPPED STG WHL W/CONTR

796 - FOG LAMPS TB4 - LIFTGATE

U2K · XM SATELLITE RADIO - SERVICE FEE

EXTRA. 1ST 3 MONTHS INCL.

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO W/6 DISC CD PLAYER AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UJ8 - TIRE PRESSURE MONITOR

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

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

YD3 - BASE AXLE

X88 - CHEVROLET CONVERSION

YDS - BASE REAR SPRING

ZTM - SPARE, ALL-SEASON TIRE ZY1 - SOLID PAINT

UK6 - REAR SEAT RADIO & HVAC CONTROLS

UY7 - TRAILER WIRING HARNESS

UG1 - UNIVERSAL HOME REMOTE

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER

VXS - COMPLETE VEHICLE LABEL

YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

YO5 - BASE FRONT SPRING

203 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAID codes.

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout

👊 രില്ലിWarranty

February 29, 2012

Global Warranty Management: Mam > 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 1GNDT138772 Service Contract. Yes

Branded Title No.

Model CT15508-2007 TRAILBLAZER 4WD

Warranty Block No. Order Type 70 - RETAIL - STOCK

PDI Status No

Field Actions D Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 10/25/2008

Traceability 610180100 Part / Number Broadcast, NAX

> Time Scanned 21:36:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 10/25/2006

Traceability 000972916 Part / Number Broadcast A2C

Time Scanned 22:27:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant No

Date Scanned 10/25/2006

Traceability 0BM114701

Part / Number Broadcast: FK

Traceability 44981709

Traceability EGL18526

Time Scanned 21:47:00 Scan Station 03

Component Code 51-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 10/25/2006

Part / Number Broadcast: 7TDD

Time Scanned 21:44:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES Source Plant: G-

Part / Number Broadcast

Date Scanned 10/25/2006

Time Scanned 22:36:00 Scan Station:

Component Code 55-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 10/25/2006

Traceability, 284144827

Part / Number Broadcast JZ5

Time Scanned: 22:22:00 Scan Station 11

Component Code: 92-8RAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant, K-KELSEY-HAYES JASPER, INDIANA

Traceability 00031604

Part / Number Broadcast

Date Scanned 10/25/2006

Time Scanned 23:47:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 10/26/2006

Part / Number Broadcast 2395

Traceability 1GYZZM3

Time Scanned 08:40:00 Scan Station: 08

Component Code AL-IR-MODULE ASM-I/P

Source Plant M-MORTON-THIOKOL

Date Scanned 10/25/2006

Traceability 5AATZ49

Part / Number Broadcast: 5520

Time Scanned 22:19:00 Scan Station: 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant .

Oate Scanned 10/17/2006

Traceability: 0810700

Part / Number Broadcast 1ZZ

Time Scanned: 03:01:00 Scan Station.

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability: 3077445

For this vehicle:

→ View Vehicle Summary

Service Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

View Vehicle Delivery Information

Source Plant: -

Date Scanned: 10/24/2006

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 10/25/2006

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 10/25/2006

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 10/25/2006

Part / Number Broadcast, 1WW

Time Scanned: 11:37:00 Scan Station:

Traceability: 3077323

Part / Number Broadcast: 1PT

Time Scanned: 09:12:00 Scan Station.

Traceability 3077019

Part / Number Broadçast. 1PH

Time Scanned 17:43:00 Scan Station:

Traceability: 3077034

Part / Number Broadcast: 1GB

Time Scanned: 18:21:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management. Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

Logout

February 29, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Datall INTERFACE WITH CUSTOMER ② 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 1GNDT13\$772 Model CT15506-2007 TRAILBLAZER 4WD PDI Status No Service Contract Yes Branded Title No. Warranty Block. No Order Type 70 - RETAIL - STOCK Field Actions <u>0 Open</u> Job Card Date: 09/17/2010 Job Card Number: 290225 Odometer Reading 49,054 MI Repair Service Agent 115180 SUNDANCE CHEVROLET, INC. Authorzation Code A 5895 E SAGINAW HWY GRAND LEDGE MI 48837-9199 5176274051 Process Date 09/24/2010 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Policy **Customer Complaint Code** 0621-Features/Controls/Displays -Gauges/Warning Lights Cause Code: 6573-Module/Component -Job Card Line # 1 Transaction Adjustment **No/Incorrect Communication** Labour Op L1197-Fuel Level Sensor Replacement Causal Part Number 000000000019178477-SENSORKIT, FUELLVL See other Parts and/or Net Items Job Card Dato: 08/12/2009 Job Card Number: 268340 Repair Service Agent: 115180 Odometer Reading 26,161 MI SUNDANCE CHEVROLET, INC. Authorization Code. 5895 E SAGINAW HWY GRAND LEDGE MI 48837-9199 5176274051 Process Date 09/01/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Warranty **Customer Complaint Code** 0000-Converted Claim Transaction Adjustment: Cause Code: 0000-Converted Claims Job Card Line # 1 Labour Op N2328-Switch - Ignition/Key Warning - Replace Causal Part Number See other Parts and/or Net Items

For this vehicle:

- -- View Vehicle Summary
 - Service
 - Contract
 - → Branded Title
 - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History <u>Detail</u>
- View Vehicle Delivery
- Information

Job Card Date: 08/12/2009

Repair Service Agent 115180 SUNDANCE CHEVROLET, INC. 5895 E SAGINAW HWY

GRAND LEDGE MI 48837-9199 5176274051

Job Card Number: 268340

Odometer Reading 26,161 MJ

Authorization Code

Process Date: 09/01/2009

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0000-Converted Claim Job Card Line #: 2

Labour Op T2020-Towing

Causal Part Number

→See other Parts and/or Net Items

Transaction Adjustment:

Causa Code: 0000-Converted Claims

Job Card Date: 07/30/2009

Repair Service Agent 115160 SUNDANCE CHEVROLET, INC. 5895 E SAGINAW HWY

GRAND LEDGE MI 48837-9199 5176274051

Job Card Number: 287601

Odometer Reading 26,089 MI Authorization Code:

Process Date: 09/29/2009

Transaction Type

ZREG....Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N0110-Battery Replacement

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 10/30/2006

Repair Service Agent 158755

RODGERS CHEVROLET, INC.

23755 ALLEN RD WOODHAVEN MI 48183-3394

7346769600

Job Card Number: 170232

Odometer Reading: 5 MI **Authorization Code**

Process Date 11/03/2006

Transaction Type ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 10/26/2006

Job Card Number: A74262

Repair Service Agent: 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD WOODHAVEN MI 48183-3394 7346769600 Odomater Reading: 0 MI Authorization Code:

Process Date: 10/31/2006 Transaction Type: ZPDI—Pre-Delivery Inspection Transaction Expense Category: Customer Complaint Code 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pra-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

Logout

February 29, 2012 4 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 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 1GNDT13S772 Mode: CT15506-2007 TRAILBLAZER 4WD Branded Title No. Service Contract Yes Warranty Block: No POI Status No Order Type: 70 - RETAIL - STOCK Field Actions Q Open Invoice information Invoking Service Agent. 158755 RODGERS CHEVROLET, INC. Invoice Date: 10/26/2006 **23755 ALLEN RD** WOODHAVEN MI 48183-3394 7346769600 Ship to information Ship to Service Agent 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD WOODHAVEN MI 48183-3394 7346769600 Ship to Date: N/A **Delivery Information** Delivery Date 12/22/2006
Delivery Type 032—RETAIL LEASE" - EMPLOYEE STOCK (GMS)
Delivery Odometer 479 Delivery Service Agent 115166 ANNIE RAE CHEVROLET, INC. 13200 US 27N DEWITT MI 48820-7840 5176698302 In Service Information Invoicing Service Agent In Service Date: N/A In Service Type 0000 In Service Odometer Registration Information Registration Service Agent N/A Registration Date: N/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

Global Warranty Management, Site Map

Privacy Policy | Terms of Use

O 2005 General Motors. All rights reserved

Registration Number N/A Registration Odometer 0 Chavrolet Division General Motors LLC P.O. Box 33170 Detroit, MI 48232-5170

CHEVROLET

February 24, 2012

State of Michigan
Office of the Attorney General
Consumer Protection Division
Attention: Bill Schuette - Attorney General

Customer:

Reference number: 2012-cp02141115079 - A
Service request: 71-1041250988
Customer Relationship Specialist: Deongella Bruce

Dear Bill Schuette - Attorney General:

Thank you for your recent correspondence regarding We are sorry she is dissatisfied with her 2007 Chevrolet TrailBlazer. We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

At your request we again reviewed case. We find that her file has been filed with our Product Allegation Department. After careful consideration it has been decided that this case would be referred to E.S.I.S. for further review. Due to the sensitive nature of a product allegation we ask that you refer all correspondence on concerns to that office. E.S.I.S. can be reached at the following address:

E.S.I.S. GM Central Claims Unit 300 Renaissance Center Mail Code 482 C20 D71 Detroit, MI 48265-3000

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet

Activities

reated /28/2012 01:36:20 PM	Created By AMSTUTST	Assigned To	Activity Type Escalation	Activity Sub-Typo ESIS- Thermal Event	Status In Progress	Completed	Doscription Thermal Event
ontact Last Name		Contact First	Name	Account		BAC Code	I
omments							
h experienced therma	event from dri	ver front door pa	nel				
onfidential Comments							
eatod	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
27/2012 04:46:06 PM	RJOHNS36	RJOHNS36	Scheduled Follow-up		Scheduled Alam		Magee ESIS Pick Up
ontart Last Mamo		Contact First	Name	Account		BAC Code	
nmenis nis is NOT a SOCC, do enea/PAR/ATX	not advise cus	t of this schedule	activity, direct all inquiries t	lo OCRS Renea @ ext 21071			ı
ction Plan: Waiting for E	ESIS to release	ESIS agent info	and ESIS claim number.				•
oniloentiai Comments							
realod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
27/2012 04:45:39 PM	RJOHNS36	AMSTUTST	Natify CRM		Done	2/28/2012 01:36:18 PM	Escalating to ESIS Thermal Event
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
h experienced thermal	event from dri	ver front door par	nel				
enea/PAR/ATX							
onfidential Comments							Ī
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
27/2012 04:44:34 PM	RJOHNS38	RJOHN\$35	BRC PAR	Business Case	Done	2/27/2012 04:45:25 PM	PAR Case Assessment
	-	~··	ne	Account		BAC Code	
inmants	ane nanal aven	ries and a the	d avent tille will be referred	to the Central Claims dept for	evaluation	·	
	oor panel expe	Herided & Gretting	ai event. Pus will de leibited	in als national mailus debitot	erainenei.		•
enea/PAR/ATX enfidential Comments							•

Report Generated for toporowm

on 2/29/2012

Page 2 of 15

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/27/2012 04:32:35 PM	RJOHNS36	RJOHNS36	Outbound Email	DVM/CAM/Field	Done	2/27/2012 04:43:46 PM	emailed Service Field Rep
Contact Last Name		Contact First	Name	Account		BAC Code	kevin.r.thompson@gm.com

Comments

Sent by: Renea Johnson To: kevin.r.thompson@gm.com

Subject: 71-1041250988 PAR Case Sent to ESIS - No Action Required

A product allegation claim has been made in your region. The customer is alleging driver side window regulator caught onto flames. This case is being escalated to ESIS because vehicle experienced a thermal event.

2007 Chevrolet ToliBlazer 1GNDT135772 EAST SUNDANCE CHEVROLET, GRAND LEDGE MI (BAC) 115180 Ron Clark, Service Manager

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

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please rafer to the service request number above.

Best wishes, Renea Solo | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Bird, Bidg. F, Austin, TX 78741
Phone 866-790-5700 ext 21071 | Fax 868-660-2731 | www.minacs.adityabirla.com) Follow us on Twitter

CONFIDENTIAL AND PRIVILEGED: This communication contains information intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient or an employee or agent responsible for delivering the communication to the intended recipient, you are hereby notified that an

Confidential Comments

Report Generated for toporowm

on 2/29/2012

Page 3 of 15

Activities

08(01 27/2012 03:30:23 PM	Created By RJOHNS38	RJOHNS36	Activity Type Inbound Call Customer	Activity Sub-Type Voice Mail Received	Status Don e	Completed 2/27/2012 03:30:48 PM	Description Mr Magee called in
intaci Lasi Name		Contact Firs		Account		BAC Code	
							-
muneals icemail received on 2/	197119						
icemail received on 2	121112						
1041250988							
iissed your call, I was 83876703	giving your call						
¥ 5187287219							
nea/PAR/ATX						. =	
onfidential Comments							
oated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
24/2012 03:51:00 PM	RJOHN536	RJOHNS36	Outbound Call Customer	Left Message	Done	2/24/2012 03:53:22 PM	Called
		O Firs	Name	Account		BAC Code	
				**			•
ominents	ni musiaman (Co	eiomar umn nol	available. CRS left message				
elass at beinmella 20		SICILIEI MES IICA	SASTISCIE! CLOS TOU USESSURE	•			
•							
s Adv: This is Renea c	alling from the (gation Dept. I have received		er information, Pl	ease return my call at	
s Adv: This is Renea c	alling from the (gation Dept. I have received set for 2/27/12 between 10am		er information. Pl	ease return my call at	
s Adv: This is Renea c 0-5700 x 21071, hour enea/PAR/ATX	alling from the (er information, Pl	ease return my call at	
s Adv: This is Renea c 0-5700 x 21071, hour	alling from the (er information. Pl	ease return my call at	ſ
s Adv: This is Renea c 0-5700 x 21071, hour enea/PAR/ATX	alling from the (er information, Pl	ease return my call at	ſ
s Adv: This is Renea c 0-5700 x 21071, hour enea/PAR/ATX	alling from the (er information, Pl	ease return my call at	Description
s Adv: This is Renea c 0-5700 x 21071, hour nea/PAR/ATX onlidential Comments	calling from the 6 s of operation, S	R# and SOCC s	et for 2/27/12 belween 10am	-12pm est			Description called
s Adv: This is Renea c 0-5700 x 21071, hour mea/PAR/ATX onlidential Comments ooted	calling from the 6 s of operation, S Created By	R# and SOCC :	et for 2/27/12 between 10an Activity Typo Scheduled Outbound Call Cust	-12pm est Activity Sub-Type	Status	Completed	
s Adv: This is Renea c 0-5700 x 21071, hour enea/PAR/ATX onfidential Comments cottod 24/2012 03:50:30 PM	calling from the 6 s of operation, S Created By	Assigned To RJOHNS36	et for 2/27/12 between 10an Activity Typo Scheduled Outbound Call Cust	-12pm est Activity Sub-Typo Follow-up Attempt	Status	Completed 2/27/2012 08:48:16 AM	

Report Generated for toporowm

Renea/PAR/ATX
Confidential Comments

on 2/29/2012

Page 4 of 15

Activities

Greated 2/24/2012 01:17:25 PM Contact Last Name	Greated By MERCADTO	Assigned To RJOHNS36 Contact First	Activity Typo Ownership Changed Name	Activity Sub-Type Account	Status Done	Completed 2/24/2012 01:17:25 PM BAC Code	Poseription Service Request Ownership has changed FROM: BRUCED1 TO:
comments							RJOHNS36
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
2/24/2012 01:17:17 PM	MERCADTO	RJOHNS36	BRC PAR	Initial Contact - Field Account	Done	2/27/2012 04:32:30 PM BAC Code	emailed Service Fleld Rep kevin.r.thompson@gm.com
see outbound email activ	lty						
Renea/PAR/ATX Confidential Comments							

Report Generated for toporowm

on 2/29/2012

Page 5 of 15

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/24/2012 01:17:15	M MERCADTO	RJOHNS36	BRC PAR	Initial Contact- Dealer	Done	2/27/2012 04:42:27 PM	called SVC MGR Ron Clark from
Contact Last Name		Contact Fire	Name	Account		BAC Code	Sundance Chevrolet @ 5176274051

BAC 115180 SUNDANCE CHEVROLET, INC. 5895 E SAGINAW HWY GRAND LEDGE MI 48837-9199 5176274051

CRS advised SVC MGR Ron Clark was not available.

Cns spoke with SVC Advisor Dean Cholean CRS advised of the product allegation and informed the file will be referred to ESIS for evaluation.

Vehicle History: 11/25/11 driver power window switch inoperative driver fuse / repaired wires and reprogrammed

9/17/10
Fuel gauge shows empty - replace fuel level sensor chack tine for leaks - reset monitor stone chip in paint - cosmetic repair

CRS offered the case # and my contact info but dir declined

Renea/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 2/29/2012

Page 6 of 15

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/24/2012 01:17:09 PM	MERCADTO	RJOHNS36	BRC PAR	Initial Contact- Phone	Done	2/27/2012 04:31:29 PM	called
Contact Last Name		Contact First	Name	Account		BAC Code	

CRS verified cust contact information. Cust sts the incident occurred approx. 8/15/2011 about 1:00PM. The vehicle was parked her driveway of her pravious residence. Cust sts the driver front window was stuck in the down position. Her husband took the door panel off, he attempted to test the switch, he saw flames come from the window switch. The flames were blown out. No injuries. Cust sts she had the vehicle repair but the issue still exists and now its affecting the

come from the window switch. The flames were blown out. No Injuries. Cust sts she had the vehicle repair but the issue still exists and now its affecting the passenger side.

Cust seeks vehicle repaired and reimbursement.

Are you the original owner? Cust sts no

Crs asked if cust sustained injuries? Cust sts no

Crs asked if cust sustained injuries? Cust sts no

Crs gathered prePAR and PAR Detail Info. Last service date and location not available.

CRS advised customer of required verbiage as stated in d_1075834. Cust requested the file to be referred to the Central Claims dept. Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.

Renea/PAR/ATX
Confidential Comments

Created 2/24/2012 01:17:03 PM	Created By MERCADTO	Assigned To RJOHNS36	Activity Typo BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 2/24/2012 03:50:28 PM	Description called
Cantant I ant filama		Carrier Full	*¹ame	Account		BAC Code	

Comments

CRS attempted to contact customer. Customer was not available. CRS left message:

Crs Adv: This is Renea calling from the GM Product Allegation Dept. I have received your file and do require further information. Please return my call at 856-790-5700 x 21071, hours of operation, SR# and SOCC set for 2/27/12 between 10am -12pm est

Confidential Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2012 01:16:55 PM	MERCADTO	RJOHNS36	Notify CRM		Done	2/24/2012 03:34:19 PM	File assigned
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments		-					
received							
Renea/PAR/ATX							

Report Generated for toporown

on 2/29/2012

Page 7 of 15

Activities

reated	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
24/2012 01:16:49 PM	MERCADTO		Research		Done	2/27/2012 04:19:06 PM	Research
onlaci i asl Name		Contact Fire	1 Name	Account		BAC Code	
mments							
Open/Closed Recall	\$						•
o Previous Related Cla	im History						
Branded Title							
Waπanty Block							
ıstomer/ VIN Scan: No	Previous Case	5					
enea/PAR/ATX							
onfidential Comments							
reated	0	A:	A-1: 4. D.		Status	Completed	D3-4
24/2012 01:16:25 PM	Created By MERCADTO	Assigned To RJOHNS36	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Done	2/24/2012 03:34:22 PM	Poscription File assigned to Renea Soto @ ext
nataat Laut Nama	INE TOTAL	Contact Euro		Account	54.15	BAC Code	21071
							•
omments							
ceived						•	
enea/PAR/ATX							
onfidential Comments							l
oated	Created By	Assigned To		Activity Sub-Type	Statu5	Completed	Description
24/2012 01:16:17 PM	MERCADTO	BRUCED1	SR Opened		Done	2/24/2012 01:16:17 PM	SR in Status of Closed has been R Opened by MERCADTO
		Contact Firs	t Name	Account		BAC Code	Openies by mercorio
onfact Last Name		Contact in a					

Report Generated for toporowm

on 2/29/2012

Page 8 of 15

Activities

Created 2/24/2012 01:16:16 PM	Created By MERCADTO	Assigned To BRUCED1	Activity Typo SR Closed - Dissatisfied	Activity Sub-Typo Account	Status Done	Completed 2/24/2012 01:18:16 PM BAC Code	Service Request has been Closed Dissatisfied.
Confidential Comments							İ
Created 2/24/2012 11:25:47 AM	Created By BRUCED1	Assigned To BRUCED1	Activity Type Scheduled Follow-up	Activity Sub-Typo Account	Status Done	Completed 2/24/2012 01:15:45 PM BAC Code	Description Check on file File will be assigned in PAR Tonie/BRC PAR/ATX
Action Plan							
No call needed at this tin Confidential Comments	ne, waiting on f	ie loo be picked	up			·	· ·
Created 2/24/2012 11:21:54 AM	Created By BRUCED1	Assigned To BRUCED1	Activity Typo Correspondence Name	Activity Sub-Type Account	Status Done	Completed 2/24/2012 11:21:54 AM BAC Code	Doscription Fulfilled:LEGCOR_LC0012_CHV. SR#71-1041250988
Confidential Comments							
Croatod 2/24/2012 11:18:24 AM	Created By	Assigned To	Activity Typo Correspondence	Activity Sub-Typo	Status Done	Completed 2/24/2012 11:18:24 AM	Doscription
Contact Last Name Comments	BROCEDI	Contact First		Account	Done	BAC Code	Created:LEGCOR_LC0012_CHV. SR#71-1041250988
Confidential Comments							

Report Generated for toporowm

on 2/29/2012

Page 9 of 15

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
2/24/2012 10:25:47 AM	BRUCED1	MERCADTO	Notify CRM		Done	2/24/2012 01:15:29 PM	ESc to PAR
Contact Last Name		Contact First	Name	Account		BAC Code	Received and assignedd in PAR Tonie/BRC PAR/ATX
			_				
Comments			_				
Thermal Event							
Confidential Comments							

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
2/24/2012 10:15:00 AM	BRUCED1	BRUCED1	Inbound Call Customer	Complex Request	Done	2/24/2012 10:26:44 AM	Customer Called
Contact Last Name		Contact Firs	I Name-	Account		BAC Code	
							•

Comments
Cust sts I wanted to give you a call back I see I just missed you

Crs adv yes I wanted to speak with you in regards to your file, I know you where having a concern with your window regulators, what is going on with them at this time

Cust sts well the front one went out first and that one actually had a flame that came out

Crs adv when that happened did you take it into a GM dir

Cust sts yes that is who fixed it

Crs adv did you tell them about what happened before they fixed the veh

Cust sts yes but I don't know how detailed I was

Crs adv did you actually see a flame

Cust sts yes

Crs adv ok I will be sending your file over to another dept that will be in contact with you in 24-48 hours, that dep handles these type of concerns

Deongelia/BRC LegCorr/ATX Confidential Comments

Report Generated for toporowm

on 2/29/2012

Page 10 of 15

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/23/2012 12:19:10 PM	BRUCEDI	BRUCED1	Outbound Call Customer	Left Message	Done	2/23/2012 12:20:14 PM	Called (518)
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
SR# 71-1041250988							
My name is: My phone number is							
My extension is: 31092			4				
Crs left msg on VM requi							
•							
Deongella/BRC Leg Con	r/ATX		200				
Confidential Comments							
Created	Crented By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2012 03:16:52 PM	BRUCED1	BRUCED1	Scheduled Follow-up		Done	2/23/2012 12:19:08 PM	Called
Contact East Name		Contact Firs	i Name	Account		BAC Code	
Comments							
"Action Plan"							
2nd attempt							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/21/2012 03:20:34 PM	MORALEDO		Ownership Changed		Done	2/21/2012 03:20:34 PM	Service Request Ownership has
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	changed FROM: MORALEDO TO:
				•			BRUCED1
Comments							
Confidential Comments							

Report Generated for toporowm

on 2/29/2012

Page 11 of 15

Activities

MOUTINGS							
reated 2/21/2012 03:16:36 PM	Created By MORALEDO	Assigned To BRUCED1	Activity Typo Legal Correspondence	Activity Sub-Typo Outbound Fax AG Initial Lir	Status Done	Completed 2/24/2012 10:14:34 AM	Description Outbound Fax AG Initial Ltr
nntart Luct Name		Contact Fire	Nama	Account		BAC Code	1
ent to:							
ll Schuette - Attorney G 17-373-1140 17-241-3771 - Fax	ieneral						
012-cp02141115079 - A							
Peongelia/BRC LegCom/	XTX						
Confidential Comments				-			I
reated /21/2012 03:16:36 PM	Created By MORALEDO		Activity Type Notify CRM	Activity Sub-Type	Status	Completed 2/22/2012 03:16:27 PM	Description AG assigned
II.			ame	Account		BAC Code	
Confidential Comments							
routed	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
21/2012 03:16:36 PM notact Last Name	MORALEDO	Gontact First	Legal Correspondence Name	Initial Contact DVM Account	Done	2/23/2012 12:21:12 PM BAC Code	Inidial Contact DVM
ot needed at this time							
rc							
20 21							
eongelia/BRC LegCon//	ATX						

Report Generated for toporowm

on 2/29/2012

Page 12 of 15

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/21/2012 03:16:35 PM	MORALEDO	BRUCED1	Legal Correspondence	Initial Contact Dealer	Done	2/23/2012 12:21:02 PM	Initial Contact Dealer
		A	* lame	Account		BAC Code	1
							•
Sommenis							
Not needed at this time							
UTC							
200							
2/20 2/21							
Deongella/BRC LegCort							
2							
Confidential Comments							•
		-					
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
	Created By		Activity Typo Legal Correspondence	Initial Contact	Status Done	Completed 2/23/2012 12:20:49 PM	Description Initial Contact Cust/Attorney - Called
Created	Created By		Legal Correspondence				Initial Contact Cust/Attomer - Called
Created 2/21/2012 03:16:35 PM	Created By	BRUCED1	Legal Correspondence	initial Contact Cust/Attorney		2/23/2012 12:20:49 PM	Initial Contact Cust/Attomer - Called
Created 2/21/2012 03:16:35 PM Contact Last Name Comments	Created By	BRUCED1	Legal Correspondence	initial Contact Cust/Attorney		2/23/2012 12:20:49 PM	Initial Contact Cust/Attomer - Called
Created 2/21/2012 03:16:35 PM	Created By	BRUCED1	Legal Correspondence	initial Contact Cust/Attorney		2/23/2012 12:20:49 PM	Initial Contact Cust/Attomer - Called
Created 2/21/2012 03:16:35 PM Contact Last Name Comments	Created By	BRUCED1	Legal Correspondence	initial Contact Cust/Attorney		2/23/2012 12:20:49 PM	Initial Contact Cust/Attomer - Called
Created 2/21/2012 03:16:35 PM Contact Last Name Comments UTC	Created By	BRUCED1	Legal Correspondence	initial Contact Cust/Attorney		2/23/2012 12:20:49 PM	Initial Contact Cust/Attomer - Called
Created 2/21/2012 03:16:35 PM Contact Last Name Comments UTC 2/20	Created By MORALEDO	BRUCED1	Legal Correspondence	initial Contact Cust/Attorney		2/23/2012 12:20:49 PM	Initial Contact Cust/Attomess - Called

Report Generated for toporowm

on 2/29/2012

Page 13 of 15

Activities

Croated	Created By	Assigned To		Activity Sub-Type	Status Done	Completed 2/22/2012 02:52:03 PM	Description Acknowledgement Cust/Attorney -
2/21/2012 03:16:35 PM	MORALEDO	BRUCED1	Legal Correspondence	Acknowledgement Cust/Attorney	Done		Called 2
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
Comments							
SR#71-1041250988				-			•
My name is: Deongelia B. My phone number is: 866							
My extension is: 31092	-130-0000						
Crs left msg on VM reque	sting call back						
Crs provided contact info							
Deongella/BRC Leg Com	ATX						
Confidential Comments							
Croated	Created By	Assigned To		Activity Sub-Typo	Status	Completed 2/22/2012 03:16:37 PM	DescriptionAG
2/21/2012 03:16:35 PM	MORALEDO	BRUCED1 Contact Fire	Legal Correspondence	Assigned AG Account	Done	BAC Code	73
Contact Last Name Magee		Megan	r Name	Account		L/10 0000	
Comments							
VIN scan done.							
no other sr's							
Dora Morales/brc/wi/abx							•
Confidential Comments						•	
Created	Created By	Assigned To		Activity Sub-Type	Status Done	Completed 2/22/2012 03:16:30 PM	Description Scanned: 2012-02-21-07.42.01.000000.
2/21/2012 12:30:40 PM	SADMIN	BRUCED1	Inbound White Mail	Account	D016	BAC Code	SourceDocNum: 0006BB47, worklist:
Contact Leet Mame		i Milam Fire	TNAME	ACCOUNT		DAO COMB	AG SR Status: Open
Comments							·

Report Generated for toporowm

Confidential Comments

on 2/29/2012

Page 14 of 15

Activities

Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
MORALEDO	MORALEDO	Ownership Changed	Ownership Escalated to BRC	Oone	2/21/2012 12:30:31 PM	Ownership Escalated to BRC	
	Contact First	Name	Account		BAC Code		
							•
		MORALEDO MORALEDO		MORALEDO MORALEDO Ownership Changed Ownership Escalated to BRC	MORALEDO MORALEDO Ownership Changed Ownership Escalated to Done BRC	MORALEDO MORALEDO Ownership Changed Ownership Escalated to Done 2/21/2012 12:30:31 PM BRC	MORALEDO MORALEDO Ownership Changed Ownership Escalated to Done 2/21/2012 12:30:31 PM Ownership Escalated to BRC

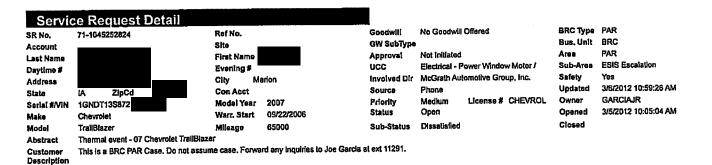
UCC Information

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

Report Generated for toporowm

on 2/29/2012

Page 15 of 15



Pre-PAR

Pre-PAK									Palies Desert
PAR Notifier		Injuries #Ol		# Peop	ole in Veh Ro				Police Report#
Owner	3/4/2012 11:00:00 AM	N	0			phall	Dry	r/a	iva
Driver Last No	me	Driver First	Name		Height	DO		imes	
not		occupied			n/a		none	≘ Agency	
	nt Last Name	Insurance	Ageril Firs	t Name	Phone	î.	n/a	E Wiletica	
n/a		n/a							
Incident Loc	cust's drivewsy					Incident Desc	veh parked smoke and	and unoccupied, was out side Bames from wiring	when saw frt d/s window go down by itself - saw
Component	electrical					Damage	e wiring burne	ed on the frt d/s door	
Vehicle Lac	cust's work					Desc Add'i ini	fo n/a		
Emgcy Svc Names	n/a					Maint Lo	oc quality moto	er rebuilders	
PAR Def	tail								
Collision	Non Collision		operty mage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	0		eather ondition	dry			Prop Owner	n/a	Property n/a Type
Last Service Date			c Last rvice				Property Location	n∕a	Prop Est \$0,00 Repair Cost
Veh Est Repair Cost	\$0.00		ec Equip staller	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		spection pe	Therma	il Evenl		Inspected By	Inspection Not Performed	Inspe ction Dale/Time
Veh Damage Description	wiring burned on the frt d/s do	D <i>t</i>					Explain Other	being sent to ESIS	

Report Generated for toporowm

on 3/7/2012

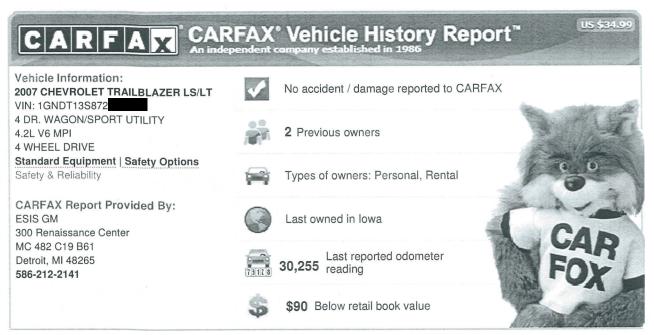
Page 1 of 7

This CARFAX Vehicle History Report provided free of charge by:

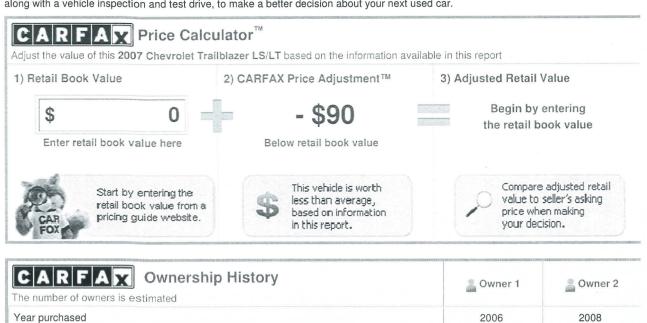


ESIS GM 300 Renaissance Center MC 482 C19 B61 Detroit, MI 48265 586-212-2141

SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/8/12 at 9:33:01 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.



Type of owner	Rental	Personal
Estimated length of ownership	1 yr. 1 mo.	3 yrs. 9 mo.
Owned in the following states/provinces	California	Iowa
Estimated miles driven per year	26,112/yr	
Last reported odometer reading	28,412	30,255

CARFAX Title History CARFAX guarantees the information in this section	Sowner 1	Owner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	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

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

🚨 Owner 1	Date:	Mileage:	Source:	Comments:		
Purchased: Type: Where: Est. miles/year: Est. length owned:	2006 Rental California 26,112/yr 10/6/06 - 11/7/07	10/06/2006	10	California Motor Vehicle Dept. San Diego, CA	Title issued or updated First owner reported Loan or lien reported Registered as rental vehicle	
	(1 yr. 1 mo.)	11/07/2007	28,412	Auto Auction	Sold at auction	





Millions of used vehicles are bought and sold at auction every year.

		- Committee of the Comm
12/29/2007	Online Listing	Vehicle offered for sale
04/10/2008	GM Certified Dealer Cedar Rapids, IA	Offered for sale as a GM Certified Used Vehicle Gray exterior
05/02/2008	GM Certified Dealer Cedar Rapids, IA	Sold as a GM Certified Used Vehicle

Owner 2 Purchased: Type: Where: Est. length owned:	2008 Personal Iowa 5/9/08 - present (3 yrs. 9 mo.)	Date:	Mileage:	Source:	Comments:
		05/09/2008	30,255	lowa Motor Vehicle Dept. Marion, IA Title #57AC34140	Title or registration issued New owner reported Loan or lien reported Vehicle color noted as Gray
		03/13/2009		lowa Motor Vehicle Dept. Marion, IA Title #57AC34140	Registration issued or renewed Loan or lien reported Vehicle color noted as Gray
		04/01/2010		lowa Motor Vehicle Dept. Marion, IA Title #57AC34140	Registration issued or renewed Loan or lien reported Vehicle color noted as Gray
		03/09/2011	-	lowa Motor Vehicle Dept. Marion, IA Title #57AE00850	Registration issued or renewed Vehicle color noted as Gray
					nelp! Print and bring my SmartBuyer Checklist to test drive this 2007 Chevrolet Trailblazer
				FOX A	

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



View Full Glossary

CARFAX Price Adjustment™

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

First Owner

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

New Owner Reported

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

Ownership History

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

Rental

Vehicle was registered by a rental agency.

Title Issued

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

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® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

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

3/8/12 9:33:01 AM (EST)



2007 CHEVROLET TRAILBLAZER LS/LT

VIN: 1GNDT13S872

Body Style: 4 DR. WAGON/SPORT UTILITY

Engine Size: 4.2L V6 MPI Drivetrain: 4 WHEEL DRIVE Certified on 05/02/2008

Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes: 36 months or 36,000 miles

Courtesy of ESIS GM

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

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

OWNERSHIP HISTORY:

Number of Owners: 2

Last owned in the following state/province: lowa

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds Mechanical Limits	Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the fol	0.044.4.10.04.04.04.04.04.04.04.04.04.04.04.04.04
Total Loss	No Issues Reported
Structural Damage	No Issues Reported
Airbag Deployment	No Issues Reported
Odometer Rollback	No Issues Reported
Other Accidents / Damage	No Issues Reported

Ask your dealer for the full CARFAX[®] Vehicle History Report[™]

SHOW ME THE CARFAX

© 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved. Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 3/8/12 9:33:01 AM (EST)

CARFAX* SmartBuyer Checklist

Vehicle Information: 2007 CHEVROLET TRAILBLAZER LS/LT

VIN: 1GNDT13S872 4 DR. WAGON/SPORT UTILITY 4.2L V6 MPI 4 WHEEL DRIVE

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

Notes & Observations:

Enter your notes or additional questions here.

Salesperson:

Appointment Time:

Price:

Color:

CARFAX Vehicle History Report Summary:

1

No accident / damage reported to CARFAX



2 Previous owners



Types of owners: Personal, Rental



Last owned in Iowa



30,255 Last reported odometer reading



\$220 Below retail book value



PRINT AND TAKE THIS CHECKLIST WITH YOU

This checklist utilizes information from your CARFAX report to help you make an informed used car purchase.

General Questions

Is the car still under manufacturer warranty or is a warranty available at the time of purchase?

Has the seller accounted for the CARFAX Price Adjustment in their asking price? Use the CARFAX Price Calculator to compare.

Test Drive and Visual Inspection

Turn on the ignition without starting the car. Do all the warning lights and gauges work?

Ensure the airbag light appears momentarily and goes out upon starting the vehicle

Is the odometer consistent with the last reading of 30,255 on the CARFAX report summary above?

Do the tires appear to be in good shape and without uneven wear?

Test all internal controls. Do all lights, turn signals, windows and the heater and air conditioner work?

Mechanical Questions

Are the brakes and other safety equipment in good working order?

Does the vehicle appear to have been well maintained?

When should you schedule the next regular service?

CARFAX° Warranty Check™

Print Report

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this 2007 CHEVROLET TRAILBLAZER LS/LT (1GNDT13S872

VIN:

1GNDT13S872

Estimated start date of warranty:

10/06/2006

Last CARFAX reading reported on 05/09/2008:

30,255 miles

Today's Date:

March 8, 2012

Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

Recalculate Warranty

Type of Coverage:

Original Warranty:

Estimated Remaining Coverage:

Basic

36 months or 36,000 miles

Coverage expired

Drivetrain

so months of 36,000 miles

oovorago oxpiroa

Diivelialii

60 months or 100,000 miles 96 months or 80,000 miles Coverage expired 31 months or 49,745 miles

Emissions Corrosion

72 months or 100,000 miles

7 months or 69,745 miles

Transferable

No cost, unlimited owners covered

Roadside Assistance

No data reported to CARFAX

Safety belt & inflatable restraint

No data reported to CARFAX

Specific Components

96 months or 80,000 miles

31 months or 49,745 miles

Notes:

Emissions: Applicable to light duty trucks equipped with light duty gasoline engine. Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Roadside Assistance: See notes below. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Diesel: Diesel engine coverage is 5/100,000, no deductible. 6.6L Duramax diesel engine has federal emission coverage for 5/50,000, no deductible. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires. Includes courtesy transportation, roadside assistance, transferable, no deductible.

CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the CHEVROLET web site.



Presented by: **ESIS GM** Detroit, MI 48265 **Important: The CARFAX Safety & Reliability Ratings** is based on Year, Make, and Model. This Report should not be confused with the CARFAX Vehicle History Report, which provides detailed history of a specific vehicle.

2007 CHEVROLET TRAILBLAZER LS/LT 4 Dr. Wagon/Sport Utility 4 wheel drive

CARFAX has collected the industry's leading used car safety and reliability ratings into one, convenient report. With this report, you'll know the safety and reliability of your next used car. All information presented in this report is specific to the 2007 CHEVROLET TRAILBLAZER LS/LT.

Safety:

This information will help you select a vehicle model that meets your expectations for safety and security.

NHTSA Crash Test Results IIHS Crash Test Results IIHS Low Speed Damage Repair HLDI Injury, Collision, & Theft NHTSA Safety Recalls

Reliability:

Use this information to check how reliable a vehicle model is before you buy.

J.D. Power and Associates Ratings Identifix Reliability Ratings

Safetv

具 Print

NHTSA Crash Test Results



LEGEND

Acceptable Marginal

O O O O Very Poor

6 6 6 6 Good

● ● ○ ○ ○ Poor

Frontal Crash:

Rating:

Driver

00000

Passenger

00000

Side Crash:

Rating:

Front Seat

00000 00000

Rear Seat

Rollover Resistance: Rollover Resistance

Rating:

00000

The National Highway Traffic Safety Administration (NHTSA) provides 3 different ratings - full-width frontal crash test, side impact crash test, and rollover resistance. The frontal crash test indicates how well the safety features and restraints will protect an occupant in a head-on collision. The side-impact test conveys the chance of a severe chest injury, while the rollover resistance rating estimates the risk of rolling over in a single vehicle crash. Go to NHTSA to learn more about these results.

Back to top

IIHS Crash Test Results

INSURANCE INSTITUTE THECHWAY LOSS FOR HIGHWAY SAFETY DATA INSTITUTE

Frontal Offset Crash Test

Rating:

Overall Evaluation	Α
Structure/Safety Cage	A
Injury Measures	
Head/Neck	G
Chest	G
Leg/foot, left	G
Leg/foot, right	M
Restraints/dummy kinematics	G

LEGEND

G Good

A Acceptable

M Marginal

P Poor

Important: Frontal crash test ratings can be compared only among vehicles of similar weight.

Crash Tested Vehicle: Details | Vehicle Specifications

Side Impact Crash Test

Rating:

M M		
G	G	
A	G	
P	G	
G	G	
	Driver G A P	

Crash Tested Vehicle: optional front and rear head curtain airbags

Details | Vehicle Specifications

Insurance Institute for Highway Safety (IIHS) uses frontal offset and side impact crash tests to estimate the crashworthiness of a vehicle. These results are good indicators of how a frontal and side impact can structurally impact a 2007 CHEVROLET TRAILBLAZER LS/LT. The crashworthiness data for this 2007 CHEVROLET TRAILBLAZER LS/LT was provided by the Insurance Institute for Highway Safety, Highway Loss Data Institute. Learn more about these crash test results.

Back to top

Low-Speed Damage Repair

INSURANCE INSTITUTE HIGHWAY LOSS FOR HIGHWAY SAFETY DATA INSTITUTE

Front Crash Description:
Front into flat barrier
Front into angle barrier
Rear Crash Description:
Rear into flat barrier
Rear into pole
Average Damage Per Test

Rear Crash Cost:

Front Crash Cost: Not tested by IIHS Not tested by IIHS

Not tested by IIHS Not tested by IIHS

Not tested by IIHS

Insurance Institute for Highway Safety (IIHS) conducts four 5 mph crash tests to assess bumper performance. These results convey how well this 2007 CHEVROLET TRAILBLAZER LS/LT bumpers will protect the car body from damage in low-speed collisions. Low-speed damage repair costs are obtained from the Insurance Institute for Highway Safety, Highway Loss Data Institute.

Back to top

Injury, Collision, & Theft Indicators

INSURANCE INSTITUTE HIGHWAY LOSS FOR HIGHWAY SAFETY DATA INSTITUTE

Index:

Score:

Rating:

Injury Index	80	Average
Collision Index	85	Average
Theft Index	95	Average

These scores are stated in relative terms, with 100 being the average for all cars in each category. Scores greater than 100 represent higher risk in each category. For example, an injury indicator score of 122 means that a passenger in this model is 22% more likely to be injured in an accident. The injury, collision, and theft indicators for this 2007 CHEVROLET TRAILBLAZER LS/LT are provided by the Insurance Institute for Highway Safety, Highway Loss Data Institute. Learn more about these results.

Back to top

Safety Recalls

The National Highway Traffic Safety Administration (NHTSA) issued no safety recalls for this 2007 CHEVROLET TRAILBLAZER LS/LT.

This 2007 CHEVROLET TRAILBLAZER LS/LT safety recall information was provided by the Insurance Institute for Highway Safety, Highway Data Loss Institute and is derived from the National Highway Traffic and Safety Administration list of safety recalls. Please call the National Highway Traffic and Safety Administration Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) to report safety defects or to obtain information on cars, trucks, child seats, and highway or traffic safety. CARFAX does not review, validate or edit the information and statements provided by the National Highway Traffic and Saftey Administration, which do not represent the opinion of CARFAX.

Back to top



具 Print

J.D. Power Ratings



Ownership: Overall Manufacturing Quality	Rating:
Mechanical Manufacturing Quality	00000
Feature and Accessory Manufacturing Quali	ty 99 000
Body and Interior Manufacturing Quality	99000
Overall Design Quality	99900
Mechanical Design Quality	99900
Feature and Accessory Design Quality	00000
Body and Interior Design Quality	99900
Overall Appeal	99000
Performance	99000
Comfort	00000
Feature and Instrument Panel	0000
Style	00000

Scoring Legend

Among the best

Better than most

About average

The rest

J.D. Power and Associates uses selected highlights from the firm's quality and customer satisfaction syndicated studies to create the Power Ratings at the model-level. These ratings and awards are based on model rankings within each vehicle segment, whereas Power Circle Ratings compare all models across segments.

All information provided by J.D. Power and Associates is proprietary information owned by J.D. Power and Associates and is protected by U.S. and international copyright law and conventions. Reproduction of this information, in whole or in part, by any means is prohibited without the express written consent of J.D. Power and Associates, other than printing copies of the JDPA content by site visitors for their personal use. J.D. Power and Associates® is a registered trademark of J.D. Power and Associates.

Back to top

Identifix Reliability Ratings



Category:	Comments:
Engine	No data from source
Transmission & Driveline	No data from source
Steering & Suspension	No data from source
Brakes	No data from source
Heating & Air Conditioning	No data from source
Starting & Charging	No data from source
Accessories	No data from source

FIND FIXES FASTER
Rating: LEGEND

Minimal Problems
Moderate Problems
Significant Problems

This 2007 CHEVROLET TRAILBLAZER reliability information was provided by Identifix. Identifix is the nation's largest technical support service for the aftermarket auto repair industry. CARFAX does not review, validate or edit the information and statements provided by Identifix, which do not represent the opinion of CARFAX.

Back to top

Unauthorized Usage Disclaimer

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.

SYSTEMATIC RETRIEVAL OF THE CONTENT OR OTHER DATA FROM THIS SITE TO CREATE OR COMPILE, DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, A COLLECTION, COMPILATION, DATABASE OR DIRECTORY WITHOUT THE EXPRESS WRITTEN PERMISSION OF CARFAX IS STRICTLY PROHIBITED. THE CARFAX SAFETY & RELIABILITY RATINGS IS SUBJECT TO THE CARFAX.COM TERMS OF USE.

© 2012 CARFAX, Inc., an R.L. Polk & Co. All rights reserved. 08.Mar.2012 08:33:30

CARFAX VEHICLE HISTORY REPORT COURTESY OF ESIS GM



CARFAX BUYBACK GUARANTEE

CARFAX Buyback Coverage

Guarantee Coverage: 03/08/2012 - 03/08/2013

CARFAX Vehicle Description: 2007 CHEVROLET TRAILBLAZER LS/LT

VIN: 1GNDT13S872

Body Style: 4 DR. WAGON/SPORT UTILITY

Driveline: 4 WHEEL DRIVE

Engine: 4.2L V6 MPI

CARFAX will buy this vehicle back if you find that any of these severe problems were reported by a Department of Motor Vehicles and were not included in this report.



SEVERE DAMAGE Salvage/Junk Rebuilt/Reconstructed Dismantled Fire/Flood/Hail



ODOMETER PROBLEMS Exceeds Mechanical Limits Not Actual Mileage

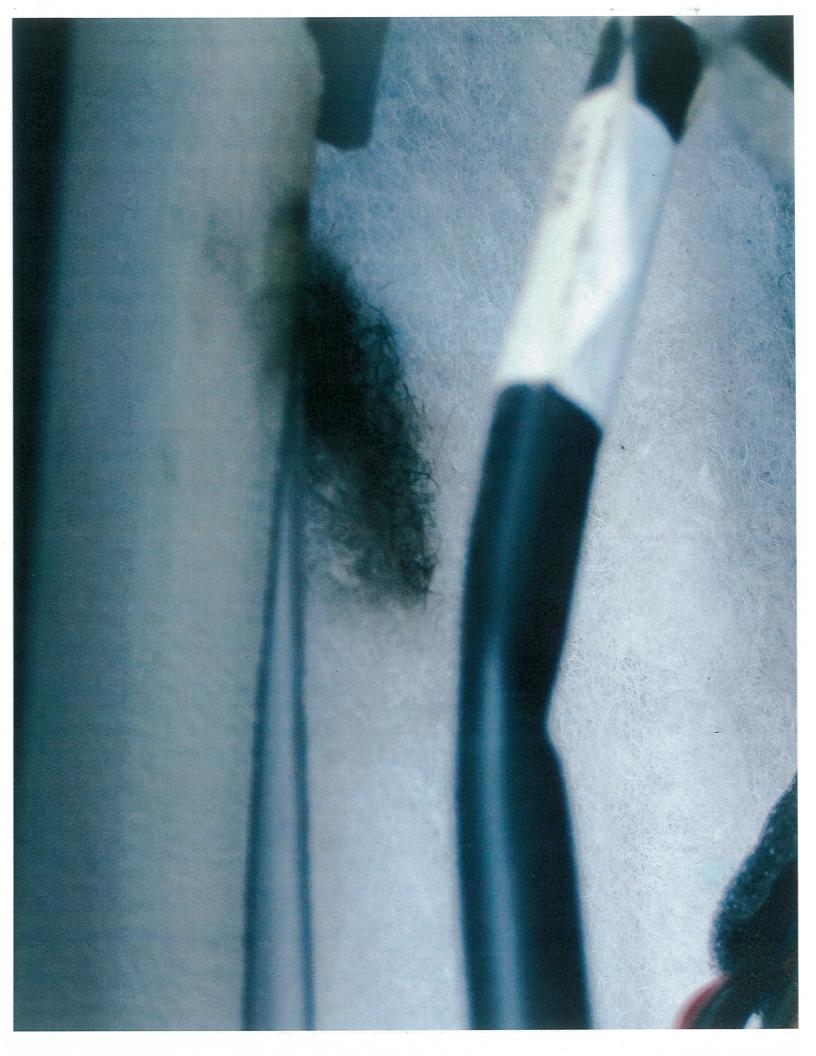


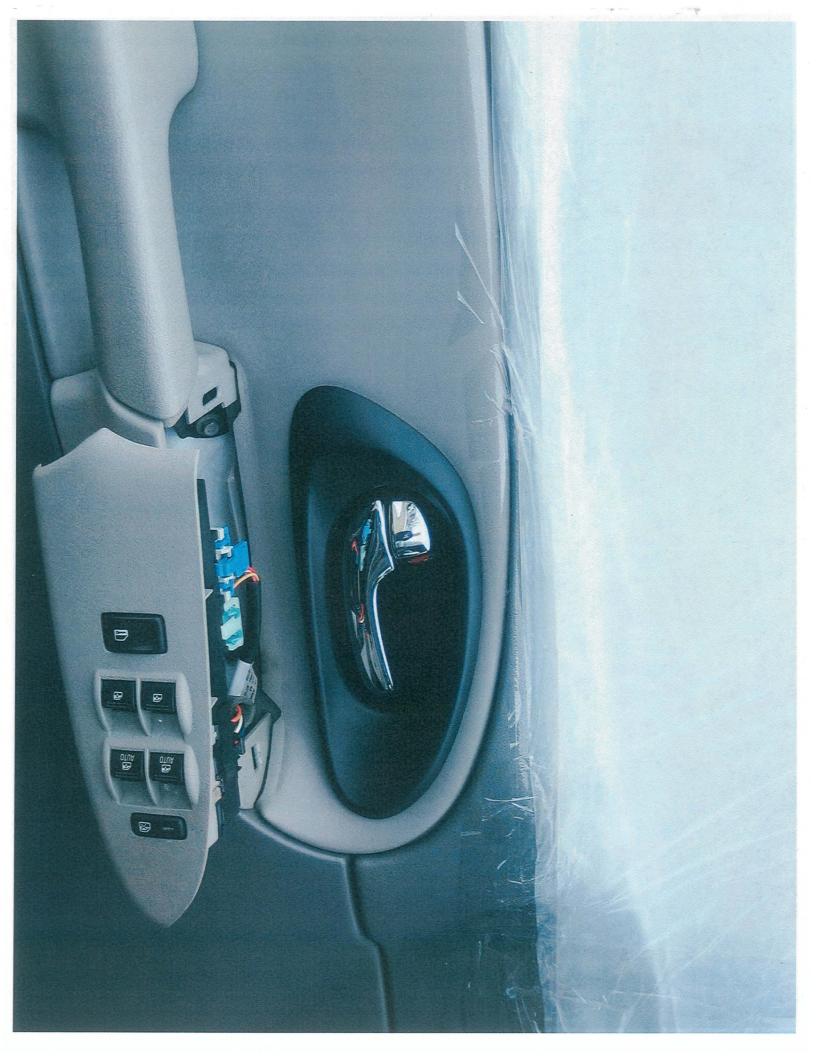
LEMON HISTORY Manufacturer Buyback

Terms and Conditions Apply

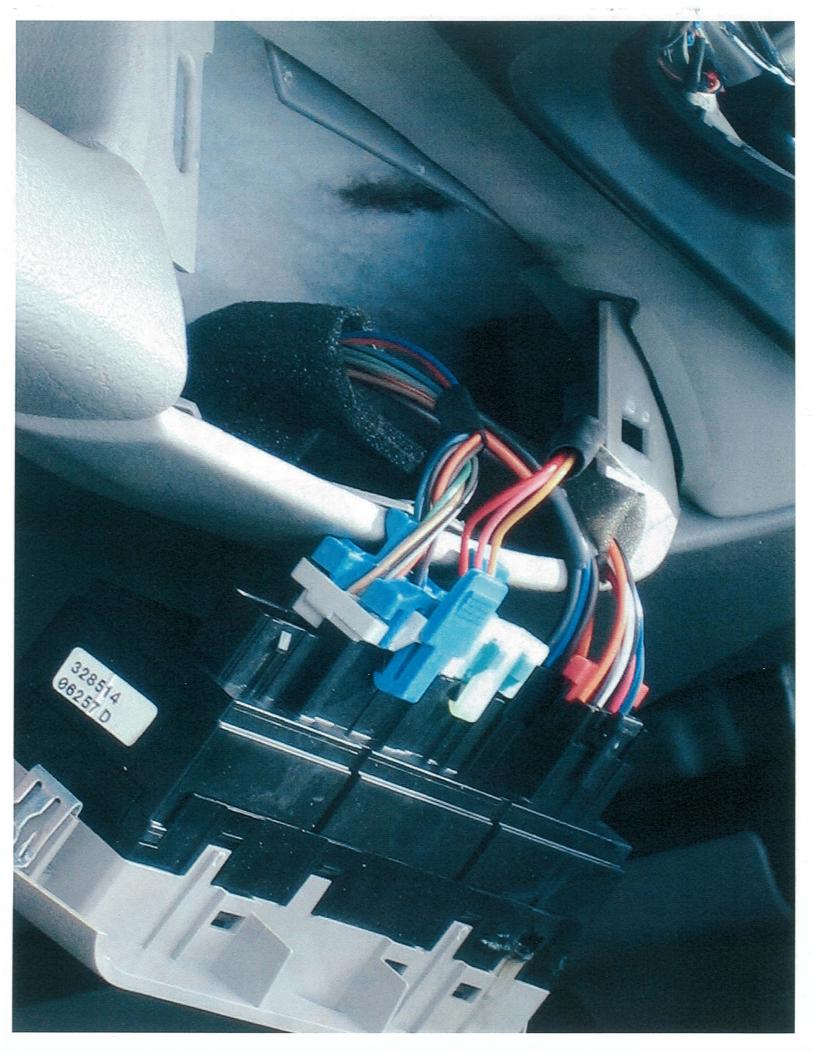
CARFAX agrees to buy this vehicle back from the holder of this Vehicle History Report if the report indicates the vehicle qualifies for the CARFAX Buyback Guarantee and if a Branded Title listed above (as fully defined in the Terms and Conditions) actually exists for this vehicle. View Terms and Conditions at http://www.carfaxonline.com/terms-conditions.cfx.

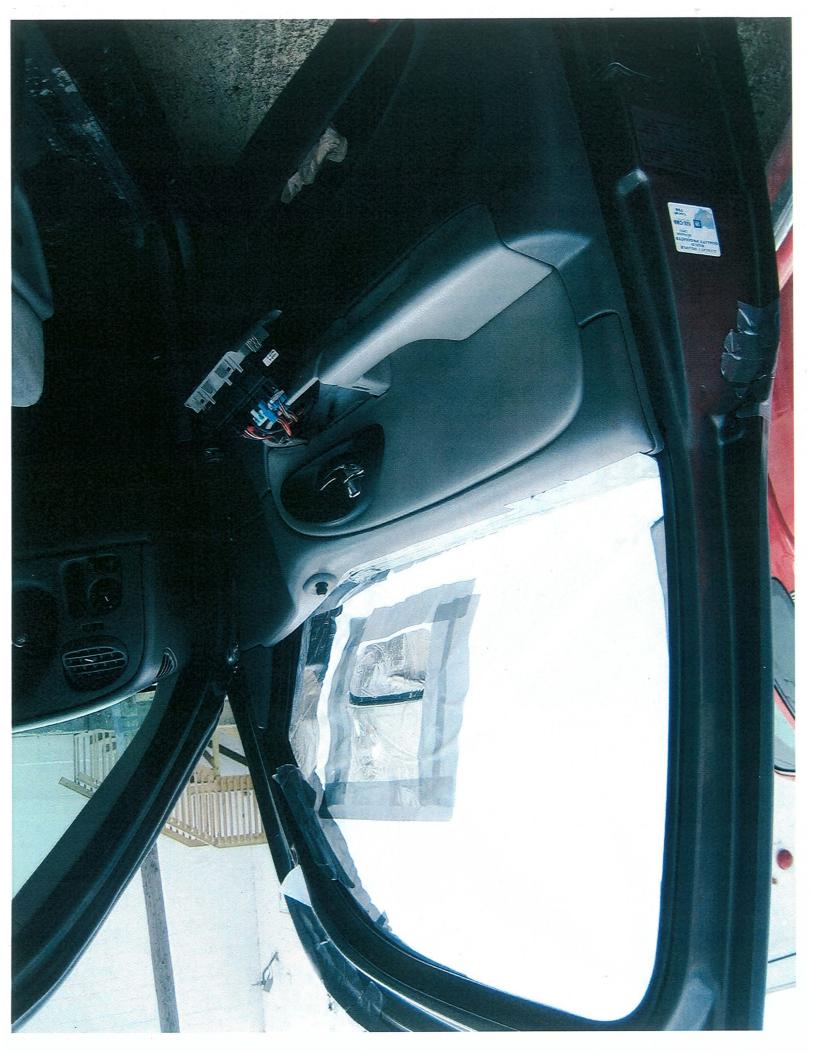
© 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved. Patents pending. 03/08/2012 08:33:29

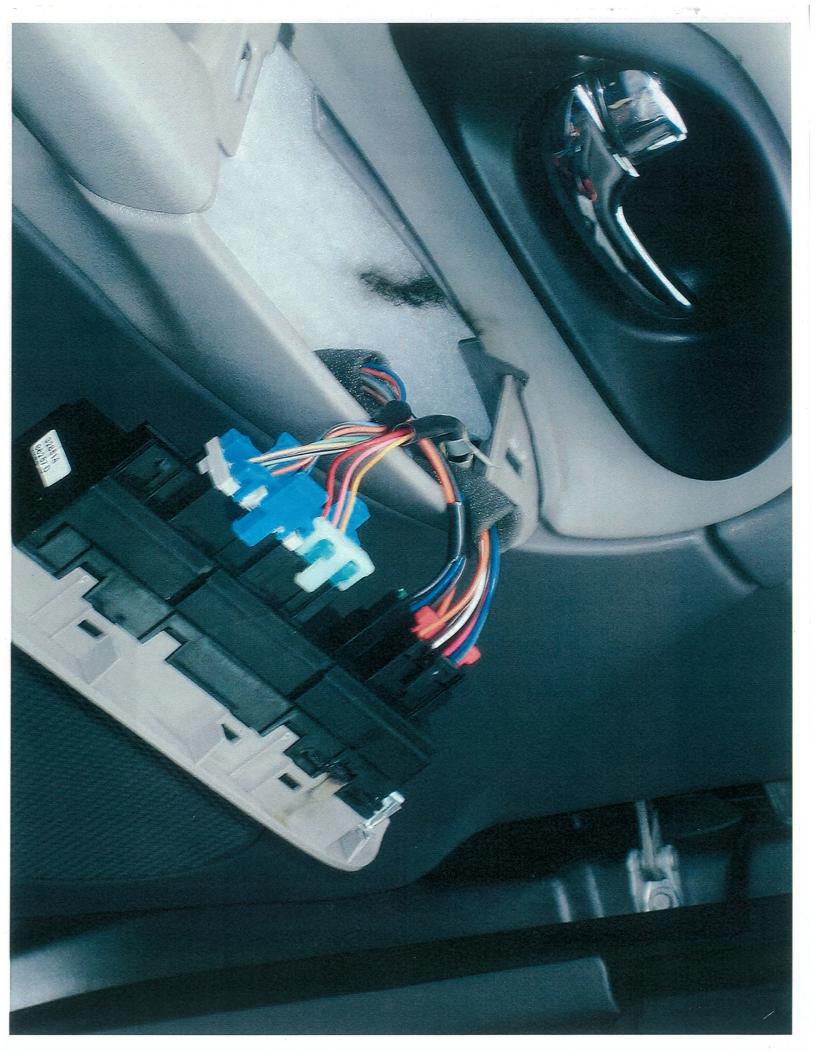


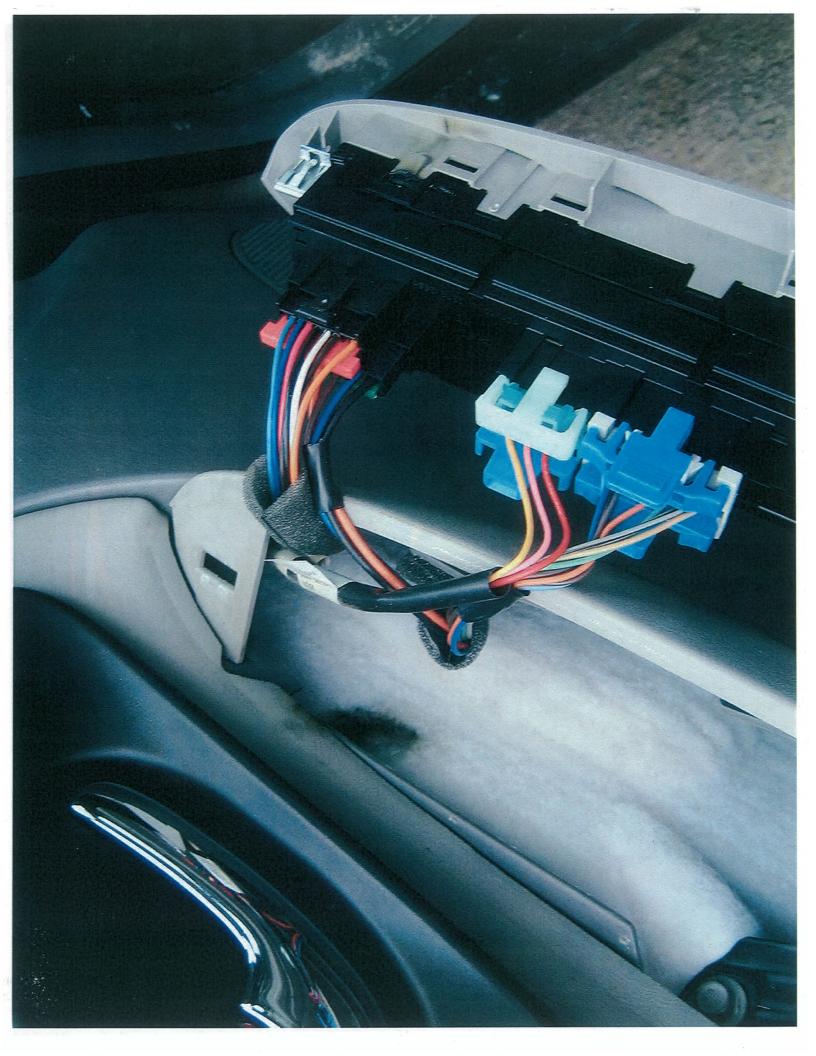


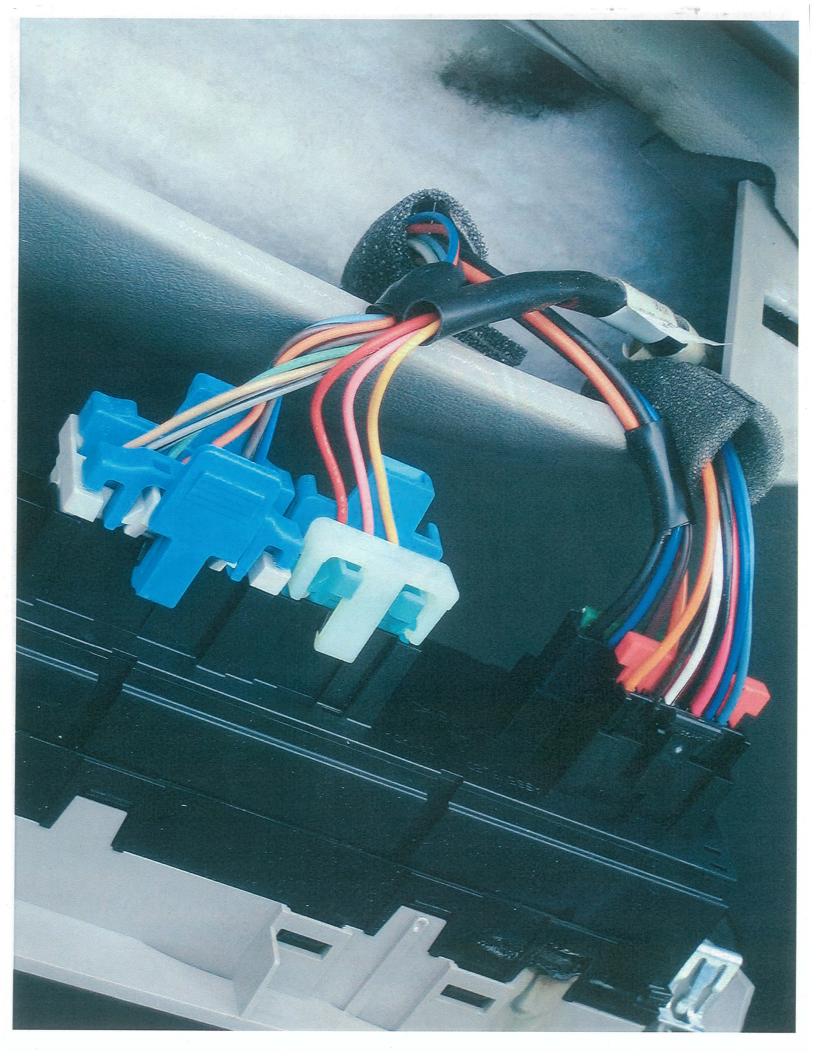














Thank you if you have any questions feel free to contact me at work

Warehouse Clerk

Direct:
Office

Cedar Rapids. IA

From: eric.wilt@gm.com [mailto:eric.wilt@gm.com]

Sent: Thursday March 08 2012 8:25 AM

To:

Subject: PROOFS REQUEST - 740215

Documents received

Eric Wilt
ESIS/General Motors Claim Unit
300 Renaissance Center
Mail Code 482 C19 B61
Detroit, MI 48265

Office: 800.888.0164 Direct: 313.665.2025 Fax: 313.665.0911

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

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



PROOFS REQUEST - 740215

Eric Wilt to

03/08/2012 09:25 AM

Documents received

Eric Wilt ESIS/General Motors Claim Unit 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265 Office: 800.888.0164

Direct: 313.665.2025 Fax: 313.665.0911 to: eric.wilt

On Friday3/2/12 when I left work at 4 30 pm. I noticed my keyless entry did not work. On the drive home I could not put my windows down.

I told my husband about it on Friday. We did not use the car that weekend. On Sunday husband went out and checked the fuse. It was blown. So he replaced that fuse. The keys were not in the car it was not running. When he put the fuse in we noticed the smoke coming from the power window switch. When We opened the area under the window control this is what we found. The driver's side window went down. We pulled the fuse to prevent more smoke and a fire starting. I then checked on line and found out that this is an issue that is being investigated. On Monday 3/6/12 my husband called GM and filed a claim.

Thanks you for your time. I am hoping that this problem can be fixed in a timely manner. It is winter here in Iowa and as you can see I have plastic on the window and it is a safety hazard when driving.

From: eric.wilt@gm.com [mailto:eric.wilt@gm.com]

Sent: Wednesday, March 07, 2012 10:34 AM

To

Subject: Fw: PROOFS REQUEST - 740215

Eric Wilt ESIS/General Motors Claim Unit 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265

Office: 800.888.0164 Direct: 313.665.2025 Fax: 313.665.0911

---- Forwarded by Eric Wilt/C/US/GM/GMC on 03/07/2012 11:33 AM -----

From: Eric Wilt/C/US/GM/GMC

To:

te: 03/07/2012 11:15 AM

Date: Subject:

PROOFS REQUEST - 740215

Eric Wilt ESIS/General Motors Claim Unit 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265

Office: 800.888.0164 Direct: 313.665.2025 Fax: 313.665.0911

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

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

No virus found in this message.
Checked by AVG - www.avg.com
Version: 2012.0.1913 / Virus Database: 2114/4855 - Release Date: 03/06/12

No virus found in this message.
Checked by AVG - www.avg.com

Version: 2012.0.1913 / Virus Database: 2114/4857 - Release Date: 03/07/12 - 123.JPG - 124.JPG - 126.JPG - 136.JPG - 136.JPG - 139.JPG - 140.JPG



DE: PROOFS REQUEST - 740215

03/07/2012 09:28 PM

Eric,

I am checking to see if you received the email I sent?

I am having a hard time getting them to go from my home email. If you get this and the information please email me at my work email

From: eric.wilt@gm.com [mailto:eric.wilt@gm.com]

Sent: Wednesday, March 07, 2012 10:34 AM

To:

Subject: Fw: PROOFS REQUEST - 740215

Eric Wilt ESIS/General Motors Claim Unit 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265

Office: 800.888.0164 Direct: 313.665.2025 Fax: 313.665.0911

---- Forwarded by Eric Wilt/C/US/GM/GMC on 03/07/2012 11:33 AM -----

From: Eric Wilt/C/US/GM/GMC

To:

03/07/2012 11:15 AM

Date: Subject:

PROOFS REQUEST - 740215

Eric Wilt
ESIS/General Motors Claim Unit

300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265 Office: 800.888.0164

Direct: 313.665.2025 Fax: 313.665.0911

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

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

=

No virus found in this message. Checked by AVG - www.avg.com

Version: 2012.0.1913 / Virus Database: 2114/4855 - Release Date: 03/06/12

No virus found in this message. Checked by AVG - www.avg.com

Version: 2012.0.1913 / Virus Database: 2114/4857 - Release Date: 03/07/12



PROOFS REQUEST - 740215

Eric Wilt to:

03/07/2012 11:15 AM



PROOFS REQUEST.pdf

Eric Wilt
ESIS/General Motors Claim Unit
300 Renaissance Center
Mail Code 482 C19 B61
Detroit, MI 48265
Office: 800.888.0164

Direct: 313.665.2025 Fax: 313.665.0911



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

March 7, 2012



RE:

Claimant:

Our File No.:

740215

Our Client:

General Motors LLC

Date/Event:

3/4/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S872

Dear

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 <u>copy</u> of your expert report and <u>color copies</u> 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.



esis

- 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.
- Advise if the subject vehicle was ever involved in any prior accidents.
 If applicable, identify the nature and extent of the damages and repairs completed.
- 10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
- 11. Advise of any injuries.
- 12. Advise if there is any property damage other then the subject vehicle.
- 13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

Eric Wilt

Claims Administrator

Eric Wilt

Logout

Example Clobal Warranty

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

3

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 OnSter and XM Radio information (if applicable)

Vehicle Information

VIN 1GNDT13S872 Service Contract: No

Branded Title No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Order Type 50 - FLEET Field Actions 0 Open

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 properly 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

Vahicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Number Description Type

Posted Date

E

PIE0212 Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative

03/05/2012

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-555-3600.

OnStar Equipped N

XM Radio ID U1PJL042

OnStar Status, NA

XM Equipped Y OnStar Vehicle Diagnostics N

XM Status: Inactive DMN Enabled N

Applicable Warranties

Valid wa	manties are	highlighted
----------	-------------	-------------

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Lty Wity	10/30/2011	09/22/2006	10 MI	09/22/2013	70,010 MI
	Bumper to Bumper Umited Warranty	10/30/2011	09/22/2006	10 MI	09/22/2009	36,010 MI
	Powertrain Limited Warranty	10/30/2011	09/22/2006	10 MJ	09/22/2011	100,010 MI

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

Certified Used Limited Warranty	10/30/2011	09/22/2006	10 M)	12/22/2009	39,010 MI
Special Coverage 10054	10/30/2011	09/22/2006	10 M1	09/22/2016	120,010 MI
Emission Limited Warranty	10/30/2011	09/22/2006	10 MI	09/22/2009	50,010 MI
Corrosion Limited Warranty	10/30/2011	09/22/2006	10 Mi	09/22/2012	100,010 Mi
Emission Select Component Ltd Wty	10/30/2011	09/22/2006	10 MI	09/22/2014	80,010 MI

Service Contract

Vehicle has no current record of service contracts.

ransactio	on History	<u> </u>			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/04/2008	464712	ZREG—Regular Vehicle Transaction		C0182 - Front Side Door Window Regulator Replacement	36,958 MI
07/02/2008	452396	ZREG—Regular Vehicle Transaction		C2860 - Front Floor Console Replacement	32,308 MI
06/27/2008	452025	ZREG—Regular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	32,146 MI
04/28/2008	447385	ZREG—Regular Vehicle Transaction		B5922 - Liftgate Latch Replacement	30,425 MI
12/21/2007	436728	ZREG-Regular Vehicle Transaction		B7010 - Emblem And/Or Nameplate - One - Replace	28,412 MI
12/21/2007	436726	ZREGRegular Vehicle Transaction		K5111 - Handle, Automatic Transmission Control Lever - Replace	28,412 MI
01/24/2007	181685	ZREGRegular Vehicle Transaction		Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	2,563 MI
12/06/2006	178656	ZREGRegular Vehicle Transaction		J6360 - Powertrain Control Module Replacement	2,562 MI
12/01/2006	178417	ZREGRegular Vehicle Transaction		J6372 - Heated Oxygen Sensor Replacement - Sensor 1	2,446 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Molors. All rights reserved

ய @obalWarranty

March 7, 2012

G Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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 1GNDT13S8721 Service Contract No.

Model CT15508-2007 TRAILBLAZER 4WD

Branded Title No Warranty Block No. PDI Status No

Order Type 50 - FLEET Field Actions 0 Open

Block - View Vehicle Build

For this vehicle:

View Vehicle Component Summary

 View Vehicle Summary Service Contract

- Branded Title

Warranty

View Vehicle Transaction History Detail

View Vehicle Delivery Information

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number KHNV6T Build Date 09/21/2006 **Build Plant 2**

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 engined build or RPO information please refer to the original vehicle invoice or window sticker

16U - GRAYSTONE METALLIC

ISB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY THEFT DETERRENT SYSTEM

:SZ - PREFERRED

28H - LIGHT GRAY

EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK 6FB - COMP FRT LH COMPUTER SEL SUSP

GRAY

7FB · COMP FRT RH COMPUTER SEL SUSP **8UZ - COMPONENT RR LH COMPUTER SEL**

9UY - COMPONENT RR RH AJ1 - GLASS, DEEP TINTED

COMPUTER SEL

AKS - DUAL STAGE FRONT ALO - SENSOR INF RESTR, CHILD DETECT

AIR BAGS

AM9 - 65/35 FOLDING 2ND AR9 - FRT BUCKET SEAT, DELUXE

ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR

AUO - REMOTE KEYLESS ENTRY

SEAT, RR FACING

AXP - MPV VIN IDENT

BOV - GM PRODUCTION WEEK #38

POSITION

830 - FULL CARPET-COLOR B32 - FLOOR MATS, FRONT/REAR

KEYED

833 - REAR COLOR KEYED 886 - MOLDING B/S COLOR

FLOOR MATS

C49 - REAR WINDOW

C5N - GVW RATING - 5750 LBS

DEFROSTER CF5 - POWER SUNROOF

(INCLUDES OVERHEAD CONSOLE)

CJ3 - CLIMATE CONTROL

DAY · ASSEMBLY PLANT

DK7 · OVERHEAD CONSOLE

MORAINE, OHIO DP2 - POWER OSRV

DT4 - ASHTRAY AND LIGHTER

MIRRORS **EVA - EVAP EMISSION**

FCH - HERTZ RENT A CAR

REQUIREMENT

FLT - FLEET PROCESSING GU6 - REAR AXLE 3.42 RATIO

OPTION

4 WHL DISC

JF8 - BRAKE VAC POWER, JJB - PT DRESS SUBASSY NOT INSTALLED

K18 - ELECTRIC AIR

INJECTION SYSTEM

K34 - CRUISE CONTROL

KG4 - GENERATOR 150

LL8 - ENGINE, VORTEC 4.2L SFI I8

M30 - TRANSMISSION, 4

SPD AUTOMATIC

N40 - POWER STEERING

WHEELS

N75 - 17" ALUMINUM

NP8 - 2-SPEED ACTIVE TRANSFER CASE

CALIFORNIA

NU5 - EMISSION SYSTEM NZ3 - 16" FULL SIZE SPARE WHEEL

DRIVER, 8 WAY

PDC - PWR SEAT ADJUST- QTM - ALL-SEASON TIRES

R6F - IDENTIFY B CODE

USERS

RGK - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6P - SPECIAL PAINT

R60 - OPTION PKG NOT DESIRED

R7M - ONSTAR DELETE

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING T98 - STAMPING VEHICLE IDENT NUMBER

LIGHTS

TFD - RETAIL AMENITY DELETE U2K · XM SATELLITE RADIO U73 · FIXED MAST ANTENNA

- SERVICE FEE EXTRA 1ST

3 MONTHS INCL.

TB4 - LIFTGATE

UA6 - THEFT DETERRENT UB0 - AM/FM STEREO W/CD

ALARM SYSTEM UJ6 - TIRE PRESSURE

UY7 - TRAILER WRING HARNESS

MONITOR

VIK - LUGGAGE RACK

CROSS-BARS

VN9 - DAILY RENTAL REPURCHASE PROGRAM

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

VK3 · FRONT LICENSE **PLATE BRACKET**

VXS - COMPLETE VEHICLE X88 - CHEVROLET CONVERSION

LABEL

YA7 · CALIF. ASSY. LINE

EMISSION TEST

YD3 - BASE AXLE

YDS - BASE FRONT SPRING YD6 - BASE REAR SPRING YF5 - 50-STATE EMISSIONS ZNF - SPARE, ALL-SEASON TIRE

ZW7 - PREMIUM RIDE

SUSPENSION

ZY1 - SOLID PAINT

Added Option Codes

-BQ -

Global Warranty Management Sile Map

Privacy Policy | Terms of Use

© 2005 General Motors, All rights reserved

H Logout

প্রতিচ্ছা/Warranty

March 7 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

3

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

Vehicle Information

VIN 1GNDT135872 Service Contract. No

Branded Title: No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block No.

PDI Status No

Order Type 50 - FLEET Field Actions 0 Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 09/21/2008

Traceability. 609110570

Part / Number Broadcast, NAX

Time Scanned 12:07:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW.MI

Date Scanned 09/21/2006

Traceability 000702566 Part / Number Broadcast A1Z

Time Scanned 13:11:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 09/21/2006

Traceability OBL768109 Part / Number Broadcast FK

Time Scanned: 12:18:00 Scan Station: 03

Component Code B1-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 09/21/2006

Traceability 44836582

Part / Number Broadcast 7TDD

Time Scanned, 12:15:00 Scan Station 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant: G-

Traceability: CBL50446

Part / Number Broadcast

Date Scanned: 09/21/2006

Time Scanned 13:06:00 Scan Station

Component Codo: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 09/21/2006

Traceability 242094333

Part / Number Broadcast. CNB

Time Scanned: 12:53:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBI Y

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceobility: 00014710

Traceability. 1GXZDYK

Part / Number Broadcast 3172

Time Scanned 14:43:00 Scan Station

Date Scanned: 09/21/2006

Component Code: AB-IR-MODULE ASM-INFLATOR Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 09/21/2008

Part / Number Broadcast 2395

Time Scanned 17:49:00 Scan Station 06

Component Code. AL-IR-MODULE ASM-IP

Source Plant M-MORTON-THIOKOL

Date Scanned 09/21/2006

Traceability 5ABFP35 Part / Number Broadcast 5521

> Time Scanned 12:52:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant.

Date Scanned 09/14/2008

Traceability 0580375

Part / Number Broadcast: 127.

Time Scanned, 03:02:00 Scan Station

Component Code CD-SEQ NUM (FLEX) 80DY ASM

Traceability 3055096

For this vehicle:

→ <u>View Vehicle Summary</u>

- Service
- Contract
- Branded Title
- Warranty
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History Detail
- View Vehicle Delivery Information

Source Plant -

Date Scanned: 09/19/2006

Part / Number Broadcast: 1WW

Time Scanned: 17:16:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned: 09/20/2006

Traceability 3055023 Part / Number Broadcast 1PT

Time Scanned: 16:31:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS:

Source Plant +

Date Scanned 09/21/2006

Traceability: 3054930

Part / Number Broadcast. 1PH

Time Scanned '08:15:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: +

Date Scanned: 09/21/2008

Traceability: 3054912 Part / Number Broadcast: 1GB

Time Scanned: 09:40:00 Scan Station:

Service Agent installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Job Card Date: 06/27/2008

ල්ල්න් Warranty March 7, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER ② 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 1GNDT13S872 Model CT15506-2007 TRAILBLAZER 4WD Service Contract No. Branded Title No Warranty Block No. PDI Status No Order Type 50 - FLEET Freld Actions 0 Open Job Card Date: 12/04/2008 Job Card Number: 464712 Repair Service Agent 111531 Odometer Reading 35,958 MI Authorization Code PAT MCGRATH CHEVROLET 1616 51ST ST NE CEDAR RAPIDS IA 52402-2447 3193936300 Process Date 12/09/2008 Transaction Type
ZREG—Regular Vehicle Transaction Transaction Expense Category Customer Enthusiasn Customer Complaint Code 0000-Converted Claim Transaction Adjustment Cause Code: 0000-Converted Claims Job Card Line # 1 Labour Op C0182-Front Side Door Window Regulator Replacement Causal Part Number --- See other Parts and/or Net Items Job Card Date: 07/02/2008 Job Card Number: 452396 Odometer Reading 32,308 MI Repair Service Agent 111631 PAT MCGRATH CHEVROLET Authorization Code 1616 51ST ST NE CEDAR RAPIDS IA 52402-2447 3193936300 Process Date 07/04/2008 Transaction Type
ZREG—Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code 0000-Converted Claim Cause Code: 0000-Converted Claims Job Card Line # 1 Transaction Adjustment: Labour Op C2860-Front Floor Console Replacement Causal Part Number See other Parts and/or Net Items

Job Card Number: 452025

E Logout

- View Vehicle Summary
 - Service Contract

 - · Branded Title
 - Warranty - Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History
- View Vehicle Delivery
- Information

Repair Service Agent 111631 PAT MCGRATH CHEVROLET 1616 51ST ST NE CEDAR RAPIDS IA 52402-2447 3193938300 Odometer Reading: 32,146 MI Authorization Code: B

Process Date 07/04/2008

Transaction Type ZREG----Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code

0000-Converted Claim
Job Card Line # 1

Transaction Adjustment

Labour Op B4000-Front Side Door Adjustment - Right Side

Causal Part Number

Cause Code: 0000-Converted Claims

Job Card Oate: 04/28/2008

Repair Service Agent 111631 PAT MCGRATH CHEVROLET 1616 51ST ST NE CEDAR RAPIDS IA 52402-2447

3193936300

Job Card Number: 447385

Odometer Reading 30,425 MI Authorzetion Code BE

Process Date: 05/02/2008

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 85922-Liftgate Latch Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/21/2007

Repair Service Agent 111631 PAT MCGRATH CHEVROLET 1616 515T ST NE CEDAR RAPIDS IA 52402-2447 3193936300 Job Card Number: 436726

Odometer Reading 28,412 Mi Authorization Code

Process Date 01/01/2008

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 B7010-Emblem And/Or Nameplate - One - Replace

Causal Part Number

-- See other Parts and/or Net Items

Job Card Number: 436726

Job Card Date: 12/21/2007 Repair Service Agent 111631

Odometer Reading: 28,412 MI

PAT MCGRATH CHEVROLET 1616 51ST ST NE **CEDAR RAPIDS IA 52402-2447** 3193936300

Authorzation Code

Process Date 01/01/2008

Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category

Customer Complaint Code. 0000-Converted Claim Job Card Line # 2

Transaction Adjustment.

Cause Code. 0000-Converted Claims

Labour Op K5111-Handle, Automatic Transmission Control Lever - Replace

Causal Part Number

Job Card Date: 01/24/2007

Job Card Number: 181665

Repair Service Agent 181741 LAKE CHEVROLET 31201 AUTO CENTER DRIVE LAKE ELSINORE CA 92530-4529 9516743116

Odometer Reading. 2,563 MI Authorization Code:

Process Date 01/30/2007 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category. **Customer Complaint Code:** 0000-Converted Claim

Transaction Adjustment

Cause Code 8000-Converted Claims

Labour On Z7200-CORPORATE PARTS RETURN REIMBURSEMENT

Causal Part Number

Job Card Line #. 1

Job Card Date: 12/06/2006

Job Card Number: 178656

Repair Service Agent 161741 LAKE CHEVROLET 31201 AUTO CENTER DRIVE LAKE ELSINORE CA 92530-4529 9516743116

Odometer Reading 2,552 MI Authonzation Code B

Process Date. 01/23/2007

Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category

Customer Complaint Code 0000-Converted Cisim

Job Card Line # 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op J6360-Powertrain Control Module Replacement

Causal Part Number

See other Parts and/or Net Items

Job Card Number: 178417

Repair Service Agent 161741 LAKE CHEVROLET 31201 AUTO CENTER DRIVE LAKE ELSINORE CA 92530-4529

Job Card Date: 12/01/2006

Odometer Reading 2,446 MI Authorization Code

9518743116

Process Date
12/12/2008
Transaction Type:
ZREG.—Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code:
0009-Converted Claim

Job Card Line # 1 Transaction Adjustment:

Labour Op J6372-Heated Oxygen Sensor Replacement - Sensor 1

Causal Part Number

-See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

E Logout

Global Warranty March 7, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 View Vehicle Delivery Information This screen allows tVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs Contract Vehicle Information Model CT15508-2007 TRAILBLAZER 4WD VIN 1GNDT13S872 Branded Title: No Warranty Block No PDI Status No Service Contract No. Order Type: 50 - FLEET Field Actions. 0 Open View Vehicle View Vehicle Transaction History Invoice information Detail Invoicing Service Agent 112174 PROSPECT MOTORS, INC. Invoice Date 09/21/2006 Information 11361 PROSPECT DRIVE JACKSON CA 95842-9311 2092231740 Ship to information Ship to Service Agent 139902 HERTZ CORPORATION 3202 N HARBOR DR Ship to Date N/A SAN DIEGO CA 92101-1025 Delivery Information Delivery Date 09/22/2008
Delivery Type 020---DAILY RENTAL Delivery Service Agent 112174 PROSPECT MOTORS, INC. Delivery Odometer 10 11361 PROSPECT DRIVE JACKSON CA 95642-9311 2092231740 in Service Information In Service Date N/A Invaicing Service Agent In Service Type 0000 In Service Odometer 0 Registration Information Registration Date N/A Registration Service Agent N/A

- · View Vehicle Summary
 - Service

 - Branded Title
 - Warranty **Plock**
- -- View Vehicle Build
- Component Summary
- View Vehicle Delivery

Global Warranty Management Site Map

Privacy Palicy | Terms of Use

© 2005 General Motors. All rights reserved.

Registration Number N/A Registration Odometer 0

Activities

Created Creat	ed By Assigned To Ac	tivity Typo A	ctivity Sub-Typo	Status	Completed	Description
			SIS- Thermal Event	n Progress		Thermal Event
Contact Last Name	Contact First Nan	no A	ccount		BAC Code	
Comments						

veh experienced a thermal event from the electrical Confidential Comments

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description Returned Svc Mgr Dave Hesli's call
3/5/2012 02:16:59 PM	BECKHLAW	BECKHLAW	Outbound Call Dealer	Made Conlact	Done	3/5/2012 02:19:52 PM	
Charlest Lank Norma		Contact Fire!	pla We	Account		BAC Code	

Returned Svc Mgr Dave Hesti's call. Confirmed that he has not seen the vehicle. Customer wanted assistance to get the window back up but he advise that he does not want to touch the vehicle until it has been inspected or he has been advised by our product allegation team. He is more than willing to host an inspection if needed.

Svc Mgr Hesii can be called directly at 319-270-2712.

This assisting OS advise that this case is going to legal and the customer was advise that someone would contact him in 7-10 days.

Larry Beckham.ATX.T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/5/2012 02:10:29 PM			inbound Call Dealer	Complex Request	Done	3/5/2012 02:15:41 PM	Svc Mgr Dave Hesil of Pat McGarth called this DS about this case
Contact Last Name	44. Taille 1 111 Deciminant Deciminant		l Name	Account		BAC Code	Called this D2 goods this case

Commonis

Svc Mgr Dave Hest of Pat McGarth called this DS about this case, left message at 1:50 PM 3/5/2012. Provided the SR number and states the customer is reporting this Trailblazer had a thermal event with the power window switch. He requested a c/b at 319-270-2712.

Larry Beckham ATX.T2 Confidential Comments

Activities

roated	Created By GARCIAJR	Assigned To GARCIAJR	Activity Typo Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alam	Completed	Description Waiting for ESIS to pick up
/5/2012 10:42:07 AM	GARCIASA	Contact First		Account		BAC Code	I
omments							!
onfidential Comments							l
reated	Created By		Activity Typo	Activity Sub-Type	Status Done	Completes 3/6/2012 10:59:42 AM	Description ESIS
15/2012 10:41:57 AM Contact Last Name	GARCIAJR	AMSTUTST Contact First	Notify CRM Name	Account	Duic	BAC Code	1
7 Chevrolet TrailBlazer	- thermal event						
oe G/PAR/ATX onfidential Comments							ı
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/5/2012 10:40:55 AM	GARCIAJR	GARCIAJR Contact First	BRC PAR	Business Case Account	Done	3/5/2012 10:41:56 AM BAC Code	Business Case
Comments							I
eh experinced a therm	al event, file bei	ng sent to ESIS.					
loe G/PAR/ATX Confidential Comments							•

Report Generated for toporowm

on 3/7/2012

Page 3 of 7

Activities

,,								
Crosted	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription	
3/5/2012 10:38:38 AM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Fleid	Done	3/5/2012 10:39:10 AM	FYI email sent to DDMA	
	GANCIAGA					BAC Code	•	
Contact Last Mama		Contact First	Name	Account		BAC COUR	J	
							_	

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet 1GNDT13S872 No involved dead

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

Best wishes, Joe Garda | CRS Confidential Comments

Ownership Escalated to BRC Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Account BAC Code Description Contact Contact Contact Contact Last Name Contact Last Name Contact Last Name Account BAC Code Description Service Request Ownership has changed FROM: TOBERSH TO:	Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
Confidential Comments Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 3/5/2012 10:26:34 AM GARCIAJR GARCIAJR Ownership Changed Done 3/5/2012 10:26:34 AM Service Request Ownership has changed FROM: TOBERSH TO:	3/5/2012 10:27:02 AM					Done	3/6/2012 10:27:02 AM	Ownership Escalated to BRC
Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 3/5/2012 10:26:34 AM GARCIAJR GARCIAJR Ownership Changed Done 3/5/2012 10:26:34 AM Service Request Ownership has changed FROM: TOBERSH TO:	Contact Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 3/5/2012 10:26:34 AM GARCIAJR GARCIAJR Ownership Changed Done 3/5/2012 10:26:34 AM Service Request Ownership has changed FROM: TOBERSH TO:	C.DETEMPTOPS							
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 3/5/2012 10:26:34 AM GARCIAJR GARCIAJR Ownership Changed Done 3/5/2012 10:26:34 AM Service Request Ownership has changed FROM: TOBERSH TO:								1
Crosted Created by Assigned to Activity powership Changed Done 3/5/2012 10:26:34 AM Service Request Ownership has 3/5/2012 10:26:34 AM GARCIAJR GARCIAJR Ownership Changed Done 3/5/2012 10:26:34 AM Changed FROM: TOBERSH TO:	Confidential Comments							
3/5/2012 10:26:34 AM GARCIAJR GARCIAJR Ownership Changed Done 3/5/2012 10:26:34 AM Service Request Ownership has changed FROM: TOBERSH TO:	Smaled	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
						Done	3/5/2012 10:26:34 AM	
	Contact Last Name		Contact First	Name	Account		BAC Code	GARCIAJR
	Comments							

Confidential Comments

Report Generated for toporowm

on 3/7/2012

Page 4 of 7

Activities

ACHAIRES							
Greated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
3/5/2012 10:26:05 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact - Field	Done	3/5/2012 10:31:00 AM	email attached to the file
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							1
FYI email sent to DDMA	<u> </u>						
Joe G/PAR/ATX							_
Confidential Comments				<u> </u>			
Created	Created By	oT banpleeA	Activity Type	Activity Sub-Type	Status	Completed	Doscription
3/5/2012 10:25:57 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	3/5/2012 10:30:38 AM	no dir ci needed
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							-
Comments							

Greated 3/5/2012 10:25:47 AM	Created By	Assigned To	Activity Type BRC PAR	Activity Sub-Typo Initial Contact-Phone	Status Done	Completed 3/5/2012 10:34:22 AM	Description made initial of wicust	
Contact Last Name		Contact Firs	i Name	Account		BAC Code		

Caller transferred from CAC:

Joe G/PAR/ATX
Confidential Comments

Cust stated he was calling to the wiGM in regards to the allegation he filed on his veh.

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

Crm stated understand that veh experienced a thermal event.

Cust stated that is correct, veh was parked and unoccupied in his driveway. Cust stated he was outside, witnessed the fit d/s window go down by fiself - went to go check it out and saw smoke. Cust stated he pulled the panel off and saw fiames, took the fuse out and they died down. Cust stated no injuries.

Crm verid pre-par & par detail screen info.

Crm also read ESIS scripting, advised will need to refer this file to our central claim dept, they will the wicust with 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 3/7/2012

Page 5 of 7

Activities

Created	Created By	Asslaned To	Activity Type	Activity Sub-Typo	Status	Completed	Dascription
3/5/2012 10:25:42 AM	GARCIAJR	GARCIAJR	BRC PAR	Acknowledgement	Done	3/5/2012 10:29:58 AM	acknowledgement made
Contact Last Name		Contact Fire	I Name	Account		BAC Code	l
Comments see initial of activity							•
•							
Joe G/PAR/ATX			_				•
Confidential Comments							

Created By Assigned To Activity Type
GARCIAJR GARCIAJR Research Completed Description Status Activity Sub-Type Created 3/5/2012 10:29:35 AM Research vin Done 3/5/2012 10:25:37 AM BAC Code Contact Last Name

Comments Summary:

Repairs - 12/04/2008 484712 ZREG-Regular Vehicle Transaction C0182 - Front Side Door Window Regulator Replacement, related to allegation

06/27/2008 452025 ZREG-Regular Vehicle Transaction B4000 - Front Side Door Adjustment - Right Side, related to allegation

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

Created	Created By		Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 3/5/2012 10:27:07 AM	Description File assigned to Joe Garcia x11291
3/5/2012 10:25:24 AM	GARCIAJR	GARCIAJR Control First		Account		BAC Code	I
Comments							1
Confidential Comments							

Report Generated for toporowm

on 3/7/2012

Page 6 of 7

Activities

ACUVIUES							
Greated 3/5/2012 10:12:56 AM	Created By GARCIAJR	Assigned To TOBERSH	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 3/5/2012 10:12:56 AM	Description SR in Status of Closed has been Re- Opened by GARCIAJR
Contact Last Name		Contact Fire	l Name	Account		BAC Code	
Comments							
Confidential Comments							
restod	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description Service Request has been Closed
/5/2012 10:12:50 AM	GARCIAJR	TOBERSH	SR Closed - Dissatisfied		Done	3/5/2012 10:12:51 AM	Dissaliafied.
Contact Last Name		Contact Fire	it Name	Account		BAC Code	
Comments							
Confidential Comments							I
	Created By	Areigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
reated /5/2012 10:07:53 AM	TOBERSH	TOBERSH	Inbound Call Customer	, , , , , , , , , , , , , , , , , , , ,	Done	3/5/2012 10:12:26 AM	Pwer window switch
Contact Last Name		Contact Fire	I Name	Account		BAC Code	
"INBOUND CUSTOM	ER CALL***					_	
:UST STS:veh caught	on fire due to a	faulty power win	dow switch				
:UST SKS:assistance							
RS ADV: gel you over	to par						
hawnlober/cac/lvi0/abx							
Name and Samuel 10							
UCC Informat	ion						
JCC Code		Symptom		Descript	ion - Power Window I	dotor / Switch / Wiring / Regula	tor
N40		Inoperative		CACITOR	- : - : - : : : : : : : : : : : : : : :	Hotel - States of Friends , 140 Bree	- - -

Report Generated for toporowm

on 3/7/2012

Page 7 of 7

This CARFAX Vehicle History Report provided free of charge by:

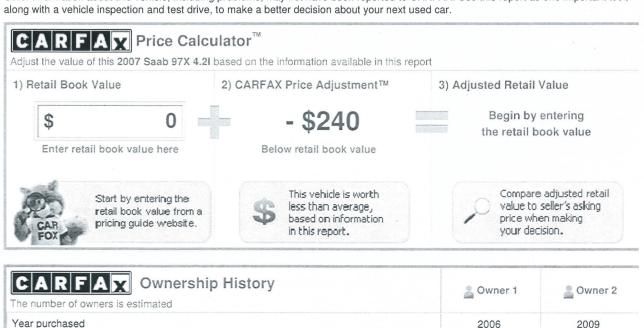


ESIS GM 300 Renaissance Center MC 482 C19 B61 Detroit, MI 48265 586-212-2141

SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/14/12 at 1:45:10 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Stato Forms
Providing insurance and Financial Services



March 13, 2012

ESIS/GM Central Claims P.O. Box 300 Mail Code 482C19B61 Detroit, MI 48265

RE: Claim Number: Date of Loss: 2/25/12

City/State of loss: Pittsburgh, PA

Insured:

Vehicle: 2007 Saab 9-7X Vin Number; 593ET13S17:

Mileage: 75,340

Vehicle Manufacturer,

This notice is to advise of a loss that occurred to our insured's 2007 Saab 9-7X driver side door switch. Our preliminary investigation indicates that GM may be responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the 2007 Saab 9-7X.

The vehicle is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of the State Farm representative. Any violation of this authorization is not permitted.

Any settlement with State Farms policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by the execution of a general release with such policyholder.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Your cooperation is appreciated. If you should have any questions, or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at (888)713-4894 extension 3614653.

Bonnie Henderson-Bunn

Sincefely,

State Farm Mutual Automobile Insurance Company

P.O. Box 106117, Atlanta, GA 30348



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

March 15, 2012

State Farm

Attention: Bonnie Henderson-Bunn

PO Box 106117 Atlanta, GA 30348

RE:

Claimant:

C#38-0S32-875

Our File No.:

740462

Our Client:

General Motors LLC

Date/Event:

2/25/12

Subject vehicle:

2007 Saab 9-7X

VIN:

5S3ET13S712

Dear Ms. Henderson-Bunn:

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 Pennsylvania is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 11/16/06, and this statute would have expired on 11/16/10. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Eric Wilt

Claims Administrator

Eric Wilt

Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 2 mo.	2 yrs. 8 mo.
Owned in the following states/provinces	New Jersey, Pennsylvania	Pennsylvania
Estimated miles driven per year	14,634/yr	
Last reported odometer reading	32,156	32,230

CARFAX Title History CARFAX guarantees the information in this section	Solution Owner 1	Owner 2
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	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

CARFAX Additional History Not all accidents / issues are reported to CARFAX	Sowner 1	Sowner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

CARFAX Detailed History Owner 1 Date: Mileage: Source: Comments: Purchased: 2006 Original OnStar Orig Equipment Personal lease Type: Equipment Vehicle equipped with OnStar & Where: New Jersey, Personal Calling Pennsylvania Press the Blue OnStar button in this vehicle, or Est. 14,634/yr click here for activation and membership miles/year: information Est. length 11/16/06 owned: 1/26/09 11/16/2006 New Jersey Title issued or updated (2 yrs. 2 mo.) Motor Vehicle Dept. Registration issued or renewed Horsham, PA First owner reported

Glossary



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



Title #DA20063200487 Registered as personal lease vehicle Loan or lien reported



Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.

	Perrine Pontiac GMC Cranbury, NJ 609-395-5599 perrinecars.com	Tire condition and pr	essure checked		
32,156	Auto Auction	Sold at auction	Millions of used vehicles are bought and sold at auction every year.		
	Dealer Inventory	Vehicle offered for sa	ale		
	Pennsylvania Motor Vehicle Dept. Wexford, PA Title #66831650WR01	Title issued or updated Dealer took title of this vehicle while it was in inventory			
	32,156	Cranbury, NJ 609-395-5599 perrinecars.com 32,156 Auto Auction Dealer Inventory Pennsylvania Motor Vehicle Dept. Wexford, PA	Cranbury, NJ 609-395-5599 perrinecars.com 32,156 Auto Auction Sold at auction Dealer Inventory Vehicle offered for sa Pennsylvania Motor Vehicle Dept. Wexford, PA Title issued or update Dealer took title of the while it was in invente		

Owner 2		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. length	2009 Personal Pennsylvania 7/11/09 -	07/11/2009	32,230	Pennsylvania Motor Vehicle Dept. Pittsburgh, PA	Vehicle purchase reported
owned:	present (2 yrs. 8 mo.)	07/16/2009		Pennsylvania Motor Vehicle Dept. Pittsburgh, PA Title #66831650PI02	Title issued or updated New owner reported Loan or lien reported
		05/10/2010		Pennsylvania Motor Vehicle Dept. Pittsburgh, PA Title #66831650PI02	Registration issued or renewed
		05/12/2011		Pennsylvania Motor Vehicle Dept. Pittsburgh, PA Title #66831650Pl02	Registration issued or renewed
			9		to help! Print and bring my SmartBuyer Checklist u go to test drive this 2007 Saab 97X 4.2I.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



View Full Glossary

CARFAX Price Adjustment™

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

First Owner

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

New Owner Reported

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

Ownership History

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

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® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

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

3/14/12 1:45:10 PM (EDT)

CARFAM VEHICLE HIGHLIGHTS

2007 SAAB 97X 4.2I

VIN: 5S3ET13S172

Body Style: 4 DR. WAGON/SPORT UTILITY

Engine Size: 4.2L I6 FI DOHC Drivetrain: ALL WHEEL DRIVE

Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

The original manufacturer's warranty includes: 48 months or 50,000 miles

Courtesy of ESIS GM

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

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

OWNERSHIP HISTORY: Number of Owners: 2 Last owned in the following state/province: Pennsylvania

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon Not Actual Mileage, Exceeds

Mechanical Limits

Guaranteed No Problem

Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	No Issues Reported
Structural Damage	No Issues Reported
Airbag Deployment	No Issues Reported
Odometer Rollback	No Issues Reported
Other Accidents / Damage	No Issues Reported

Ask your dealer for the full CARFAX[®] Vehicle History Report[™]

CARFAX° SmartBuyer Checklist

Vehicle Information: 2007 SAAB 97X 4.2I VIN: 5S3ET13S172 4 DR. WAGON/SPORT UTILITY 4.2L I6 FI DOHC ALL WHEEL DRIVE

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

Notes & Observations:

Enter your notes or additional questions here.

Salesperson:

Appointment Time:

Price:

Color:

CARFAX Vehicle History Report Summary:



No accident / damage reported to CARFAX



2 Previous owners



1 Service record available



Types of owners: Personal, Personal



32,230 Last reported odometer



\$20 Above retail book value

PRINT AND TAKE THIS CHECKLIST WITH YOU

This checklist utilizes information from your CARFAX report to help you make an informed used car purchase.

General Questions

Is the car still under manufacturer warranty or is a warranty available at the time of purchase?

Has the seller accounted for the CARFAX Price Adjustment in their asking price? Use the CARFAX Price Calculator to compare.

Test Drive and Visual Inspection

Turn on the ignition without starting the car. Do all the warning lights and gauges

Ensure the airbag light appears momentarily and goes out upon starting the

Is the odometer consistent with the last reading of 32,230 on the CARFAX report summary above?

Do the tires appear to be in good shape and without uneven wear?

Test all internal controls. Do all lights, turn signals, windows and the heater and air conditioner work?

Mechanical Questions

Are the brakes and other safety equipment in good working order?

Does the vehicle appear to have been well maintained?

When should you schedule the next regular service?

CARFAX Warranty Check

Print Report

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this 2007 SAAB 97X 4.2I (5S3ET13S172801335).

VIN:

5S3ET13S172

Estimated start date of warranty:

11/16/2006

Last CARFAX reading reported on 07/11/2009:

32,230 miles

Today's Date:

March 14, 2012

Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

Recalculate Warranty

Type of Coverage:

Original Warranty:

Estimated Remaining Coverage:

Basic

48 months or 50,000 miles

Coverage expired

Drivetrain

40 months of co,coo miles

Coverage expired

60 months or 100,000 miles 96 months or 80,000 miles

33 months or 47,770 miles

Emissions

00 111011110 01 47,770 1111100

Corrosion
Transferable

72 months or unlimited mileage
No cost, unlimited owners covered

9 months or unlimited mileage Same

Roadside Assistance

No data reported to CARFAX

Safety belt & inflatable restraint

No data reported to CARFAX

Specific Components

96 months or 80,000 miles

33 months or 47,770 miles

Notes:

Emissions: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Roadside Assistance: Includes courtesy transportation and roadside assistance. Specific Components: Adjustments and wear item covered for 1/16,000. Maintenance: Most models receive no-charge manufacturer scheduled maintenance for 3/36,000. 9-2x receives 2/24,000 no-charge manufacturer scheduled maintenance. Notes: 9-3 and 9-3 Convertible 10/Unlimited corrosion coverage.

CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the SAAB web site.



C A R F A 💢 CARFAX° Safety & Reliability Report™

Presented by: **ESIS GM** Detroit, MI 48265 Important: The CARFAX Safety & Reliability Ratings is based on Year, Make, and Model. This Report should not be confused with the CARFAX Vehicle History Report, which provides detailed history of a specific vehicle.

2007 SAAB 97X 4.2I 4 Dr. Wagon/Sport Utility All wheel drive

CARFAX has collected the industry's leading used car safety and reliability ratings into one, convenient report. With this report, you'll know the safety and reliability of your next used car. All information presented in this report is specific to the 2007 SAAB 97X 4.2T.

Safety:

HLDI Injury, Collision, & Theft NHTSA Safety Recalls

This information will help you select a vehicle model that meets your expectations for safety and security. NHTSA Crash Test Results IIHS Crash Test Results IIHS Low Speed Damage Repair

Reliability:

Use this information to check how reliable a vehicle model is before you buy.

J.D. Power and Associates Ratings Identifix Reliability Ratings

Safety

具 Print

NHTSA Crash Test Results



LEGEND

Acceptable Marginal

O O O O Very Poor

6 6 6 6 Good

O O O Poor

Frontal Crash:

Rating:

Rating:

Driver

00000

Passenger

00000

Side Crash: Front Seat

00000

Rear Seat

00000

Rollover Resistance:

Rating:

Rollover Resistance

Not Tested

The National Highway Traffic Safety Administration (NHTSA) provides 3 different ratings - full-width frontal crash test, side impact crash test , and rollover resistance . The frontal crash test indicates how well the safety features and restraints will protect an occupant in a head-on collision. The side-impact test conveys the chance of a severe chest injury, while the rollover resistance rating estimates the risk of rolling over in a single vehicle crash. Go to NHTSA to learn more about these results.

Back to top

IIHS Crash Test Results

INSURANCE INSTITUTE FROM WAY FORST FOR HIGHWAY SAFETY DATA INSTITUTE

Frontal Offset Crash Test

Rating:

Overall Evaluation	A
Structure/Safety Cage	A
Injury Measures	
Head/Neck	G
Chest	G
Leg/foot, left	G
Leg/foot, right	M
Restraints/dummy kinematics	G

LEGEND G Good

A Acceptable

M Marginal

P Poor

Important: Frontal crash test ratings can be compared only among vehicles of similar weight.

Crash Tested Vehicle: Details | Vehicle Specifications

Insurance Institute for Highway Safety (IIHS) uses frontal offset and side impact crash tests to estimate the crashworthiness of a vehicle. These results are good indicators of how a frontal and side impact can structurally impact a 2007 SAAB 97X 4.2I. The crashworthiness data for this 2007 SAAB 97X 4.2I was provided by the Insurance Institute for Highway Safety, Highway Loss Data Institute. Learn more about these crash test results.

Back to top

Low-Speed Damage Repair

Front Crash Description:
Front into flat barrier
Front into angle barrier
Rear Crash Description:
Rear into flat barrier
Rear into pole

Average Damage Per Test

INSURANCE INSTITUTE HIGHWAY LOSS FOR HIGHWAY SAFETY DATA INSTITUTE

Front Crash Cost: Not tested by IIHS Not tested by IIHS

Rear Crash Cost:

Not tested by IIHS Not tested by IIHS Not tested by IIHS

Insurance Institute for Highway Safety (IIHS) conducts four 5 mph crash tests to assess bumper performance. These results convey how well this 2007 SAAB 97X 4.2I bumpers will protect the car body from damage in low-speed collisions. Low-speed damage repair costs are obtained from the Insurance Institute for Highway Safety, Highway Loss Data Institute.

Back to top

Injury, Collision, & Theft Indicators



The Insurance Institute for Highway Safety (IIHS) does not provide injury, collision or theft information for this 2007 SAAB 97X 4.2I .

Index:

Score:

Rating:

Injury Index

No data from HLDI

No data from HLDI

Collision Index

No data from HLDI

No data from HLDI

Theft Index

No data from HLDI

No data from HLDI

These scores are stated in relative terms, with 100 being the average for all cars in each category. Scores greater than 100 represent higher risk in each category. For example, an injury indicator score of 122 means that a passenger in this model is 22% more likely to be injured in an accident. Injury, collision, and theft indicators are provided by the Insurance Institute for Highway Safety, Highway Loss Data Institute.

Back to top

Safety Recalls

The National Highway Traffic Safety Administration (NHTSA) issued no safety recalls for this 2007 SAAB 97X 4.2I.

This 2007 SAAB 97X 4.2I safety recall information was provided by the Insurance Institute for Highway Safety, Highway Data Loss Institute and is derived from the National Highway Traffic and Safety Administration list of safety recalls. Please call the National Highway Traffic and Safety Administration Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) to report safety defects or to obtain information on cars, trucks, child seats, and highway or traffic safety. CARFAX does not review, validate or edit the information and statements provided by the National Highway Traffic and Saftey Administration, which do not represent the opinion of CARFAX.

Back to top

2 Reliability

具 Print

J.D. Power Ratings

Power J.D. Power Consumer Center Circle Ratings* O O O jdpower.com

Ownership: Rating: **Overall Manufacturing Quality** 0000 Mechanical Manufacturing Quality 00000 00000 Feature and Accessory Manufacturing Quality 99000 Body and Interior Manufacturing Quality Overall Design Quality 00000 00000 Mechanical Design Quality 00000 Feature and Accessory Design Quality 99000 Body and Interior Design Quality Overall Appeal 00000 00000 Performance 99900 Comfort 00000 Feature and Instrument Panel 00000 Style

Scoring Legend

Among the best

Better than most

About averageThe rest

J.D. Power and Associates uses selected highlights from the firm's quality and customer satisfaction syndicated studies to create the Power Ratings at the model-level. These ratings and awards are based on model rankings within each vehicle segment, whereas Power Circle Ratings compare all models across segments.

All information provided by J.D. Power and Associates is proprietary information owned by J.D. Power and Associates and is protected by U.S. and international copyright law and conventions. Reproduction of this information, in whole or in part, by any means is prohibited without the express written consent of J.D. Power and Associates, other than printing copies of the JDPA content by site visitors for their personal use. J.D. Power and Associates® is a registered trademark of J.D. Power and Associates.

Back to top

Identifix Reliability Ratings



Brakes Heating & Air	Comments: No data from source No data from source No data from source No data from source No data from source	Rating:	LEGEND Minimal Problems Moderate Problems Significant Problems
Conditioning Starting & Charging Accessories	No data from source No data from source		

This 2007 SAAB 97X reliability information was provided by Identifix. Identifix is the nation's largest technical support service for the aftermarket auto repair industry. CARFAX does not review, validate or edit the information and statements provided by Identifix, which do not represent the opinion of CARFAX.

Back to top

Unauthorized Usage Disclaimer

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.

SYSTEMATIC RETRIEVAL OF THE CONTENT OR OTHER DATA FROM THIS SITE TO CREATE OR COMPILE, DIRECTLY OR INDIRECTLY, IN WHOLE OR IN PART, A COLLECTION, COMPILATION, DATABASE OR DIRECTORY WITHOUT THE EXPRESS WRITTEN PERMISSION OF CARFAX IS STRICTLY PROHIBITED. THE CARFAX SAFETY & RELIABILITY RATINGS IS SUBJECT TO THE CARFAX, COM TERMS OF USE.

© 2012 CARFAX, Inc., an R.L. Polk & Co. All rights reserved. 14.Mar.2012 12:45:23

CARFAX VEHICLE HISTORY REPORT COURTESY OF ESIS GM



CARFAX BUYBACK GUARANTEE

CARFAX Buyback Coverage

Guarantee Coverage: 03/14/2012 - 03/14/2013

CARFAX Vehicle Description: 2007 SAAB 97X 4.2I

VIN: 5S3ET13S172

Body Style: 4 DR. WAGON/SPORT UTILITY

Driveline: ALL WHEEL DRIVE

Engine: 4.2L I6 FI DOHC

CARFAX will buy this vehicle back if you find that any of these severe problems were reported by a Department of Motor Vehicles and were not included in this report.



SEVERE DAMAGE Salvage/Junk Rebuilt/Reconstructed Dismantled Fire/Flood/Hail



ODOMETER PROBLEMS Exceeds Mechanical Limits Not Actual Mileage



LEMON HISTORY Manufacturer Buyback

Terms and Conditions Apply

CARFAX agrees to buy this vehicle back from the holder of this Vehicle History Report if the report indicates the vehicle qualifies for the CARFAX Buyback Guarantee and if a Branded Title listed above (as fully defined in the Terms and Conditions) actually exists for this vehicle. View Terms and Conditions at http://www.carfaxonline.com/terms-conditions.cfx.

© 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved. Patents pending. 03/14/2012 12:45:22

Service Request Detail Dealer Generated Internally BRC Type PAR 71-1050358124 Goodwill SR No. Ref No. GW SubType Bus. Unit BRC Account Site PAR Approval Not Initiated Area Last Name First Name ucc Electrical - Power Window Motor / Sub-Area **ESIS** Escalation Daytime # Evening # Involved Dir Sediak Chevrolet Buick, inc. Safety Yes Hazelhurst Address City Updated 4/30/2012 01:40:38 PM Email ZipCd Con Acct Source State W KINZERTH 1GNDT135X72 Model Year 2007 Priority Esc to T2 - License # Owner Serial #/VIN 3/20/2012 04:06:09 PM Status Open Opened 05/07/2007 Make Chevrolet Warr, Start Closed Model TrailBlazer Mileage 52482 Sub-Status Satisfied · (ESIS) Power Window Switch - Thermal Event / Injuries Abstract

Customer Description

This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kimzer x41039

PAR Notifier	Incident Date/Time	rjuries #C	ther Veh	# Peor	ole in Veh Roa	id Surface	Road C	Cond. Fire Report#	Police	Report#
Owner	3/4/2012 02:00:00 PM	Y	0		2 Cor	ıcreta	Dry	n/a	n/a	
Ortvor Last Na	ime	Dover Fire	t Name		Height	DOE		ities		
					5'11"		/1940 none	Anone		
	eut Last Name		Agent Firs	t Name	Phone f	!	Insurance n/a - not i		•	
n/a		n/a							-lan adan and also the	Jectopia controls for the
Loc	Jeffs Auto Repair - 418 Highway	/ 51 - Wood	ruff WI			incident Desc	window would control switch	ving when they noticed a bur d not work - they initially took h burned up	the vehicle to an indepe	endent location who found the
•	power window switch					Damage Desc		w switch and wiring burned up		
Vehicle Loc	with customer					Add'i info)			
Emgcy Svo Names	n/a					Maint Lo	c Sediak Chev	volet Buick		
PAR Det	tail									
Collision			roperty lamage	N	Thermal Evt	Y	Spec Equip	None		
Vehicle Speed	0		Veather Condition	dea	•		Prop Owner	n/a	Property Type	n/a
Last Service Date			.oc Last Service				Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost			ipec Equij nstaller	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		nspection Type	Them	al Event		Inspected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description	power window switch and wirl	ng bumed u	IP.				Explain Other	file forwarded to ESIS		

Report Generated for toporowm

on 5/1/2012

Page 1 of 31



Re: ESIS/GM CLAIM - PIAZZA (742320)

to: lawrence.harrington

10/08/2012 01:53 PM

From:

lawrence.harrington@gm.com

Please respond to

Would you please mail me a copy of this letter, also the second one you sent me. I do not have a printer so I need a paper copy from you. Thank you,

----Original Message----

From: lawrence.harrington@gm.com

Sent: Oct 8, 2012 9:06 AM

To:

Subject: ESIS/GM CLAIM - PIAZZA (742320)

Good Morning

Please find attached a letter describing the disposition of your claim.

Thank you for the time this morning.

Kind Regards,

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

TEL: 313.665.3387 FAX: 313.665.0911

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.

ESIS/GM CLAIM - PIAZZA (742320)

Lawrence Harrington to

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

Good Morning I

Please find attached a letter describing the disposition of your claim .

Thank you for the time this morning.

Kind Regards,

POF

GML_DMS-#3894226-v1-ESIS_LTR_(DENIAL)______(742 Lawrence Harrington ESIS/General Motors, LLC P.O. Box 300 Mail Code 482 C19 B61

Detroit, MI 48265-3000 TEL: 313.665.3387

FAX: 313.665.0911

10/08/2012 10:06 AM



ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel . 313.665.0911 fax

Lawrence Harrington Claim Administrator

October 8, 2012

HAZELHURST, WI

RE:

Claimant:

Our File No.: 742320

Our Client:

General Motors LLC

Date/Event:

3/4/2012

Vehicle:

2007 CHEVROLET TRAILBLAZER

VIN:

1GNDT13SX72

Dear

This will confirm that we have completed our review of your claim regarding alleged defects to the 2007 CHEVROLET TRAILBLAZER. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Also, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

Lawrence Harrington

Lawrence Harrington



Trailblazer-Nancy Piazza

to: lawrence.harrington

10/02/2012 12:24 PM

From:

To:

lawrence.harrington@gm.com

Please respond to

Hello Mr. Harrington, have you reached a discision on our claim the car still has odor of burning plastic. We want to settle this so we can get a new car. I've contacted BBB of Wisconsin about this matter and they are sending us the necessary paperwork to fill out. We can't be putting anymore money into fixing it. We want a fair settlement for all the trouble it has cause.



Trailblazer recall claim

to: lawrence.harrington

09/23/2012 02:17 PM

From:

To:

lawrence.harrington@gm.com

Please respond to

Hi Lawrence, I need to know what you are doing about my claim, I.D. 742320. I sent you the pictures you requested and as you can see there was some fire. The odor is still in car, had the heater on yesterday and the smell was worse, and now there's a sqeaking noise when I hit the bracks, you have to come up with a solution to this claim. I can't be driving this car anymore. I want my money back. I wish I would have contacted a lawyer when this all started, maybe then this would have been settled sooner. Please make up your mind about this claim. Thank You,



trailblazer inquiry

to: lawrence.harrington

09/26/2012 02:20 PM

From: To:

lawrence.harrington@gm.com

Please respond to

Hi Lawrence, my I.D. number 742320, did you come up with a solution for my claim? Did your engineers find out what fumes we where exposed to? Do they know how to get smell of burning plastic out of car? Waiting to hear from you,









Re: PIAZZA (742320)

nancy to: lawrence.harrington

From:

lawrence.harrington@gm.com

Please respond to

This is the last photo of drivers side master power switch. Just to refresh you on what happened. My husband had surgery on 2-24-2012 and came home on 2-26-2012. He was recovering fine, he didnt' have any trouble with his breathing until March 4 and March 5, then he got worse each day until March 11, when we ended up in emergrency room. On March 3, I droved the car and everything was fine. On March 4, we when to the store and when we got in the car the smell was there. On March 5 we went out and had to pull into a car repair shop and the mechanic pulled off the handle and the master switch had melted together. On March 11, I had to take my husband to the emergency room because he had a hard time breathing. He was released on March 12. Thank You,

From: lawrence.harrington@gm.com

Sent: Sep 5, 2012 2:21 PM

To:

Subject: 742320)

Good Afternoon

As we discussed today, please attach the digital photos of the 2007 Chevrolet Trailblazer. Please limit the number of photos to 3 or less per message.

Kind Regards,

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

TEL: 313.665.3387 FAX: 313.665.0911

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.

- chevy 003.JPG

09/06/2012 10:38 AM

Lawrence Harrington to: Jessie Halverson

09/06/2012 07:09 AM

Lawrence Harrington/C/US/GM/GMC

To:

Jessie Halverson <jess.halverson@yahoo.com>

Good Morning Jessie,

Thank you for the prompt attention.

I will be in contact should

seek to address the matter further.

Kind Regards,

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

TEL: 313.665.3387 FAX: 313.665.0911

Jessie Halverson

Jessie Halverson Service Manager

09/05/2012 03:37:05 PM

From: To:

Jessie Halverson <jess.halverson@yahoo.com>

"lawrence.harrington@gm.com" <lawrence.harrington@gm.com>

Date:

09/05/2012 03:37 PM

Subject:

Jessie Halverson Service Manager

Sedlak Chevrolet Buick 8240 Hwy 51 S, Minocqua WI 54548 (715) 356 - 3262jess.halverson@yahoo.com

attachment

deleted by Lawrence Harrington/C/US/GM/GMC]









8240 HWY. 51 SOUTH • P.O. BOX 1130 • MINOCQUA, WI 54548

(715) 356-3262 • (888) 443-2044

FAX (715) 356-4871

2007 FLES N	1 G N D T CHEVROLET MILES OUT 52519	MODEL	BLAZER	BLACK	HAZELHURST W	I				DATE IN 03/23/12 TIME IN 13:47 CLGQ:31 04/24/12
LS.					н	W: (715)				ADVISCIO 502 LIZA
CUST AND VERI SWIT DOOR PIE0 ENGI	BURNED CHECK FIED CUSTOME CH INOP AND PANEL CHECK	C AND AND AND AND AND AND AND AND AND AND	DVISE ERN DRI REMOVED BULLET UCTIONS DWN TEN	AND CONTACTED	25867005 25933507 15913483 15123254 FREIGHT CH Total Labor	·	T07 T04	8 7 1 1 1 1	8 7 7.72 174.86 156.71 67.06 31.81	244.80 219.39 93.88 44.53 42.04 128.85
(Tec	h:07) A				Total Suble	tr (Warranty)				42.04

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS.		W/C	INT.		CUSTOMER
PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.		128.85		Labor	
	THANK	613.41		Parts	
"Any warranties on the products sold hereby are those mosts by the manufacture. The call	LIMIAIZ	42.04		Sublet	
er Schuar Unevhole i Buick Pontiac Inc. hershy expressly disclaims all marrolline	YOU	.00		Waste Dispos	
either express or implied including any implied warranty of merchandability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any	100	.00		Oil/Grease	
habitaty in connection with the sale of said products."		784.30		Sub Total	.00
Page 1 of 1 Job 40479 Reprint	. /1\	.00 784.30	.00	Tax Total	
	· (T)	,01.50		IOCAL	.00
40479 Warranty Copy					
And the state of t					

09/05/2012 03:21 PM

Good Afternoon

As we discussed today, please attach the digital photos of the 2007 Chevrolet Trailblazer. Please limit the number of photos to 3 or less per message.

Kind Regards,

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

TEL: 313.665.3387 FAX: 313.665.0911



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

LAWRENCE HARRINGTON

Claims Administrator

HAZELHURST, WI

RE:

Claimant:

Our File No.:

742320

Our Client:

General Motors Corporation

Date/Event:

3/4/2012

Subject vehicle:

2007 CHEVROLET TRAILBLAZER

VIN:

1GNDT13SX72

Dear

ESIS provides administrative claims handling services to General Motors Company in connection with product liability claims against GM. They have referred your claim to our office for further handling.

I have attempted to reach you by telephone but have been unsuccessful. Please contact me directly at 800-888-0164, Monday through Friday, 7:00 a.m. to 3:00 p.m., EST, so that we may discuss your claim.

Unless we receive contact 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.

Sincerely,

LAWRENCE HARRINGTON

Lawrence Harrington

Logout

@lobelWarranty

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

1

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, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) if applicable, Warranties, Transaction History, Service Contract(s) is a service to the service of the and OnStar and XM Radio information (if applicable)

Vehicle Information

VIN 1GNDT13SX72

Model CT15508-2007 TRAILBLAZER 4WD Warrenty Block No.

Service Contract: No

Branded Title: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Block → View Vehicle Build

For this vehicle:

-- View Vehicle Summary Service Contract

- Branded Title

Warranty

View Vehicle Component Summary

View Vehicle Transaction History

View Vehicle Delivery Information

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 ventication 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

Number Description

Posted Date

EI

PIE0212 Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative

03/05/2012

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.657.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

XM Equipped Y

XM Radio ID: KKJ1T0RD

OnStar Status Active XM Status. Active

OnStar Vehicle Diagnostics Y

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	05/07/2007	11 MI	05/07/2017	120,011 MI
	Powartrain Limited Warranty	08/05/2011	05/07/2007	11 MI	05/07/2012	100,011 MI
	Emission Select Component Ltd Wty	08/05/2011	05/07/2007	11 MI	05/07/2015	80,011 MI
	Corrosion Umited	08/05/2011	05/07/2007	11 MI	05/07/2013	100,011 MI

Werranty

Bumper to Bumper Limited Warranty

08/05/2011

05/07/2007

11 MI

05/07/2010 36,011 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction	on History	1			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/23/2012	40479	ZREG—Regular Vehicle Transaction		N9681 - Engineering Information Driver Door Lock and Side Window Switch Inoperative	52,519 MI
06/28/2010	18647	ZREG-Regular Vehicle Transaction		K7252 - Clutch, 3-4 - R&R Or Replace	35,752 MI
04/18/2007	091098	ZPDI—Pre- Delivery Inspection		Z6999 - PDI Related Fluid Adds	. • 3 MI
04/02/2007	A58317	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Menagement Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout



May 1 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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

Warranty Block: No.

Vehicle Information

VIN 1GNDT13SX72

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Titte, No.

Order Type: 70 - RETAIL - STOCK

Field Actions: D Open

PDI Status, No.

Vehicle Build

Model: CT15508-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KVKJ49 Build Date: 04/02/2007

Build Plant. 2

For this vehicle:

- → View Vehicle Summary
 - Service
 Contract
 - → Branded Title
 - Warranty
 - Block
- · · View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History
- View Vehicle Delivery Information

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY . THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

41U - BLACK

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AP9 - CONVENIENCE NET, CARGO

AUO - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

833 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFROSTER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K05 - ENGINE BLOCK HEATER

K34 · CRUISE CONTROL

1SZ - PREFERRED **EQUIPMENT SAVINGS**

281 - INT TRIM LT GRAY/DK

GRAY 6FB - COMP FRT LH

COMPUTER SEL SUSP

8UY - COMPONENT RR LH

COMPUTER SEL

A50 - FRT BUCKET SEATS &

FLR CONSOLE

AKS - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND

ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

AXP - MPV VIN IDENT

POSITION

B32 · FLOOR MATS,

FRONTIREAR

B86 - MOLDING B/S COLOR

C5N - GVW RATING - 5750

DAY - ASSEMBLY PLANT

MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42

RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K18 - ELECTRIC AIR

INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

LLB - ENGINE, VORTEC 4.2L SFI |6

N40 - POWER STEERING

NP8 · 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9L - SPRING WHOLESALE FLOORPLAN PLUS

R9X - XM RADIO STANDARD IDENTIFER

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UBO - AM/FM STEREO W/CD

UJ6 - TIRE PRESSURE MONITOR

V1K - LUGGAGE RACK CROSS-BARS

VK3 - FRONT LICENSE PLATE BRACKET

X88 · CHEVROLET CONVERSION

YOS - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOUD PAINT

M30 - TRANSMISSION, 4 SPD

AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NT7 - EMISSION SYS FED -

TIER 2

OTM - ALL-SEASON TIRES

R6P - SPECIAL PAINT

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE

IDENT NUMBER

U2K - XM SATELLITE RADIO -SERVICE FEE EXTRA 1ST 3

MONTHS INCL.

UA6 - THEFT DETERRENT ALARM SYSTEM

UE1 - 1 YR ONSTAR SAFE &

SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UY7 - TRAILER WIRING HARNESS

V73 - STATEMENT OF VEHICLE CERT.-

U.S. /CANADA

VXS - COMPLETE VEHICLE

LABEL

YD3 - BASE AXLE

YD8 - BASE REAR SPRING

ZW7 - PREMIUM RIDE

SUSPENSION

Added Option Codes

-BQ ⋅

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.



May 1, 2012

Logout .

Global Warranly Management: Main > Interface With Customer > View Vehicle Component Summary INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

Vehicle Information

VIN 1GNDT13SX72 Service Contract. No

Branded Title, No.

Warranty Block: No.

Model CT15506-2007 TRAILBLAZER 4WD

PDI Status, No.

Order Type 70 - RETAIL - STOCK

Field Actions: 0 Open

Block

For this vehicle: → View Vehicle Summary Service Contract

-- View Vehicle Build View Vehicle Component Summary

→ Branded Title

Warranty

View Vehicle Transaction History

View Vehicle Delivery Information

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 04/02/2007

Traceability 703230589 Part / Number Broadcast: NAX

> Time Scanned 13:16:00 Scan Station, 01

Companent Code. 35-STEERING COLUMN - SIR SYSTEM Source Plant: S-SAGINAW DIVISION SAGINAW MI

Date Scanned. 04/02/2007

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE) Source Plant N-

Date Scanned: 04/02/2007

Traceability OBNS18654

Part / Number Broadcast: F9A

Part / Number Broadcast JN

Traceability, 005920517

Time Scanned: 13:27:00 Scan Station: 03

Time Scanned: 13:27:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 04/02/2007

Traceability 45833061 Part / Number Broadcast: 77DD

Time Scanned, 13;24:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant. G-

Traceability, 46H11007

Part / Number Broadcast:

Date Scanned 04/02/2007 Time Scanned 14:04:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned. 04/02/2007

Traceability: 060075419

Part / Number Broadcast ZM4

Time Scanned 13:22:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00121455

Part / Number Broadcast 3172

Time Scanned 14:46:00 Scan Station:

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned. 04/02/2007

Date Scanned: 04/02/2007

Traceability: 1H3G948 Part / Number Broadcast: 2395

> Time Scanned: 17:39:00 Scan Station 06

Component Code. AL-IR-MODULE ASM-I/P Source Plant M-MORTON-THIOKOL

Date Scanned: 04/02/2007

Traceability, 4BAIU02 Part / Number Broadcast: 8435

> Time Scanned: 13:19:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant ..

Date Scanned: 03/27/2007

Traceability. 1770072 Part / Number Broadcast 122

> Time Scanned: 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability. 3164304

5/1/2012

Source Plant: -

Date Scanned: 03/29/2007

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 03/30/2007

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned: 04/02/2007

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Date Scanned: 04/02/2007

Part / Number Broadcast: 1VWV

Time Scanned: 22:24:00 Scan Station:

Traceability: 3184258

Part / Number Broadcast: 1PT

Time Scanned: 19:28:00 Scan Station:

Traceability: 3163441

Part / Number Broadcast. 1PH

Time Scanned: 10:11:00 Scan Station:

Traceability: 3163646

Part / Number Broadcast: 1GB

Time Scanned: 10:49:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Global Warranty

May 1, 2012

E Logout

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

View Vehicle Transaction History Detail

2

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

Vehicle Information

VIN 1GNDT13SX72 Service Contract: No

Branded Title No

Model CT15506-2007 TRAILBLAZER 4WD

Order Type. 70 - RETAIL - STOCK

Field Actions: 0 Open

Warranty Block: No PDI Status No

Job Card Date: 03/23/2012

Job Card Number: 40479

Repair Service Agent: 111792 SEDLAK CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S MINOCQUA W 54548-9147

Odometer Reading: 52,519 MI Authorization Code. ASE3N8P5

7153583262

Process Date 04/23/2012

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Policy

Customer Complaint Code

0590-Features/Controls/Displays - Other

issues

Job Card Line # 1

Transaction Adjustment.

Cause Code 9090-Other - Field Action / Tech Bulletin

Labour Op N9681-Engineering Information - Driver Door Lock and Side Window Switch Inoperative Causal Part Number 0000000000025867005-SWITCHASM-DRLK&SIWDO

→Sea other Parts and/or Net Items

Job Card Date: 06/28/2010

Job Card Number: 18647

Repair Service Agent. 111792 SEDLAK CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S MINOCQUA WI 54548-9147

Odometer Reading 35,752 MI Authorization Code E3H8

7153563282

Process Date 07/19/2010

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Calegory

Warranty

Customer Complaint Code

0395-Transmission - Other issues

Job Card Line # 1

Transaction Adjustment

Cause Code: 9094-Other - Follow operation

Labour Op K7252-Clutch, 3-4 - R&R Or Replace

Causal Part Number 000000000024238603-PLATEPKG,CLU

→See other Parts and/or Net Items

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: 04/16/2007

Repair Service Agent 111792 SEDLAK CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S MINOCQUA WI 54548-8147 Job Card Number: 091098

Odometer Reading 3 MI Authorization Code:

Process Date.

7153563262

04/20/2007

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 Z6999-PDI Related Fluid Adds

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/02/2007

Repair Service Agent: 111792 SEDLAK CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S MINOCQUA WI 54548-9147 7153563262 Job Card Number: A58317

Odometer Reading 0 MI Authorization Code:

Process Date: 04/06/2007

Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management. Site Map

Privacy Policy | Terms of Use

© 2005 General Motors, All rights reserved

Logoul

ල්වාට්)Warranty May 1, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery information INTERFACE WITH CUSTOMER View Vehicle Delivery Information **②** 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 1GNDT13SX72 Model CT15506-2007 TRAILBLAZER 4WD Service Contract: No Branded Title: No Warranty Block No. PDI Status No Order Type: 70 - RETAIL - STOCK Field Actions: 0 Open invoice information Invoicing Service Agent. 111782 SEDLAX CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S Invoice Date: 04/02/2007 MINOCQUA WI 54548-9147 7153563262 Ship to information Ship to Service Agent. 111792 SEDLAK CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S Ship to Date: N/A MINOCQUA WI 54548-9147 7153563262 Delivery Information Dalivery Service Agent 111792 SEDLAK CHEVROLET BUICK, INC. 8240 US HIGHWAY 51 S MINOCQUA WI 54548-9147 7153563262 Delivery Date: 05/07/2007 Delivery Type: 010—INDIVIDUAL Delivery Odometer 11 in Service Information Invoking Service Agent. In Service Date: N/A In Service Type 0000 In Service Odometer 0 Registration Information

For this vehicle:

→ View Vehicle Summary

Service
Contract

→ Branded Title

__ Warranty

→ Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle
- Transaction History

Detail
View Vehicle Delivery

Information

Global Warranty Management. Site Map

Registration Service Agent: N/A

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Registration Date: N/A Registration Number N/A Registration Odometer 0

PAR Injuries

tact Name Elect Name DOB	Location	Phono#	Seating Pos		Restraint Type	
10/06/40	Occupant of Owner's Vehicle		Driver		Seatbelt	
Injury Description	Medical Rp!# -		Treatment Lo	cation	Freated By	
difficulty breathing	πla		Howard Your	g Medical Center	Emergency Room	
Street Address	City		State	Zip Code		
10487 Leisure Dr	Hazelhurst		WI	54531		

Activities

Created	Created By			Activity Sub-Type	Status	Completed	Description ESIS - Thermal Event / Injuries
4/30/2012 10:36:48 AM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	in Progress		E313 - Meitiful Every Lindules
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
		_					
ammonis							
	l event originali	nn from nower w	indow switch, and also t	hat odor from issue is causing h	ealth issues		
Customer claims therma	l event originati	ng from power v	rindow switch, and also t	that odor from issue is causing he	ealth issues		
Driver did receive medic	l event originali al treatment	ng from power v	rindow switch, and also t	that odor from issue is causing he	ealth issues		
Customer claims therma Driver did receive medic	l event originali al treatment	ng from power v	rindow switch, and also t	that odor from issue Is causing h	ealth issues		
Customer claims therma	l event originali al treatment	ng from power v	rindow switch, and also				
Customer claims therma Driver did receive medic	l event originati al treatment Created By	ng from power v		that odor from issue is causing hi Activity Sub-Typo	eakh issues Status	Completed	Description ESIS

4/27/2012 02:52:48 PM	KINZERTH	Kinzerth	Scheduled Follow-up		Scheduled Alaim	E313
Contact Last Name		Contact First	Name	Account	BAC Code	
Comments						
Capidontal Comments						

	C T T T T T		A-Malha Tara	Activity Sub-Type	Status	Completed	Description	
Greated 4/27/2012 02:52:29 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-type	Done	4/30/2012 10:37:12 AM	ESIS - Thermal Event / Injuries	
Contact Last Name		Contact First	Name	Account		BAC Code	ł	

Customer claims thermal event originating from power window switch, and also that oder from issue is causing health issues Oriver did receive medical treatment Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX
Confidential Comments

Page 2 of 31

Activities

Greated 4/27/2012 02:51:22 PM Contact East Name	Created By KINZERTH	Assigned To KINZERTH Contact First	Activity Typo BRC PAR	Activity Sub-Type Business Case Account	Status Done	Completed 4/27/2012 02:52:27 PM BAC Code	Description Business Case
Customer claims thermal Driver did receive medica Forwarding file to ESIS	event originati il treatment	ng from power w	ndow switch, and also that	odor from Issue is causing he	alth issues		•
Thaddeus Kinzer/PAR/AT Confidential Comments							
Greated 4/27/2012 02:40:33 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 4/27/2012 02:40:33 PM	Description Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments							
Created 4/27/2012 02:40:23 PM	Created By KINZERTH	Assigned To KINZERTH	Outbound Email	Activity Sub-Type DVM/CAM/Field	Status Done	Completed 4/27/2012 02:48:11 PM	Peser/ption (WI) 71-1050358124 PAR Case Sent to ESIS – No Adlon Required
Contact Last Name		Contact Firs	Name	Account		BAC Code	TOIO - IND VOICE I SECTION

A product allegation claim has been made in your region. The customer is alleging thermal event originating from the power window switch. This case is being escalated to ESIS because it is a thermal event and injuries.

Customer 2007 Chevrolet TrailBlazer 1GNDT13SX72 Dealership: Sediak Chevrolet Bulck, BAC 111792, Minocqua WI Dealership: Sediak Chevrolet Bulck, BAC 111792, Minocqua WI Dealership Contact: Jessie Halverson, service manager

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

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 3 of 31

Activities

Contact Last Name Contact First Name Account BAC Code - Changed FROM: SAMILPGA 1 KINZERTH	Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
Contact First Name Account BAC Gode KINZERTH	4/27/2012 02:10:43 PM	MERCADTO	KINZERTH	Ownership Changed		Done	4/27/2012 02:10:43 PM	Service Request Ownership has
	Contact Last Name		Contact First	Name	Account		BAC Code -	
Comments								KINZERITI
	Comments							
	Confidential Comments							1

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
4/27/2012 02:10:14 PM	MERCADTO	KINZERTH	BRC PAR	Initial Contact - Field	Done	4/27/2012 02:47:49 PM	Field notification sent
Contact Last Name		Contact First	Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging thermal event originating from the power window switch. This case is being escalated to ESIS because it is a thermal event and injuries.

Customer: 2007 Chevrolet Europe 2007 Chevrolet 2007 Chevrolet Europe 2007 Chevrolet Europe 2007 Chevrolet Europe 2007 Chevrolet 2007 Chevrolet 2007 Chevrolet 2007 Chevrolet 200

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

Confidential Comments

Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
4/27/2012 02:10:08 PM MERCADTO	KINZERTH BRC PAR	Initial Contact- Dealer	Done	4/27/2012 02:45:11 PM	Called
Contact Last Name	Contact First Name	Account		BAC Code	

Comments

Spoke with Jessie Halverson, svc mgr at Sediak Chevrolet Buick

* Dealer states vehicle was at dealership from 03/23/12 until 04/24/12 due to issues with the power window switch - case was investigated by GM engineering, and repairs covered under warranty once they were completed * Verified no other history related to the power window switch

Theddeus Kinzer/PAR/ATX
Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 4 of 31

Activities

Greated 4/27/2012 02:10:01 PM	Greated By MERCADTO	Assigned To		Activity Sub-Typo	Status	Completed	Descri-"-	<u> </u>
Contact Last Name -		KINZERTH	BRC PAR	Initial Contact- Phone	e Done	4/27/2012 02:36:13 PM BAC Code	Called	
			invanie) (Coodin		D/10 Otac		
Comments			·				I	
Spoke with customer	wife	of vehicle own	er/driver					

- Customer claims thermal event originating from power window switch
 Customer states they were driving when they noticed a burning oder, and also the electronic controls for the window would not work they initially look the vehicle to an independent location who found the control switch burned up
 Vehicle has been repaired and the repairs covered under warranty at a GM dealer customer reports that they still smell an odor from in the vehicle
 Customer states that her husband has received medical treatment for breathing difficulties due to the issue
 Advised customer file would be forwarded to ESIS and read ESIS scripting
 Provided contact information

Thaddeus Kinzer/PAR/ATX Confidential Comments

Created 4/27/2012 02:08:18 PM	Created By MERCADTO	Assigned To KINZERTH	Activity Type BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 4/27/2012 02:31:15 PM	Description Initial completed during
Contact Last Name		Contact First	Name	Account		BAC Code	acknowledgment
Comments							
Confidential Comments							1

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
4/27/2012 02:08:05 PM	MERCADTO	KINZERTH	Research		Done	4/27/2012 02:15:47 PM	Research VIN	
Contact Last Name		Contact First	Name	Account		BAC Code		

Open Recalls:None
Related Repairs:
03/23/2012 40479 ZREG----Regular Vehicle Transaction N9681 - Engineering information -- Driver Door Lock and Side Window Switch Inoperative 52,519 MI
Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 5 of 31

Activities

Greated 4/27/2012 02:07:17 PM Contact Last Name Comments Confidential Comments	Created By MERCADTO		Notify CRM	Activity Sub-Type - Account	Status Done	Completed 4/27/2012 02:14:24 PM BAC Code	Description File assigned to Thaddeus Kinzer @ x41039
Croated 4/27/2012 02:01:51 PM	Created By MERCADTO	Assigned To KINZERTH	BRC PAR	Activity Sub-Type Case Assigned Account	Status Done	Completed 4/27/2012 02:14:22 PM BAC Code	Description File assigned to Thaddeus Kinzer @ x41039
Created 4/27/2012 02:01:38 PM Contact Last Name Comments	Created By MERCADTO	Assigned To SAMILPGA Contact First	Activity Typa SR Openad Name	Activity Sub-Type Account	Status Done	Completed 4/27/2012 02:01:38 PM BAC Code	Doscription SR in Status of Closed has been Re- Opened by MERCADTO
Confidential Comments							
Croated 4/27/2012 02:01:17 PM Contact Last Name Comments Confidential Comments	Created By MERCADTO	Assigned To SAMILPGA Contact First	Activity Typo SR Closed - Satisfied Name	Activity Sub-Type Account	Status Dene	Completed 4/27/2012 02:01:17 PM BAC Code	Description Service Request has been Closed Satisfied.

Report Generated for toporowm

on 5/1/2012

Page 6 of 31

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
1/27/2012 11:33:50 AM	SAMILPGA	AMSTUTST	Notify CRM		Done	4/27/2012 02:01:04 PM	This is a new PAR case
Contact Last Name		Contact First	Name	Account -		BAC Code	Recieved and Assigned in PAR Stacy/ATX/PAR
Comments							
Cust alledging due to the mail)	veh putting off	loxic fumes from	Carbon Monoxide ma	y have worsened or effected her	husbands breath!	-a bnuodní sea) zmeklong gr	
confidential Comments							
Confidential Comments							
Confidential Continents							
·= ···	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
Created		Assigned To SAMILPGA	Activity Typo Notify CRM	Activity Sub-Typo Other	Status Dane	Completed 4/23/2012 10:21:53 AM	Description Email Received
Speatod 4/19/2012 04:35:20 AM	Created By		Notify CRM				
Contact Last Name	Created By	SAMILPGA	Notify CRM	Other		4/23/2012 10:21:53 AM	
<u>Signalod</u> 4/19/2012 04:35:20 AM	Created By	SAMILPGA	Notify CRM	Other		4/23/2012 10:21:53 AM	

Activities

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
4/19/2012 04:34:25 AM	FLORESM2	FLORESM2	Email - Outbound		Done	4/19/2012 04:34:56 AM	The Chevrolet Consumer Support Team
Contact Last Name		Contact First	Name	Account		BAC Code	l

Service Request: 71-1050358124 Customer Relationship Specialist: Mark

Hello

Greetings from the Chevrolet Customer Assistance Center!

Please consider this as confirmation of our receipt of your e-mail. In addition, I have added the information you provided to service request 71-1050358124, and sent a notification to your District Specialist on your behalf to address the additional information provided.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely

The Chevrolet Consumer Support Team

[THREAD ID:1-HD82W3]

----Original Message----

From: Sent: 4/18/2012 04:40:36 PM

To: cac@chevrolet.com Subject: Re: The Chevrolet Consumer Support Team

I would like know what your engineers found out about the master power switchs that melted in my car? They have been replaced by our Chevy dealer at your request. The smell is still there but not as bad as when it first happened. We would like to know what town furnes we where exposed to. I contacted the EPA and they said for sure carbon monoxide and said your engineers whould know what else. They told us to drive with the windows opened but the smell is worst when the windows...

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 8 of 31

Activities

Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
4/19/2012 04:33:04 AM	FLORESM2	SAMILPGA	SR Opened		Done	4/19/2012 04:33:04 AM	SR in Status of Closed has been Re-
Contact Last Name		Contact Fire	r Name	Account		BAC Code	Opened by FLORESM2
CORRECAIS							

Created By Assigned To Activity Type FLORESM2 Email - Inbound Completed Greated 4/18/2012 04:41:40 PM 4/19/2012 04:34:47 AM BAC Code Contact Last Name Contact First Name

Description Re: The Chevrolet Consumer Support

I would like know what your engineers found out about the master power switchs that melted in my car? They have been replaced by our Chevy dealer at your request. The smell is still there but not as bad as when it first happened. We would like to know what toxin furnes we where exposed to. I contacted the EPA and they said for sure carbon monoide and said your engineers whould know what else. They told us to drive with the windows opened but the small is worst when the windows are opened. My husband had major surgery done on Feb. 24th and was recovering when this incident took place on March 4th, we drove the car on March 4th, 5th and 6th day and then didn't drive tilt March 11th when I had to take him to emergency room for breathing problems. They kept him overnight to stabilize his breathing. My concern is about when the burning smell will go away,if ever. We felt safe when we bought the car but now we don't. We would like this matter resolved, so we could look for a new car. What would the value of the car be now with smell still there? We are both retired, my husband is 72 years old and I'm 69, we need a dependable car. Thank You

>To: >Subject: The Chevrolet Consumer Support Team

>Service Request: 71-1050358124 >Customer Relationship Specialist: Dan

>Dear

>Thank you for contacting the Chevrolet Customer A...

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 9 of 31

Activities

Groated 3/27/2012 09:11:14 PM Contact Last Name Comments Confidential Comments	Created By SAMILPGA	Assigned To SAMILPGA Contact First	SR Closed - Satisfied	Activity Sub-Type Account	Status Done	Completed 3/27/2012 09:11:14 PM BAC Code	Description Service Request has been Closed Salisfied.
Created 3/27/2012 09:10:44 PM Contact Last Name Comments Comments Confidential Comments	Created By SAMILPGA	Assigned To SAMILPGA Contact Firs	Manager Review	Activity Sub-Type Account	Status Done	Completed 3/27/2012 09:11:09 PM BAC Code	Obscription Re-opened to fill in GW tab to: dealer Generale
Croated 3/27/2012 09:10:22 PM	Created By SAMILPGA	Assigned To SAMILPGA Control Firs	Activity Typo SR Opened I Name	Activity Sub-Type Account	Status Done	Completed 3/27/2012 09:10:22 PM BAC Code	Discription SR in Status of Closed has been Re- Opened by SAMILPGA
Created 3/27/2012 09:00:36 PM Contact I ast Name Comments	Created By SAMILPGA	Assigned To SAMILPGA Contact Firs	SR Closed - Satisfied	Activity Sub-Type Account	Status Done	Completed 3/27/2012 09:00:35 PM BAC Code	Description Service Request has been Closed Satisfied.

Report Generated for toporowm

on 5/1/2012

Page 10 of 31

Activities

Greated 3/27/2012 06:31:19 PM	Created By SAMILPGA	Assigned To SAMILPGA	Activity Typo Manager Review	Activity Sub-Type	Status Done	Gampleted 3/27/2012 08:59:20 PM	Discription Closing file SAT
Contact Last Name		Control First	Name	Account		BAC Code	

Assistance customer is seeking: A reciution for the Drivers Master Power Window Switch started to burn and all the switchs melted.

DS supports: To see if we can offer assistance

SVM Jessie sts: Per Bulletin igot the parts ordered and everything is being taken are of. We are replacing door panel, switch , harness bezzel. No charge to cust

Cust is SAT

Reasons for:
2007 Model year with 52,482 miles
Current repair cost \$ n/a
repair history
Customer just outside of the warranty
Within 24/24 of Burmper to Burmper
Original owner that we want to keep in the family
Previously owned GM vehicles
No GMPP/Extended warranty purchased
Issue Is a known concern No GMPP/Extended warranty purchased issue is a known concern Part experienced premature failure issues that are not caused by age/mileage Parts that dealer indicates should have lasted longer Part failure not caused by misuse/abuse Service Manager Agreement-Jessle Good maintenance customer (verified with the dealer) Apologetic gesture to offset customer inconventence due to Multiple dealership visits

Final decision:

A) Customer has business case for what is being sought

Cori Samilpa ATX/T2/LVL1 Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 11 of 31

Activities

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 06:31:06 PM	SAMILPGA	SAMILPGA	Resolution		Done	3/27/2012 08:59:24 PM	Business case
Contact Last Name		Contact First	Name	Account		BAC Code	
o common o							4

Assistance customer is seeking: A reclution for the Drivers Master Power Window Switch started to burn and all the switchs malted.

DS supports: To see if we can offer assistance

SVM Jessie sis: Per Bulletin igot the parts ordered and everything is being taken are of, We are replacing door panel, switch , hamess bezzel. No charge to cust

Reasons for:
2007 Model year with 52,482 miles
Current repair cost \$ n/a
repair history
Customer just outside of the warranty
Within 24/24 of Bumper to Bumper
Original owner that we want to keep in the family
Previously owned GM vehicles
No GMPP/Extended warranty purchased
Issue is a known concern
Part experienced premeture faiture
Issues that are not caused by age/mileage
Parts that dealer indicates should have lasted longer
Part failure not caused by misuse/abuse
Service Manager Agreement-Jessie
Good maintenance customer (verified with the dealer)
Apologetic gesture to offset customer inconvenience due to
Multiple dealership visits

Final decision:

A) Customer has business case for what is being sought

Cori Samilpa ATX/T2/LVL1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 12 of 31

Activities

Created	Created By	Asslaned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
3/27/2012 05:30:59 PM	SAMILPGA	SAMILPGA	Other		Done	3/27/2012 08:59:28 PM	CAP
Contact Last Mania		Contact Firs	l Name	Account		BAC Code	
							1

Assistance customer is seeking: A reciution for the Drivers Master Power Window Switch started to burn and all the switchs metted.

DS supports: To see if we can offer assistance

SVM Jessie sis: Per Bulletin Igot the parts ordered and everything is being taken are of. We are replacing door panel, switch , hamess bezzel. No charge to cust

Cust is SAT

Reasons for:
2007 Model year with 52,482 miles
Current repair cost \$ n/e
repair history
Customer just outside of the warranty
Within 24/24 of Bumper to Bumper
Original owner that we want to keep in the family
Previously owned GM vehicles
No GMPP/Extended warranty purchased
Issue is a known concern
Part experienced premature failure
Issues that are not caused by age/mi/eage
Parts that dealer indicates should have lasted longer
Part failure not caused by misuse/abuse Part failure not caused by misuse/abuse
Service Manager Agreement-Jessie
Good maintenance customer (verified with the dealer)
Apologetic gesture to offset customer inconvenience due to
Multiple dealership visits

Final decision:

A) Customer has business case for what is being sought

Corl Samilpa ATX/T2/LVL1

Confidential Comments

Page 13 of 31

Activities

Created	Created By			Activity Sub-Type	Status	Completed	Doscription
3/27/2012 06:30:37 PM	Samilpga	Samilpga	Research		Done	3/27/2012 09:00:25 PM	Research
Contact Last Name	•	Contact First	Name	Account		BAC Code	
Comments							
Customer current concer	n: A reclution f	or the Drivers Ma	ster Power Windov	Switch started to burn and all the st	witchs melted.		
Repeat: n							
First occurred under wan	ranly: n						

Repeat: n

First occurred under warranty: n

Dealer confirmed: y

Estimated cost: \$ r/a

Part available: y

Vehicle repaired: n

Last time @ dealer for this concern: n/a

Vehicle < 10 yrs old: n

Current location of vehicle: hm

FOM contacted: n

Eligible for TAC Escalation: y/n n

System-Component: n/a

Date of sale/Nileage: n/a

CUV/CPC: n

GMPP/Cther: n

Previous GW: n/a

Total vehicle # repairs:

Total vehicle days out of service: N/A

TSB: n

Recali: n

Dealer willing to participate in GW: n/a

411.org contacted:n

Gandicantral Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
3/27/2012 04:10:26 PM	SADMIN	SAMILPGA	DealerWorld Updal	е	Done	3/27/2012 06:30:20 PM	DealerWorld Inbound Message
Contact Last Name		Contact Firs	t Name	Account		BAC Code	03/27/2012 16:10:0244

Comments

40479 Repair Order Date:03232012
N40 CONTACTED ENGINEERING PER PIE0212 AND GAVE INFO, WAS TOLD BY ENGINEERING THAT GM IS TAKING CARE OF THIS ISSUE UNDER WARRANTY. CALLED CUSTOMER CUSTOMER IS SATISFIED.

Page 14 of 31

Activities

Greated 3/27/2012 02:54:28 PM	Created By SAMILPGA	Assigned To SAMILPGA	Activity Typo Oulbound Call Customer	Activity Sub-Typo Made Conlact	Status Don e	Gompleted 3/27/2012 02:57:07 PM	Description
Contact Last Name		- Contact First	Name	- Account		BAC Code	
Considents							

DS sits: I Undertsnad the dir spoke w him and the parts are ordered and the repair is being taken care of, is there anything further you need.

>Ok i am going to close out your file but if you have any further ques opr concerns feel free to give me a call back

>Ty

Cust sts: Yes, No I think I m all that Ok fine, thank you for your service.

CoriSamilpa/ CAC/ATX/T2/ LVL1

Cont	.den	ttal	Comments	

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 11:47:31 AM	SAMILPGA	SAMILPGA	Outbound Call Dealer	Made Contact	Done	3/27/2012 12:13:07 PM	Sediak Chevrolet Buick, Inc.
Conlact Last Name	-	Contact First	Name	Account		BAC Code	
Comments						•	
Sedlak Chevrolet Buick.	na.						

Os sts: I am calling n >So we got him an appt set? >Ok Ty do you know when we are going to gt a bulletin update?

SVM sis: I just went in and closed the case this morning, igot the parts ordered and everything is being taken are of. We are replacing door panel, switch harness bezzel.

>No, iCalled and told him parts are ordered and GM is covering it and we will call him when parts arrive.

CoriSamlipa/ CAC/ATX/T2/ LVL1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 15 of 31

Activities

Groated 3/26/2012 02:05:29 PM	Created By JENNINBR	Assigned To SAMILPGA	Activity Type Scheduled Outbound Call Oir	Activity Sub-Type	Status Done	Completed 3/27/2012 11:47:30 AM	Description Sediak Chevrolet Buick, Inc. (715) 356-3262
Contact Last Name		Contact First		Account		BAC Code	,,
Comments diag? hear from engineer Confidential Comments	ing?						
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
3/26/2012 02:04:49 PM	JENNINBR	SAMILPGA Contact First	Scheduled Outbound Call Cust	Account	Done	3/27/2012 02:54:26 PM BAC Gode	Jack Plazza (715) 356-1878
Comments							

cust is hard of hearing

Undertanad the dir spoke whim and the parts are ordered and the rapair is being taken care of, is there anything further you need

CoriSamilpa/ CAC/ATX/T2/ LVL1 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
3/26/2012 01:59:55 PM	JENNINBR	JENNINBR	Outbound Call Customer	Made Contact	Done	3/26/2012 02:05:26 PM	Jack Plazza
Contact Last Name		Contact First	Name	Account		BAC Code	(715) 356-1878
Comments							
ds: - provided contact info							

- will get in touch wi dir adn ifu tomorrow

cust: - ok thanks

socc: 3/27 @ 2-4 est

brookejennings.abcds.i1.ext41038 Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 16 of 31

Activities

Greated 3/23/2012 04:35:02 PM	Created By SINSUADA	Assigned To SAMILPGA	Activity Type Dealer Notification	Activity Sub-Typo Action Required	Status Done	Completed 3/23/2012 04:35:02 PM	Description Dir Notify on T2 Escalation
Contact Last Name	Olloonon	Control First		- Account		BAC Code	Da Hoply St. 12 Commun.
Comments							
This is to notify you that	his case was s	ent lo your Distri	d Specialist (Tier 2) CRS	6. They may reach out to you sh	ortly to discuss t	he customer's concerns. If	
possible, you may want to Confidential Comments	o reacti out to t	tie Customer to a	tiempt to resolve.				
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/23/2012 04:35:02 PM	SINSUADA	SAMILPGA	Ownership Changed		Done	3/23/2012 04:35:02 PM	Service Request Ownership has
Contact East Name		Contact First	Name	Account		BAC Code	changed FROM: SINSUADA TO: SAMILPGA
Comments							
Comments							
Confidential Comments		_					
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
3/23/2012 04:35:01 PM	SINSUADA	SAMILPGA	T2 Initial		Done	3/26/2012 01:59:42 PM	Initial Customer Contact after escalation
Contact Last Name		Contact First	Acknowledgement	Account		BAC Code	escalauon
			140.110				
Comments							
Confidential Comments			•				
Commenter Comments							

Report Generated for toporowm

on 5/1/2012

Page 17 of 31

Activities

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
3/23/2012 04:29:06 PM	SINSUADA	SINSUADA	Resolution Plan	Assist	Done	3/23/2012 04:34:58 PM	Escalation
Contact Last Name		Contact Eirel	yradi6	Account		BAC Code	

Comments

Business Case

- *Original Owner of the vehicle and still within GW parameters
- *SVM is already working on the case and is waiting for updates from the engineering dept for the bulletin in resolving cust issue
- *To provide a timely resolution on the case and not to prolong the inconvenience of the customer
- *GW is beyond T1 empowerment

Customer is seeking assistance on the repairs

Tier 1: Business case supports forwarding to Tier 2 for goodwill consideration

Dan/CAC/mla/Tier 1 Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 18 of 31

Activities

Created 8y Assigned To Activity Typo
3/23/2012 04:26:12 PM SINSUADA SINSUADA Outbound Call Customer Activity Sub-Type Made Contact
 Completed
 Description

 3/23/2012 04:29:04 PM
 Initial Attempt/7153561878
 Done BAC Code ontact Last Name Contact Fire! Name

ecomments
CRS adv:
-we have already contacted the dealer and based from the info that we got, we will forward your case to one of our DS to further review your case

Cust states: -ok,thank you

CRS adv:
-thank you for your time and you have a great dayl

Dan/CAC/Email/Mia/Tier 1/Level 1

Confidential Comments

Page 19 of 31

Activities

Created Created By	Assigned To Activity Type	Activity Sub-Typo	Status	Completed	Description	
3/23/2012 04:17:29 PM SINSUADA	SINSUADA Outbound Call Dealer	Made Contact	Done	3/23/2012 04:26:07 PM	Verification	
	1 Name	Account		BAC Code		

CRS spoke w/:Jesse-SVM

CRS adv: -we are just checking if you already have a diagnosis on the vehicle?

Dir sts:
--we found the master switch is burnt
there is a bulletin for it and GM engineering and they have no updates on it yet
--we have to contacted us yet
--we took the fuse out and the cust is aware that we are waiting for info from GM Engineering.

-I have to take a call now,i think its the engineering

CRS adv:
-thank you for your time and you have a great day!

Dan/CAC/Email/Mla/Tier 1/Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 20 of 31

Activities

Greated 3/23/2012 03:19:40 PM	Created By SINSUADA	Assigned To SINSUADA	Activity Typo Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 3/23/2012 03:24:03 PM	Description Verification
Contact Last Name	SINSUAUA	Contact Fire		Account -	DOIR	BAC Code	Actilicannii
							•

CRS spoke w/:Jesse-SVM

CRS adv:
-we are just checking if there is a diagnosis already on the vehicle of

Dir ets:
-no diagnosis on it yet
-give us a half hour

CRS adv:
-thank you for your time and you have a great day!

Dan/CAC/Email/Mia/Tier 1/Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 21 of 31

Activities

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2012 04:63:05 PM	SINSUADA	SINSUADA	Scheduled Outbound Call Cust	(nitia) Attempt	Done	3/23/2012 04:26:11 PM	Initial Attempt
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							I
AP:							•

-call cust to inform of the info from the dealer -check if cust has been to the dealer

-if cust calls,please assist properly

Friday/March 23,2012 3-5 pm EST

Dan/CAC/Email/Mia/Tier 1/Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 22 of 31

Activities

Activities							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
3/21/2012 04:46:26 PM	SINSUADA	SINSUADA	Dealer Visit Referred by CAC	CAC Scheduled Via Phone	Done	3/21/2012 04:53:01 PM	Appointment
Contact Last Name		Contact Errs	t Name	Account		BAC Code	
							-
Comments							•
CRS spoke w/:Eliza-SVA							
CRS adv: -calling to set up an appo 2007 Chevrolet Trailbalze -Friday at 2 pm							
Dir sis: -friday is a good day -we have all set up			÷				

CRS adv:
-thank you for your time and you have a great day!

Dan/CAC/Email/Mla/Tier 1/Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 23 of 31

Activities							
Proated 3/21/2012 04:46:17 PM	Created By SINSUADA	Assigned To SINSUADA	Activity Type Other	Activity Sub-Type	Status Done	Completed 3/21/2012 04:52:57 PM	Description Continuation of OBCC
Pontant Last Name	SINSUADA	Control Fire		Account	Dulle	BAC Code	
Owner Specific:		-				·	
Orig owner? -Y							
rimary driver? -N/A							
Personal or business use	?-N						
/eh Specific:							
Where Purchased:							
f 2nd Owner of Veh, whe	n/what mlg? -						
Current Mileage: Sediak (Chevrolet						
Ext Svc Plan? -N/A							
Concern Specific:							
When 1st notice concern?	7 -started febru	ary 29th of this	year				
What conditions does cor	ncem occur?-N	VA.					
Where diagnosed? -Sedia	ak Chevrolet						
Est cost of the repair? -N	/A						
Current location of veh? -	N/A						
eh repaired? If yes, cost	& where comp	oleted?-N/A			,		

Report Generated for toporowm

Prev GM veh?-Y,I had many GM vehicles Dan/CAC/Email/Mia/Tier 1/Level 1 Consideratal Comments

If not GM dir, phone # of repair facility? -N/A What has Dir told you about a diagnosis-N/A

where do you take it for maintenance-Sediak Chevrolet

Who is working with you-N/A

on 5/1/2012

Page 24 of 31

Activities

Groated 3/21/2012 04:37:50 PM	Created By SINSUADA		Activity Type Outbound Call Customer	Activity Sub-Type Made Contact	Status Done	Completed 3/21/2012 04:52:51 PM	Doscription F/up after VM/7153561878
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							I

CRS adv:
-we just want to flup on your email about the 20007 Chevrolet Trailblazer

Cust states:
-the whole switch has already burned out
-it started february 29th of this year

-my wife found on the internet that there are some Issues about it

-we can take it in on Friday

CRS adv:

-we need to take the vehicle to the deeler for diagnosis and see what we can do on this case for you

-CRS called the dealer for appointment

-they will be expecting you on fitday at 2 pm

-will be calling you back on fitday once we have the info from the dealer

-thank you and you have a great day!

Dan/CAC/Email/Mfa/Tier 1/Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 25 of 31

Activities

/21/2012 04:36:54 PM	Created By SINSUADA	SINSUADA	Activity Type Inbound Call Customer	Activity Sub-Type Voice Mail Received	Status Done	Completed 3/21/2012 04:37:17 PM	Description Cust Called/VM
Contact Lost Name		Contact Firs		Account		BAC Code -	
Comments							
1-1050358124							
r the chevy trailblazer	a baal						
if you can please call m							
an/CAC/Email/Mis/Tie	r 1/Level 1						
Confidential Comments							
roatod	Created By SINSUADA	Assigned To SINSUADA	Activity Type Outbound Call Customer	Activity Sub-Typo Received Busy Signal	Status Done	3/21/2012 01:64:51 PM	Poseription Follow up Attempt/7153561878
		amauaua	Optional is call castotties	Meneralen prod ordine	Dolla		t chott apratampet recourse.
/21/2012 01:54:15 PM	CHIOCHEN	Contact Firs	Name	Account		BAC Code	
I/21/2012 01:54:16 PM Contact Last Name	0010011011	Contact Firs	t Name	Account		BAC Code	
Contact Last Name Comments				Account		BAU Code	
Contact Last Name				Account		BAU Code	
Contact Last Name Comments	c to the cust,rec			Account		BAC Gode	
contact Last Name comments CRS was not able to tall car/CAC/Email/Mia/Tie	c to the cust,rec			Account		BAU Gode	
contact Last Name comments CRS was not able to tall	c to the cust,rec			Account		BAU Gode	
contact Last Name comments CRS was not able to tall car/CAC/Email/Mia/Tie	c to the cust,rec			Account Activity Sub-Typo	Status	SAC Gode	Doscription
contact Last Name comments CRS was not able to tall can/CAC/Email/Mia/Tie confidential Cumments	k to the cust,rec	elves bus y s igna			Status Done	Completed 3/21/2012 01:54:08 PM	Description Follow up Attempt/7153561878
contact Last Name comments CRS was not able to tale conf.CAC/Email/Mia/Tie conf.dential Comments croated	c to the cust,record 1/Level 1 Created By	elves busy signa	Activity Type Outbound Call Customer	Activity Sub-Typo		Completed	
contact Last Name comments CRS was not able to tall confidential Comments created /21/2012 01:53:29 PM	c to the cust,record 1/Level 1 Created By	eives busy signs Assigned To SINSUADA	Activity Type Outbound Call Customer	Activity Sub-Typo Received Busy Signal		Completed 3/21/2012 01:54:08 PM	

Report Generated for toporowm

on 5/1/2012

Page 26 of 31

Activities

ADA SINSUADA	Scheduled Outbound				
	Email	Email 5 Day Follow-up	Done	3/21/2012 04:37:40 PM	Email 5 Day F/up-cancelled/cust responded early
Contact Fir	st Name	Account		BAC Code	i
i					-
					i
	Contact Fir	Email Contact First Name			

--THIS IS NOT AN SOCC, PLEASE DO NOT ADVISE CUST
-If cust calls, please assist property
-get details of the concern, do cust funnel
-associate info on the file

Dan/CAC/Email/Mla/Tier 1/Level 1

Confidential Comments

	SUADA SINSUADA	Activity Type Scheduled Outbound Call Cust	Activity Sub-Typo Follow-up Attempt	Status Dona	Completed 3/21/2012 01:53:28 PM	Doscaption Follow up Attempt
	- 1	st Name	Account		BAC Code	

-call cust to gather and varifyr further info -do cust furned -check if vehicle has been at the dealer, if not advise of vehicle to be diagnosed -assist cust in setting up an appoinment

-if cust calls,please assist properly

Wednesday/March 21,2012 2-4 pm EST

Confidential Comments

Dan/CAC/Email/Mis/Tier 1/Level 1

Report Generated for toporowm

on 5/1/2012

Page 27 of 31

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub	-Type St	atus	Completed	Description
3/20/2012 04:19:14 PM	SINSUADA	SINSUADA	Email - Outbound		Do	ne	3/20/2012 04:20:02 PM	The Chevrolet Consumer Support Team
Contact Last Name		Contact First	Name	Account			BAC Code	

Comments

Service Request: 71-1050358124 Customer Relationship Specialist: Dan

Dear

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write us about the issue you are having on your 2007 Chevrolet Trailblazer regarding the driver side power window switch.

I recognize that this situation has caused you a great level of concern, and I hope that you can accept my sincerest apology on behalf of General Motors and Chevrolet. We would like to take the opportunity to took into this further and see what we can do to assist you. In addition I have documented your concern to service request 71-1050358124.

We have tried calling you on the number that you have provided but was unsuccessful however, we have scheduled a call for you tomorrow (March 21, 2012) between the hours of 2:00 p.m. till 4:00 p.m. Eastern Time to further discuss your concern so we can better assist you.

If you'd prefer to expedite the handling of your request, simply contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and provide our Customer Relationship Specialist with the service request number or you may reach me on my direct number at 1-866-790-5600 extension 12975. We are open Monday through Saturday from 8:00 a.m., to 9:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely

The Chavrolet Consumer Support Team

[THREAD ID:1-HD82W3]

----Original Message----

Confidential Comments

F...

Report Generated for toporowm on 5/1/2012

Page 28 of 31

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
V20/2012 04:17:14 PM	SINSUADA	SINSUADA	Outbound Call Customer	Received Busy Signal	Done	3/20/2012 04:20:14 PM	Initial Atlempt/7153561878
Contact Last Name		Contact First	Name	Account		BAC Code	
							•
oomments							•

Dan/CAC/Email/Mia/Tier 1/Level 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
3/20/2012 04:08:34 PM	SINSUADA	SINSUADA	Outbound Call Customer	Received Busy Signal	Done	3/20/2012 04:20:10 PM	Initial Attempt/7153561878
Contact Lact Nama		Control Cont	Name	Account		BAC Code	

CRS was not able to talk to the cust, receives busy signal

Dan/CAC/Email/Mla/Tier 1/Level 1

Confidential Comments

Report Generated for toporowm

on 5/1/2012

Page 29 of 31

Activities

Activities							
Greated Created By 3/20/2012 02:40:27 PM	Assigned To SINSUADA	Activity Typo Email - Inbound	Activity Sub-Type	Status Done	Completed 3/20/2012 04:20:02 PM	Description Chevrolet Vehicle Concern	•
Contact Last Name	Contact First	Name	- Account		BAC Code		
Comments	nt="text/himi; cha	rset= so-8859-1*/>					
Name: br/> Email Address: Address:							
Comments: I have Chevy Trailblazer ODI.NHTSA.DOT.GOV/complaints web because we could not drive with the sme >>	site there has be	en other problems with this .	None of the controls on the p	anel work, we had	the switch taken out		
Vehicle Concern info: bit>Nature of Concern: assistance bit>Model: vear: 2007 vear: 2007 viN Number: 1GNDT13SX72 Mileage: 52482 bitAliow Phone Contact: yes bitAliow Phone Contact: anytime	>						

Report Generated for toporowm

</body>
</html>
Confidential Comments

on 5/1/2012

Page 30 of 31

UCC Information

Poscription
Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 5/1/2012

Page 31 of 31

R No.	71-1063522153	Ref No.		Goodwill	No Goodwi	ill Offered		BRC Type	PAR
ccount		Site		GW SubType	,			Bus. Unit	BRC
ast Name		First Name	Oliver	Approval	Not Initiate	d		Area	PAR
aytime #		Evening #		UCC	Electrical -	Power Windo	w Motor /	Sub-Area	ESIS Escalation
ddress		City At	water	involved Dir				Safety	Yes
tate	OH ZipCd	Con Acct		Source	Phone			Updated	5/4/2012 02:04:21 PM
erial #/VIN	1GNDS13S46	Model Year	2006	Priority	Medium	License #	CHEVROL	Owner	KINZERTH
lake	Chevrolet	Warr. Start	10/09/2006	Status	Open			Opened	5/2/2012 10:47:22 AM
flodel	TrailBlazer	Mileage	82000	Sub-Status	Satisfied			Closed	
Abstract	· (ESIS) Thermal Event - Drivers Do	or Electrical							

Pre-PAR

PAR Notilier			#Olher Veh	#Peop		Road Surfa			Police Report#
wner	2/1/2012 04:00:00 PM	N	0			Asphalt	Dry	n/a	n/a
Driver Last Na	ame	Driver F	irst Name		Hei		OB Disab	lities	
					5'8%		/23/1956 None		
	ent Last Name		ice Agent Firs	it Name	Pho	ne#	Insuranç		
√a		n/a					n/a - not	involved	
Incident Loc	I-76 between highways 43 and	44 near R	tootstown OH			Incide: Desc	not able to u	inlock or open the door - he	ning from within the drivers door - he pulled over, but w had to crawl over to exit from the passenger side, and
Component	drivers door panel electrical cor	mponents					then opened	the drivers door from the o	utside - after shutting the vehicle off the smoke went
		•				Dama	ge drivers door	panel burned	100 L 100 L
Vehicle	with customer					Desc	_	•	
Loc						Add'i I	nfo n/a		· · · · · · · · · · · · · · · · · · ·
Emgcy Svc Names	n/a								
						Maint	Loc independen	t	
PAR De	tail								
Collision	Non Collision	Y	Property Damage	N	Thermal E	vt Y	Spec Equip	None	
Vehicle Speed	65		Weather Condition	dea	<u>г</u>		Prop Owner	n/a	Property n/a Type
Last Service Date		,	Loc Last Service				Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type	Therma	al Event		Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	drivers door panel burned		-				Explain Other	file forwarded to ESIS	

Report Generated for toporowm

on 5/7/2012

Page 1 of 11

Logout

May 7, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

3

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 Tille Information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 1GNDS13S462

Branded Title: No

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Service Contract: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

		_	_					

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Number Description

Posted Date

PIE0212 Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative

03/05/2012

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Status: Inactive

OnStar Equipped: Y

XM Equipped: N OnStar Vehicle Diagnostics: N XM Radio ID:

XM Status: NA DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Special Coverage 10054	08/05/2011	10/09/2006	10 MI	10/09/2016	120,010 MI	
	Bumper to Bumper Limited Warranty	08/05/2011	10/09/2006	. 10 MI	10/09/2009	36,010 MI	
	Emission Select Component Ltd Wty	08/05/2011	10/09/2006	10 MI	10/09/2014	80,010 MI	
	Corrosion Limited	08/05/2011	10/09/2006	10 MI	10/09/2012	100,010 MI	

For this vehicle:

- → View Vehicle Summary
 - → Service Contract

 - → Branded Title
 - → Warranly Block
- → View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History
- Detail
- View Vehicle Delivery Information

Warranty

Service Contract

Vehicle has no current record of service contracts.

Transaction	n History				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/16/2009	459770	ZREGRegular Vehicle Transaction		D0362 - Control, Heater and Air Conditioning - Replace	31,314 MI
01/16/2009	459770	ZREGRegular Vehicle Transaction		R0951 - Radio Rear Side Door Speaker Replacement - Left Side	31,314 MI
01/16/2009	459770	ZREG—Regular Vehicle Transaction		R0950 - Radio Rear Side Door Speaker Replacement - Right Side	31,314 MI
01/16/2009	459770	ZREGRegular Vehicle Transaction		B1785 - Arm, Wiper - Back Glass - Replace	31,314 MI
01/16/2009	459770	ZREGRegular Vehicle Transaction		C0050 - Inside Rearview Mirror Bracket Replacement	31,314 MI
06/05/2006	A58082	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management: Sile Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.



May 7, 2012

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

(2)

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: 1GNDS13S462

Branded Title: No

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Service Contract: No

Order Type: 70 - RETAIL - STOCK Field Actions: O Open

Warranty Block: No

PDf Status: No

Vehicle Build

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Build Date: 06/05/2006 Build Plant: 2

Order Number: KCRC9H

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

1SA - LS PREFERRED EQUIPMENT GROUP 1

28H - LIGHT GRAY

41U - BLACK

7AB - FRONT SPRING

9NR - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

B30 - CARPETING, COLOR-KEYED

C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DR1 - MIRROR O/S LR & RH MANUAL-BLACK

FE9 - FEDERAL EMISSIONS

GT4 - REAR AXLE - 3.73 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SELIA

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

QTR - P245/65R17 ON/OFF ROAD WOL TIRES

R8D - IDENTIFIER - TIRE CHANGE

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT NUMBER

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR

SAFE & SOUND PLAN

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6AB - FRONT SPRING 8NS - SUSPENSION

A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR

CONSOLE

ALO - SENSOR INF RESTR, CHILD DETECT

AXP - MPV VIN IDENT POSITION B3N - 1ST/2ND ROW FLOOR MAT DELETE

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT

G80 - LOCKING DIFFERENTIAL-REAR AXLE

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND

ELECTRONIC CONTROL

N75 - 17" SPORT ALUMINUM WHEELS

NZ3 - WHEEL, FULL SIZE SPARE

R6P - PREMIUM PAINT

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

UB0 - AM/FM STEREO W/CD

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

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - TIRE, FULL SIZE SPARE

ZY1 - SOLID PAINT

For this vehicle:

- → <u>View Vehicle Summary</u>

 - $\begin{array}{l} \rightarrow \text{ Service} \\ \rightarrow \text{ Contract} \end{array}$
 - → Branded Title
 - Warranty
 - → Block
- → View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle
- Transaction History <u>Detail</u>
- View Vehicle Delivery Information

Added Option Codes

~BQ -

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.



■ Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

13

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

Vehicle Information

VIN: 1GNDS13S462 Service Contract: No

Branded Title: No

Model: CS15506-2006 TRAILBLAZER SUV 2WD Warranty Block: No.

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: O Open

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 06/05/2006

Part / Number Broadcast: NFS Time Scanned: 00:24:00

Traceability: 000301506

Component Code: 35-STEERING COLUMN - SIR SYSTEM Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 06/05/2006

Part / Number Broadcast: A1Z

Traceability: 605230092

Time Scanned: 01:08:00 Scan Station: 05

Scan Station: 01

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 06/05/2006

Traceability: 43827735 Part / Number Broadcast: 6SDD

> Time Scanned: 00:33:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY

Source Plani: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 06/05/2006

Traceability: 130080637 Part / Number Broadcast: AA5

Time Scanned: 00:43:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 06/05/2006

Traceability: 00327796

Part / Number Broadcast: 3051

Time Scanned: 02:18:00 Scan Station:

Component Code: AB-IR-MODULE ASM-INFLATOR Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 06/05/2006

Traceability: 1GU5UMJ Part / Number Broadcast: 2395

> Time Scanned: 04:36:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Source Plant: M-MORTON-THIOKOL

Date Scanned: 06/05/2006

Traceability: 5AAQM76 Part / Number Broadcast: 5521

> Time Scanned: 00:50:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned: 05/24/2006

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 06/01/2006

Component Code: CK-SEQ NUM (FLEX) GEN ASM

Date Scanned: 06/02/2006

Component Code: CM-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Source Plant: -

Date Scanned: 06/02/2006

Traceability: 2083003

Part / Number Broadcast: 1ZZ

Time Scanned: 00:03:00 Scan Station:

Traceability: 2267951

Part / Number Broadcast: 1WW

Time Scanned: 23:13:00 Scan Station:

Traceability: 2269029 Part / Number Broadcast: 1PT

Time Scanned: 14:10:00 Scan Station:

Traceability: 2265854

Part / Number Broadcast: 1PH

Time Scanned: 21:15:00 Scan Station:

For this vehicle:

- → View Vehicle Summary
 - Service
 - → Contract
 - → Branded Title
 - Warranty → Block
- → View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History
- View Vehicle Delivery Information

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: - Part / Number Broadcast: 1GB

Date Scanned: 06/02/2006 Time Scanned: 22:08:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

For this vehicle: → View Vehicle Summary → Service Contract

→ Branded Title

→ Warranty Block

View Vehicle Delivery

<u>information</u>

→ View Vehicle Build View Vehlcle Component Summary View Vehicle Transaction History



E Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

10

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

Vehicle Information	n	io	ati	me	ori	f	in	1	ie	c	h	'e	٧	
---------------------	---	----	-----	----	-----	---	----	---	----	---	---	----	---	--

VIN: 1GNDS13S462:

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Warranty Block: No

Service Contract: No

Branded Title: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Date: 01/16/2009

Job Card Number: 459770

Repair Service Agent: 113598

Odomeler Reading: 31,314 MI

PROGRESSIVE CHEVROLET COMPANY 8000 HILLS & DALES RD NW

Authorization Code:

MASSILLON OH 44648-0997

3308338564

Process Date: 01/30/2009

Transaction Type:

ZREG .-- Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0000-Converted Claim Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op D0362-Control, Heater and Air Conditioning - Replace

Causal Parl Number

→See other Parts and/or Net items

Job Card Date: 01/16/2009

Job Card Number: 459770

Repair Service Agent: 113598

PROGRESSIVE CHEVROLET COMPANY

8000 HILLS & DALES RD NW

MASSILLON OH 44648-0997

3308338564

Odometer Reading: 31,314 MI

Authorization Code:

Process Date:

01/30/2009

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0000-Converted Claim Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op R0951-Radio Rear Side Door Speaker Replacement - Left Side

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 459770

Job Card Date: 01/16/2009

5/7/2012

Repair Service Agent: 113598 PROGRESSIVE CHEVROLET COMPANY 8000 HILLS & DALES RD NW MASSILLON OH 44648-0997 3308338564

Odometer Reading: 31,314 MI Authorization Code:

Process Date: 01/30/2009

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op R0950-Radio Rear Side Door Speaker Replacement - Right Side

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/16/2009

Job Card Number: 459770

Repair Service Agent: 113598 PROGRESSIVE CHEVROLET COMPANY 8000 HILLS & DALES RD NW

MASSILLON OH 44648-0997 3308338564

Odometer Reading: 31,314 MI

Authorization Code:

Process Date: 01/30/2009

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 4

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B1785-Arm, Wiper - Back Glass - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/16/2009

Job Card Number: 459770

Repair Service Agent: 113598

PROGRESSIVE CHEVROLET COMPANY

8000 HILLS & DALES RD NW MASSILLON OH 44648-0997

3308338564

Odometer Reading: 31,314 MI

Authorization Code:

Process Date: 01/30/2009

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code: 0000-Converted Claim

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C0050-Inside Rearview Mirror Bracket Replacement

Causal Part Number

Job Card Date: 06/05/2006

Job Card Number: A56082

Repair Service Agent: 151762

JOHN MILES CHEVROLET BUICK GMC

950 DOGWOOD DR CONYERS GA 30012-5452 7704838768

Odometer Reading: 0 MI

Authorization Code:

Process Date: 05/31/2006

Transaction Type: ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Molors. All rights reserved.

For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Title

Warranty

Block

View Vehicle Delivery Information

→ View Vehicle Build View Vehicle Component Summary View Vehicle → Transaction History

Detail

Global Warrants

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

3

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 Informati	tion
-------------------	------

VIN: 1GNDS13S462 Service Contract: No

Branded Title: No

Warranty Block: No

Model: C\$15506-2006 TRAILBLAZER SUV 2WD PDI Status: No

May 7, 2012

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

invoice information

Invoicing Service Agent: 151762 JOHN MILES CHEVROLET BUICK GMC

950 DOGWOOD DR

CONYERS GA 30012-5452 7704838766

Invoice Date: 06/05/2006

Ship to Information

Ship to Service Agent: 151762 JOHN MILES CHEVROLET BUICK GMC 950 DOGWOOD DR CONYERS GA 30012-5452 7704838766

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 151762 JOHN MILES CHEVROLET BUICK GMC

950 DOGWOOD DR

CONYERS GA 30012-5452 7704838766

. Delivery Date: 10/09/2006 Delivery Type: 010—INDIVIDUAL Delivery Odometer: 10

In Service Information

Invoicing Service Agent:

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

Registration information

Registration Service Agent: N/A

Registration Date: N/A Registration Number: N/A Registration Odometer: 0

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors, All rights reserved,

5/7/2012

Activities

Created 5/4/2012 09:37:07 AM	Created By AMSTUTST	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description Thermal Event
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
comments							
veh experienced a then Confidential Comments		ne drivers door p	anel				
Comments							
Created 5/4/2012 07:57:32 AM	Created By KINZERTH	Assigned To AMSTUTST	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 5/4/2012 09:37:03 AM	Description ESIS - Thermal Event
Contact Last Name	MAGLINIT		t Name	Account	Doue	BAC Code	ESIS - (Hermal Event
Customer claims therm	al event originat	ina from within d	rivers dear papal				
Forwarding file to ESIS	ai everit originat	и д пош мили а	rivers door paner				
Thaddues Kinzer/PAR/	ATX						
Confidential Comments	;						1
							N
Created 5/3/2012 05:34:04 PM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
Contact Last Name	DUFFTVVI	Contact Fire	Notify CRM	Account	Done	5/4/2012 07:57:24 AM BAC Code	Request for escalation to ESIS rejected
			·	Account		BAC COUL	•
The guet address our	the entrand for						•
Confidential Comments	t be entered for	contact, otherwis	se there must be some docu	umentation of why it is missing			
							•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2012 08:31:23 AM	KINZERTH	KINZERTH	Scheduled Follow-up	3	Scheduled Ala		ESIS
							_
Contact Last Name		Contact Fir	st Name	∆ccount		BAC Code	
Contact Last Name Comments		Contact Eir	st Name	Account		BAC Code	
Comments		Contact Eir	st Name	Account		BAC Code	! !
	5	Contact Fir	st Name	Account		BAC Code	

Report Generated for toporowm

on 5/7/2012

Page 2 of 11

Activities

Created 5/3/2012 08:30:49 AM	Created By KINZERTH	Assigned To DUFFYWI	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 5/3/2012 05:34:01 PM	Description ESIS - Thermal Event
Contact Last Name		Contact Firs	Name	Account		BAC Code	I

Customer claims thermal event originating from within drivers door panel Forwarding file to ESIS

Thaddues Kinzer/PAR/ATX

Rejected

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/3/2012 08:25:33 AM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	5/3/2012 08:30:46 AM	Business Case
Contact Last Name		Contact Firs	t Name	Account		BAC Code	l
Customer daims therms	l event originati	na from within d	duere door name!				=

Forwarding file to ESIS

Thaddues Kinzer/PAR/ATX Confidential Comments

Report Generated for toporowm

on 5/7/2012

Page 3 of 11

Activities

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/2012 02:21:10 PM	MERCADTO	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	5/2/2012 02:21:36 PM	PAR VM
intact Last Name		Contact First	Name	Account		BAC Code	1
anin-ma							
icemail received on 5	/2/12 @ 1104AN	Á					
-1063522153 nevrolet Trailblazer 201	no						
st 8 of the vin 62							
ust Name:							
shicle Door got burnt v	vhile driving on t	he HWY					
eeks repair assistance							
you need any more ve	enfication you ca	ın call me @ 866	3-790-5700 ext 49281. thank	you			
tacy/ATX/PAR							
onfidential Comments							1
ornidential Certificities							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/2012 01:58:12 PM	KINZERTH	KINZERTH	Scheduled Outbound Call		Done	5/3/2012 08:02:41 AM	initial
			Cust				_
ontact Last Name		Centact Firs	t Name	Account		BAC Code	
omments							•
omplete initial contact							
onfidential Comments		npr					•
onilidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/2012 01:58:08 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to	Done	5/2/2012 01:58:08 PM	Ownership Escalated to BRC
				BRC			
ontact Last Name		Contact Fire	t Name	Account		BAC Code	•
					•		_
ommants							
							_
onfidential Comments							
							_

Report Generated for toporowm

on 5/7/2012

Page 4 of 11

Activities

		d To Activity Type	Activity Sub-Type	Status	Completed	Description
5/2/2012 01:56:37 PM KINZ	IZERTH KINZER	TH Outbound Ema	il DVM/CAM/Field	Done	5/2/2012 01:56:59 PM	(OH) 71-1063522153 PAR Case Sent
Contact Last Name	Contac	t First Name	Account		BAC Code	to ESIS – No Action Required

a diministra

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: 2006 Chevrolet TrailBlazer 1GNDS13S462 Dealership: no dealer involved Dealership Contact: n/a

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

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/2/2012 01:40:04 PM	MERCADTO	KINZERTH	Ownership Changed		Done	5/2/2012 01:40:05 PM	Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: NAVARERO TO KINZERTH
							KINZERTH
Comments							

Report Generated for toporowm

on 5/7/2012

Page 5 of 11

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2/2012 01:39:09 PM	MERCADTO	KINZERTH	BRC PAR	Initial Contact - Field	Done	5/2/2012 01:56:36 PM	Field notification sent
Contact Last Name		Contact Fire	t Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: 2006 Chevrolet <u>TrailBlaz</u>er 1GNDS13S46; Dealership: no dealer involved Dealership Contact: n/a

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

Confider		

5/2/2012 01:39:01 PM MER	CADTO KINZERTI	To Activity Type H BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 5/2/2012 01:47:56 PM	Description No initial contact required - vehicle ha
Contact Last Name	Contact	First Name	Account		BAC Code	not been to dealer in two years

Report Generated for toporowm

on 5/7/2012

Page 6 of 11

Activities

Created 5/2/2012 01:38:53 PM	Created By MERCADTO	Assigned To KINZERTH	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 5/3/2012 08:23:49 AM	Description Called (330) 325-3215	
Contact Last Name		Contact Fire	Narne	Account		BAC Code	l	

Spoke with customer Oliver Riggle

- **Customer claims thermal event originating from within the drivers door panel

 **Customer states he was driving when smoke started coming from within the drivers door he pulled over, but was not able to unlock or open the door he had to crawl over to exit from the passenger side, and then opened the drivers door from the outside after shutting the vehicle off the smoke went away

 **Verified no Injuries and no property damage

 **Customer additionally states that prior to the incident he had been smelling a burning odor for about the past two weeks since the incident occurred the power window and door lock does not work

 **Vehicle currently still with customer no repairs or Insurance involvement

 **Advised customer file would be forwarded to ESIS and read ESIS scripting

 Provided contact information

Thaddeus Kinzer/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
5/2/2012 01:38:43 PM	MERCADTO	KINZERTH	BRC PAR	Acknowledgement	Done	5/2/2012 01:54:02 PM	Called (330) 325-3215	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1	
				•			_	

Left voicemail for customer Oliver Riggle

- * Advised customer file has been received in PAR * Provided contact information * Scheduled callback

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Activities

Contact Last Name Conflic	Created 5/2/2012 01:38:35 PM	Created By MERCADTO	Assigned To KINZERTH	Activity Type Research	Activity Sub-Type	Status Done	Completed 5/2/2012 01:50:53 PM	Description Research VIN
Open Recalls/None Recaltad Repairs/None Previous SRs:None Previous	Contact Last Name				Account			
Related Repairs:None Thaddeus Kinzer/PAR/ATX Consider that Comments Created Condect by Assigned To Activity Type Activity Sub-Type Status Completed Done 5/22012 01:48:24 PM PM DONE 5/22012 01:48:24 PM PM PM PM PM PM PM PM PM PM PM PM PM	Comments							1
Previous SRs:None Thaddaus Kinzer/PARIATX Confidential Comments Created Evaluation MeRCADTO Kinzerith Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Created Evaluation Research Name Account Created Evaluation Research Research Name Account Created Evaluation Research	Open Recalls:None							
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Product First Name Account EAC Code Activity Sub-Type Status Completed Doscription File assigned to Thaddeus Kinzer @ X41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription File assigned to Thaddeus Kinzer @ X41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription File assigned to Thaddeus Kinzer @ X41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription File assigned to Thaddeus Kinzer @ X41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription File assigned to Thaddeus Kinzer @ X41039 Created Code Doscription File assigned To Activity Type Activity Sub-Type Status Completed Doscription Signature (Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription Signature (Created By Activity Sub-Type Status Completed Doscription Signature of Created By Mercadity Opened By Mercadity								
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description File assigned to Thaddeus Kinzer @ X41039 Created Status Completed Done 5/2/2012 01:46:24 PM EAG Code FACTOR Status Completed Done 5/2/2012 01:46:24 PM EAG Code FACTOR Status Completed Done Status Completed Done Status Completed Done Status Completed Done Status Completed Done Status Completed Done Status Completed Done Status EAG Code FACTOR Status Completed Done Status EAG Code FACTOR Status Completed Done Status EAG Code FACTOR Status EAG CODE FACTOR STATUS EAG CODE FACTOR STATUS EAG	Thaddeus Kinzer/PAR/A	ATX						
5/2/2012 01:38:28 PM MERCADTO KINZERTH Notify CRM Done 5/2/2012 01:48:24 PM EAG Code Contact Last Name Contact Last Nam	Confidential Comments							•
5/2/2012 01:38:28 PM MERCADTO KINZERTH Notify CRM Done 5/2/2012 01:48:24 PM EAG Cede Contact Last Name Contact Last Name Account EAG Cede Contact Last Name Contact Last Name Account EAG Cede Contact Last Name Contact Last Name EAG Cede Contact Last Name EAG Cede Contact Last Name EAG Cede Contact Last Name EAG Cede File assigned to Thaddeus Kinzer @ x41039 Contact Last Name EAG Cede File assigned to Thaddeus Kinzer @ x41039 Contact Last Name EAG Cede Contact Last								
Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Contact Last Name Account Contact Last Name Contact Last Name Contact Last Name Account Contact Last Name Contact Last Name Account Contact Last Name Account Contact Last Name Contact Last Name Contact Last Name Account Contact Last Name Contact Last Name Contact Last Name Account Contact Last Name Contact Last Name Account Contact Last Name Contact Last Name Account Contact Last Name Contact Last Name Contact Last Name Account Description SR in Status of Closed has been Re- Opened by MERCADTO Opened by MERCADTO					Activity Sub-Type			
Created Created Ey Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:02 PM MERCADTO KINZERTH BRC PAR Case Assigned Done 5/2/2012 01:41:46 PM File assigned to Thaddeus Kinzer @ x41039 Contact Last Name Account BAC Code File assigned to Thaddeus Kinzer @ x41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Opened by MERCADTO Contact Last Name Account BAC Code Description SR in Status of Closed has been Re-Opened by MERCADTO					Account	50110		
Created Created Ey Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:02 PM MERCADTO KINZERTH BRC PAR Case Assigned Done 5/2/2012 01:41:46 PM File assigned to Thaddeus Kinzer @ x41039 Contact Last Name Account BAC Code File assigned to Thaddeus Kinzer @ x41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Opened by MERCADTO Contact Last Name Account BAC Code Description SR in Status of Closed has been Re-Opened by MERCADTO								
Created Created Ey Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:02 PM MERCADTO KINZERTH BRC PAR Case Assigned Done 5/2/2012 01:41:46 PM File assigned to Thaddeus Kinzer @ x41039 Contact I asl Name Account BAC Code x41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Opened by MERCADTO Contact Last Name Account BAC Code Contact Last Name Account BAC Code Contact Last Name Account BAC Code Opened by MERCADTO	Comments							
5/2/2012 01:38:02 PM MERCADTO KINZERTH BRC PAR Case Assigned Done 5/2/2012 01:41:46 PM File assigned to Thaddeus Kinzer @ x41039 Contact Last Name Account BAC Code x41039 Created Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Done 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Contact Last Name Account BAC Code Contact Last Name Account BAC Code Opened by MERCADTO	Confidential Comments							I
5/2/2012 01:38:02 PM MERCADTO KINZERTH BRC PAR Case Assigned Done 5/2/2012 01:41:46 PM File assigned to Thaddeus Kinzer @ x41039 Contact Last Name Account BAC Code Tile assigned to Thaddeus Kinzer @ x41039 Created Created Ey Assigned To Activity Type Activity Sub-Type Status Completed Done 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Opened by MERCADTO Contact Last Name Account BAC Code Opened Done Done Done Done Done Done Done Done								
5/2/2012 01:38:02 PM MERCADTO KINZERTH BRC PAR Case Assigned Done 5/2/2012 01:41:46 PM BAC Code x41039 Contact First Name Account BAC Code x41039 Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Done 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Opened by MERCADTO Contact Last Name Account BAC Code Code Service Name Account BAC Code Opened by MERCADTO Contact Last Name Account BAC Code Code Code Code Code Code Code Cod	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re-Opened by MERCADTO Contact Lest Name Account BAC Code Opened by MERCADTO Opened by MERCADTO	5/2/2012 01:38:02 PM							File assigned to Thaddeus Kinzer @
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re- Contact Last Name Account BAC Code Opened by MERCADTO	Contact Last Name		Contact Firs	t Name	Account		BAC Code	×41039
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re- Contact Last Name Account BAC Code Opened by MERCADTO	192111114116				0			•
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re- Contact Last Name Account BAC Code Opened by MERCADTO								•
5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re- Contact Lect Name Account BAC Code Opened by MERCADTO	Confidential Comments							
5/2/2012 01:38:01 PM MERCADTO NAVARERO SR Opened Done 5/2/2012 01:38:01 PM SR in Status of Closed has been Re- Contact Lect Name Account BAC Code Opened by MERCADTO								
Contact Last Name Account BAC Code Opened by MERCADTO	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
ame Account BAC code		MERCADTO				Done	5/2/2012 01:38:01 PM	
Confidential Comments	Contact Last Numa		Contact Eur	* Name	Account		BAC Code	Opened by MERCADTO
Confidential Commonts								
Configential Comments								- -
	Confidential Comments	,						

Report Generated for toporowm

on 5/7/2012

Page 8 of 11

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	MERCADTO	NAVARERO	SR Closed - Dissatisfied	Acovity Sub-Type	Done	5/2/2012 01:37:59 PM	Service Request has been Closed
Contact Last Name		Contact Eire	t Name	Account		BAC Code	Dissatisfied.
							_
comments							
Confidential Comments					•		_

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2/2012 11:05:53 AM	NAVARERO	AMSTUTST	Notify CRM	Customer Called	Done	5/2/2012 01:37:55 PM	Possible PAR case
Contact Last Name		Contact First	Name	Account		BAC Code	Recieved and Assigned in PAR
							Stacy/ATX/PAR

custs door caught fire while driving in the hi way cust had veh taken to wise chevy and was advad door replacement will be \$400-\$600

Reggi é T1 é L1 é CAC&Reimbursement é MLA 866-790-5700 ext 42981

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2/2012 11:00:30 AM	NAVARERO	BRCPARQ	Notify CRM	Customer Called	Done	5/2/2012 11:04:34 AM	Possible PAR case
Contact Last Nama		Contact Eig	t Name	Account		BAC Code	
t annens							_

custs door caught fire while driving in the hi way cust had veh taken to wise chevy and was adved door replacement will be \$400-\$600

Reggi é T1 é L1 é CAC&Reimbursement é MLA 866-790-5700 ext 42981

Confidential Comments

Report Generated for toporowm

on 5/7/2012

Page 9 of 11

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
5/2/2012 10:49:44 AM	NAVARERO	NAVARERO	Inbound Call Customer	Complex Request	Done	5/2/2012 11:05:11 AM	veh door burnt and gas gauge falling	_
Contact Last Name	Contact Firet Namo		Account		BAC Code			

Comments

CUst reason for calling What do I do

what go to do Abt an incident report
Abt an incident report
There electricals issues - drivers door caught fire and started smoking while driving veh and it was driving down the highway that is a safety issue
Tried to get out doors wouldn't open
No inturies thank and

80-82k miles

Also last year engine light came on we took it to chevy dealer it ended up costing us \$400-\$600

1 of the computer or sensor went out on it after that door incident also the warning light for low gas lights up and that was fixed by a dealer in FL. Weve been GM custs and this is gonna limit me from buying a gm veh
Took veh to Weise chevy recently and they quoted the \$400-\$600

Business case : n/a

CRS advsd- there is a SC
Special Coverage 10054 08/05/2011 10/09/2006 10 MI 10/09/2016 120,010 MI
w/ covers 50% suggest veh be taken to the dealer for repairs now re the supposedly repaired sensor in the Gas tank from last year if you have the docs suggest you have it taken w/ you if you visit the dealer so they can process possible reimbursement now in re to the veh issue abt the fire that happened let me check if the PAR team can help abt it

Cust response - ok thx

Confidential Comments

Reggi / T1 / L1 / CAC&Reimbursement / MLA 866-790-5700 ext 42981

Report Generated for toporowm

on 5/7/2012

Page 10 of 11

UCC Information
UCC Code
CO4
N40
N42 Symptom
No Symptom Indicated
Thermal Event
Thermal Event Description
Body - Door
Electrical - Power Window Motor / Switch / Wiring / Regulator
Electrical - Power Door Lock Motor / Switch / Wiring Lynda Eichorst/Austin/GM1

To larry.harrington@gm.com

05/10/2012 05:03 PM

cc bcc

Subject

. 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 module burned. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer 1GNDT13S862 No dealer involvement

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

Best wishes

Lynda Eichorst

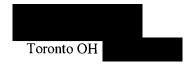
Aditya Biria Minacs | Inspired every day 7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741 Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabiria.com| Follow us on Twitter



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 Neatrice.Jackson@gm.com Claims Administrator

May 18, 2012



RE:

Our File No.:

742787

Our Client:

General Motors LLC

Date/Event:

5/7/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S862

Dear

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.

C

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

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

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

Sincerely,

Nikki Jachson Nikki Jackson

Claims Administrator



ESIS/GM Central Claims Unit PO Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel 313.665.0911 fax

Nikki Jackson Neatrice.Jackson@gm.com Claims Administrator

July 17, 2012



RE:

Our File No.:

742787

Our Client:

General Motors LLC

Date/Event:

5/7/12

Dear

ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

I have reviewed the above referenced file and discovered we have not received any material relative to your claim. Please note we will need this material in order to consider your claim. Please forward whatever you may have and feel is relevant to your claim to my attention at your earliest convenience. Once we have received this information we will be in a better position to consider your claim. If we have had no contact from you within the next 30 days we will assume you are no longer interested in pursuing a claim and we will close our file.

Please note, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action against GM.

You may contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:00 p.m., EST if you have questions regarding this letter or your claim.

Sincerely,

Nikki Jackson Nikki Jackson Claims Administrator

E Logout

May 11 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

②

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

Vehicle Information

VIN 1GNDT13S862 Service Contract. No

Branded Title No.

Model CT15508-2008 TRAILBLAZER 4WD

Warranty Block No.

PDI Status No

Order Type 50 - FLEET

Field Actions: 0 Open

Open field actions are highlighted

Type Number

N070132

Required Field Actions

Original 07132

Description

SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K

06/27/2007

Release

Date

Closed

MILE ECM WARR

Status

Branded Title

Service

Update

Bulletins

*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 ventication and shall not be used for any other purpose whatsoever.

Vohicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block

Service Information

Number Description **Posted Date**

Ei PIE0212 Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative

03/05/2012

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valld	Description	Werranty Add Date	Start Date	Effective Odonieter	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	12/17/2005	10 MI	12/17/2008	36,010 MI
	Corrosion Limited Warranty	08/05/2011	12/17/2005	10 MI	12/17/2011	100,010 MI
	Emission Select State Component Lty Wty	08/05/2011	12/17/2005	10 MI	12/17/2012	70,010 MI
	Emission Limited Warranty	08/05/2011	12/17/2005	10 MI	12/17/2008	50,010 MI

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

Special Coverage 10054 Emission Select Component Ltd Wty

08/05/2011 08/05/2011 12/17/2005 12/17/2005 10 MI 10 MI 12/17/2015 120,010 MI

12/17/2013 80,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transactio	on History	·			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/29/2006	274872	ZREGReguler Vehicle Transaction		F2043 - Flange, Pinion Shaft - Rear Differential - Replace	28,753 MI
11/15/2008	273135	ZREGRegular Vehicle Transaction		K6630 - 2-4 Band Sarvo Piston Replacement	27,924 MI
11/15/2008	273135	ZREGRegular Vehicle Transaction		F2023 - Differential Drive Pinion Gear Seal Replacement	27,924 Mi
09/12/2006	264551	ZREG—Regular Vehicle Transaction		N6642 - HVAC System Wiring and/or Connector Repair or Replacement	22,135 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Logout

@ @lobalWarranty

May 11, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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 1GNDT135862 Service Contract, No.

Branded Title, No.

Model CT15506-2006 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Order Type 50 - FLEET Field Actions. 0. Open

- View Vehicle Build

For this vehicle:

→ View Vehicle Summary Servica

Contract

→ Warranty Block

- Branded Title

View Vehicle Component Summary

View Vehicle Transaction History <u>Detail</u>

View Vehicle Delivery

information

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number, JNCXZC Build Date 11/23/2005

Build Plant 2

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WRING CONNECTOR • REMOTE KEYLESS ENTRY • THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

62U - DARK GRAY METALLIC

7HN - SPRING **9NR - SUSPENSION**

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AUO - KEYLESS REMOTE DOOR LOCK

830 · CARPETING, COLOR-KEYED

833 - REAR COLOR KEYED FLOOR MATS

B8W - GM PRODUCTION WEEK #47 C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

GUG - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI IS

EQUIPMENT SAVINGS

1SZ - PREFERRED

281 - INT TRIM LT GRAY/DK GRAY

8HN - SPRING

8NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR. CHILD DETECT

AR9 - FRT BUCKET SEAT.

DELUXE

AXP - MPV VIN IDENT

POSITION

B32 - FLOOR MATS, FRONT AND REAR

886 - MOLDING B/S

COLOR

BO2 - AVIS RENT A CAR

C5N - GVW RATING - 5750

LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND

LIGHTER

FLT - FLEET PROCESSING

ОРПОИ

JF8 - BRAKE VAC POWER,

4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150

AMP

M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND **ELECTRONIC CONTROL**

N40 - POWER STEERING NP8 - 2-SPEED ACTIVE TRANSFER CASE NU5 - EMISSION SYSTEM CALIFORNIA NZ3 - WHEEL, FULL SIZE PDC - SEAT, 8-WAY POWER DRIVER QC3 · ALUMINUM WHEELS QNF - P235/75R16 ALS BW TIRES R6F - IDENTIFY B CODE **USERS** R7M - ONSTAR SERVICE NOT INCLUDED **R6P - PREMIUM PAINT** R9Z - POMS EXPEDITE-SOLD ORDERS/TSE **T61 - DAYTIME RUNNING** LIGHTS **198 - STAMPING VEHICLE IDENT NUMBER** TB4 - LIFTGATE U73 - FIXED MAST TFD - RETAIL AMENITY DELETE ANTENNA UA6 - THEFT DETERRENT ALARM SYSTEM UBO - AM/FM STEREO WICD **UY7 - TRAILER WRING HARNESS** V1K - LUGGAGE RACK **CROSS-BARS** V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VK3 - LICENSE PLATE FRAME, FRONT VN9 - DAILY RENTAL REPURCHASE PROGRAM **VP8 - NOISE CONTROL** VXS - COMPLETE VEHICLE LABEL X88 - CHEVROLET CONVERSION YA7 - CALIF. ASSY. LINE EMISSION TEST YD3 - BASE EQUIP FOR SCH GVW PL-FT AX YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING YF5 - 50-STATE EMISSIONS YT1 - DAILY RENTAL FLAT RATE DEPREC.

Added Option Codes

-8Q ·

Global Warranty Management Site Map

ZW7 - PREMIUM RIDE SUSPENSION

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

ZY1 - SOLID PAINT

প্রতিটিরাWarranty

May 11, 2012

■ Logout

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 1GNDT13\$862 Service Contract: No

Branded Title No.

Warranty Block, No.

Model, CT15506-2006 TRAILBLAZER 4WD

PDI Status No

Scan Station 01

Order Type 50 - FLEET Field Actions 0 Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 11/23/2005

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW.MI Date Scanned 11/23/2005

Traceability: 101903215 Part / Number Broadcast: XVM

Part / Number Broadcast NF\$

Traceability 511161083

Time Scanned 13:46:00

Time Scanned 14:16:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE) Source Plant N-

Date Scanned: 11/23/2005

Component Code 61-TRANSMISSION Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 11/23/2005

Traceability OBI149777 Part / Number Broadcast: FK

Time Scanned 13:57:00 Scan Station: 03

Traceability 42981727 Part / Number Broadcast: 6TOD

Time Scanned, 13:54:00 Scan Station, 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant: G-

Part / Number Broadcast UK2

Traceability. 00177115

Part / Number Broadcast

Time Scanned 15:20:00

Traceability: G0U30165

Date Scanned 11/23/2005

Time Scanned, 14:37:00 Scan Station:

Component Code 65-REAR AXLE ASSEMBLY Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 11/23/2005

Traceability, 314122318 Part / Number Broadcast: CN8

Time Scanned 13:52:00 Scan Station, 11

3051

Scan Station:

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 11/23/2005

Component Code. AB-IR-MODULE ASM-INFLATOR Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 11/23/2005

Component Code AL-IR-MODULE ASM-I/P Source Plant M-MORTON-THIOKOL

Date Scanned 11/23/2005

Component Code CB-SEQ NUM (FLEX) BODY ASM Source Plant -

Date Scanned: 11/17/2005

Traceability 1FMMEU8 Part / Number Broadcast. 2395

Time Scanned: 17:24:00 Scan Station 06

Traceability. 7ZBSJ32 Part / Number Broadcast: 0901

Time Scanned 14:09:00 Scan Station 04

Traceability 0911090 Part / Number Broadcast 177

Time Scanned, 00:03:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 2129002

For this vehicle:

- → View Vehicle Summary
 - Service
 - Contract
 - Branded Tille
 - → Warranty Block
- → View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History
- View Vehicle Delivery
- Information

Source Plant: -

Date Scanned: 11/22/2005

Part / Number Broadcast: 1VWV

Time Scanned: 06:51:00 Scan Station:

Component Code. CK-SEQ NUM (FLEX) GEN ASM

Date Scanned 11/23/2005

Traceability 2130078 Part / Number Broadcast: 1PT

Time Scanned: 00:12:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Date Scanned: 11/23/2005

Traceability: 2128093 Part / Number Broadcast, 1PH

Time Scanned: 10:42:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Traceability: 2128404 Part / Number Broadcast: 1GB

Date Scanned: 11/23/2005

Time Scanned: 12:15:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

Job Card Line # 1

Causal Part Number

Labour Op K6630-2-4 Band Servo Piston Replacement

See other Parts and/or Net Items

Logout

ල්වන් Warranty May 11, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail CUSTOMER View Vehicle Transaction History Detail 3 This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDT13S862 Model CT15506-2008 TRAILBLAZER 4WD Service Contract No. Branded Title: No Warranty Block No. PDI Status No Order Type: 50 - FLEET Field Actions O_Open Job Card Date: 11/29/2008 Job Card Number: 274872 Repair Service Agent 171368 Odomeler Reading 28,753 MI **POWER CHEVROLET** Authorization Code. 6330 E SUPERSTITION SPRINGS BLVD MESA AZ 85208-4395 4806154500 Process Date: 12/05/2006 Transaction Type: ZREG-Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op F2043-Flange, Pinion Shaft - Rear Differential - Replace Causal Part Number See other Parts and/or Net Items Job Card Date: 11/15/2008 Job Card Number: 273135 Repair Service Agent 171368 Odometer Reading, 27,924 MI POWER CHEVROLET Authorization Code: 6330 E SUPERSTITION SPRINGS BLVD MESA AZ 85206-4395 4806154500 **Process Date** 11/21/2008 Transaction Type: ZREG-Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim

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

View Vehicle Deliv

Job Card Date: 11/15/2008 Job Card Number: 273135

Repair Service Agent 171368 Odometer Reading 27,924 MI

Transaction Adjustment:

Cause Code: 0000-Converted Claims

POWER CHEVROLET 6330 E SUPERSTITION SPRINGS BLVD MESA AZ 85208-4395 4806154500

Authorization Code:

Process Date: 11/21/2006

Transaction Type ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Odometer Reading: 22,135 MI

Authorization Code E

Job Card Number: 284551

Labour Op F2023-Differential Drive Pinion Gear Seal Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/12/2006

Repair Service Agent 171368 POWER CHEVROLET

6330 E SUPERSTITION SPRINGS BLVD MESA AZ 85208-4395 4806154500

Process Date: 09/19/2006 Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N6642-HVAC System Wiring and/or Connector Repáir or Replacement

Causal Part Number

· See other Parts and/or Net Items

Global Warranty Management Site Map

Privacy Policy | Terms of Use

O 2005 General Motors, All rights reserved

For this vahicle:

- View Vehicle Summary Service

- View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

> View Vehicle Delivery Information

Detail

Contract

- Branded Title

Warranty - Block

Objetiwarranty 🐪 May 11, 2012

E Logout

Global Warranty Management; Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

(?)

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

Vehicle Information

VIN 1GNDT135882 Service Contract No

Branded Title. No

Warrenty Block No.

Model CT15506-2006 TRAILBLAZER 4WD

PDI Status No

Order Type: 50 - FLEET

Field Actions <u>0 Open</u>

Invoice information

Invoicing Service Agent. 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR

MORENO VALLEY CA 92555-4408 9514853500

Invoice Date 11/23/2005

Ship to information

Ship to Service Agent 163692 AVIS RENT A CAR SYSTEMS, INC. 3450 EAST AIRPORT DRIVE, SUITE 600

ONTARIO CA 91761-7681

Ship to Date N/A

Delivery Information

Delivery Service Agent 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR

MORENO VALLEY CA 92555-4408 9514853500

Delivery Date: 12/17/2005 Delivery Type 020—DAILY RENTAL Delivery Odometer 10

In Service Information

Invoicing Service Agent

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

Registration information

Registration Service Agent N/A

Registration Date N/A Registration Number N/A Registration Odometer D

Global Warranty Management, Site Map

Privacy Policy Terms of Use

O 2005 General Motors. All rights reserved

Service Request Detail SR No. 71-1065700458 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Account Bus. Unit BRC Site Last Name First Name Approval Not Initiated Area PAR Daytime # Evening # UCC Body - Door Sub-Area ESIS Escalation Address Involved Dir Safety City Toronto Yes OH ZIPCd 1GNDT13S862 5/10/2012 05:17:15 PM State Con Acct Source Phone Updated Serial #/VIN Model Year 2006 Priority Medium License # CHEVROL Owner EICHORLY 12/17/2005 Status Open Орелед 5/9/2012 12:24:42 PM Make Chevrolet Warr, Start Model TrailBlazer 91000 Sub-Status Dissatisfied Closed Mileage Abstract (ESIS) Thermal Event Customer Description This is a BRC PAR File. Please do not Assume, Forward all inquiries to Lynda Eichorst @ ext.31093

Pre-PAR

	•									
PAR Notifier	Incident Date/Time	Injuries #			in Veh Ro			Cond. Fire Report#		Report#
Owner	5/7/2012 03:00:00 PM	N	0	0	Gn	avel	Dry	ฟล	n/a	
Driver Last No	inie	Driver Fi	rsi Name		Height	DO		lities		
					5'11"		n/a			
	au razi Name		e Agent Firs	t Name	Phone			е Аделсу		
Unknown		Unknow	n		8 (008)	41-3000	Geico In:	surance Co.		
Incident Loc	Al cust's home 318 Hale Rd					Incident Desc		door module was burnt whe ical system has been bad. T		
Component	Electrical									
Vehicle	At cust's home 318 Hale Rd					Damage Desc	Driver's doo	r module and the installation	i is charred. No controls wi	ll work.
Loc						Add'l info	o n/a			
Emgcy Svc Names	n/a									
						Maint Lo	c Self			
PAR De	tail									
Collision	Non Collision		Property Damage	N TI	ermaî Evt	Y	Spec Equip	n∕a		
Vehicle Speed	0		Weather Condition	dear			Prop Owner	nia	Property Type	n/a
Last Service Date	3/9/2012		Loc Last Service				Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary /eh Use	Personal		inspection Type	Thermal 6	Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Driver's door module and the			No controls	will work,		Explain Other			

Report Generated for toporowm

on 5/11/2012

Page 1 of 12

Activities

realed 10/2012 05:20:33 PM	Created By DUFFYW	Assigned To ESISBIOU	Activity Typo Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal Event
ontact Last Name		- Contact Fire		Account	-	BAC Code	Tromai wears
ummenus							1
ust alleges the veh was e entire electrical syste	in park and the	e ignition was tu Injuries. No pro	med off, When cust opened perty damage. No insurance	the veh door he noticed the do	iver's side door mo	dule was burnt. Cust stated	
onfidential Comments							I
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2012 05:16:10 PM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	5/10/2012 05:16:10 PM	Ownership Escalated to BRC
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
omments							
onfidential Comments]
realed 10/2012 05:14:44 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Typo Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Description ESIS - Verify file was picked up.
ontact i ast Name		Contact Fire	t Name	Account		BAC Code	1
ommenis							I
nfidential Comments							I
oated 10/2012 05:12:29 PM	Created By EICHORLY	Assigned To DUFFYWI	Activity Typo Natify CRM	Activity Sub-Typo	Status Done	Completed 5/10/2012 05:20:28 PM	Description Please escalate to ESIS
entant Lant Riama		C	•	Account		BAC Code	
omments							
ust alleges the veh was e entire electrical syste	in park and the m was bad. No	e ignition was to injuries. No pro	med off. When cust opened openty damage, No insurance	the veh door he noticed the dr a involvement.	iver's side door mo	dule was burnt. Cust slated	
RS is escalating to ESI							
nda Eichorst/PAR/ATX							
infidential Comments							

Report Generated for toporowm

on 5/11/2012

Page 2 of 12

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
5/10/2012 05:09:50 PM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	5/10/2012 05:12:23 PM	Business Case
Contact Last Name	-	Contact Firs	t Name	Account		BAC Code	•
						·	

Continents

Cust alleges the veh was in park and the ignition was turned off. When cust opened the veh door he noticed the driver's side door module was burnt. Cust stated the entire electrical system was bad. No injuries. No property damage. No insurance involvement.

Lynda Elchors/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Campleted	Description
5/10/2012 05:04:48 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	5/10/2012 05:05:32 PM	Emailed:Larry Harrington, DDMA at
Contact Last Name		Contact Firs	t Name	Account	•	BAC Code	larry.harrington@gm.com

A product allegation claim has been made in your region. The customer is alleging the driver's side module burned. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet <u>TrailBlazer</u> 1GNDT13S862 No dealer involvement

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

Best wishes

Lynda Eichorst

Aditya Biria Minacs | Inspired every day 7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741 Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabiria.com| Follow us on Twitter

Lynda Eichorst/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 5/11/2012

Page 3 of 12

Activities

Created 5/10/2012 12:48:12 PM Contact Last Name Contact Last Name Contact Last Name Contact Last Name 5-11-1065700458 thermal event 5-9-12 12:33pm EST William Duffy/PAR/ATX Confidential Comments	Created By DUFFYWI	Assigned To DUFFYWI Content First	Inbound Call Third Party	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 5/10/2012 12:48:29 PM BAC Code	Description PAR v/m
Created 5/9/2012 05:44:58 PM Contact Last Name CRS to complete file Confidential Comments	Created By EICHORLY	Assigned To EICHORLY	Activity Typo Scheduled Follow-up Name	Activity Sub-Type Account	Status Done	Completed 5/10/2012 05:05:49 PM BAC Code	Description CRS to complete file
Created 5/9/2012 05:35:24 PM Contact Last Name Comments CRS to complete file Confidential Comments	Orealed By EICHORLY	Assigned To EICHORLY	Activity Type Scheduled Follow-up Name	Activity Sub-Type Account	Status Done	Completed 5/9/2012 05:44:54 PM BAC Code	Description Complete file
Croated 5/9/2012 02:05:11 PM Contact Last Name Comments Confidential Comments	Created By MERCADTO	Assigned To EICHORLY	Activity Type Ownership Changed Name	Activity Sub-Type Account	Status Done	Completed 5/9/2012 02:05:11 PM BAC Code	Description Service Request Ownership has changed FROM: OMANDARU TO: EICHORLY

Report Generated for toporowm

on 5/11/2012

Page 4 of 12

Activities

Created	Created By	Assigned To	Activity Type	•	Activity Sub-Typo	Status	Completed	Description
5/9/2012 02:04:40 PM	MERCADTO	EICHORLY	BRC PAR		Initial Contact - Field	Done	5/10/2012 05:04:43 PM	Emailed:Larry Harrington, DDMA at
Contact Last Name		Contract First	Mame	-	Account		BAC Code	larry,harrington@gm.com

A product allegation claim has been made in your region. The customer is alleging the driver's side module burned. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer 1GNDT13S862 No dealer involvement

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

Best wishes

Lynda Elchorst

Adilya Birla Minacs | Inspired every day 7401 E. Ben White Bird, Birdp. F, Austin, TX 78741 Phona 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabirla.com| Follow us on Twitter

Lynda Elchorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2012 02:04:35 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	5/10/2012 04:39:40 PM	No dir contact required.
Contact Last Name		Contact First	Name	Account	•	BAC Code	
Comments							
No Initial Contact require	ed. Vehicle has r	ol been to deak	er in two years.			•	

Lynda Eichorst/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 5/11/2012

Page 5 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2012 02:04:27 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	Done	5/9/2012 05:35:14 PM	Called Mr. Lackey at (740) 537-4243
Contact Last Name		Contact First	Martie	Account		BAC Code	

Crs verified customer contact information.

Cust. states: The driver's door module was burnt when cust went to get in the veh. The veh was not on. The entire electrical system has been bad. The dir stated the part was on backorder for 4 months.

Currently in a rental or loaner vehicle? No

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

Cust. sustained Injuries? No

Did the injured party seek medical attention? rva

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

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verblage as stated in $d_1075834$

Cust requested the file to be referred to the Central Claims dept.

Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.

Crs provided contact information and the case number

Lynda Eichorst/PAR/ATX Confidential Comments

Report Generated for toporowm on 5/11/2012 Page 6 of 12

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
5/9/2012 02:04:17 PM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	5/9/2012 05:20:21 PM	Called	
Contact Last Name	•	Contact Eire	Name	Account		BAC Code		

Crs Adv: This is Lynda 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

Lynda Elchors/PAR/ATX Confidential Comments

Croaled 5/9/2012 02:04:07 PM	Created By MERCADTO	Assigned To EICHORLY	Activity Type Research	Activity Sub-Type	Status Done	Completed 5/10/2012 05:08:50 PM	Doscription Research	
Contact Last Name		Contact First	Name	Account		BAC Code		

Comments

S/R's and VIN: No other files found for cust or vin.

Recalls: N070132 07132 SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR 09/27/2007 Closed. Not related to allegation.

Branded: No

Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Elchorst/PAR/ATX
Confidential Comments

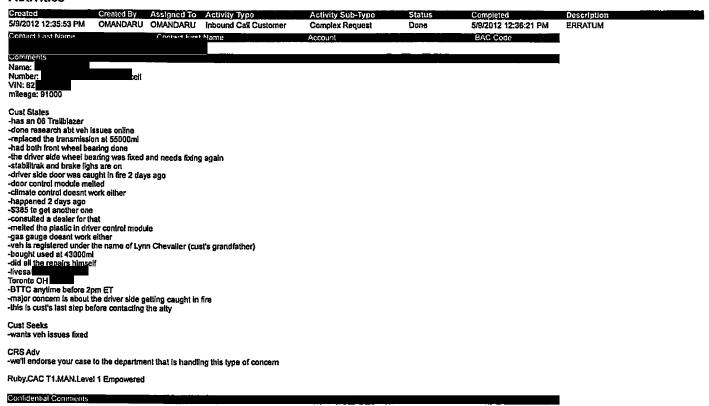
Report Generated for toporowm on 5/11/2012 Page 7 of 12

Activities

5/9/2012 02:03:58 PM	Created By MERCADTO	EICHORLY	Activity Type Notify CRM Name	Activity Sub-Type Account	Status Done	Completed 5/9/2012 05:18:01 PM BAC Code	Ocscription File assigned to Lynda Eichorst @ x31093
Confidential Comments							
John Comments							
realed /9/2012 02:03:31 PM	Created By MERCADTO	Assigned To	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 5/9/2012 05:17:58 PM	Description File assigned to Lynda Eichorst @
Contact Last Name	III.Erta io io	Contact Evet		Account		BAC Code	x31093
omments							
Confidential Comments							<u> </u>
reated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
/9/2012 02:03:30 PM	MERCADTO	OMANDARU	SR Opened		Done	5/9/2012 02:03:30 PM	
	THE TOND TO						SR in Status of Closed has been Re
Contact Last Name	WIE TOND TO	Contact First		Account		BAC Code	SR in Status of Closed has been Re Opened by MERCADTO
Contact Last Name	mistorio 10			Account			
	material in			Account			
omments	Crealed By	Contact Fire	Name		Status		Opened by MERCADTO
confidential Comments		Contact First		Account Activity Sub-Type		BAC Code	Opened by MERCADTO Description Service Request has been Closed
confidential Comments	Created By	Contact First	Activity Typo SR Closed - Dissetisfied		Status	BAC Code Completed	Opened by MERCADTO Description
Confidential Comments Froated /9/2012 02:03:28 PM	Created By	Assigned To	Activity Typo SR Closed - Dissetisfied	Activity Sub-Typo	Status	BAC Code Completed 5/9/2012 02:03:28 PM	Opened by MERCADTO Description Service Request has been Closed

Report Generated for toporowm on 5/11/2012 Page 8 of 12

Activities



Report Generated for toporowm

on 5/11/2012

Page 9 of 12

Activities

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2012 12:32:38 PM	OMANDARU	AMSTUTST	Notify CRM		Done	5/9/2012 02:03:25 PM	Customer claims thermal event (open
Contact Last Name		Contact Firs	Name	Account		BAC Code	flame, not just smoke). Recieved and Assigned in PAR Stacy/ATX/PAR
		"					

Confidential Comments

Report Generated for toporowm

on 5/11/2012

Page 10 of 12

Activities

Croated 5/9/2012 12:27:41 PM Contact Last Name	Created By OMANDARU		Activity Type Inbound Call Customer	Activity Sub-Typo Complex Request Account	Status Done	Completed 5/9/2012 12:34:59 PM BAC Code	ปัจจัดภิทิปิดก Customer cialms thermal event (open flame, not just smoke).
Name: Number: VIN: 62 mileage: 91000	æli						I
Cust States -has an 06 Traitblazer -done research abt veh -replaced the transmiss -had both front wheel be -the driver side wheel be -the driver side wheel be -the interest and brake lig -driver side door was ca -door confrol module m -climate control doesnt -happened 2 days ago -\$385 to get another on -consulted a dealer for tmelted the plastic in dri- gas gauge doesnt work -veh is registered under -bought used at 43000 -did all the repairs hims -livesat	on at 55000ml saring done saring was fixed hs are on ught in fire 2 day elled work either e hat ver control mode either the name of Lyr l eff pm ET the driver side ge	ys ago vie nn Chevaller (cu jelling caught in	ist's grandfaiher)				
Cust Seeks -wants veh issues fixed							
CRS Adv -we'll endorse your case	to the departme	ent that is handi	ling this type of concern				
Ruby.CAC T1.MAN.Lev	el 1 Empowered						
Confidential Comments							

Report Generated for toporowm on 5/11/2012 Page 11 of 12

UCC Information

UCC Code	Symptom	Description
C04	Thermal Event	Body - Door
H73	Inoperative	Brakes - Traction Control / Stabilitrak / Stability System
H01	Inoperative	Brakes - General

Report Generated for toporowm

on 5/11/2012

Page 12 of 12



To christopher.f.rose@gm.com

CC

bcc

Subject

... Jase Sent to ESIS - No Action

Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: 2007 Chevrolet TrailBlazer
1GNDT138572
Dealership: no dealer involved
Dealership Contact: n/a

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

Thaddeus Kinzer | CRS

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bidg. F, Austin, TX 78741 Phone 866-790-5700 x41039 | Fax 866-775-9477 | www.minacs.adityabirla.com

Service Request Detail SR No. 71-1067013584 Ref No. Goodwill No Goodwill Offered BRC Type PAR Account Site GW SubType Bus. Unit BRC Last Name First Name Approval Not Initiated Агеа PAR Daytime # UCC Evening # Electrical - Power Window Motor / Sub-Area **ESIS** Escalation Address City Newfoundland Involved Dir Safety Yes State PA ZipCr Phone Con Acct 5/14/2012 06:07:36 PM Source Updated Serial #/VIN 1GNDT13S572 **Model Year** 2007 Priority Medium License # CHEVROL Owner KINZERTH Make Chevrolet 06/23/2006 Status Open 5/14/2012 10:55:45 AM Warr, Start Opened TrailBlazer Model Mileage Sub-Status Satisfied Closed † • (ESIS) Door Panel - Thermal Event Abstract

Customer This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039 Description

Pre-PAR

I IC-I MI							
PAR Notifier Owner		ries # Other Veh	# People in Veh Roa		Road (Cond. Fire Report#	Police Report#
Onner Driver Last Na		Driver First Name	3 Gra Height	DOB	Dry Disabi		n/a
Dilver Enait 140		niver riist Nama	5'11"		none	mes	
Insurance Age	ent Last Name [r	surance Agent Firs	T		Insurance	Aganar	
r/a		/a	Maine Thomas	£	n/a - not i		
Instituti			40445	1 11 4			
Incident Loc	customers home - 16 Hilltop Court	- Newfoundland PA	18445	Incident Desc	burning oder	- he removed the window/door to	dow when it would not operate and he smelled ack module from the door panel and found it me
Companent	power window / door lock module				and bumed a	and also found burn marks to the	table inside the door panel
Vehicie	with customer			Damage Desc	power windo	w/door lock module maited, insid	e door panel burned
Loc				Add'l Info	n/a		•
Emgcy Svc Names	n/a						
				Maint Loc	McGuire Che	vrolet	
PAR Def	tail						
Collision	Non Collision Y	Property Damage	N Thermal Evt	Y S	pec Equip	None	
Vehicle Speed	0	Weather Condition	clear	Pi	rop Owner	nia	Property n/a Type
Last Service Date		Loc Last Service			roperty ocation	n/a	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer	r√a		rop Damage escription	Na	
Primary Veh Use	Personal	inspection Type	Thermal Event	In	spected By	Inspection Not Performed	inspection Date/⊓me
Veh Damage Description	power window/door lock module n	nelted, inside door p	enel burned	E	xplain Other	file forwarded to ESIS	

Report Generated for toporowm

on 5/15/2012

Page 1 of 7

Activities

Groated 5/14/2012 06:07:59 PM Contact Last Name	Created By DUFFYWI	Assigned To ESISBIQU Contact Firs	Activity Type Escalation Name	Activity Sub-Type ESIS-Thermal Event Account	Status In Progress	Completed BAC Code	Description Thermal Event
Customer claims thermal Confidential Comments	event origination	ng from within th	e drivers door panel				[[
Created 5/14/2012 11:39:48 AM Contact Last Name	Created By KINZERTH	Assigned To KINZERTH Contact Fire	Scheduled Follow-up	Activity Sub-Typa	Status Scheduled Alarm	Completed BAC Code	Description ESIS
Confidential Comments							
Created 5/14/2012 11:39:27 AM Contact Last Name	Created By KINZERTH	DUFFYWI Contact Firs	Activity Typo Notify CRM	Activity Sub-Type	Status Done	Completed 5/14/2012 06:07:54 PM BAC Code	Doscription ESIS - Thermal Event
Customer claims thermal Forwarding file to ESIS Thaddeus Kinzer/PAR/AT		ng from within th	e drivers door panel				
Confidential Comments Created 5/14/2012 11:38:37 AM	Created By	Assigned To	Activity Type BRC PAR	Activity Sub-Typo Business Case	Status Done	Completed 5/14/2012 11:39:24 AM	Description Business Case
Control Cost Name		^	ie.	Account		BAC Code	Cushiess Case
Customer claims thermal Forwarding file to ESIS Thaddeus Kinzer/PAR/AT Confidential Comments		ig Irom within th	e drivers door panel				

Report Generated for toporowm

on 5/15/2012

Page 2 of 7

Activities

Created C	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
5/14/2012 11:13:09 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	5/14/2012 11:13:09 AM	Ownership Escalated to BRC
Contact Fast Name		Contact Fire	Name	Account		BAC Code	
Comments							
Confidential Comments	***						
Created C	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
5/14/2012 11:12:49 AM H	INZERTH	KINZERTH	Research		Done	5/14/2012 11:31:54 AM	Research VIN
Contact Last Name		Contact First	Name	Account		BAC Code	!
							-
Eisanina na			_				

Open Recalls:None Related Repairs:None Previous SRs: SP-11010778 - TAC / unrelated - stability light

Thaddeus Kinzer/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
5/14/2012 11:12:33 AM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	5/14/2012 11:35:15 AM	(PA) 71-1067013564 PAR Case Sent to
Contact Last Name		Contact Fire	Name	Account		BAC Code	ESIS - No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: 2007 Chevrolet TrailBlazer 1GNDT13S572 Dealership: no dealer involved Dealership Contact: n/a

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

Confidential Comments

Report Generated for toporowm

on 5/15/2012

Page 3 of 7

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2012 11:12:23 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact - Field	Done	5/14/2012 11:34:59 AM	Field notification sent
Contact Last Name		Construct Cinn	Name	Account -		BAC Code	

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer 2007 Chevrolel TraitBlazer 1GNDT13S572 Dealership: no dealer involved Dealership Contact: n/a

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

Confidential Comments

Created 5/14/2012 11:12:15 AM	Created By KINZERTH	Assigned To KINZERTH	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 5/14/2012 11:29:35 AM	Description Called (973) 383-1300
Contact Last Name		Contact Fire	Name	Account		BAC Code	

Spoke with Ed Matt, svc adv at McGuire Chevrolet

* Verified vehicle repair history as follows: 04/10/12 - cup holder rubber insert 03/12/12 - replaced coolant sensor and fuel level sonsor, and broken hose for air cleaner 03/12/12 - oil change

Thaddeus Kinzer/PAR/ATX Confidential Comments

Report Generated for toporowm on 5/15/2012 Page 4 of 7

Activities

Greated 5/14/2012 11:11:46 AM	Created By KINZERTH	Assigned To KINZERTH	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Sompleted 5/14/2012 11:19:30 AM	Description Customer called
Contact Last Name		Contact Fire	Name	Account		BAC Code	1
							•
Spoke with customer						<u>.</u>	

* Customer claims themal event originating from electronics within the drivers door

* Customer states he had parked and was trying to close the window when it would not operate and he smelled a burning oder - he removed the window/door lock module from the door panel and found it melted and burned and also found burn marks to the fable inside the door panel

* Verified no injuries and no property damage

* Vehidle is currently still with customer - no repairs or estimate, no insurance involvement

* Advised customer would forward file to ESIS and read ESIS scripting

* Provided contact information

Thaddeus Kinzer/PAR/ATX

Confidential Comments					I
Created By	Assigned To Activity Type	Activity Sub-Type	Stalus	Completed	Description
5/14/2012 11:11:31 AM KINZERTH	KINZERTH BRC PAR	Acknowledgement	Done	5/14/2012 11:11:45 AM	Initial completed during
Contact Last Name	Contact First Name	Account		BAC Code	acknowledgment
Comments					
6 6					
Confidential Comments					
Greated By	A salar and a salar and a salar and a salar and a salar and a salar and a salar and a salar and a salar and a				
	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2012 11:11:16 AM KINZERTH	KINZERTH BRC PAR	Case Assigned	Done	5/14/2012 11:11:29 AM	Assigned to Thaddeus Kinzer x41039
Contact Last Name	Contact First Name	Account		BAC Code	
Comments					
6 16					
Confidential Comments					

Report Generated for toporowm on 5/15/2012 Page 5 of 7

Activities

5/14/2012 11:05:33 AM	Created By KINZERTH	Assigned To KINZERTH	Activity Typo Ownership Changed	Activity Sub-Type	Status Done	Completed 5/14/2012 11:05:33 AM	Description Service Request Ownership has
iontact Last Name		Contact First	Name	Account		BAC Code	changed FROM: DEBARDJA TO: KINZERTH
infidential Comments				<u></u>			
oated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
14/2012 11:02:41 AM	DEBARDJA	DEBARDJA	Outbound Call Third Party		Done	5/14/2012 11:04:17 AM	PAR
entant Last Name		Contact Firet	Name	Account		BAC Code	
ommemo							
RS contacted PAR and							
RS contacted PAR and imes DeBardelaben/Co onfidential Comments							
RS contacted PAR and smes DeBardelaben/Confiderhal Conunents rooted	ACMer1/Sag/G	Wa Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
RS contacted PAR and smes DeBardelaben/C/	ACMert/Sag/G	Wa	Inbound Call Customer	Activity Sub-Typo Camplex Request	Status Done	Completed 5/14/2012 11:02:39 AM	Doscription Control Module Melted

CRS sts: I am sorry to hear that, noone was injured I hope

Cust sts: No, nobody got hurt

CRS sts: Ok, I am going to get some info and then I am going to transfer you to someone who can help you.

James DeBardelaben/CAC/Tier1/Sag/GW0 Confidential Comments

Report Generated for toporowm on 5/15/2012 Page 6 of 7

UCC Information

UCC Code	Symptom	Description
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator
N42	Thermal Event	Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm on 5/15/2012 Page 7 of 7

<u>Logout</u>

Gobal Warranty

May 15 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

10

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

Vehicle Information

VIN 1GNDT13\$572 Service Contract No

Model CT15506-2007 TRAILBLAZER 4WD Warranty Block, No.

Branded Title No

PDI Status No

Order Type 50 - FLEET Field Actions <u>0 Open</u>

Required Field Actions

Open field actions are highlighted

Original Турф Numbor Service N060091 06091

Description

ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM "EXTENDED TO NOVEMBER 30, 2006**

Release Date 08/30/2006

Status Closed

Branded Title

Update Bulletins

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polis Company and is to be used only for the purpose of warranty ventication 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

Number Description Posted Date Ę١ PIE0212 Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative 03/05/2012

OnStar and XM Satellite Radio Information

Special Coverage 10054

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

08/05/2011

Applicable Warranties Valid warranties are highlighted Warranty Add Start Effective End Valid Description Date Date Odometer Date Odometer Powertrain Limited 08/05/2011 06/23/2006 10 MI 06/23/2011 100,010 MI Warranty

Emission Select 08/05/2011 08/23/2008 10 MI 06/23/2014 80.010 MI Component Ltd Wty Bumper to Bumper 08/05/2011 06/23/2008 10 MI 06/23/2009 35,010 MI

06/23/2005

10 MI

08/23/2016

120.010 MI

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

Limited Warranty

Concision Limited Warranty

08/05/2011 06/23/2006

10 MI

06/23/2012 100,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History						
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading	
03/12/2012	172694	ZREGRegular Vehicle Transaction	Partial Debit	T5828 - 10054 - Replace Fuel Lavel Sensor	60,324 MI	
03/12/2012	172694	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	T5828 - 10054 - Replace Fuel Lavel Sensor	60,324 MI	
03/12/2012	172694	ZREGRegular Vehicle Transaction		T5828 - 10054 - Replace Fuel Level Sensor	60,324 MI	
08/28/2009	146506	ZREG—Regular Vehicle Transaction		J9992 - Customer Concem Not Duplicated	36,001 MI	
12/18/2007	013216	ZREGRegular Vehicle Transaction		E0716 - Diagnostic System Check - Tire Pressure Monitoring	23,339 MI	
09/20/2007	012114	ZREG-Regular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	21,650 MJ	
09/20/2007	012114	ZREG—Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	21,650 MI	
06/20/2006	A08244	ZPDIPre-Delivery inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI	

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

L Logout

@Dist Warranty

May 15 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

13

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

Vehicle Information

VN 1GNDT13S572 Service Contract. No.

Branded Title No

Model CT1550S-2007 TRAILBLAZER 4WD

Warrenty Block No.

PDI Status No

Order Type 50 - FLEET Field Actions <u>0 Open</u>

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number, KCSG3S Build Date: 06/20/2006

Build Plant 2

Option Codes

TVH 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

1SB - LS PREFERRED EQUIPMENT GROUP 2: *POWER DUAL OUTSIDE MIRRORS 1SZ - PREFERRED *FLOOR MATS, FRONT/REAR *REAR WNDOW DEFROSTER *GLASS, DEEP EQUIPMENT TINTED *BODY SIDE MOLDING, BODY COLOR *LUGGAGE RACK CROSS BARS *SAVINGS WARE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT

28H - LIGHT GRAY

67U · SILVERSTONE METALLIC

7AA - FRONT SPRING 9NS - SUSPENSION

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

830 - FULL CARPET-COLOR KEYED

833 - REAR COLOR KEYED FLOOR MATS

C1U - ENTERPRISE RENT A CAR

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA · EVAP EMISSION REQUIREMENT

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

281 - INT TRIM LT **GRAY/DK GRAY** 6FB - COMP FRT LH COMPUTER SEL SUSP

A50 - FRT BUCKET SEATS & FLR CONSOLE

AK5 - DUAL STAGE

FRONT AIR BAGS AM9 - 65/35 FOLDING 2ND ROW SEAT AUG - REMOTE **KEYLESS ENTRY**

BOL - GM PRODUCTION WEEK

B32 - FLOOR MATS, FRONT/REAR 886 - MOLDING B/S

COLOR C49 - REAR WINDOW

DEFROSTER CJ3 - CLIMATE CONTROL **DP2 - POWER OSRV**

MIRRORS FE9 - FEDERAL

EMISSIONS GU6 - REAR AXLE **3.42 RATIO**

JJB · PT DRESS

For this vehicle:

-- View Vehicle Summary

Servica

Contract

· Branded Title

· Warranty Block

View Vohicle Build

View Vehicle Component Summary

View Vehicle Transaction History Detail

View Vehicle Delivery Information

SUBASSY NOT INSTALLED K18 - ELECTRIC AIR INJECTION SYSTEM K34 - CRUISE CONTROL KG4 - GENERATOR 150 AMP LL8 - ENGINE. VORTEC 4.2L SFI I6 M30 - TRANSMISSION, 4 SPD AUTOMATIC N40 - POWER STEERING N75 - 17" ALUMINUM WHEELS NP8 - 2-SPEED **ACTIVE TRANSFER** CASE NT7 - EMISSION SYS FED - TIER 2 NZ3 - 16" FULL SIZE SPARE WHEEL QTM - ALL-SEASON TIRES R4W - TIRE BRAND-MICHELIN **RBF - IDENTIFY 8 CODE USERS R6K - ONSTAR TURN-**BY-TURN NAVIG R6P - SPECIAL PAINT R7M - ONSTAR DELETE **R9N - LEATHER SEAT TRIM** T61 - DAYTIME **RUNNING LIGHTS T98 - STAMPING VEHICLE IDENT NUMBER** TB4 - LIFTGATE TFD - RETAIL AMENITY DELETE U73 - FIXED MAST **ANTENNA UA6 - THEFT DETERRENT ALARM SYSTEM** UBO - AM/FM STEREO WICD **UJ6 - TIRE PRESSURE MONITOR** UY7 - TRAILER **WRING HARNESS** V1K - LUGGAGE RACK CROSS-BARS V73 - STATEMENT OF VEHICLE CERT. U.S. /CANADA VO2 - FLEET ORDERING AND ASSISTANCE VX7 - LONG TERM DAILY RENTAL PROGRAM X88 - CHEVROLET VXS · COMPLETE VEHICLE LABEL CONVERSION YO3 - BASE AXLE **YD5 - BASE FRONT** SPRING YD6 - BASE REAR SPRING ZNF - SPARE, ALL-

Added Option Codes

-BQ -

Global Warranty Management Site Map

ZW7 - PREMIUM RIDE SUSPENSION

Privacy Policy | Terms of Use

O 2005 General Motors. All rights reserved

SEASON TIRE

ZY1 - SOLID PAINT

E Logout

ල්ල්ල්ල් Warranty

May 15 2012

er.

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

View Vehicle Component Summary

10

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

Vehicle Information

VIN 1GNDT13S572 Service Contract No.

Branded Title No.

Model CT15508-2007 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Order Type 50 - FLEET Field Actions <u>6 Open</u>

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 06/20/2006

Traceability 606130846 Part / Number Broadcast NAX

> Time Scanned 08:44:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 06/20/2005

Traceability 003271676

Part / Number Broadcast A1Z Time Scanned 09:57:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Oate Scanned: 06/20/2005

Traceability 0BK600510 Part / Number Broadcast FK

Time Scanned 09:06:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 06/20/2006

Traceability 44405410 Part / Number Broadcast 7TDD

> Time Scanned 08:52:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G-

Traceability: 87Q28146

Parl / Number Broadcast UK2

Date Scanned 06/20/2006

Time Scanned 09:43:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 05/20/2008

Traceability. 159105507

Part / Number Broadcast CN8

Time Scanned 09:41:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00011147

Part / Number Broadcast. 5724

Time Scanned 11:30:00 Scan Station

Date Scanned 06/20/2008

Component Code AB-IR-MODULE ASM-INFLATOR Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 06/20/2006

Traceability: 1GUZ\$1E

Part / Number Broadcast. 2395

Time Scanned, 13:26:00 Scan Station, 06

Component Code AL-IR-MODULE ASM-I/P

Source Plant M-MORTON-THIOKOL

Oate Scanned 06/20/2008

Traceability 5AATP74

Part / Number Broadcast: 5521

Time Scanned 09:50:60 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 06/14/2008

Traceability 0111058

Part / Number Broadcast 122

Time Scanned 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 3008725

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

Source Plant: •

Date Scanned: 06/19/2006

Part / Number Broadcast: 1WW

Time Scanned: 07:55:00 Scan Station:

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant .

Part / Number Broadcast: 1PT

Date Scanned: 08/19/2008

Traceability: 3008669 Time Scanned: 21:41:00 Scan Station:

Component Code CM-SEQ NUM (FLEX) GEN ASM Source Plant -

Traceability 3008654

Date Scanned 06/20/2006

Part / Number Broadcast 1PH

Time Scanned: 05;30:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Traceability: 3008576

Source Plant -Date Scanned: 06/20/2006

Part / Number Broadcast: 1GB

Time Scanned: 08:11:00 Scan Station:

Service Agent installed Component

Vahicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

D 2005 General Motors. All rights reserved

Logout

ම්ල්න් Warranty

May 15 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

(3)

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

Vehicle Information

VIN 1GNDT13S572 Service Contract No

Branded Tille No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Order Type 50 - FLEET Field Actions 0 Open

Job Card Number: 172694

Odometer Reading 60,324 MI

Authorization Code:

41-47 MAIN ST

NEWTON NJ 07860-2064

Job Card Date: 03/12/2012

Repair Service Agent: 111223

MCGUIRE CHEVROLET CADILLAC

9733831300

Process Date 03/15/2012

Transaction Type ZREG---Regular Vehicle

Transaction

Transaction Expense Category

Special Policy

Customer Complaint Code 0321-Engine/Fuel/Exhaust - "Check

Engine" Light

Job Card Line # 2

Transaction Adjustment Partial Debit

Cause Code 9090-Other - Field Action / Tech Bulletin

Odometer Reading. 60,324 MI

Authonzation Code

Job Card Number: 172694

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT, FUELLVL

-See other Parts and/or Net Items

Job Card Date: 03/12/2012

Repair Service Agent 111223

MCGUIRE CHEVROLET CADILLAC

41-47 MAIN ST

NEWTON NJ 07880-2064

9733831300

Process Date

03/15/2012

Transaction Type ZREG--Regular Vehicle

Transaction

Transaction Expense Category

Special Policy

Customer Complaint Code

0321-Engine/Fuel/Exhaust - "Check

Engine" Light

Transaction Adjustment Full Debit

Cause Code 9090-Other - Field Action / Tech Bulletin

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT, FUELLVL

See other Parts and/or Net Items

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

5/15/2012

Job Card Date: 03/12/2012

Job Card Number: 172694

Repair Service Agent. 111223 MCGUIRE CHEVROLET CADILLAC 41-47 MAIN ST **NEWTON NJ 07860-2064**

Odometer Reading 60,324 MI

Authorization Code

9733831300

Process Date 03/14/2012

Transaction Type ZREG—Regular Vehicle Transaction

Transaction Expense Category

Special Policy

Customer Complaint Code 0321-Engine/Fuel/Exhaust - "Chack

Engine" Light

Job Card Line # 2

Transaction Adjustment

Cause Code. 9090-Other - Fleid Action /

Tech Bulletin

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT, FUELLVL

See other Parts and/or Net Items

Job Card Date: 08/28/2009

Job Card Number: 146506

Repair Service Agent. 118074 EDW. J. SCHWARZ, INC. 145 WILLOW AVE HONESDALE PA 18431-2155 Odometer Reading, 36,001 MI

Authorization Code

5702534222

Process Date 09/18/2009

Transaction Type. ZREG----Regular Vehicle Transaction Transaction Expense Category **Policy Customer Complaint Code**

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op J9992-Customer Concern Not Duplicated

Causal Part Number

Job Card Date: 12/18/2007

Job Card Number: 013216

Repair Service Agent 113938 ASHLEY CHEVROLET-CADILLAC, INC. 206 WILLOW AVE HONESDALE PA 18431-1110

Odometer Reading 23,339 MI

Authorization Code

5702533030

Process Date 12/21/2007

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 E0716-Diagnostic System Check - Tire Pressure Monitoring

Causal Part Number

Job Card Date: 09/20/2007

Job Card Number: 012114

Repair Service Agent 113936

Odometer Reading 21,650 MI Authorization Code

ASHLEY CHEVROLET-CADILLAC, INC. 206 WILLOW AVE

HONESDALE PA 18431-1110 5702533030

Process Date 10/18/2007

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 J6354-Powertrain Control Module Engine Reprogramming with SPS

Causal Part Number

Job Card Date: 09/20/2007

Job Card Number: 012114

Repair Service Agent 113936 ASHLEY CHEVROLET-CADILLAC, INC. 206 WILLOW AVE

Odometer Reading 21,650 M1

Authorization Code

HONESDALE PA 18431-1110

5702533030

Process Date 10/16/2007

Transaction Type ZREG---Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code: 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op E0722-Tire Pressure Indicator Sensor Replacement

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 06/20/2006 Job Card Number: A08244

Repair Service Agent 113874 BOB FISHER CHEVROLET INC 4111 POTTSVILLE PIKE **READING PA 19605-1203** 6109210261

Odometer Reading | 0 MI **Authorization Code**

Process Date 06/23/2006

Transaction Type

ZPDI----Pre-Delivery Inspection

Transaction Expense Category: Customer Complaint Code:

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved

Service
Contract

View Vehicle Transaction History

Information

View Vehicle Delivery

Deteil

-- Branded Title

- Warranty Block

Logout

Global Warranty Management Site Map

Privacy Policy | Terms of Use

ල්ටා Warranty May 15, 2012 Global Warranty Management: Man > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 10 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. View Vehicle Summary Vehicle information Model CT15508-2007 TRAILBLAZER 4WD VIN 1GNDT13S572 Warranty Block No. PDI Status No Service Contract No. Branded Title No. Order Type 50 - FLEET - View Vehicle Build View Vehicle Component Summary Field Actions 0 Open Invoice Information Invoice Date 06/20/2006 Involcing Service Agent 113874 BOB FISHER CHEVROLET INC 4111 POTTSVILLE PIKE READING PA 19605-1203 6109210261 Ship to Information Ship to Service Agent: 113874 BOB FISHER CHEVROLET INC Ship to Date N/A 4111 POTTSVILLE PIKE READING PA 19605-1203 6109210261 Delivery Information Delivery Date 06/23/2006 Delivery Type 020---DAILY RENTAL Delivery Service Agent. 113874 BOB FISHER CHEVROLET INC Delivery Odometer 10 4111 POTTSVILLE PIKE READING PA 19605-1203 6109210261 in Service Information In Service Date: N/A Invoicing Service Agent In Service Type 0000 In Service Odometer 0 Registration Information Registration Date N/A Registration Service Agent N/A Registration Number N/A Registration Odometer 0

© 2005 General Motors, All rights reserved



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

May 18, 2012



RE: Our File No.:

742852

Our Client:

General Motors LLC

Date/Event:

5/12/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S572

Dear

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 Pennsylvania 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 June 23, 2006, and this statute would have expired on or about June 23, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Nikki Jackson

Claims Administrator