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

Service Request Detail BRC Type PAR SR No. 71-1069837265 Ref No. Goodwill No Goodwill Offered GW SubType Bus. Unit BRC Account Site PAR Last Name First Name Not Initiated Area Approval **ESIS** Escalation Daytime # Evening # UCC Electrical - Power Window Motor / Sub-Area Involved Dir Bill Cramer Chevrolet Cadillac Bulck Safety Yes Address Panama City City Updated 5/25/2012 12:09:09 PM Source FL ZipCd Phone State Con Acct RANGELD Serial #/VIN 1GNDT13S372 Model Year 2007 Priority Medium License # Owner Make Chevrolet Warr. Start 10/31/2006 Status Open Opened 5/22/2012 03:51:25 PM TrailBlazer Model Mileage 167000 Sub-Status Dissatisfied Closed Abstract (es)prepar - thermal event Electrical - Power Window Motor / Switch / Wiring / Regulator Customer This is a BRC Par Case.Do not assume case. Description Forward any inquiries to Dalla at ext 11350

Pre-PAR

LIG-LWIA	•							
AR Natifier	Inodent Date/Time			# People in Veh			Cond. Fire Report#	Police Report#
)wner	5/15/2012 07:30:00 PM	N	0		Asphalt	Dry	n/a	n/a
Driver Lact No	5ma	Driver E	irrt Name	Heig	ht DOS			
				6'3"			glassess	
.,,	ent Last Name	-	ce Agent First	Name Pho	1E #		e Agency	
n/a		n/a				All Stlate	Insurance	
incident Loc	Hwy 77 in Linhaven,FL				incident Desc		and the lights on dash starte ing from the door switch and t	d to flash and the locks started to act up. I noticed ne switch stopped working
Component	door switch							
·	cust has veh				Damage Desc	no damage		
Lac					Add'l Info	n/a		
Emgcy Svc Names	n/a				44-1-11	•		
					Maint Loc	unknown		***
PAR Det	tail							
Collision	Non Collision	Y	Property ! Damage	N Thermal E	n Y	Spec Equip	none	
Vahicle Speed	40		Weather Condition	dear	1	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			Spec Equip Installer	n/a		Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection 'Type	Thermal Event	:	inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	no damage					Explain Other	escalate to esis	

Report Generated for toporowm

on 5/29/2012

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Activities

reated	Created By		Activity Typo	Activity Sub-Typo	Status	Completed	Description
25/2012 12:09:20 PM onlact Last Name	AMSTUTST	ESISBIQU Contact Firs	Escalation Name	ESIS- Thermal Event Account	in Progress	BAC Code	Thermal Event
amments							· !
h experienced a them	al Event from t	he power windo	N				
onfidential Comments							
eated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
23/2012 01:26:44 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	5/23/2012 01:26:44 PM	Ownership Escalated to BRC
ontact Last Name		Contact Firs	Name	Account		BAC Code	I
omments			-				l
onfidential Comments							I
reated /23/2012 01:25:13 PM	Created By		Activity Type	Activity Sub-Type	Status Scheduled Ala	Completed	Description check if file has been p/u by esis
0123/2012 01:25:13 PM	RANGELD	RANGELD Contact Firs	Scheduled Follow-up	Account	SCHEOLIEO AIA	BAC Code	Check it tile has been plo by esis
omact East Name		COMBET FILE	Civame	PROCEED		tives come	
HIS IS NOT A CALLBA	CK TO CUST.D	O NOT ADVISE	CUST OF THIS				
onfidential Comments							1
roated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
23/2012 01:24:46 PM	RANGELD	AMSTUTST	Notify CRM		Done	5/25/2012 12:09:19 PM	escalale lo esis
ontact Last Name		Contact Fire	t Name	Account		BAC Code	
scalate to esis due to		_					I
ermal event							
alia Rangelipariatx							
Confidential Comments							

Report Generated for toporowm on 5/29/2012 Page 2 of 8

Activities

Status Completed Description Created Created By Assigned To Activity Type Activity Sub-Type 5/23/2012 01:18:53 PM RANGELD 5/23/2012 01:22:13 PM e-mail sent to dma Larry Adler RANGELD Outbound Email DVM/CAM/Field Done BAC Code Contact Last Name Contact First Name

Comments

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

Mailtoux
2007 Chevrolet TrajiBlazer
1GNDT13S372
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 Rangei I CRS

Aditya Biria Minacs I inspired every day
7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 31117 I Fax: 856-775-9478 I www.minacs.adityabiria.com

Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Dos 5/23/2012 12:43:15 PM RANGELD RANGELD Inbound Call Customer Customer Done 5/23/2012 01:02:59 PM Contact Last Name Account BAC Code

Cust sts
I am returning your call.
Cre advsd
I rec'd your file. Need add info
see initial cust contact

Dalia Rangel/par/abx Confidential Comments

Report Generated for toporowm

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called in

Activities

Greated Created By Assigned To Activity Typo Activity Sub-Typo 5/23/2012 11:02:33 AM RANGELD RANGELD Scheduled Outbound Call Cust Called Prior Contact Last Name Contact First Name Account	Status Done	Completed 5/23/2012 01:18:48 PM BAC Code	Description called
initial cust contact	-		'
Oalia Rangel/parlatx Confidential Comments			ľ
Created Created By Assigned To Activity Type Activity Sub-Type 5/23/2012 10:44:58 AM MERCADTO RANGELD Ownership Changed	Status Done	Completed 5/23/2012 10:44:58 AM	Description Service Request Ownership has
Contact Last Name Contact First Name Account		BAC Code	changed FROM: DOMINGJE TO: RANGELD
Comments			
Confidential Comments			l
Created Created By Assigned To Activity Type Activity Sub-Type	Status	Completed	Description
5/23/2012 10:44:29 AM MERCADTO RANGELD BRC PAR Initial Contact - Field	Done	5/23/2012 01:18:36 PM	e-mail sent to dma Larry Adler
Contact Last Name Contact First Mame Account		BAC Code	
Comments			ĺ
Confidential Comments			l
Greated Created By Assigned To Activity Type Activity Sub-Type 5/23/2012 10:44:18 AM MERCADTO RANGELD BRC PAR Initial Contact- Dealer	Status	Completed 5/23/2012 01:17:10 PM	Description "No initial Contact required, Vehicle has
Contact Last Name Contact First Name Account	5010	BAC Code	not been to dealer in two years."
Comments			I
Confidential Comments			

Report Generated for toporowm on 5/29/2012 Page 4 of 8

Activities

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:44:11 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Phone	Done	5/23/2012 01:16:03 PM	called
Contact Last Name		Contact First	Name	Account		BAC Code	

Cust sts
I was driving down hwy and the lights started to flash and the door switches started to go off. I noticed smoke coming from the door switch. There was no
damage to the door. The switch just does not work anymore. None of the lights work on the veh. The veh is currently at my home. I did not contact my insurance.
I purch veh used.
Cust sks to adv of thermal event.
Crs read statement
Crs advad

I will need to escalate file to our Central Claims dept. Someone will contact you 7-10 bulness days.

Dalla Rangel/par/atx Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
5/23/2012 10:44:02 AM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	5/23/2012 11:02:19 AM	called	
Contact Lost Name		Carlon Carl		Annual		HAC Coda		_

Crs Adv: This is Dalia calling from the GM Product Allegation Dept. I have received your file and do require further information. Cust was not avail
Crs left mess w/contact info

Dalia Rangel/par/abx Confidential Comments

Report Generated for toporowm on 5/29/2012 Page 5 of 8

Activities

103/06 23/2012 10:43:56 AM	Created By MERCADTO	Assigned To RANGELD	Activity Typo Research	Activity Sub-Type	Status Done	Completed 5/23/2012 10:58:14 AM	Description 1GNDT13S372
ontact Last Name		Contact First	Name	Account		BAC Code	
omments						*	<u> </u>
prev sr#s associate:	d w/cust name or	rvin					'
o recells							
rev repairs related to a 2/03/2010 133537 ZSC		nirads C0183 -	Front Side Door Windo	w Regulator Replacement - Left	Side 88,882 KM		
alia Rangel/par/atx							
onfidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
23/2012 10:43:50 AM	MERCADTO		Natify CRM	Activity Sub-1950	Done	5/23/2012 10:54:41 AM	File assigned to Dalla Rangel @
ontact Last Name		Contact First	t Name	Account		BAC Code	x11350
omments							
-			*				
onfidential Comments							
roated	Created By		Activity Type	Activity Sub-Typo	Status	Completed	Description
23/2012 10:43:30 AM	MERCADTO		BRC PAR	Case Assigned	Done	5/23/2012 10:54:37 AM	File assigned to Dalia Rangel @ x11350
		Contact Firs	Name	Account		BAC Code	X11350
ontact i ast Name					_		•
ontact Last Name				•			

Report Generated for toporowm

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Activities

Created 5/23/2012 10:43:28 AM Contact Last Name Comments Contidential Comments	Created By MERCADTO	Assigned To DOMINGJE Contact Firs	SR Opened	Activity Sub-Type Account	Status Done	Completed 5/23/2012 10:43:29 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Croated 5/23/2012 10:43:27 AM Contact Last Name Comments Contidential Comments	Created By MERCADTO	Assigned To DOMINGJE Contact Firs	SR Closed - Dissatistied	Activity Sub-Type Account	Status Done	Completed 5/23/2012 10:43:27 AM BAC Code	Description Service Request has been Closed Dissatisfied.
Created 5/22/2012 05:02:58 PM Contact Last Name Comments Confidential Comments	Created By DOMINGJE	Assigned To AMSTUTST Contact Fire	Notify CRM	Activity Sub-Type Need to Assume SR Account	Status Done	Complated 5/23/2012 10:43:22 AM RAC Code	Description cust complaining about thermal event Recieved and Assigned in PAR Stacy/ATX/PAR

Report Generated for toporowm

on 5/29/2012

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Activities

Greated 5/22/2012 03:58:36 PM	Created By DOMINGJE	Assigned To	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 5/22/2012 03:59:09 PM	Description prepar - thermal event
Contact Last Name		Contact First	Name	Account		BAC Code	
							1
1CMDT496979	470000 km-						
1GNDT13S372	170000 kms						

- cust ats:

 driver side window module switch catch fire and it was inoperative, have smoke all over the veh
 the dir said that it would cost \$400,00 for replacement
 BILL CRAMER CHEVROLET CADILLAC BUICK GMC
 2251 W 23RD ST
 PANAMA CITY, FL 32405-2344
 Phone: (850) 785-5221
 it happened a week ago

cust sks: - prepar - thermal event

- crs advised: advised that there is a specialty dept that handles this issues and we would endorse the case to them advised of the 48 hours time frame

jen/tier1/CAC/MAN/level 0

Confidential Comments

UCC Information

UCC Codo N40	Symptom Inoperative	Description Electrical - Power Window Motor / Switch / Widing / Regulator

Report Generated for toporowm

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@lobalWarranty ... May 29, 2012

Logout

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

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\$37

CUSTOMER

Model CT15506-2007 TRAILBLAZER 4WD

Service Contract. Yes

Branded Title No.

Warranty Block: No.

Order Type, 50 - FLEET Field Actions O Open

PDI Status No

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

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, N

XM Equipped Y

XM Radio ID: 3DGXN0HA

OnStar Status: NA XM Status Inactive DMN Enabled: N

OnStar Vehicle Diagnostics N

Applicable Warranties Valid warranties are highlighted

						- •
Velld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	10/31/2006	10 KM	10/31/2016	193.010 KM
	Powertrain Limited Warranty	08/05/2011	10/31/2006	10 KM	10/31/2011	160,010 KM
	Emission Select Component Ltd Wty	08/05/2011	10/31/2006	10 KM	10/31/2014	130,010 KM
	Sumper to Sumper	08/05/2011	10/31/2006	10 KM	10/31/2009	60,010 KM

For this vehicle:

- → View Vehicle Summary
 - → <u>Service</u> Contract

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

Corrosion Limited Warranty 08/05/2011

10/31/2006

10 KM

10/31/2012 160,010 KM

Service Contract

Policy Number

Description: OPTIMUM T-PLUS 80/120 Effective Date 09/21/2007

Effective Odometer, 20236 KM Daily Rental Limit, 40.00

Owner:

Deductible Amount: 100,00 Expiration Date: 10/21/2011 Expiration Odometer: 120000 KM

Transactio	on History	•			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/03/2010	133537	ZSCTService Contracts		C0163 - Front Side Door Window Regulator Replacement - Left Side	88,882 KM
02/03/2010	133537	ZSCTService Contracts		N3860 - Windshield Washer Pump Replacement	88,882 KM
08/14/2007	098121	ZREGRegular Vehicle Transaction		X4421 - ODOMETER CONVERSION FROM US TO CANADIAN BY ESC	19,656 KM

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Logout

@ Global Warranty

May 29, 2012

Global Warranty Management: Main > Injuriece 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)

 $a\mapsto x^{\alpha}$

Vehicle Information

VIN 1GNDT13S372 Service Contract: Yes

Branded Title: No

Model: CT15508-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Order Type 50 - FLEET Field Actions O_Open

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number KNGCBZ Build Date: 10/30/2006 **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 refer to the original vehicle invoice or window sticker

158 - 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

50U - SUMMIT WHITE

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL **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, FRONT/REAR

B86 - MOLDING BIS COLOR

C49 - REAR WINDOW DEFROSTER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KCV - VANGUARD RAC

ISZ , PREFERRED

EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK

GRAY 6FB - COMP FRT LH COMPUTER SEL SUSP

8UY - COMPONENT RR LH COMPUTER SEL

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

CHILD DETECT

AR9 - FRT BUCKET SEAT,

DELUXE AUO - REMOTE KEYLESS

ENTRY

830 - FULL CARPET-

COLOR KEYED

833 - REAR COLOR KEYED

FLOOR MATS

88T - GM PRODUCTION **WEEK #44**

C5N - GVW RATING - 5750

LBS

DAY - ASSEMBLY PLANT

MORAINE, OHIO DT4 - ASHTRAY AND

LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42

RATIO

JJB - PT DRESS SUBASSY

NOT INSTALLED

K34 - CRUISE CONTROL

KG4 - GENERATOR 150

AMP

For this vehicle:

→ <u>View Vehicle Summary</u>

Service Contract

→ Branded Title

→ Warrenty Block

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery

Information

LL8 - ENGINE, VORTEC 4.2L SFI [6

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

QTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R60 - OPTION PKG NOT DESIRED

R9N - LEATHER SEAT TRIM

198 - STAMPING VEHICLE IDENT NUMBER

TFO - RETAIL AMENITY DELETE

U73 - FIXED MAST ANTENNA

UBO - AM/FM STEREO W/CD

UY7 - TRAILER WIRING HARNESS

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

Y08 - BASE REAR SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NT7 - EMISSION SYS FED -

TIER 2

PDC - PWR SEAT ADJUST-

DRIVER, 8 WAY

Ref - IDENTIFY B CODE

USERS

R6P - SPECIAL PAINT **R7M - ONSTAR DELETE**

T61 - DAYTIME RUNNING

LIGHTS

TB4 - LIFTGATE U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS

INCL

UAS - THEFT DETERRENT

ALARM SYSTEM **UJ6 - TIRE PRESSURE**

MONITOR

V1K - LUGGAGE RACK CROSS-BARS

VN9 - DAILY RENTAL REPURCHASE PROGRAM

X88 - CHEVROLET CONVERSION

YDS - BASE FRONT

SPRING

YT1 - DAILY RENTAL FLAT RATE DEPREC.

ZW7 - PREMIUM RIDE

SUSPENSION

Added Option Codes

-BQ -

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May 29, 2012

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 build

Vehicle Information

VIN 1GNDT13S372

Service Contract Yes Field Actions: 0 Open

Order Type 50 - FLEET

Branded Title: No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Vehicle Component

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

Date Scanned: 10/30/2006

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW MI

Date Scanned 10/30/2006

Component Code. 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-Date Scanned: 10/30/2006

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

Date Scanned: 10/30/2006

Traceability. 610180599 Part / Number Broadcast. NAX

Time Scanned 17:23:00 Scan Station 01

Traceability. 004752966 Part / Number Broadcast: A1Z

Time Scanned: 17:55:00 Scan Station: 05

Traceability: 0BM165092 Part / Number Broadcast: FK

Time Scanned 17:35:00 Scan Station: 03

Traceability 44981598 Part / Number Broadcast. 7TDD

Time Scanned: 17:32:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G-

Parl / Number Broadcast

Traceability: EHL51046

UK2

Date Scanned. 10/30/2006 Time Scanned 18:22:00 Scan Station

Component Code 85-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned. 10/30/2006

Traceability: 296104348

Part / Number Broadcast CN8

Time Scanned: 17:51:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 10/30/2008

Traceability: 00041458

Part / Number Broadcast 3172

Time Scanned 19:21:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 10/30/2006

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

Date Scanned 10/30/2008

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant . Date Scanned 10/20/2006

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 1GZ62DY

Part / Number Broadcast: 2395

Time Scanned: 21:38:00 Scan Station: 06

Traceability: 5ABMI50

Part / Number Broadcast: 5521

Time Scanned: 17:48:00

Scan Station: 04

Traceability: 0840300 Part / Number Broadcast: 122

Time Scanned: 03:02:00 Scan Station

Traceability 3079902

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: 10/25/2006

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

Source Plant. -

Date Scanned: 10/27/2006

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

Source Plant -

Date Scanned. 10/30/2005

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

Date Scanned: 10/30/2008

Part / Number Broadcast 1WW

Time Scanned: 23:41:00 Scan Station:

Traceability: 3079782

Part / Number Broadcast 1PT

Time Scanned: 23:07:00 Scan Station:

Traceshitity: 3079487

Part / Number Broadcast: 1PH

Time Scanned 12:11:00 Scan Station:

Traceability: 3079546

Part / Number Broadcast: 1GB
Time Scanned: 13:41:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Job Card Date: 08/14/2007

I Logout

@ @ Warranty . . x k. May 29, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER 13 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 1GNDT135372 Model CT15506-2007 TRAILBLAZER 4WD Service Contract Yes Branded Title No. PDI Status No Warranty Block No. Order Type: 50 - FLEET Field Actions 0 Open Job Card Date: 02/03/2010 Job Card Number: 133537 Repair Service Agent: 158727 Odometer Reading: 88,882 KM TRUE NORTH CHEVROLET CADILLAC LTD. Authorization Code 1370 SEYMOUR STREET NORTH BAY ON P1B 8G4 7054721210 **Process Date** 02/05/2010 Transaction Type: **ZSCT**—Service Contracts Transaction Expense Category Service Contract Customer Comptaint Code 0424-Exterior - Glass Cause Code. 6579-Module/Component - Shorted Job Card Line # 1 Transaction Adjustment Labour Op C0183-Front Side Door Window Regulator Replacement - Left Side Causal Part Number 0000000000020930663-REGULATORASM-FRTS/DWDO →See other Parts and/or Net Items Job Card Date: 02/03/2010 Job Card Number: 133537 Repair Service Agent 158727 Odometer Reading 88,882 KM TRUE NORTH CHEVROLET CADILLAC LTD. **Authorization Code** 1370 SEYMOUR STREET NORTH BAY ON P18 8G4 7054721210 Process Date 02/05/2010 Transaction Type **ZSCT---Service Contracts** Transaction Expense Category Service Contract **Customer Complaint Code** 0423-Exterior - Wipers Job Card Line# 2 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted Labour Op N3860-Windshleid Washer Pump Replacement Causal Part Number 00000000010386722-PUMP,WSWA -- See other Paris and/or Net Items

Job Card Number: 098121

For this vehicle: - View Vehicle Summary Service Contract → Branded Title → Warranty Block → View Vehicle Build View Vehicle Component Summery View Vehicle Transaction History Detail View Vehicle Delivery Information

Repair Service Agent. 184414 CUSTONE ELECTROMOTIVE INC. 1150 CHAMPLAIN AVENUE WHITEY ON LIN 8K9 90566826840000 Odometer Reading: 19,656 KM Authorization Code.

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op X4421-ODOMETER CONVERSION FROM US TO CANADIAN BY ESC

Causal Part Number

→See other Parts and/or Net Items

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For this vehicle:

-- View Vehicle Summary Service

Contract

Vlew Vehicle Component Summary View Vehicle Transaction History

View Vehicle Delivery

information

→ View Vehicle Build

→ Brended Title

→ Warranty Block



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

View Vehicle Delivery Information

10

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

CUSTOMER

VIN 1GNDT13S372 Service Contract: Yes

Order Type 50 - FLEET

Field Actions: 0 Open

Branded Title No.

Model, CT15508-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Invoice information

Invoicing Service Agent 112174 PROSPECT MOTORS, INC. 11361 PROSPECT DRIVE JACKSON CA 95642-9311 2092231740

Invoice Date 10/30/2008

Ship to information

Ship to Service Agent 147051 NATIONAL CAR RENTAL METROPOLITAN AIRPORT NASHVILLE TN 37217-0000

Ship to Date: N/A

Delivery Information Delivery Service Agent. 112174 PROSPECT MOTORS, INC.

11361 PROSPECT DRIVE JACKSON CA 95642-9311 2092231740 Delivery Date: 10/31/2006 Delivery Type: 020—DAILY RENTAL Delivery Odomater: 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

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

Bryan Schwartz
Claims Administrator

May 31, 2012

Panama City, FL

RE:

Claimant:

Our File No.:

743353

Our Client:

General Motors LLC

Date/Event:

5/15/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S372

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 Florida is five years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on October 31, 2006, and this statute would have expired on October 31, 2011. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz

Service Request Detail SR No. 71-1079039963 Ref No. Goodwill No Goodwill Offered BRC Type PAR Account GW SubType Site Bus, Unit BRC Last Name First Name Approvat Not Initiated Area Daytime # Evening # UCC Electrical - Power Window Motor / ESIS Escalation Sub-Area Address City Royersford Involved Dir Safety Yes State PA ZipCd Updated Con Acct Source Phone 6/28/2012 10:50:47 AM Serial #/VIN 1GNDT135X72 Model Year 2007 Priority Medium License # Owner **AMSTUTST** Make Status Chevrolet Warr. Start 11/11/2006 Open 6/19/2012 05:10:06 PM Opened Model TrailBlazer Mileage 50000 Sub-Status Dissatisfied Closed Abstract thermal event window regulator This is a BRC PAR File. Please do not Assume. Forward all inquiries to Stacy Amstutz at ext. 41022 Customer

Description Pre-PAR

PAR Notifier	Incident Date/Time		# Other Veh	#People in				Cond. Fire Report#	Police	Report#
Owner Driver Last N	6/4/2012 10:12:40 AM	N	0	0		crele	Dry	na	па	
Dave: Last N	anıc	Unvar	First Name		Height 5 2	DO	B Disab	ıldies		
Insurance Ag	ent Last Name	Insura	ince Agent Firs	t Name	Phone #			e Agency		
unk		unk			(800) 89	2-8877		ile insurance		
incident Loc	387 north lewis rd royersford	PA				Incident Desc	sunday nigh parked my d	it I went to my glove bo ar in the parking lot ar	ox and I got my information I plant i get be	aced some airfresher in my car I
Component	window component						took my dog	out and when I saw π	ly vehicle was parked to close t	to my moms so I started to go
Vehicle	387 north lewis rd royersford	PA				Damage Desc	driverside ir	side door panel		
Loc						Add'i Info	•			
Emgcy Svc Names	none					Maint Lo	c nai			
PAR De	tail							· · · · · · · · · · · · · · · · · · ·		
Collision	Non Collision	Y	Property Damage	N Then	mai Evt	Y	Spec Equip	na		
Vehicle Speed	0		Weather Condition	clear			Prop Owner	na	Property Type	na
Last Service Date			Loc Last Service				Property Location	na	Prop Est Repair Cost	\$0.00
Ven Est Repair Cost	\$0,00		Spec Equip Installer	na			Prop Damage Description	па	•	
Primary Veh Use	Personal		Inspection Type	Thermal Eve	กเ		Inspected By	Inspection Not Perfo	med Inspection Date/Time	
Veh Damage Description	interior driver door						Explain Other	sent to esis		

Report Generated for toporowm

on 6/29/2012

Page 1 of 10

Activities

Greated 6/28/2012 02:39:03 PM Contact Last Name	Created By KINZERTH	Contact First		Activity Sub-Typo ESIS-Thermal Event Account	Status In Progress	Completed BAC Code	Description ESIS - Thermal Event
Customer claims thermal Thaddeus Kinzer/PAR/A' Confidential Comments		ig from window (regulator				I
Croated 6/28/2012 10:50:47 AM Contact Last Name	Created By SANCHERI	Assigned To SANCHERI Contact First	Activity Type Ownership Changed Name	Activity Sub-Type Ownership Escalated to BRC Account	Status Done	Completed 6/28/2012 10:50:47 AM BAC Code	Description Ownership Escalated to BRC
Confidential Comments Groated 6/28/2012 10:49:01 AM Contact Last Name	Greated By SANCHERI	Assigned To SANCHERI	Activity Type Scheduled Follow-up Name	Activity Sub-Type	Status Scheduled Alarm	Completed BAC Code	Description f/u ests pick up
Confidential Comments Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 10:47:52 AM Contact Last Name Comments Confidential Comments	SANCHERI	KINZERTH Contact First	Notify CRM Name	Account	Done	6/28/2012 02:39:41 PM BAC Code	esis - thermal event

Report Generated for toporowm

on 6/29/2012

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Activities

5/28/2012 10:47:06 AM	Created By SANCHER	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Typo Business Case	Status Done	Completed 6/28/2012 10:47:50 AM	Dogesintian
Contact Last Name		Contact Firet	Name	Account		BAC Code	
comments							1
remal event - internal r	window compar	ient			-		l
ta sanchez/ATX/PAR							
Confidential Comments							1
							•
reated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
28/2012 09;51:17 AM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	6/28/2012 10:12:21 AM	call customer 3rd attempt
ontact Last Name		Contact First	Name	Account		BAC Code	
эннэснгэ							
animoma.							
onfidential Comments				to the state of			1
							l

Report Generated for toporowm

on 6/29/2012

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Activities

Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 09:36:10 AM SANCHERI	SANCHERI Outbound Email		Done	6/28/2012 09:60:12 AM	denise.zobel@gm.com
Contact Last Name	Contact First Name	Account		BAC Code	
					_

Denise,

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 Trailinazer VIN 1GNDS13S572 No Involved dealer at this time.

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

Best wishes, Rita Sanchez | CRS

Aditya Birla Minacs | Inspired every day 7401 E. Ben White Bird, Birg. F. Austin, TX 78741 Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.mknacs.adityabirla.com Confidential Comments

<u>Created B</u> 6/27/2012 11:09:16 AM SANCHER		Activity Sub-Type mer Left Message	Status Done	Completed 6/27/2012 11:10:01 AM	Dana-1-12
Contact Last Name	Control Frot Norry	Account		BAC Code	
malled and left measure for authorize	to call in regarding the 2007 checrolet trai				Ī

866-790-5600 x 31227

rita sanchez/ATx/PAr Confidential Comments

Report Generated for toporowm on 6/29/2012 Page 4 of 10

Activities

21/2012 10:42:51 AM	Created By KINZERTH	KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Typo Voice Mail Received	Status Done	Gompleted 6/21/2012 10:43:05 AM	Doscription PAR V/M
sataet t net Nomzi		Callin Fill	. K/	Account		BAC Code	
ndow parts catching the 20 4:12pm	hermal event 71	-1079039963					
addeus Kinzer/PAR/A	ΤX			·			
onfidential Comments		<u>-</u>			.,		
reated 21/2012 10:26:28 AM	Created By MERCADTO		Activity Type Ownership Changed	Activity Sub-Type	Status	Completed	Doscription
THE TOTAL PARTY	MERONDIO	ANGIOISI	me me	Account	Done	6/21/2012 10:26:28 AM BAC Code	Service Request Ownership has changed FROM: ANDERSJ2 TO: AMSTUTST
omments							MAIOTOTST
onfidential Comments			i				
or deriver Comments							
eated 21/2012 09:55:37 AM		Assigned To	Activity Type	Activity Sub-Type	Status	Completed 🦨	
	MEDCADTO	AMOTHE	DOC DAD				Description
ontact Last Name	MERCADTO	AMSTUTST Contact Firs	BRC PAR	Initial Contact - Field Account	Done	6/28/2012 09:36:05 AM BAC Code	called denise.zobel@gm.com
	MERCADTO			Initial Contact - Field		6/28/2012 09:36:05 AM	
ontact Last Name	MERCADTO			Initial Contact - Field		6/28/2012 09:36:05 AM	
e outbound email	MERCADTO			Initial Contact - Field		6/28/2012 09:36:05 AM	
e outbound email	MERCADTO			Initial Contact - Field		6/28/2012 09:36:05 AM	
ontact Last Name e outbound email a sanchez/ATx/PAR onfidential Comments	Created By	Contact Firs Assigned To		Initial Contact - Field		6/28/2012 09:36:05 AM	
ontact Last Name ee outbound email a sanchez/ATx/PAR onlidential Comments coatod 21/2012 09:55:29 AM		Contact First	t Name Activity Type BRC PAR	Initial Contact - Field Account Activity Sub-Typo Initial Contact- Dealer	Done	6/28/2012 09:36:05 AM SAC Gode Completed 6/27/2012 11:07:27 AM	called denise.zobel@gm.com
e outbound email a sanchez/ATx/PAR onfidential Comments ocatod 21/2012 09:55:29 AM	Created By	Contact Firs Assigned To	t Name Activity Type BRC PAR	Initial Contact - Field Account Account	Done Status	6/28/2012 09:36:05 AM SAC Code Completed	called denise.zobel@gm.com Doscription
e outbound email a sanchez/ATx/PAR indidential Comments catod 11/2012 09:55:29 AM intact Last Name	Created By MERCADTO	Contact Firs Assigned To AMSTUTST Contact Firs	t Name Activity Type BRC PAR	Initial Contact - Field Account Activity Sub-Typo Initial Contact- Dealer	Done Status	6/28/2012 09:36:05 AM SAC Gode Completed 6/27/2012 11:07:27 AM	called denise.zobel@gm.com Doscription
e outbound email a sanchez/ATx/PAR onfidential Comments	Created By MERCADTO	Contact Firs Assigned To AMSTUTST Contact Firs	t Name Activity Type BRC PAR	Initial Contact - Field Account Activity Sub-Typo Initial Contact- Dealer	Done Status	6/28/2012 09:36:05 AM SAC Gode Completed 6/27/2012 11:07:27 AM	called denise.zobel@gm.com Doscription

Report Generated for toporowm

on 6/29/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
6/21/2012 09:55:16 AM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	6/28/2012 10:46:58 AM	call to	
Contact Leef Norms		Č 1 F :	•1e	Account		BAC Code		

verified information and allegation

provided esis statement

cust sts I will proceed

crs sts what happened

cust sta sunday night i went to my glove box and i got my information i placed some airfresher in my car i parked my car in the parking lot and i get on the bus and i get back to my car and i come home took my dog out and when I saw my vehicle was parked to close to my moms so I started to go move it and I smelt something burning I went to open the hood to see what was wrong and I had my door open and I saw smoke and it was burning behind the panel I took it to a garage and they gave me the component that was in flames

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

cust sts ok thank you

rita sanchez/ATX/PAR Confidential Comments

Greated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description	
6/21/2012 09:55:06 AM	MERCADTO	AMSTUTST	BRC PAR	Acknowledgement	Done	6/27/2012 11;D9:46 AM	call to	j
Contact East Name		Contact Firs	t Name	Account		BAC Code		
			-					

i/v/m giving name, ph#, ext. and S/R# Gave handling agent info.

Calling to gather info. re: veh., incident, and allegation.

William Duffy/PAR/ATX

Confidential Comments

Report Generated for toporowm on 6/29/2012 Page 6 of 10

Activities

71011111100							
Greated 6/21/2012 09:54:58 AM	Created By MERCADTO	Assigned To AMSTUTST	Activity Type Research	Activity Sub-Typo	Status Done	Completed 6/27/2012 11:05:37 AM	Description Research
Contact Last Name		Contact Live	Name	Account		BAC Code	
Comments S/R's: 71-1028560081 1	I-13-12 alt. own	er, fuel lever ser	nsor complaint				1
Recalls: Service Update 08/30/2006 Closed	Bulletins N060	091 06091 ENC	BINE/POWERTRAIN CONT	TROL MODULE REPROGRA	M **EXTENDED TO	O NOVEMBER 30, 2006**	
Branded; No							
Warranty Block: No							
Repairs: No							
William Duffy/PAR/ATX Confidential Comments							
Confidential Comments		_		···			
Greated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
6/21/2012 09:54:51 AM Contact Last Name	MERCADTO	AMSTUTST Contact Firs	Notify CRM		Done	6/27/2012 11:00:35 AM	File assigned to Stacy Amstutz @ x41022
Somaci Edat Name		Contact Pirs	t Name	Account		BAC Code	A71022
Confidential Comments							
Croated	Created By	Assigned To	*****	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:54:27 AM	MERCADTO	AMSTUTST	BRC PAR	Case Assigned	Done	6/27/2012 11:00:32 AM	File assigned to Stacy Amstutz @
Contact Last Name		Contact Fire	Name	Account		BAC Code	x41022
Comments							•

Report Generated for toporowm

Confidential Comments

on 6/29/2012

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Activities

Groated 6/21/2012 09:54:24 AM Contact Last Name Comments Confidential Comments	Created By MERCADTO	Assigned To ANDERSJ2 Contact First	Activity Typo SR Opened Name	Activity Sub-Type Account	Status Done	Completed 6/21/2012 09:54:24 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Greated 6/21/2012 09:54:22 AM Contact East Name Comments	Created By MERCADTO	Assigned To ANDERSJ2 Centact First	Activity Type SR Closed - Dissatisfied Name	Activity Sub-Type Account	Status Done	Completed 6/21/2012 09:54:23 AM BAC Code	Description Service Request has been Closed Dissatisfied.
Confidential Comments Created 6/20/2012 05:16:40 PM Contact Last Name Comments	Created By ANDERSJ2	Assigned To ANDERSJ2	Activity Typo Scheduled Follow-up Name	Activity Sub-Typa ∧ccount	Status Done	Completed 6/21/2012 09:53:14 AM BAC Code	Description 1/up on bre pick up
Confidential Comments Croated 6/20/2012 05:12:17 PM Contact Last Name	Created By ANDERSJ2	Assigned To AMSTUTST	Activity Type Notify CRM Name	Activity Sub-Typa Account	Status Done	Completed 6/21/2012 09:53:35 AM BAC Code	Description Please review Recieved and Assigned in PAR StacylATX/PAR
Confidential Comments							!

Report Generated for toporowm

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Activities							
Groated 6/20/2012 03:58:59 PM	Created By ANDERSJ2	Assigned To ANDERSJ2	Activity Type Outbound Call Customer	Activity Sub-Type Made Contact	Status	Completed 6/20/2012 05:09:35 PM	Doscription 2nd attempt
Contact Last Name		Contact First	Name	Account		BAC Code	
opinition()					·····		
exec sts-calling to discus	s concerns with	ı vehicle, will ned	ed to sent this to our par tear	n to work.			•
exec sks-Info.							
cust adv-something craw	eled into the do	or and caught o	n fire,i so i had the repairs do	one at an independent, they	did supply all the i	ailed parts back to me.	
jakenya anderson/exec/a							
Confidential Comments							I
Greated 6/19/2012 05:23:08 PM	Created By ANDERSJ2	Assigned To ANDERSJ2	Activity Type	Activity Sub-Type	Status	Completed	Description
Contact Last Name	ANDENOUZ		Scheduled Outbound Call Cust		Done	6/20/2012 03:58:57 PM	2nd attempt
Contact Lact Nama		=Pastant Fina	**ame	Account	ė	BAC Code	
Confidential Comments							
Greated 6/19/2012 05:20:36 PM	Oreated By ANDERSJ2	Assigned To ANDERSJ2	Activity Type Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 6/19/2012 05:23:06 PM	Description
Contact Last Name	, , , , , , , , , , , , , , , , , , , ,	Control Sirsi		Account	Done	BAC Code	cust
Comments			•••				· ·
exac sts-calling to disucs:	s concerns with	reim, try to see	how we can assist.				l
lft msg.		,					

Report Generated for toporowm

Confidential Comments

on 6/29/2012

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Activities

Created By 6/19/2012 05:12:09 PM SADMIN	Assigned To Activity Typo ANDERSJ2 Inbound White Mail	Activity Sub-Type	Status Done	Completed 6/19/2012 05:12:25 PM	Description Scanned: 2012-06-19-10,28,14,000000.
Contact Last Name	Contact First Name	Account		BAC Code	SourceDocNum: 00072EEA, worklist: EXECUTIVE SR Status: Open
Confidential Comments					•

UCC Information

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

Report Generated for toporowm

on 6/29/2012

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B Logout

Globel Warranty

June 29, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

1 ②

This screen allows IVH users to view the Summary of Vehicle Information, Fletd 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 1GNDT13SX72

Model CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title No

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Required Field Actions

Open field actions are highlighted

Туре

Number

Original

Description

Date

Status

Service Update Bulletins N060091 06091

ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM "EXTENDED TO NOVEMBER 30, 2006**

Warranty Block, No.

08/30/2006

Release

Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty 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

XM Equipped Y

XM Radio ID TRZ5L00D

OnStar Status: Active

XM Status: Active

Valid warranties are highlighted

OnStar Vehicle Dragnostics: Y

DMN Enabled: N

Applicable Warranties

Limited Warranty

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corresion Limited Warranty	08/05/2011	11/11/2006	20 MI	11/11/2012	100,020 MI
	Bumper to Bumper	08/05/2011	11/11/2006	20 MI	11/11/2009	36.020 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

Powertrain Limited Warranty	08/05/2011	11/11/2006	20 MI	11/11/2011	100,020 MI
Special Coverage 10054 Emission Select Component Ltd Wty	08/05/2011	11/11/2006	20 MI	11/11/2016	120,020 MI
	08/05/2011	11/11/2006	20 MI	11/11/2014	80,020 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 Labour Operation		Odometer Reading
11/20/2007	142081	ZREG—Regular Vehicle Transaction		E0420 - Wheel - One - R&R Or Replace	8,563 MI
12/11/2006	133454	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	1,151 MI
12/11/2006	133454	ZREGRegular Vehicle Transaction		J4345 - Coil, Electronic Ignition Control (DIS/3CI) - Replace	1,151 MI
12/06/2006	133336	ZREG—Regular Vehicle Transaction		J4206 - Spark Plug Wire Replacement	1,013 MI
12/06/2006	133336	ZREG—Regular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	1,013 MI
08/09/2008	A26173	ZPDI—Pre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management Site Map

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Lonout

June 29, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

10

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 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

View Vehicle Build
View Vehicle
Component Summary

View Vehicle
Transaction History
Detail

For this vehicle:

View Vehicle Summary
 Service

Contract

-- Branded Title

-- Warranty Block

View Vehicle Delivery Information

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KFVV30 Build Date: 08/09/2006 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 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

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT,

RR FACING

AXP - MPV VIN IDENT POSITION

B32 · FLOOR MATS, FRONT/REAR

B86 - 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

A50 - FRT BUCKET SEATS & FLR CONSOLE

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AUG - REMOTE KEYLESS ENTRY

839 - FULL CARPET-COLOR KEYED

833 - 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 WHEELS

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

E Logout

രിലെ Warranty

June 29, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

13

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 1GNDT13SX72 Service Contract No

Branded Title, No.

Model CT15508-2007 TRAILBLAZER 4WD

Warranty Block No

1

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KFVV30 Build Date: 08/09/2006

Build Plant 2

For this vehicle:

- View Vehicle Summary
 - Service
 - Contract
 - -- Branded Title
 - → Warranty Block
- View Vehicle Build
- View Vehicle
- Component Summery
- 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

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

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, **RR FACING**

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT/REAR

886 - 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 IS

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 FRY LH COMPUTER SEL SUSP

8UZ - COMPONENT RR LH COMPUTER SEL

A50 - FRT BUCKET SEATS & FLR CONSOLE

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

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 WHEELS

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. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) * OVERHEAD CONSOLE

QTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEAT TRIM T61 - DAYTIME RUNNING LIGHTS

T84 - LIFTGATE

U73 - FIXED MAST ANTENNA

UC5 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

(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

R4Y - TIRE BRAND-GOODYEAR

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

198 - 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)

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

VXS - COMPLETE VEHICLE LABEL

YO3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

-80 -

Global Warranty Management Sile Map

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Lonout

@bol Warranty

June 29, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

1 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 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

Vehicle Component

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

Date Scanned: 08/09/2006

Traceability: 607260686 Part / Number Broadcast. NAX Time Scanned: 07:07:00

Scan Station: 01

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

Date Scanned 08/09/2008

Traceability: 004312126 Part / Number Broadcast A1Z

Time Scanned: 07:55:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 08/09/2006

Traceability OBL323537 Part / Number Broadcast FK

Time Scanned: 07:18:00 Scan Station: 03

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

Date Scanned 08/09/2006

Traceability 44488121 Part / Number Broadcast: 7TDD

> Time \$canned: 07:15:00 Scan Station: 02

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

HUB ASSEMBLIES

Source Plant G-

Traceability AJJ28096 Part / Number Broadcast

Date Scanned: 08/09/2006

Time Scanned: 07:58:00 Scan Station

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

Date Scanned. 08/09/2006

Traceability: 208072821 Part / Number Broadcast. CN8

Time Scanned 07:56:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00026489

Part / Number Broadcast

Time Scanned: 09:33:00 Scan Station

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant. Q-RIMIR MATAMORS MEXICO Date Scanned 08/09/2006

Date Sconned 08/09/2006

Traceability: 1GVK5GE Part / Number Broadcast 2395

Traceability 5AAYK41

Time Scanned. 12:00:00 Scan Station 06

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

Date Scanned 08/09/2006

Part / Number Broadcast: 5521

Time Scanned 07:43:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 08/02/2006

Traceability: 0260527 Part / Number Broadcast: 1ZZ

Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 3027226

For this vehicle:

-- View Vehicle Summary

- Service Contract
- → Branded Title
- -- Warranty Block

→ <u>View Vehicle Build</u>

View Vehicle

Component Summary

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

View Vehicle Delivery Information

Source Plant: -

Date Scanned: 08/04/2006

Time Scanned: 16:37:00 Scan Station:

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

Source Plant: -

Part / Number Broadcast: 1PT

Traceability: 3027124

Part / Number Broadcast: 1WW

Date Scanned: 08/07/2006

Time Scanned: 16:41:00 Scan Station:

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

Source Plant: -

Traceability 3027049 Part / Number Broadcast: 1PH

Date Scanned: 08/08/2006

Time Scanned: 08:20:00 Scan Station:

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

Source Plant: -

Traceability: 3027457 Part / Number Broadcast: 1GB

Date Scanned: 08/08/2006

Time Scanned: 19:29:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Job Card Date: 12/11/2006

Repair Service Agent: 113793

CARFAGNO CHEVROLET

Logout

@ Warranty June 29, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER 10 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 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: <u>0 Open</u> Job Card Date: 11/20/2007 Job Card Number: 142081 Repair Service Agent: 113793 Odometer Reading 8,563 MI CARFAGNO CHEVROLET Authorization Code: 1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507 Process Date. 11/23/2007 **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 E0420-Wheel - One - R&R Or Replace Causal Part Number Job Card Date: 12/11/2006 Job Card Number: 133454 Repair Service Agent 113793 Odometer Reading 1,151 MI Authorization Code: CARFAGNO CHEVROLET 1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507 Process Date 12/22/2006 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category: **Customer Complaint Code** 000D-Converted Claim Job Card Line # 2 Cause Code: 0000-Converted Claims Transaction Adjustment: Labour Op Z7901-1-DAY COURTESY TRANSPORTATION Causal Part Number See other Parts and/or Net Items

Job Card Number: 133454

Odometer Reading: 1,151 MI

Authorization Code. B

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

6/29/2012

1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507

Process Date 04/13/2007

Transaction Type.

ZREG----Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 12/06/2006

Job Card Number: 133336

Repair Service Agent: 113793 **CARFAGNO CHEVROLET** 1230 E RIDGE PIKE

PLYMOUTH MEETING PA 19482-2754

6102750507

Odometer Reading 1,013 MI Authorization Code:

Process Date 12/15/2006

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 J4206-Spark Plug Wire Replacement

Causal Part Number

.See other Parts and/or Net Items

Job Card Date: 12/06/2006

Repair Service Agent: 113793 **CARFAGNO CHEVROLET**

1230 E RIDGE PIKE

PLYMOUTH MEETING PA 19462-2754

6102750507

Job Card Number: 133336

Odometer Reading: 1,013 MI Authorization Code:

Process Date

12/15/2006

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 Z7902-2-DAY COURTESY TRANSPORTATION

Causal Part Number

See other Parts and/or Net Items

Job Card Number: A26173

Job Card Date: 08/09/2006 Repair Service Agent: 113793 **CARFAGNO CHEVROLET**

Odometer Reading, 0 MI Authorization Code

1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507

Process Date:
08/15/2006
Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507

Process Date: 08/15/2006
Transaction Type: ZPDI----Pre-Delivery Inspection Transaction Expense Category Customer Complaint Code 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment:

t: Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

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Logout @ @lobalWarranty June 29, 2012 Global Warranty Management: Main > 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 Service Vehicle Information Contract Model, CT15506-2007 TRAILBLAZER 4WD VIN 1GNDT13SX72 - Branded Title Warranty Block No. PDI Status, No. Service Contract No Branded Title No → Warranty Block Order Type 70 - RETAIL - STOCK View Vehicle Build Field Actions: 0 Open View Vehicle Component Summary View Vehicle Transaction History Detail Invoice Information View Vehicle Delivery Invoice Date: 08/09/2006 Invoicing Service Agent 113793 Information CARFAGNO CHEVROLET 1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507 Ship to Information Ship to Date: N/A Ship to Service Agent: 113793 CARFAGNO CHEVROLET 1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507 **Delivery** Information Delivery Date 11/11/2008 Delivery Type 010---INDIVIDUAL Delivery Service Agent. 113793 CARFAGNO CHEVROLET Delivery Odometer: 20 1230 E RIDGE PIKE PLYMOUTH MEETING PA 19462-2754 6102750507 In Service Information In Service Date N/A Invoicing Service Agent In Service Type 0000 in Service Odometer 0

Global Warranty Management. Site Map

Registration Service Agent N/A

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Registration Information

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Registration Date: N/A

Registration Number N/A Registration Odometer 0

Attention: Daniel Akerson CEO

I own a 2007 Tail Blazer, for over twenty years I have owned Chevrolet Blazers & never had a problem until Monday June 4, 2012. My problem for your records was very serious & all happened within three minutes. I parked my vehicle in my two car garage which is attached to my house. I came back around thru my garage to let the dog out & noticed I had parked too close to my parent's car. When I got back in I smelled something burning and I knew my car was on "Fire" but I could not see any smoke.

I immediately started up & backed out of the garage. Shut off the engine & popped open the hood (everything appeared to be fine) but that burning smell was awful. When I reached for the driver's door is when I noticed the smoke coming out the window. I ran back in the house & yelled my vehicle is on fire, come pick me up at the garage. The garage is two seconds from my house.

Haines Service Center Inc 300 Lewis Road Royersford Pa 19468 Phone 610-948-9902 Fax 610-948-0564

They had replaced the damaging parts & had to take my vehicle to the nearest Chevrolet dealer located at Fred Beans Chevrolet of Limerick 40 Auto Park Blvd, Limerick Pa 19468 to reset the computer I was told.

The dealership that I purchased my vehicle is located: Carfagno Chevrolet 1230 E. Ridge Pike PO Box 530 Plymouth Meeting Pa 19462-0530

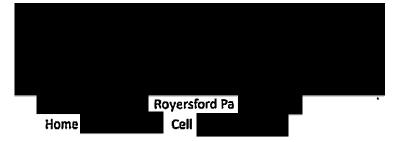
I did contact my dealership Carfagno Chevrolet same day on 6/4/2012 spoke to Scott Walter to find out if I had missed a recall on my vehicle. Scott advised me that I did not & to keep an eye out for a recall. I did find an article posted in Boston Globe describing what I had reported to the owner or the garage. The garage gave me my parts if your team should need to review them.

There are two things that I would like to happen from Chevrolet in return:

First, I would like to be reimbursed \$443.77 invoice #519 enclosed.

Second, an investigation on Fred Beans of Limerick - review my comments on page 2.

Sincerely, a loyal and committed Chevrolet customer



I had over the years done business thru Chevrolet of Royersford, Marchese, and Keenan Chevrolet & when they moved on I went directly to Carfagno Chevrolet once they went out of business. Fred Beans did not exist back then. The reason I would like an investigation on Fred Beans of Limerick is for two reasons:

My first experience with Fred Beans occurred back in or about 2009 when I decided to take my vehicle there for service due to location was much closer (new to the area) no other reason. When I asked how the cost for that services it was \$150,00 more than I would have paid at Carfagno's. I questioned the difference I was a told this is a newChevrolet dealer & I was new customer why the cost was greater. Needless to say I walked out with the intentions of never doing business with Fred Beans again.

As I mentioned Haines Service Center Inc had taken my vehicle to Fred Beans Chevrolet of Limerick to reset the computer. When I got my vehicle back I noticed that my glove box had been gone through. This was odd to me; the garage does not rummage through my glove box.

On Saturday June 9, 2012 I receive an envelope from Fred Beans and Inside was my MV-1 (5-05) No. 0475421 pink applicants copy no other information enclosed. So I drove up to Fred Beans I wanted to speak to the manager.

A man greets me and I asked if a manger is on the premises, Yes, he is in the back let me get him for you. I'm waiting & then I am told he left the property. Ok, is there a service manger on duty then? Yes, go over there to that other building & that building ask for Steve Sprie. You get the picture; another man named Bill greets me. I explain my situation and ask why this document was removed from my vehicle. Bill said that they need the VIN number to put into a National database to report my issue & they forgot to return it. I then asked if my passenger window was checked. It should have been Bill replied.

I told Bill my first experience with Fred Beans was not a good one & he told me he was a manger he had been transferred from Ford. To give them another chance. I do not trust them & I do not appreciate being jerked around & they ransacked my glove box & removed my paperwork for a "get my VIN number" that is BULL. We all know the VIN number is located inside the driver door.

I want to make sure that my incident was reported correctly and if your team needs any additional information, please contact me direct or Haines Service Center.

I want Chevrolet Corporation to know that Cartago Chevrolet is loyal to your cooperation & your customers. They are honest and they represented this matter professionally not like Fred Beans. I would not purchase any vehicle from Fred Beans because they do not treat their customer's right and they do not represent Chevrolet like they should. Just wanted you to know.

Enclosed 2 Documents: 1-Haines Service Center Invoice #519 2-Boston Globe Article on Cause sought for Trailblazer

Mailed copies to:

Haines Service Center Inc 300 Lewis Road Royersford Pa 19468
Carfagno Chevrolet 1230 E. Ridge Pike Plymouth Meeting Pa 19462

ARTICLE COLLECTIONS

boston.com



New Pc (June 2012) If you

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Voit's fires couldn't reoccur, GM says January 25, 2012

Volt's fires couldn't reoccur, GM says January 25, 2012 Try BostonGlobe.com today and get two w

Cause sought for TrailBlazer f

Fabruary 14, 2012

Tweet (0

Q+1 0

DETROIT - Federal regulators are investigating fires in the driver's side doors of Chevy TrailBlazers, the second such probe in a week.

More than 309,000 TrailBlazer SUVs from the 2006 and 2007 model years are involved. The fires began in the power window switch or related electrical parts, the National Highway Traffic Safety Administration said.

It opened an investigation last week into simila problems with the 2007 Toyota Camry sedan and RAV4 small crossover SUV.

No vehicles have been recalled.

The TrailBlazer, although phased out in 2009, best-selling car in the United States in 2007 and

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Arrested in Ocean City?

You deserve the best defense! Local experient www.marylandshorelawyer.com

IRS Tax Lawyers

27 Years in Business, A+ BBB Rating Call N
Tax-Lawyers.Omnl-Financial.com

US probes door fires in 2006, 2007 TrailBlazers . February 13, 2012

Advertisement



The agency has received 12 complaints of smok reported. None of vehicles that caught fire was and seats were singed, General Motors Co. said

GM believes the problem is restricted to the 20

Any TrailBlazer owner who smells burning plas should contact their dealer, GM said.

Ads by Google

Cabot Greek-Style Yogurt

A richer, smoother, creamier yogurt that's ta www.cabotcheese.coop

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Index by Keyword [Index by Date

Haines Service Center, Inc. 300 North Lewis Road Royersford, PA. 19468 Phone - 610-948-9902 Fax - 610-948-0564

INVOICE 519

01,17.07 Copyright Milchell 1 Invoict as

Print Date: 06/05/2012 INVOICE 2007 Chevrolet - TrailBlazer 4.2L, In-Line6, VIN (S) Odometer In: 43210 Lic #% Unit#; Royersford, PA Vin #: 1GNDT13SX72 Home . Ref#: Hat#: 149 Cust ID: Extended Labor Description Sale: Extended Part Description / Number 111.88 CHECK WINDOW SWITCH SMOKING WINDOW SWITCH - Front, Left -REPLACE DRIVERS SWITCH 1.00 306.77 REPLACE BLOWN FUSE REPROGRAM NEW SWITCH Paul ct 1906 [Technicians : Haines, Kevin; Haines, Kevin]. 111.88 Labor: [Payments -] Thank you for your business! 306.77 Parts: I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere 0.00 Sublet: for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car 418.65 Sub: or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot Tax: 25.12 exceed the original cost of repair. 443.77 Total: **Bal Due:** \$443.77 SIGNATURE

Page 1 of 1

3 Whiten By: Halnes, Kevin



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

July 6, 2012

Royersford, PA

RE:

Claimant:

Our File No.:

744523

Our Client:

General Motors LLC

Date/Event:

6/4/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13SX72

Dear

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

Sincerely,

Eric Wilt

Claims Administrator

Eric Will

SR No.	71-1087428725	Ref No.	Goodwill No Goodwill Offered	BRC Type F	PAR
Account		Site	GW SubType	Bus, Unit E	BRC
ast Name	-	First Name	Approval Not Initiated	Area F	PAR
Daytime #		Evening #	UCC Electrical - Power Window Motor /	Sub-Area E	ESIS Escalation
Address		_ City East Brunswick	Involved Dir	Safety	Yes
State	NJ ZipCd	Con Acct	Source Email	Updated 7	7/25/2012 05:09:37 PM
Serial #/VIN	1GKDT13S872	Model Year 2007	Priority Medium License #	Owner S	SANCHERI
Make	GMC	Warr. Start 11/15/2006	Status Open	Opened 7	7/16/2012 12:13:34 PM
Model	Envoy	Mileage 123000	Sub-Status Satisfied	Closed	
Abstract	thermal event window regulator	•	· · · · · · · · · · · · · · · · · · ·	******	
Customer Description	***This is a BRC PAR Case. Please	do not assume. Forward any inquiries to Rit	a Sanchez at ext.41345 ***		

Pre-PAR

Owner	Incident Date/Time 7/15/2012 04:55:52 PM	Injuries # Othe			ad Surface	Road		Police Report#
owner Oriver Last Na		N 0 Driver First N			phalt	Dry	na	na
miver Last iva	me	Uriver First N.	aine	Height 5 10	DOB 6/6/1		iities	
nsurance Ane	nt Last Name	Insurance Ag	ant First N			968 na Insurance	A a a p a v	
ınk	TA ESSETTIONS	unk			41-3000	geico	e Agency	
Incident Loc	route 18 going north marbrol I	NJ unknown add	ess		incident Desc	and my son	said that the door was smoking	my mirror and i wanted to know why it was not moving i pulled over and wedged the window open and i
Component	window component			•		was disconn	ecting it and i saw a flame tha	t i put out with water
					Damage	driver side d	loor	***
	686 Old Bridge Tpke East Bru	swick NJ 08816			Desc			
Loc					Add'l Info	no claim file	d with them	
Emgcy Svc Names	none			•	Maint Loc	: na		
PAR Det	ail							
Collision	N Non Collision	Y Prop		Thermal Evt	Υ .	Spec Equip	na	
Vehicle Speed	55	Wea Con	ther dition	clear		Prop Owner	па	Property na Type
Last Service Date		Loc Serv				Property Location	na	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0.00	Inst		na		Prop Damage Description	na	
Primary Veh Use	Personal	lnsp Type		ermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time
A611 026	driver side door thermal eve					Explain Other	sent to esis	

Report Generated for toporowm

on 7/27/2012

Page 1 of 13

Activities

	Created By	And the page	Activity Type Scheduled Follow-up	Activity Sub-Type Account	Status Scheduled Alam	Completed BAC Code	Description //u esis - pick up
26/2012 09:34:19 AM S		SANCHER	Scheduled Follow-up			1	
ominents	-	Contract Circs	Norne	Account		BAC Code	
onfidential Comments] [
							.
		Assigned To AMSTUTST	Activity Type Notify CRM Name	Activity Sub-Type Account	Status Done	Completed 7/26/2012 04:54:40 PM BAC Code	Description Esis - thermal event
							- -
onfidential Comments	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	SANCHERI	SANCHERI Contact Firs	BRC PAR	Business Case Account	Done	7/26/2012 09:33:53 AM BAC Code	Description
ermai event - window reg	gulatior					:	1
a sanchez/ATX/PAR onfidential Comments						•	1

Report Generated for toporowm

on 7/27/2012

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Activities

	SANCHERI	SANCHERI	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to	Status Done	Completed 7/25/2012 05:09:37 PM	Description Ownership Escalated to BRC
ontact Lact Name		Cantage Fire	Manag	BRC Account		BAC Code	
			<u> </u>	Account		BAC Code	
emments						1	
onfidential Comments							
<u>.</u>							
eated 25/2012 05:07:42 PM	Created By SANCHERI	Assigned To SANCHERI	Activity Type Scheduled Outbound Email	Activity Sub-Type	Status Done	Completed 7/26/2012 10:53:53 AM	Description send email
			Name	Account		BAC Code	
zinnenis							1
onfidential Comments	-			-			· !
on a contraction							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
25/2012 05:07:31 PM	SANCHERI	SANCHERI	Outbound Email		Done	7/26/2012 09:32:33 AM	christopher.t.munger@gm.com
				Account		BAC Code	
эппхене							
bristopher							
hristopher,							
product allegation clai	m has been ma	ide in your region	n. The customer is alleging	thermal event. This case is be	ing escalated to	ESIS because thermal event	
product allegation clai ustomer Last Name	m has been ma	ide in your region	n. The customer is alleging	thermal event. This case is be	ing escalated to i	ESIS because thermal event	
product allegation clai ustomer Last Name 007 GMC Envoy IN 1GKDT13S872		ide in your region	n. Th e cus tomer is alleging	thermal event. This case is be	ing escalated to i	ESIS because thermal event	
product allegation clai ustomer Last Name 007 GMC Envoy IN 1GKDT13S872 o involved dealership a	at this time.			thermal event. This case is be	ing escalated to i	ESIS because thermal event	
product allegation clai ustomer Last Name 107 GMC Envoy IN 1GKDT13S872 to involved dealership a nis Is only a notification	at this time.			g thermal event. This case is be	ng escalated to	ESIS because thermal event	
product allegation clai ustomer Last Name 007 GMC Envoy IN 1GKDT13S872 o involved dealership a	at this time.			thermal event. This case is be	ing escalated to i	ESIS because thermal event	
product allegation clai ustomer Last Name 107 GMC Envoy IN 1GKDT13S872 in 1 GKDT13S872 in is Is only a notification est wishes, ita Sanchez CRS ditya Birla Minacs in 401 E. Ben White Blod none 886-790-5600 et	at this time. n. No action is aspired every de, Bldg. F, Austir d. 31227 866	required on your		, thermal event. This case is be	ng escalated to l	ESIS because thermal event	
product allegation clai ustomer Last Name 107 GMC Envoy IN 1GKDT13S872 10 involved dealership a nis Is only a notification est wishes, ita Sanchez CRS ditya Birla Minacs in 101 E. Ban White Blad	at this time. n. No action is aspired every de, Bldg. F, Austir d. 31227 866	required on your	part at this time.	thermal event. This case is be	ng escalated to I	ESIS because thermal event	1

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Activities

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2012 10:24:43 AM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust		Done	7/25/2012 03:49:01 PM	call customer
tact Last Name		Contact Eigh	Name	Account		BAC Code	
nments						····	
fidential Comments						:	
ated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/2012 05:10:53 PM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust	Initial Attempt	Done	7/25/2012 11:00:18 AM	call customer
tact Last Name		Contact First	Name	Account		BAC Code	
idential Comments							
lidential Comments		2000		-			
ited /2012 02:01:21 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mall Received	Status Done	Completed 7/24/2012 02:01:32 PM	Description PAR V/M
act Last Name	737-38-81111	Contact First	•	Account	Done	BAC Code	FARVINI
iments 1087428725 custome	M	phone	customer daims therm	al avent		i .	l
		None	customer daims therm	al event			
23 3:29pm							
3 3:29pm ddeus/PAR/ATX							1
3 3:29pm ideus/PAR/ATX idential Comments	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
23 3:29pm ddeus/PAR/ATX fidential Comments ated /2012 10:14:14 AM	Created By	SANCHERI	Ownership Changed		Status Done	7/24/2012 10:14:14 AM	Service Request Ownership has
23 3:29pm ddeus/PAR/ATX fidential Comments ated //2012 10:14:14 AM	Created By		Ownership Changed	Activity Sub-Type Account			
23 3:29pm	Created By	SANCHERI	Ownership Changed			7/24/2012 10:14:14 AM	Service Request Ownership has changed FROM; DELAGUNI TO:
23 3:29pm ddeus/PAR/ATX fidential Comments ated //2012 10:14:14 AM fact Last Name	Created By	SANCHERI	Ownership Changed			7/24/2012 10:14:14 AM	Service Request Ownership has changed FROM; DELAGUNI TO:
33 3:29pm ideus/PAR/ATX fidential Comments ated /2012 10:14:14 AM fact Last Name	Created By	SANCHERI	Ownership Changed			7/24/2012 10:14:14 AM	Service Request Ownership has changed FROM; DELAGUNI TO:

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Activities

	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
24/2012 10:13:37 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	7/25/2012 05:07:30 PM	Called
ontact Last Name		Contact First	Name	Account		BAC Code	
ommonto.							
ommenis e outbound email							
e outbourd entail							
ta sanchez/ATx/PAR							
onfidential Comments							
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
24/2012 10:13:16 AM	MERCADTO	SANCHER	BRC PAR	Initial Contact- Dealer	Done	7/25/2012 04:54:11 PM	Called
ontact Last Name		Contact First	Name	Account		BAC Code	
omments	ala hayand yan						
ita Sanchez/PAR/ATX	de beyond warn	anty and has no	t been to dealer in two ye	ars.			
onfidential Comments							1
reated	Created By	A00	Activity Type	A-Air its Cost #	01.1		
24/2012 10:13:00 AM	MERCADTO		BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed	Description
	WEITONBTO	Contact First		Account	Done	7/25/2012 05:06:28 PM BAC Code	Called
notact Last Name						BAU Code	
ontact Last Name		1 111111111 1-11151	- Hams	7 locodin			
		T MILLIAN EINS		/ COODIN			· [
omments	allegation	· · · · · · · ·		, (CCC)			I
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organents erified information and a rovided esis statement eust sts I will proceed rs sts what happened ust sts as driving my kic	ds home i was a	djustina my mirr		why it was not moving and my s	on said that the		,
entitled information and a rovided esis statement sust sts i will proceed as sts what happened sust sts as driving my kid and wedged the window	ds home i was a w open and i wa	djusting my mirr s disconnecting	or and i wanted to know wit and i saw a flame that i	why it was not moving and my s		door was smoking i pulled over	
erified information and a rovided esis statement aust sts i will proceed as sts what happened out at sts as driving my kind wedged the windows as sts what I can do is g	ds home i was a w open and i wa	djusting my mirr s disconnecting	or and i wanted to know wit and i saw a flame that i	why it was not moving and my s put out with water		door was smoking i pulled over	
erinents erified information and a rovided esis statement cust sts i will proceed rs sts what happened cust sts as driving my kind wedged the window rs sts what I can do is g cust sts ok thanks	ds home i was a w open and i wa	djusting my mirr s disconnecting	or and i wanted to know wit and i saw a flame that i	why it was not moving and my s put out with water		door was smoking i pulled over	
erified information and a rovided esis statement cust sts i will proceed as sts what happened cust sts as driving my kind wedged the windown sts what I can do is gust sts ok thanks	ds home i was a w open and i wa	djusting my mirr s disconnecting	or and i wanted to know wit and i saw a flame that i	why it was not moving and my s put out with water		door was smoking i pulled over	
erinents erified information and a rovided esis statement cust sts i will proceed rs sts what happened cust sts as driving my kind wedged the window rs sts what I can do is g cust sts ok thanks	ds home i was a w open and i wa	djusting my mirr s disconnecting	or and i wanted to know wit and i saw a flame that i	why it was not moving and my s put out with water		door was smoking i pulled over	
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erified information and a covided esis statement ust sis I will proceed as sts what happened ust sis as driving my kind wedged the window as sis what I can do is gust sts ok thanks	ds home i was a w open and i wa	djusting my mirr s disconnecting	or and i wanted to know wit and i saw a flame that i	why it was not moving and my s put out with water		door was smoking i pulled over	

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Activities

4/2012 10:12:11 AM	Created By MERCADTO		Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status Done	7/25/2012 10:24:42 AM	Descri-
act Last Mame		Contact Eiro	• ^{Ki} ame	Account		BAC Code	· -
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d spoke with custor	ner and custome	r requested to b	e contacted betweem 2	2-4 this after noon			
anchez/ATX/PAR							
idential Comments				·		· · · · ·	
ated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/2012 10:11:48 AM	MERCADTO		Research	Activity Sub-Type	Done	7/25/2012 10:23:49 AM	Research VIN 1GKDT13S872
tact Last Name		Contact Firs	t Name	Account		BAC Code	
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S Performed VIN Sc VIS: - Found No Op				-		<u> </u>	
- Found No Duolis	ate File						
,							
History: No Service	History Related	i to Allegation					
N: — Found No Duplin 'C History: No Servic a Sanchez/PAR/ATX	e History Related	i to Allegation					
C History: No Service a Sanchez/PAR/ATX	e History Related	i to Allegation					I
C History: No Service a Sanchez/PAR/ATX ntidential Comments	e History Related		Activity Type	Activity Sub-Type	Status	Correlated	Description
C History: No Service a Sanchez/PAR/ATX Infidential Comments	e History Related	Assigned To	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 7/25/2012 10:23:11 AM	Description File assigned
C History: No Service a Sanchez/PAR/ATX niidential Comments eated 4/2012 10:11:40 AM	History Related	Assigned To	Notify CRM	Activity Sub-Type Account			
C History: No Service I Sanchez/PAR/ATX Indential Comments ated 4/2012 10:11:40 AM Itact Last Name	History Related	Assigned To SANCHERI	Notify CRM			7/25/2012 10:23:11 AM	
C History: No Service I Sanchez/PAR/ATX Indicential Comments ated I/2012 10:11:40 AM I/act Last Name	History Related	Assigned To SANCHERI	Notify CRM			7/25/2012 10:23:11 AM	
C History: No Service I Sanchez/PAR/ATX Indential Comments atted I/2012 10:11:40 AM Itact Last Name	Created By MERCADTO	Assigned To SANCHERI	Notify CRM			7/25/2012 10:23:11 AM	
C History: No Service a Sanchez/PAR/ATX indential Comments sated 4/2012 10:11:40 AM ntact Last Name	Created By MERCADTO	Assigned To SANCHERI	Notify CRM			7/25/2012 10:23:11 AM	
C History: No Service a Sanchez/PAR/ATX affidential Comments atted 4/2012 10:11:40 AM attact Last Name annents affidential Comments	Created By Created By	Assigned To SANCHERI Contact Fin	Notify CRM st Name Activity Type	Activity Sub-Type	Done Status	7/25/2012 10:23:11 AM BAC Code I Completed	File assigned Description
C History: No Service I Sanchez/PAR/ATX Indential Comments ated I/2012 10:11:40 AM Itaat Last Name Inments Indicated Comments Indicated Comments Indicated Comments Indicated In	Created By MERCADTO	Assigned To SANCHERI Contact Fire Assigned To SANCHERI	Notify CRM st Name Activity Type BRC PAR	Activity Sub-Type Case Assigned	Done	7/25/2012 10:23:11 AM BAC Code	File assigned
C History: No Service I Sanchez/PAR/ATX Indential Comments atted 4/2012 10:11:40 AM Itact Last Name Inments Indential Comments Attential Comments Attential Comments Attential Comments Attential Comments Attential Comments	Created By Created By	Assigned To SANCHERI Contact Fin	Notify CRM st Name Activity Type BRC PAR	Activity Sub-Type	Done Status	7/25/2012 10:23:11 AM BAC Code I Completed	File assigned Description
C History: No Service a Sanchez/PAR/ATX afidential Comments eated 4/2012 10:11:40 AM attact Last Name miments acted 4/2012 10:11:24 AM attact Last Name	Created By Created By	Assigned To SANCHERI Contact Fire Assigned To SANCHERI	Notify CRM st Name Activity Type BRC PAR	Activity Sub-Type Case Assigned	Done Status	7/25/2012 10:23:11 AM BAC Code	File assigned Description
C History: No Service a Sanchez/PAR/ATX	Greated By MERCADTO Created By MERCADTO	Assigned To SANCHERI Contact Fire Assigned To SANCHERI	Notify CRM st Name Activity Type BRC PAR	Activity Sub-Type Case Assigned	Done Status	7/25/2012 10:23:11 AM BAC Code	File assigned Description

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Activities

eated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
4/2012 10:11:16 AM	MERCADTO	DELAGUNI	SR Opened		Done	7/24/2012 10:11:16 AM	SR in Status of Closed has been Re
fact Last Name		Contact First	Name	Account	وسينتك	BAC Code	Opened by MERCADTO
			L				
nfidential Comments				•	·		1
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eated	Created By	Assigned To	Antivity Tump	Aghirles Dalk Tone	Status		D
4/2012 10:11:14 AM			SR Closed - Satisfied	Activity Sub-Type	Done	Completed 7/24/2012 10:11:14 AM	Description Service Request has been Closed
start Lost Nama	III.EKOKB10		Name	Account	Done	BAC Code	Satisfied.
		30	Ivanic	Accodite		BAC Code	
пинена							1
							_
nfidential Comments		<u> </u>					
aatad	Constant Da						
eated 3/2012 04:26:55 PM	Created By DELAGUNI	Assigned to DELAGUNI	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 7/24/2012 10:11:11 AM	Description
ntact Last Name	DELAGONI	Contact First	•	A	Done		waiitng for updates
III DOLLEGGE MAINE		Contact Prist	Name	Account		BAC Code	
minents							1
					-		-
infidential Comments					سنخيركا		I
				and the second s			
			Activity Type	ANALYSIS COMPANY			
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
		Assigned to RESURRR1	Other	Activity Sun-type	Done	Completed 7/23/2012 03:32:24 PM	Description additional notes
23/2012 03:31:47 PM			Other	Account			
23/2012 03:31:47 PM intact Last Name		RESURRR1	Other			7/23/2012 03:32:24 PM	
3/2012 03:31:47 PM ntact Last Name mments	RESURRR1	RESURRR1	Other			7/23/2012 03:32:24 PM	
3/2012 03:31:47 PM ntact Last Name mments	RESURRR1	RESURRR1	Other			7/23/2012 03:32:24 PM	
23/2012 03:31:47 PM Intact Last Name Imments I unable to contact pa	RESURRR1	RESURRR1 Contact First	Other t Name			7/23/2012 03:32:24 PM	
3/2012 03:31:47 PM ntact Last Name mments unable to contact pa	RESURRR1	RESURRR1 Contact First	Other t Name			7/23/2012 03:32:24 PM	
23/2012 03:31:47 PM ontact Last Name ontact Last Name ontacts s unable to contact pa s adv the cust of sr nu st ok	RESURRR1	RESURRR1 Contact First	Other t Name			7/23/2012 03:32:24 PM	
reated 23/2012 03:31:47 PM ontact Last Name omments is unable to contact pais adv the cust of srinust ok afael/CAC/MAN/Lv11 55 790 5700 ext 2283	ar umber and adv o	RESURRR1 Contact First	Other t Name			7/23/2012 03:32:24 PM	
23/2012 03:31:47 PM ontact Last Name ontact Last Name ontacts s unable to contact pa s adv the cust of sr nu st ok	ar umber and adv o	RESURRR1 Contact First	Other t Name			7/23/2012 03:32:24 PM	

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Activities

eated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
3/2012 03:31:13 PM	RESURRR1	KINZERTH	Notify CRM	Need to Assume SR	Done	7/24/2012 10:11:06 AM	veh caught fire
ntact Last Name		Contact First	Name	Account		BAC Code	
							1
nfidential Comments							
eated 3/2012 03:26:22 PM	Created By RESURRR1	Assigned To RESURRR1	Activity Type Inbound Call Customer	Activity Sub-Type	Status	Completed	Description
ntact Last Name	RESURRRI	Contact Firs		Complex Request Account	Done	7/23/2012 03:30:46 PM BAC Code	veh caught on fire
Red East Name		Comaci Fire	. roanie	Account		BAC Code	
at sts:							
t wanted to know if the	ere's a recall on	the veh regardi	ng this				
st Seeks: nplaint vehicle/rfi reca	ū						
nt advised: xfer you to PAR							
dated phone number, at is the owner of the v		e, no involved de	ealership				
fael/CAC/MAN/Lvi1 E							
6 790 5700 ext 22831 onfidential Comments					-		
omacina comments							
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
23/2012 03:20:26 PM	RESURRR1	DELAGUNI	SR Opened	Activity Out-Type	Done	7/23/2012 03:20:26 PM	SR in Status of Closed has been Re
intact Last Name		Contact Fire	t Name	Account		BAC Code	Opened by RESURRR1
imments							
minento							
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onfidential Comments	_						

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Activities

reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/21/2012 08:32:59 PM	DELAGUNI	DELAGUNI	SR Closed - Satisfied		Done	7/21/2012 08:32:59 PM	Service Request has been Closed
ontact Last Name		Contact Firs	t Name	Account		BAC Code	Satisfied.
A managed to							
omments			•				
Confidential Comments							r
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reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/21/2012 08:32:00 PM	DELAGUNI	DELAGUNI	SR Closed - Satisfied		Done	7/21/2012 08:32:53 PM	closing file satisfied
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
							1
Reasons for closing file	satisfied						
as per email 5 day UTC	rule						
Nikkie Del Agua.CAC T							
Confidential Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/21/2012 08:30:28 PM	DELAGUNI	DELAGUNI	Email - Outbound		Done	7/21/2012 08:31:57 PM	GMC Consumer Support
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments			-				
Service Request: 71-108	87428725					· · ·	

Customer Relationship Specialist: Nikkie

Dear

Thank you for contacting the GMC Customer Assistance Center. We appreciate you taking the time to write us in regards to the concerns on your 2007 GMC

I was reviewing your file and observed that you have not contacted the GMC Customer Assistance Center via telephone or replied to our last email.

I have created a service request with the information you have provided. Your request number is 71-1087428725. Please feel free to contact the GMC Customer Assistance Center at 1-800-462-8782 and request for immediate assistance. 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 GMC.

Sincerely,

The GMC Consumer Support Team

eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Cumpleted	Description
16/2012 12:17:32 PM	DELAGUNI	DELAGUNI	Scheduled Outbound Email	Email 5 Day Follow-up	Done	7/21/2012 05:54:20 PM	gather additional information
ntact Last Name		Contact First	Name:	Account		BAC Code	I
mments						i	1
1/2012 5-7 pm ET				<u> </u>			•
ither additional informat	tion						
kie Del Agua/CAC T1/N	MLA/LVL 1						
infidential Comments							

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Activities

Freated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2012 12:17:12 PM	DELAGUNI	DELAGUNI	Email - Outbound		Done	7/16/2012 12:17:37 PM	GMC Consumer Support
Contact Last Name		Contact Firs	Name	Account		BAC Code	
							•

Dear

Thank you for contacting the GMC Customer Assistance Center. We appreciate you taking the time to write us in regards to the concerns on your 2007 GMC Envoy.

We understand that this can be upsetting and we would like the opportunity to assist you further. Due to the nature of your concern, we would like to continue this communication by telephone. Please repty to this email with a date and time that we may contact you, along with the telephone number where you can be reached during this time. Or, to reach us by telephone, please call our GMC Customer Assistance Center at 1-800-462-8782. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time. You can also reach me at 1-866-790-5600, extension 32740. I am usually in the office Monday to Friday, between the hours of 12:00 p.m. and 9:00 p.m., Eastern Time.

I have documented your remarks under the service request number, 71-1087428725. This will serve as your record about the condition. Please refer to this number when contacting the GMC Customer Assistance Center.

Again, thank you for contacting GMC.

Sincerely,

The GMC Consumer Support Team

[THREAD ID:1-HZBQMQ]

---Original Message

From: mules06@aol.com Sent: 7/15/2012 11:41:13 PM To: cac@gmc.com Subject: GMC Owner Concern Topic2

<html>
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<meta ht...

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Activities

Created Created By 7/15/2012 11:28:56 PM	Assigned To DELAGUNI	Activity Type Email - Inbound	Activity Sub-Type	Status Done	Completed 7/16/2012 12:17:26 PM	Description GMC Owner Concern Topic2
Contact Last Name	Cantasticia	t Name	Account		BAC Code	
Ceropeento						
Comments						
<html></html>					•	
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<pre><meta content-type"="" content-type"<="" http-equiv="Content-Type" pre=""/></pre>	ent="text/html; ch	arset=iso-8859-1"/>				
<style type="text/css"></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>body {</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>color:#302318;</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>font-family:Trebuchet MS,Arial,Helve</td><td>tica,Sans-Serif;</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>font-size:12px;</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>,bold{</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>font-weight:bold;</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>}</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>.link(</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>color:#0068CF;</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>; .link:hover{</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>text-decoration:underline:</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>text-decoration.underline,</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>.footer{</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>color:#666666;</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>font-size:11px;</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>}</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></style>						
<body></body>						
<div id="emailContent"></div>						
Dear CAC,						
A submission has been sent to p	romo code GCB0	K8779. Below is the inf	formation:			
First Name: br />			·			
Last Name:						
Email Address:	:br />					
Day Phone: - x 						
Evening Phone: -x 	-					
Street Address:	 					
East Brunswick, NJ 08816 <zip4></zip4> < <p>Subject: <subject></subject> </p>	p>					
<pre>comments: <comment></comment></pre>						
Comments: <comment></comment>						
Nature: assistance 						
Message: I own a 2007 GMC Envo	and today drivin	a mu kide home i went i	to adjust the nassenger side miss	or the misser dide!	t roupped and the window	
switches started to smoke. I pulled ov	er and vanked the	e switch nanel up and di	ic adjust the passenger side mim	naic minor didn'i	respond and the window	
of burning plastic filled the car.Not to	mention my kide	started to nanic thinking	the car was nonna hum to le thi	reu a sman name s a recalled nod?	Thanks or your assistance	
br />			see gornee bent up is th	- a .ooaliou paitr	manua or your assistance	

Report Generated for toporowm

on 7/27/2012

Page 12 of 13

UCC Information

UCC Code Symptom Description | N40 thermal event Electrical - Power Window Motor / Switch / Wining / Regulator

Report Generated for toporowm

on 7/27/2012

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■ Logout

Warranty

July 27, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

(?)

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

Warranty Block: No

Vehicle Information

VIN: 1GKDT13S872

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

Service Contract: No

Branded Title: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: D Open

Required Field Actions

Open field actions are highlighted

Original Release Status Type Number Description Nor Date ENGINE/POWERTRAIN CONTROL MODULE 08/30/2006 Closed Service N060091 06091 REPROGRAM **EXTENDED TO NOVEMBER Update **Bulletins** 30, 2006**

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877,438.9677 Canada) and in the USA:800-556-3600.

OnSlar Equipped: Y

XM Equipped: N

XM Radio ID:

OnStar Status: Inactive

XM Status: NA

DMN Enabled: N

Applicable Warranties

OnStar Vehicle Diagnostics: N

Valid	Description	Warranty Add Date	Start Date	Effectiv e Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	11/15/2006	148 MI	11/15/2016	120,148 MI
	Bumper to Bumper Limited Warranty	08/05/2011	11/15/2006	148 MI	11/15/2009	36,148 MI
	Emission Select Component Ltd Wty	08/05/2011	11/15/2006	148 MI	11/15/2014	80,148 MI
	Powertrain Limited	08/05/2011	11/15/2006	148 MI	11/15/2011	100,148 MI

For this vehicle:

- → View Vehicle Summary
 - Service

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

Warranty

Corrosion Limited 08/05/2011 11/15/2006 148 MI 11/15/2012 100,148 MI Warranty

Service Contract

Vehicle has no current record of service contracts.

Transacti	on Histor	у			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/08/2008	182542	ZREGRegular Vehicle Transaction		N6632 - Vehicle Entertainment Wiring and/or Connector Repair or Replacement	27,492 MI
04/08/2008	182542	ZREGRegular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	27,492 MI
03/27/2008	182217	ZREGRegular Vehicle Transaction		J6085 - Secondary Air Injection Check Valve Replacement	26,839 Mi
03/27/2008	182217	ZREGRegular Vehicle Transaction		R0240 - Radio Antenna Base Replacement	26,839 MI
05/15/2007	172830	ZREGRegular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	7,705 MI
03/12/2007	170905	ZREGRegular Vehicle Transaction		Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	4,022 MI
02/28/2007	170564	ZREGRegular Vehicle Transaction		N6614 - Interior/Rear Compartment Lighting Wiring and/or Connector Repair or Replacement	4,020 M l
02/28/2007	170564	ZREGRegular Vehicle Transaction		B4000 - Front Side Door Adjustment	4,020 MI
12/22/2006	168740	ZREGRegular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	907 MI
12/22/2006	168740	ZREGRegular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	907 MI
10/24/2006	167155	ZREGRegular Vehicle Transaction		Y0105 - 06091 Product Enhancement - Reprogram Powertrain Control Module (ECM/PCM)	5 MI
06/22/2006	A10339	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	o MI

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Logout



Warranty

July 27, 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: 1GKDT13S872 Service Contract: No

Field Actions: 0 Open

Branded Title: No

Warranty Block: No

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

AND THE RESIDENCE OF THE PROPERTY OF THE PROPE

PDI Status: No

Vehicle Build

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

Gross Vehicle Weight: 2,611

Order Number: KDJDQQ Build Date: 06/22/2006

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.

1SZ - OPTION PACKAGE DISCOUNT

281 - LIGHT GRAY

54U - GRAPHITE METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP 9NS - COMP RR RH COMPUTER SEL SUSP

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT,

RR FACING

AXP - MPV VIN IDENTIFICATION B32 - FLOOR MATS, FRONT/REAR C49 - REAR WINDOW DEFROSTER

CJ3 - DUAL ZONE CLIMATE CONTROL

DP2 - POWER DUAL OUTSIDE MIRRORS **EVA - EVAP EMISSION REQUIREMENT**

GU6 - REAR AXLE - 3.42 RATIO JJB - SUBASSEMBLY

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NP5 - LEATHER WRAP STEERING WHEEL

NT7 - FEDERAL EMISSION SYSTEM

QTM - ALL-SEASON TIRES

R6J - CUSTOMER DIALOG NETWORK

R6M - NEW JERSEY COST SURCHARGE

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS **T96 - FRONT FOG LAMPS**

TB4 - LIFTGATE/LIFTGLASS BODY

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & UJ6 - TIRE PRESSURE MONITORING SYSTEM SOUND PLAN

UY7 - HD 7-LEAD TRAIL. WIRING HARNESS

28H - LIGHT GRAY

3SA - SLE-1 PACKAGE

6FB - COMP FRT LH COMPUTER SEL SUSP 8NT - COMP RR LH COMPUTER SEL SUSP A50 - DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM AM9 - REAR SPLIT FOLDING SEAT

AUG - REMOTE KEYLESS ENTRY

B30 - COLORED - KEYED CARPETING B33 - FLOOR MATS, FRONT/REAR

C5N - GVW RATING - 5,750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER FE9 - FEDERAL EMISSIONS

JF8 - 4-WHEEL POWER DISC BRAKES K18 - ELEC AIR INJECTION SYSTEM

KG4 - 150 AMP GENERATOR

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N77 - 17" ALUMINUM WHEELS NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER

CASE

NZ3 - 16" FULL-SIZE SPARE WHEEL **R4Y - TIRE BRAND GOODYEAR**

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6P - SPECIAL PAINT

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE

T61 - DAYTIME RUNNING LAMPS **T98 - VIN IDENTIFICATION NUMBER**

TFE - SALES INCENTIVE-COMMITMENT PLUS

UB0 - AM/FM STEREO W/CD

V73 - STATEMENT OF CERT, U.S.

Global Warranty Management

VK3 - FRONT LICENSE PLATE BRACKET

YC5 - SLE DECOR
YD3 - BASE EQUIP FOR SCH GVW PLATE
YD5 - FRONT SPRING - BASE EQUIPMENT
Z88 - GMC TRUCK NAMEPLATE
YD6 - REAR SPRING - BASE EQUIPMENT
ZNE - SDADE TIDE - SDADE T

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION ZY1 - SOLID PAINT

VXS - COMPLETE VEHICLE LABEL

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Added Option Codes

~BQ -

Global Warranty Management: Site Map

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Logout L



Warranty

July 27, 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

Field Actions: 0 Open

VIN: 1GKDT13S872 Service Contract: No

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

Warranty Block: No

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

PDI Status: No

Vehicle Component

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

Date Scanned: 06/22/2006

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

Date Scanned: 06/22/2006

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

Date Scanned: 06/22/2006

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 06/22/2006

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

Source Plant: G-

Date Scanned: 06/22/2006

HUB ASSEMBLIES

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

Date Scanned: 06/22/2006

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 06/22/2006

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

Date Scanned: 06/22/2006

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

Date Scanned: 06/22/2006

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

Source Plant: -

Date Scanned: 06/16/2006

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

Source Plant: -

Traceability: 606190082 Part / Number Broadcast: NAX

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

Traceability: 003071716 Part / Number Broadcast: A1Z

Time Scanned: 00:53:00 Scan Station: 05

Traceability: 0BK872509

Part / Number Broadcast: FK

Time Scanned: 00:35:00 Scan Station: 03

Traceability: 44403890

Part / Number Broadcast: 7TDD

Time Scanned: 00:31:00 Scan Station: 02

Traceability: 7DK47406

Part / Number Broadcast: UK2

Time Scanned: 01:24:00 Scan Station:

Traceability: 163121829

Part / Number Broadcast: CN8

Time Scanned: 01:22:00 Scan Station: 11

Traceability: 00012232

Part / Number Broadcast:

5724

Time Scanned: 02;50:00 Scan Station:

Traceability: 1GUL4BB Part / Number Broadcast: 2397

Time Scanned: 05:20:00 Scan Station: 06

Traceability: 5AATW63

Part / Number Broadcast: 5521

Time Scanned: 00:46:00

Scan Station: 04

Traceability: 0130545

Part / Number Broadcast: 1ZZ

Time Scanned: 00;03:00 Scan Station:

Traceability: 3010906 Part / Number Broadcast: 1WW For this vehicle:

→ View Vehicle Summary

Service

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle Transaction History Detail

View Vehicle Delivery

Information

Global Warranty Management

Date Scanned: 06/20/2006 Time Scanned: 21:09:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 3010857

Source Plant: - Part / Number Broadcast: 1PT

Date Scanned: 06/21/2006 Time Scanned: 11:13:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 3010825

Source Plant: - Part / Number Broadcast: 1PH

Date Scanned: 06/21/2006 Time Scanned: 19:49:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 3010745
Source Plant: - Part / Number Broadcast: 1GB

A Committee of the Comm

Date Scanned: 06/21/2006 Time Scanned: 20:16:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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CUSTOMER

Warranty

July 27, 2012

Logout

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

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: 1GKDT13S872 Service Contract: No

Branded Title: No

Warranty Block: No

Model: TT15506-2007 ENVOY 4WD (4-DOOR) PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Odomeler Reading: 27,492 MI

Authorization Code:

Job Card Number: 182542

Job Card Date: 04/08/2008

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311

7324620847

Process Date: 04/18/2008

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 N6632-Vehicle Entertainment Wiring and/or Connector Repair or Replacement

Causal Parl Number

Job Card Date: 04/08/2008

Job Card Number: 182542

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH

FREEHOLD NJ 07728-8311

7324620847

Odometer Reading: 27,492 MI

Authorization Code:

Process Date: 04/18/2008 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 Z7901-1-DAY COURTESY TRANSPORTATION

Causal Parl Number

→See other Parts and/or Net Items

and the second second second

Job Card Date: 03/27/2008 Repair Service Agent: 115550

FREEHOLD BUICK-GMC, INC.

Job Card Number: 182217

Odometer Reading: 26,839 MF Authorization Code:

4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311

7324620847

7/27/2012

For this vehicle:

→ View Vehicle Summary

Service

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

<u>Detail</u> View Vehicle Delivery

Information

Process Date: 04/04/2008

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 J6085-Secondary Air Injection Check Valve Replacement

TO THE TREATMENT OF THE

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/27/2008

Job Card Number: 182217

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 7324620847

Odometer Reading: 26,839 MI

Authorization Code:

Process Date: 04/04/2008

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 R0240-Radio Antenna Base Replacement

Causal Part Number

Job Card Date: 05/15/2007

Job Card Number: 172830

Odometer Reading: 7,705 MI Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. Authorization Code:

4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311

7324620847

Process Date:

05/29/2007 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

A Committee of the Comm

Labour Op J6354-Powertrain Control Module Engine Reprogramming with SPS

Causal Part Number

Job Card Date: 03/12/2007

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311

Job Card Number: 170905

Odometer Reading: 4,022 MI Authorization Code:

7324620847

Process Dale: 03/23/2007

Transaction Type:

Global Warranty Management

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

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7200-CORPORATE PARTS RETURN REIMBURSEMENT

Causal Part Number

Job Card Date: 02/28/2007

Job Card Number: 170564

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 Odometer Reading: 4,020 MI

Authorization Code: E

7324620847

Process Date: 03/09/2007

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op N6614-Interior/Rear Compartment Lighting Wiring and/or Connector Repair or Replacement

Causal Part Number

Job Card Date: 02/28/2007

Job Card Number: 170564

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 7324620847 Odometer Reading: 4,020 MI

Authorization Code:

AUTHORIZATION CODE.

Process Date: 03/09/2007

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Calegory: Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B4000-Front Side Door Adjustment

Causal Part Number

Job Card Date: 12/22/2006

Job Card Number: 168740

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 Odomeler Reading: 907 MI

Authorization Code;

7324620847

Process Date: 01/12/2007

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

Global Warranty Management

Labour Op E0722-Tire Pressure Indicator Sensor Replacement Causal Part Number

The second section of the second section is

→See other Parts and/or Net Items

Job Card Date: 12/22/2006

Job Card Number: 168740

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 7324620847

Odometer Reading: 907 Mi

Authorization Code:

Process Date: 01/12/2007

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 Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)

The state of the s

Causal Part Number

See other Parts and/or Net Items

Job Card Number: 167155

Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 7324620847

Job Card Date: 10/24/2006

Odometer Reading: 5 MI

Authorization Code:

Process Date:

10/31/2006

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 Y0105-06091 Product Enhancement - Reprogram Powertrain Control Module (ECM/PCM)

Causal Parl Number

Job Card Date: 06/22/2006

Job Card Number: A10339

The second of the second second of the second secon

Repair Service Agent: 208908 GIANCOLA PONTIAC-GMC-BUICK 1915 N SECOND ST MILLVILLE NJ 08332-1915 8568257070

Odometer Reading: 0 MI

Authorization Code:

Process Date:

06/27/2006

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 Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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For this vehicle:

→ <u>View Vehicle Summary</u> Service → Contract

→ View Vehicle Build

View Vehicle Delivery

View Vehicle Component Summary View Vehicle Transaction History

Information

Detail

→ Branded Title

→ Warranty Block

■ Logout



Warranty

July 27, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

10

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.

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The second secon

Vehicle Information

VIN: 1GKDT13S872 Service Contract: No

Order Type: 70 - RETAIL - STOCK

Branded Title: No

Warranty Block; No

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

PD) Status: No

Priedlical was a Date VIII

Invoice Information

Field Actions: 0 Open

Invoicing Service Agent: 208908 GIANCOLA PONTIAC-GMC-BUICK 1915 N SECOND ST

MILLVILLE NJ 08332-1915 8568257070

Invoice Date: 06/22/2006

Ship to Date: N/A

Ship to information

Ship to Service Agent: 208908 GIANCOLA PONTIAC-GMC-BUICK 1915 N SECOND ST

MILLVILLE NJ 08332-1915 8568257070

Delivery Information
Delivery Service Agent: 115550
FREEHOLD BUICK-GMC, INC.
4404 ROUTE 9 SOUTH

4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 7324620847 Delivery Date: 11/15/2006
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 148

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

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

Dawn McGuin
Claims Administrator

August 2, 2012

East Brunswick, NJ

RE: C

Claimant:

745595

Our File No.:
Our Client:

General Motors LLC

Date/Event:

July 15, 2012

Subject vehicle:

2007 GMC Envoy

VIN:

1GKDT13S872

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 New Jersey is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on November 15, 2006, and this statute would have expired on November 15, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Dawn McGuin

Claims Administrator

Dawn McGuin

Service Request Detail No Goodwill Offered BRC Type PAR Goodwill SR No. 71-1095854751 Ref No. Bus. Unit BRC Site GW SubType Account Not Initiated Area PAR First Name Approval Last Name ESIS Escalation Electrical - Power Window Motor / Sub-Area Daytime # Evening # UCC involved Dir Service Chevrolei, inc. Safety Yes City Lafayette Address Updated 8/10/2012 02:02:24 PM Phone IA ZIPCd 1GNES16S866 Source State Con Acct GARCIAJR License # CHEVROL Medium Owner Serial #/VIN Model Year 2006 Priority 8/9/2012 04:59:52 PM Status Open Opened 12/10/2005 Chevrolet Warr. Start Make Closed Model TrailBlazer Mileage 140000 Sub-Status Dissatisfied Thermal event - 06 Chevrolet TrailBlazer Abstract This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291. Customer Description

Pre-PAR

AR Notifier	Incident Date/Time	Innuies t	Olher Veh	# Pecple in	Veh Roa	d Surface	Road C	Cond. Fire Report#	Police Report#
)wner	2/24/2011 12:30:00 PM	N	0	1	Asp		Dry	n/a	η/a
river Last Na	me		irst Name		Height 6'3"	DOB	Disabil none		
usurance Age Ink	nt Last Name	insuran unk	ice Agent Fire	1 Name	Phone #		State Fan	Agency n Insurance	
cident oc	Houma La - highway 24					incident Desc	p/s door pan	el bumed up	
	electrical					Damage Desc	frt d/s door		
eniae oc	W/CUS(Add'i Info	claim info at	residence - at work right no	w
mgcy Svc lames	Terrabaunt Parish FD					Maint Loc	Firestone an	d GM dir	
PAR Def	ail		-						
Collision	Non Collision	Y	Property Damage	N The	rmal Evt	Υ 5	Spec Equip	none	
/ehicie Speed	35		Weather Condition	dry		i	Prop Owner	n/a	Property n/a Type
ast Service Date			Loc Last Service				Property Location	n/a	Prop Est \$0.00 Repair Cost
/eh Est Repair Cost	\$0.00		Spec Equip Installer	a n/a			Prop Damage Description	n/a	
Primary /eh Use	Personal		inspection Type	Thermal Ev	ent/		nspected By	Inspection Not Performed	inspection Date/Time
Veh Damage Description	frt d/s door					I	Explain Other	being sent to ESIS	

Report Generated for toporowm

on 8/13/2012

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Activities

Created	Created By		Activity Typo	Activity Sub-Type	Status	Completed 8/10/2012 05:33;24 PM	Doscription Scanned: 2012-08-10-16.36.22,
8/10/2012 05:30:35 PM	SADMIN	GARCIAJR Contact Firs	Inbound White Mail	Account	Done	BAC Code	SourceDocNum: GAR5025397, worklist : BRC PAR SR Status: Open
							, bito tratait diales opor
Comments							
Confidential Comments							İ

Created 8/10/2012 02:00:48 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Ala	Completed m	Description Waiting for ESIS to pickk up
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							==
Confidential Comments						· ·	
Croated 8/10/2012 01:59:47 PM	Created By GARCIAJR	Assigned To	Activity Typo Escalation	Activity Sub-Typo ESIS-Thermal Event	Status In Progress	Completed	Description Thermal event - Insurance Involveme
Contact Last Name	GARCIAGR	Contact Firs		Account		BAC Code	- ESIS
Comments 06 Chevrolet TrailBlazer	' - thermal even				-		
Insurance Involvement							
State Farm insurance Unk claim info - has it a	l house and he	is at work right n	iow.				
Joe G/PAR/ATX Confidential Comments							

Report Generated for toporowm on 8/13/2012 Page 2 of 9

Activities

Completed Description Created By Assigned To Activity Type Activity Sub-Type Status Created 8/10/2012 01:59:45 PM 8/10/2012 01:59:16 PM GARCIAJR GARCIAJR **Business Case** Done Business Case BRC PAR BAC Code Contact Last Name Contact First Name

Comments

Veh experienced a thermal event, file being sent to ESIS.

Joe G/PAR/ATX
Confidential Comments

Greated By Assigned To Activity Type 8/10/2012 01:54:22 PM GARCIAIR GARCIAIR Outbound Emai Activity Sub-Type Status Completed Description 8/10/2012 01:54:56 PM FYI email sent to DDMA Outbound Email DVM/CAM/Field Done BAC Code Account Contact First Name Contact Last Name

A product allegation claim has been made in your region. The customer is alleging a thermat event. This case is being escalated to ESIS because of a thermal event and insurance involvement.

2008 Chewrolet TrailBlazer 1GNES16S886 Service Chevrolet, Inc., LaFayette LA, BAC 114309

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

Best wishes, Joe Garda | CRS Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 01:26:01 PM		GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	8/10/2012 01:26:01 PM	Ownership Escalated to BRC
Centact Last Name		Contact Fire	st Name	Account		BAC Code	
Comments		-	· · · · · ·				
Confidential Comments			•				

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on 8/13/2012

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Activities

Created V10/2012 10:40:14 AM Contact Last Name	Created By MERCADTO	Assigned To GARCIAIR Conlact Firs	Ownership Changed	Account	Status Done	Completed 8/10/2012 10:40:14 AM BAC Code	Doscription Service Request Ownership has changed FROM: ZARATERY TO: GARCIAJR
Confidential Comments							
Greated 8/10/2012 10:39:18 AM	Created By MERCADTO	Assigned To	Activity Type BRC PAR	Activity Sub-Typo Initial Contact - Field	Status Done	Completed 8/10/2012 12:18:25 PM	Description email attached to the file
Contact East Name	MERCADIO	Contact Fire		Account	Duite	BAC Code	•
Comments FYI email sent to DDMA Joe G/PAR/ATX	•	* 0				•	•
Confidential Comments	<u></u>				_		
Created	Created By	Assigned To		Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 8/10/2012 01:27:55 PM	Description no dir et needed
8/10/2012 10:39:08 AM Contact Last Name	MERCADTO	GARCIAJR Contact Fir	BRC PAR st Name	Account	Done	BAC Code	
Comments No Initial Contact require	ed. Vehicle bey	ond warranly ar	id has not been to dealer in	two years.			
Joe G/PAR/ATX Confidential Comments							ı

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Activities

Greated	Created By	Assigned To	Activity Type	Activity Sub-Typo Initial Contact- Phone	Status	Completed	Boscription
8/10/2012 10:39:00 AM	MERCADTO	GARCIAJR	BRC PAR		Done	8/10/2012 01:59:15 PM	made intial ct wicust
Centuet Lack Namo		Contact Fire	Name	Account		BAC Code	l i

Called daytime/cell phone #.

Crm stated calling to the wicust in the product allegation case, understand that veh experienced a thermal event,

Cust stated that is correct, was on the highway when started to smell smoke burning, pulled over in a parkingl of (does not remember where as it happened last year) and saw his door panel burning - pulled the panel off and actually saw flames, 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 ifu w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:38:51 AM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	8/10/2012 01:56:22 PM	acknowledgement made
Contact Last Nama	•	Contact Firs	Name	Account		BAC Code	
Comments							
see initial cl activity							
Joe G/PAR/ATX							
Confidential Comments							•

Report Generated for toporowm

on 8/13/2012

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Activities

Contract Last Name Contract First Name Account BAC Code Comments Comments Contract First Name Account BAC Code Comments Contract First Name Account BAC Code Contract First Name Account BAC Code Comments C	10/2012 10:38:44 AM	Greated By MERCADTO	Assigned To GARCIAJR	Activity Typo Research	Activity Sub-Type	Status Done	Completed 8/10/2012 01:27:31 PM	Doscription - Research
pagins - no related repairs cealls - no open recalls Rs - 71-936398535, not related to ellegation se G/RA/ATX optiginatial Comments rested Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description File assined to Joe garda @ x112 contact First Name Account BAC Code Created By Assigned To Activity Typo Activity Sub-Typo Status Completed File assined to Joe garda @ x112 contact First Name Account BAC Code File assined to Joe garda @ x112 contact First Name Account BAC Code File assined to Joe garda @ x112 contact First Name Account BAC Code File assined to Joe garda @ x112 contact First Name Account BAC Code File assined to Joe garda @ x112 contact First Name Account BAC Code File assined to Joe garda @ x112 contact First Name Account BAC Code File assined to Joe garda @ x112 Contact First Name Account BAC Code File assined to Joe garda @ x112 Contact First Name Account BAC Code Contact First Name Account Code Account Code Account SAC Code Contact First Name Account BAC Code Contact F	ontact Last Name		Contact Fire	t Name	Account		BAC Code	
epairs - no related repairs ecalle - no open recalls R*s - 71-936398535, not related to allegation or GPR/ATX ontification Comments Troated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed File assined to Joe garda @ x112 ontification Comments Contact First Name Account BAC Code File assined to Joe garda @ x112 ontification Comments Contact First Name Account BAC Code File assined to Joe garda @ x112 ontification Comments Contact First Name Account BAC Code Code Code Code Code Code Code Code Code	ommonis							
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Contact First Name Confidential Comments Confidential Comments Confidential Comments Confidential Comments Contact First Name Contact First Name Account						Done		File assined to Joe garda @ x1129
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Treated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Account Status of Closed has been Contact First Name Account Screen	onfidential Comments							l
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Contact Last Name Contact First Name Account BAC Code BAC Code Contact First Name Account BAC Code BAC Code Description Solved Last Name Contact First Name Account Activity Typo Activity Sub-Type Status Completed Description SR in Status of Closed has been Opened by MERCADTO Contact First Name Account Account BAC Code Opened by MERCADTO							8/10/2012 12:17:06 PM	File assined to Joe garda @ x112
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Created By Assigned To Activity Type Activity Sub-Type Status Completed Description W10/2012 10:38:06 AM MERCADTO ZARATERY SR Opened Done 8/10/2012 10:38:06 AM Opened by MERCADTO Contact First Name Account BAC Code Opened by MERCADTO								ı
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Section Level Marine Account BAC Code Opened by MERCODIC					,	Done	8/10/2012 10:38:06 AM	
comments				rst Name	Account		BAC Code	Opened by MCKCADIO
	ADDINITION N							I
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Activities

1007774							
reated	Created By	Assigned To		Activity Sub-Type	Status Done	8/10/2012 10:38:05 AM	Description Service Request has been Closed
10/2012 10:38:05 AM	MERCADTO	ZARATERY	SR Closed - Dissatisfied		Dalle		Dissatisfied.
onlact Last Name		Contact Fire	st Name	Account		BAC Code	
							1
omments							
							1
Confidential Comments							
						O	Description
Greated	Created By	Assigned To		Activity Sub-Type	Status	Completed 8/10/2012 10:37:41 AM	F/up
8/9/2012 07:54:10 PM	ZARATERY	ZARATERY	Scheduled Follow-up	Other	Done		riop •
Contact Last Name		Contact Fir	st Name	Account		BAC Code	ļ
							•
ap:							
- until PAR takes over th	0.0000						
Confidential Comments				-			
Comments						-	
						Completed	Description
Created	Created By	Assignad To		Activity Sub-Typo	Status	8/10/2012 10:38:01 AM	PAR window control module/driver do
8/9/2012 05:15:35 PM	ZARATERY	AMSTUTST	Notify CRM		Done		= caught fire
Contact Last Name		Contact Fit	rst Name	Account		BAC Code	Received and Assigned in PAR
							Stacy/ATX/PAR
Comments				<u> </u>			
							_
Confidential Comments							

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Activities

Created 8/9/2012 05:09:12 PM	Created By ZARATERY	Assigned To Activity Type ZARATERY Inhound Call Customer	Activity Sub-Typo Complex Request	Status Done	0.0.001010101011	Description PAR window control module/driver door caught fire
Contact Last Name		Contact First Name	Account		BAC Code	Caughtino

Comments

Cust Sts:

- april 2011 experience fire on driver door / window

- driving car morning 6:30, driver window down,

smelled burning, thought its just cane, when I got

to the house, window went down itself - pulled over, noticed flame, we got fire

extinguisher and called the fire dept - called dir, no record of that - recently read an article, NHTSA has upgraded fire

door investigation - wasni given any file number when he called last

- year
 applied for insurance on door fire
 april or may when he called CAC 8002221020
 DATE happened, Feb 24, 2011
 Mileage when it happened: 94835 mi
 R.O # 162442 from dir when veh got repaired

SERVICE CHEVROLET, INC.4313 CAMERON ST LAFAYETTE, LA 70508-1403 Phone: (337) 234-8411

Bought New or Used: used Bought veh from: used car lot If used how many miles: 89000

Cust Sks:

- PAR window control module/driver door caught fire

CRS Adv:

- emphalized offered to transfer file with PAR gave file #

Cre called but went this unleame?

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on 8/13/2012

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UCC Information

 UCC Code
 Symptom
 Description

 N40
 Inoperative
 Electrical - Power Window Motor / Switch / Wining / Regulator

Report Generated for toporowm on 8/13/2012 Page 9 of 9

Logout

	The all are the section		-	1		
n (al	Dell Warranty			August 1	3, 2012	
bal Warra	nty Management: Man >	Interface With Cust	lomer > View V	'ehicle Summat	y	
TERFACE JSTOMER						
	hicle Summary					②
	illows IVH users to view the	Common of Vol	veto loformatio	n Field Actions	: Service Informa	ition.
olicable W	farranties. Transaction Historical XM Radio information (c	ory, Service Contr	act(s) if applica	ible, Warranty	Block, Branded 1	itle information
Vehicle	Information					
VIN 1GNI	ES16S866				AILBLAZER EXT	
	entract No Branded e 70 - RETAIL - STOCK	Tille No VVa	rranty Block N	•	PDI Status No	,
	ons <u>O Open</u>				age of the state of	1.
Roguire	ed Field Actions			Ор	en field actions a	re highlighted
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			-			
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	has no current record of	heanded titles				
AGUICIG	libs no cuttain lacoid or	Manage mees.				
Warrar	ity Block					
Vohicle	has no current record of	warranty block				
Service	e information					
Vehicle	has no current record of	foutstanding se	rvice informat	lon.		
		<u> </u>				<u></u>
	and XM Satellite R				9741 d Sea VIII	Parlia
Refer t	o Help page for details. F I 877.GET.XMST (877.438	or OnStar conta: .9677 Canado) a:	t 888.UN.STA nd in the USA	.R1 (888.661.6 :8 00-5 56-3600	271) and 101 Am	Mauly
	Equipped Y	•			OnStar 5	Status: Inective
XM Equi	pped N		XM Radio ID			XM Status: NA
OnStar \	/ehicle Diagnostics N				D)	MN Enabled, N
Applic	able Warranties				Valid warranties	are highlighted
Valid	Description	Warranty Add	Start	Effective Odometer	End Date	End Odometer
74114	Bumper to Bumper	Date 08/05/2011	Date 12/10/2005	164 MI	12/10/2008	38,164 MI
	Limited Warranty Corrosion Limited	08/05/2011	12/10/2005	184 MI	12/10/2011	100,164 MI
	Warrenty Emission Select	08/05/2011	12/10/2005	164 MI	12/10/2013	80,164 MI
	Component Ltd Wty	00/05/2011	12/10/2005	164 MI	12/10/2015	120,164 MI

For this vehicle:

→ View Vehicle Summary

- Service Contract
- -- Branded Titte
- → 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	,			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/07/2007	409639	ZREG—Regular Vehicle Transaction		C6555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	20,069 MI
09/13/2006	397964	ZREG—Regular Vehicle Transaction		C0531 - Glass, Quarter Swing Out - Left - Replace	12,044 MI
09/13/2006	397 96 4	ZREGRegular Vehicle Transaction		B4401 - Rear Side Door Up/Down Adjustment - Left Side	12,044 MI
09/13/2006	397964	ZREGRegular Vehicle Transaction		Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	12,044 MI
08/29/2005	A13660	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management: Site Map

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四回bell Warranty		August 13, 2012		
obal Warranty Management: Main > Interface	With Customer > View Vehicle	• Summary		
NTERFACE WITH				
iew Vehicle Summary		②		
ns screen allows IVH users to view the Summa opticable Warranties, Transaction History, Serv of OnStar and XM Radio information (if applica	ice Contract(s) if applicable, v	ld Actions, Service Information, Marranty Block, Branded Title informatio		
Vehicle Informa <u>tion</u>				
VIN 1GNES165866		806-2006 TRAILBLAZER EXT 2WD		
Service Contract. No Branded Title No Order Type 70 - RETAIL - STOCK	Warranty Block No	PDI Status No		
Field Actions D Open		A state of		
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 contained herein and information be used only for the purpopurpose whatsoever Vehicle has no current record of branded	formation denived therefrom is se of warranty verification and	s the proprietary property of The Polk d shall not be used for any other		
Branded Title "The VIN information contained herein and information and inform	formation denived therefrom is se of warranty verification and	s the proprietary property of The Polk d shall not be used for any other		
Branded Title 'The VIN information contained herein and inf Company and is to be used only for the purpo purpose whatsoever Vehicle has no current record of branded	formation derived therefrom is se of warranty venfication and Littles.	s the proprietary property of The Polk d shall not be used for any other		
Branded Title "The VIN information contained herein and inf Company and is to be used only for the purpo purpose whatsoever Vehicle has no current record of branded Warranty Block	formation derived therefrom is se of warranty venfication and Littles.	s the proprietary property of The Polk d shall not be used for any other		
Branded Title 'The VIN information contained herein and informany and is to be used only for the purpopurpose whatsoever Vehicle has no current record of branded Warranty Block Vehicle has no current record of warranty	formation derived therefrom is se of warranty verification and I titles.	s the proprietary property of The Polk d shall not be used for any other		
Branded Title 'The VIN information contained herein and informany and is to be used only for the purpopurpose whatsoever Vehicle has no current record of branded Warranty Block Vehicle has no current record of warranty Service Information Vahicle has no current record of outsian OnStar and XM Satellite Radio Information Refer to Help many for details. For OnStar	formation formation r contact 888.ON.STAR1 (8)	88.667.8271) and for XM Radio		
Branded Title 'The VIN information contained herein and inf Company and is to be used only for the purpo purpose whatsoever Vehicle has no current record of branded Warranty Block Vehicle has no current record of warranty Service Information Vahicle has no current record of outstan OnStar and XM Satellite Radio Inf Refer to Help page for details. For OnSta contact 877.GET.XMST (877.438.9677 Ca	formation formation r contact 888.ON.STAR1 (8)	88.667.8271) and for XM Radio 56-3600.		
Branded Title 'The VIN information contained herein and informany and is to be used only for the purpopurpose whatsoever Vehicle has no current record of branded Warranty Block Vehicle has no current record of warranty Service Information Vahicle has no current record of outsian OnStar and XM Satellite Radio Information Refer to Help many for details. For OnStar	formation formation r contact 888.ON.STAR1 (8)	88.667.8271) and for XM Radio		

Please wait...

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

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	12/10/2005	164 MI	12/10/2008	36,164 MI
	Corrosion Limited Warranty	08/05/2011	12/10/2005	164 MI	12/10/2011	100,164 MI
	Emission Select Component Ltd Wty	08/05/2011	12/10/2005	164 MI	12/10/2013	80,164 MI
	Special Coverage 10054	08/05/2011	12/10/2005	164 MI	12/10/2015	120,164 MI

Service Contract

Vehicle has no current record of service contracts.

Transactio	n History	,			View Detai
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/07/2007	409639	ZREG—Regular Vehicle Transaction		C6555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	20,069 MI
09/13/2006	397964	ZREGRegular Vehicle Transaction		C0531 - Glass, Quarter Swing Out - Left - Replace	12,044 MI
09/13/2006	397964	ZREG—Regular Vehicle Transaction		84401 - Rear Side Door Up/Down Adjustment - Laft Side	12,044 MI
09/13/2006	397964	ZREG—Regular Vehicle Transaction		Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	12,044 MI
08/29/2005	A13660	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management Site Map

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Locout

國命詞Warranty

August 13, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

Vehicle Information

VIN 1GNES16S866 Service Contract: No

Branded Title: No

Warranty Block: No

Model CS15806-2006 TRAILBLAZER EXT 2WD

PDI Status No

Order Type 70 - RETAIL - STOCK

Freid Actions: 0 Open

Vehicle Component

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

Date Scanned 08/29/2005

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 08/29/2005

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 08/28/2005

Component Code 86-ELECTRONIC CONTROL MODULE

(ECM)

Source Plant K-DELCO ELECTRONICS KOKOMO, IN

Date Scanned 08/30/2005

Component Code: 87-BODY CONTROL MODULE

Source Plant: M-

Date Scanned. 08/30/2005

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 08/29/2005

Component Code AL-IR-MODULE ASM-UP

Source Plant: M-MORTON-THIOKOL

Date Scanned 08/29/2005

Companent Code. AS-SENSING DIAGNOSTIC MODULE Source Plant K-DELCO ELECTRONICS KOKOMO, IN

Date Scanned 08/29/2005

Component Code BN-LIFTGATE ELECTRONIC CONTROL

MODULE

Source Plant: Y-

Date Scanned 08/30/2005

Component Code: BO-PASSENGER DOOR ELECTRONIC

CONTROL MODULE

Source Plant Y-

Date Scanned 08/30/2005

Traceability: 508190461

Part / Number Broadcast NFS

Scan Station: 01 Time Scanned 16:47:00

Traceability 000592295

Part / Number Broadcast. XVVF

Time Scanned: 12:24:00 Scan Station: 05

Traceability: 42293078

Part / Number Broadcast 6SDD

Time Scanned, 16:53:00 Scan Station: 02

Traceability: 2523332PA

Part / Number Broadcast

PRMY

Time Scanned: 00:22:00 Scan Station:

Traceability. 152355UJT

Part / Number Broadcast: 5466

Scan Station 08 Time Scanned 00:22:00

Traceability 1FJGYN1

Part / Number Broadcast: 2395

Time Scanned: 22:02:00

Scan Station 06

Traceability 7ZAKF21

Part / Number Broadcast 0901

Scan Station 03 Time Scanned, 12:21:00

Traceability. 523206N01

Part / Number Broadcast 5629

Time Scanned: 16:35:00 Scan Station 07

Traceability: 251776VTT

Part / Number Broadcast

Time Scanned: 00:22:00 Scan Station

Traceability 052311SP0

Part / Number Broadcast

9870

Time Scanned 00:22:00 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 Detail
- View Vehicle Delivery Information

10

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL

MODULE

Source Plant: Z-

Traceability: 05234HB0S

Part / Number Broadcast. 9905

Date Scanned: 08/30/2005

Time Scanned: 00:22:00 Scan Station.

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

Source Plant: -

Date Scanned 08/19/2005

Traceability 0060505

Part / Number Broadcast: 1ZZ

Time Scanned: 05:16:00 Scan Station:

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

Source Plant -

Date Scanned 08/25/2005

Part / Number Broadcast: 1WW

Traceability: 0460914

Time Scanned: 11:01:00 Scan Station:

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

Source Plant: -

Date Scanned 08/26/2005

Traceability: 0456036 Part / Number Broadcast: 1TT

Time Scanned: 10:25:00 Scan Station:

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

Source Plant. -

Date Scanned 08/29/2005

Traceability: 0454632 Part / Number Broadcast 1GA

Time Scanned: 10:03:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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配 @ @ Warranty August 13, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle 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 Model CS15808-2006 TRAILBLAZER EXT 2WD VIN 1GNES165866 PDI Status No Warranty Block: No Branded Title: No Service Contract, No. Order Type: 70 - RETAIL - STOCK Field Actions O Open Job Card Number: 409639 Job Card Date: 03/07/2007 Odometer Reading: 20,069 MI Repair Service Agent: 114310 Authorization Code: BILLY NAVARRE CHEVROLET CADILLAC OF 1300 E COLLEGE ST LAKE CHARLES LA 70607-1948 3374741999 Process Date. 03/13/2007 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category. Customer Complaint Code. 0000-Converted Claim Transaction Adjustment. Cause Code 0000-Converted Claims Job Card Line # 1 Labour Op C6555-Panel, Front Seat Cushion Outer Finish - Left - Replace Causal Part Number →See other Parts and/or Net Items Job Card Number: 397964 Job Card Date: 09/13/2006 Odometer Reading. 12,044 MI Repair Service Agent 114310 Authorization Code: BILLY NAVARRE CHEVROLET CADILLAC OF 1300 E COLLEGE ST LAKE CHARLES LA 70607-1948 3374741999 Process Date 09/19/2005 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 C0531-Glass, Quarter Swing Out - Left - Replace Causal Part Number

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

Odometer Reading: 12,044 MI **Authorization Code**

Job Card Date: 09/13/2006 Repair Service Agent 114310

BILLY NAVARRE CHEVROLET CADILLAC OF

1300 E COLLEGE ST LAKE CHARLES LA 70607-1948 3374741999

Process Date 09/19/2006

Transaction Type ZREG—Regular Vehicle Transaction

ZREG—Regular Verlice Transaction Expense Category
Customer Complaint Code.

0000-Converted Claim
Job Card Line # 2

Transaction Adjustment

Labour Op B4401-Rear Side Door Up/Down Adjustment - Left Side

Causal Part Number

Cause Code: 0000-Converted Claims

Job Card Date: 09/13/2006

Job Card Number: 397964

Repair Service Agent. 114310

BILLY NAVARRE CHEVROLET CADILLAC OF

1300 E COLLEGE ST

LAKE CHARLES LA 70607-1948

3374741999

Odometer Reading: 12,044 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 #: 3

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op Z7910-1-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/29/2005

Job Card Number: A13660

Repair Service Agent: 114838 STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST PEARLAND TX 77581-7899 2814851495 Odometer Reading. 0 MI Authorization Code.

Process Date: 09/02/2005

Transaction Type:

ZPOt-Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

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

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Logout (dobal)Warranty August 13, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER **②** 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 → Service Vehicle Information Model CS15806-2006 TRAILBLAZER EXT 2WD → Branded Title VIN 1GNES165866 PDI Status No Warranty Warranty Block No. Service Contract: No Branded Title: No → Block Order Type: 70 - RETAIL - STOCK → View Vehicle Build Field Actions: 0 Open View Vehicle Component Summary View Vehicle Transaction History Invoice Information Detail Invoice Date: 08/29/2005 Invaicing Service Agent. 114838 STRICKLAND CHEVROLET, INC. View Vehicle Delivery **5719 BROADWAY ST** PEARLAND TX 77581-7899 2814851495 Ship to information Ship to Date: N/A Ship to Service Agent 114838 STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST PEARLAND TX 77581-7899 2814851495 Delivery Information Delivery Date: 12/10/2005 Delivery Type: 010—INDIVIDUAL Delivery Odometer: 164 Delivery Service Agent 114310 BILLY NAVARRE CHEVROLET CADILLAC OF 1300 E COLLEGE ST LAKE CHARLES LA 70607-1948 3374741999 in Service information In Service Date: N/A In Service Type 0000 In Service Odometer 0 Invoicing Service Agent: Registration Information Registration Date N/A Registration Service Agent: N/A Registration Number N/A Registration Odometer 0

Global Warranty Management Site Map

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

Kelly Kufel Claims Administrator

August 23, 2012

Lafayette, LA

RE: Claimant:

Our File No.: 746216

Our Client: General Motors LLC

Date/Event: 2/24/11

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNES16S866

Dear 1

I am responding to your demand in which you requested compensation for damages, as a result of damage to the subject vehicle. The Property Damage Statute of Limitations in Louisiana is one year years from the date of the incident. Our records indicate that the date of loss was 2/24/11 and this statute would have expired on 2/24/12. As such, this claim is time barred and General Motors LLC must respectfully deny this claim.

Sincerely,

Kelly Kufel

Claims Administrator

Xelly Xufel



File #746216 to: kelly.kufel

08/29/2012 04:17 PM

From: To:

kelly.kufel@gm.com

This message has been replied to. History:

As we discussed on the telephone earlier this afternoon, I received the claim rejection letter dated 08/23/12 in the mail today. The letter sited that the statute of limitations had expired; however, I contacted GM Customer Care back in April 2011. During that I call, I explained what had happened to my vehicle and was told that there were no known issues of similar nature and that there was nothing that I needed to do. It is my understanding that State Farm Insurance also contacted GM and was told similar. When I contacted Customer Care again in August 2012 (after seeing an Automotive News article - view the complete article at http://www.detnews.com/apps/pbcs.dll/article?AID=/201206160100/AUTO0103/206160328), the representative (Joe) that I talked stated that he did see where I called in back in April 2011; however, he was not showing that info was taken and nothing was forwarded to the fire department. I tried to contact Joe three times this afternoon about getting something to show that I did call in April 2011, but I got his voice-mail each time. I have left a message for him to contact me. Is there any way that you could contact him about obtaining something showing where I did call in back in April 2011? His contact # is 866-790-5600 x11291.

Please confirm receipt of this email by replying back. Thanks for your assistance in this matter. I look forward to hearing from you very soon as to a resolution.







Re: : File #746216 to: kelly.kufel

09/12/2012 03:39 PM

From:

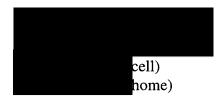
To:

kelly.kufel@gm.com

History:

This message has been replied to.

Thanks for the telephone call this afternoon. I appreciate the time that you have spent with me on the claim and appeal. And I'm happy that GM did the right thing. I will be looking for your email/release tomorrow.



From: "kellv.kufel@am.com" <kellv.kufel@am.com>

To:

Sent: Thu, Sentember 6, 2012 1:27:03 PM **Subject:** Re: File #746216

Hi

I can appreciate where you are coming from. I will forward this information on for review and let you know by next week. I know the reimbursement is for such a small amount so I hope we can resolve this for you.

I hope to have an answer for you by next Wednesday.

Thank you!

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164

fax: 313.665.0911

From:

To: Date: Subject:

kelly.kufel@gm.com 09/06/2012 01:56 PM

Re File #746216

Kelly,

Thanks once again for the many telephone calls and emails relating to this case.

I contacted Joe Garcia with Customer Care again this morning and he stated that there would be no way to know if the 4/8/11 call was recorded or not. He also stated that even if it was, he doubted that the call recording would still be available due to the only purpose for the recording is for quality assurance.

I then contacted Craig Lewis, who was my State Farm Agent at the time of loss, and he did a little research for me. Come to find out, State Farm did not contact GM back in February 2011 when the claim was filed, they only ran their data base to see if there were any similar claims past/pending/present. The Claims Adjuster contacted me and stated that when he received the call from Craig this morning, he researched and found all the articles about the NHTSA investigation of the door fires in 2006 Trailblazers but that none of this info was present when he was first assigned to the claim back in February 2011. He stated that there no planned actions by State Farm in regards to this matter.

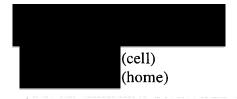
REQUEST:

Understanding that the Statue of Limitations has expired, I would still like to appeal to GM from a customer satisfaction standpoint for full or partial reimbursement of my out of pocket expenses, totaling \$634.62 (\$500.00 insurance deductible & \$134.62 rental vehicle expense).

I know for a fact that I contacted Customer Care about the door fire issue back in 2011 and was told that there were no known issues with the vehicle and that there was nothing that I needed to do at the time. I feel that I am being penalized because the GM representative did not do their job when I called in about the door fire that I experienced. In addition, I feel that all of the records (pictures, insurance claim, RO, etc) that I provided to GM for consideration is proof that there was an issue/defect with the vehicle, which is being confirmed with the NHTSA investigation. Repairs were also completed at a GM authorized/approved dealership - Service Chevrolet.

Having been a Ford customer for 23+ years, I made the switch to GM in December 2010 when I purchased my Trailblazer and have subsequently purchased a 2011 Malibu for my wife (which she loves). Knowing that customer satisfaction and customer retention are both high on GM's priorities, I trust that they will at least reconsider my claim request.

I look forward to hearing from you soon with a mutually satisfactory resolution.



From: "kelly.kufel@gm.com" <kelly.kufel@gm.com>

To:

Sent: Thu, September 6, 2012 5:47:45 AM **Subject:** Re: File #746216

I apologize I didn't get back to you sooner. I was out of the office yesterday.

I did speak to Joe and I also got a copy of the report. When you called in last year, there was no mention of a fire and the call stated you were reporting new ownership. Unfortunately, the claim will still remain time barred.

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164 fax: 313.665.0911

From:

To: kelly.kufel@gm.com Date: 09/04/2012 07:02 PM

Subject: Re: File #746216

Did you hear from Joe Garcia today?

Sent from my Samsung Galaxy Note™, an AT&T LTE smartphone

wrote:

I talked to Joe. He is supposed to contact you.

Sent from my Samsung Galaxy Note™, an AT&T LTE smartphone

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

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Re: : File #746216 to: kelly.kufel

09/13/2012 12:23 PM

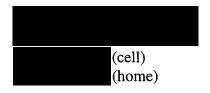
From: To:

kelly.kufel@gm.com

History:

This message has been replied to.

Attached is the signed/notarized release. Notary did both his ink stamp and squeeze stamp. Do you need me to mail the original to you or will this PDF be sufficient? If possible, please let me know date check is mailed so that I can be watching for it.



From: "kelly.kufel@gm.com" <kelly.kufel@gm.com>

To:

Sent: Thu, September 13, 2012 6:36:24 AM **Subject:** Re : File #746216

It has been a pleasure working with you. Attached is the property damage release. Should you have any questions, please let me know.

Thank you!

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164

fax: 313.665.0911

From:

To: kelly.kufel@gm.com
Date: 09/12/2012 03:39 PM

Subject:

Re:

File #746216

Thanks for the telephone call this afternoon. I appreciate the time that you have spent with me on the claim and appeal. And I'm happy that GM did the right thing. I will be

looking for your email/release tomorrow.



From: "kelly.kufel@gm.com" <kelly.kufel@gm.com>

To:

Sent: Thu, September 6, 2012 1:27:03 PM **Subject:** Re: File #746216

Hi David,

I can appreciate where you are coming from. I will forward this information on for review and let you know by next week. I know the reimbursement is for such a small amount so I hope we can resolve this for you.

I hope to have an answer for you by next Wednesday.

Thank you!

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164

fax: 313.665.0911

From:

To: kelly.kufel@gm.com Date: 09/06/2012 01:56 PM

Subject:

Re:

File #746216

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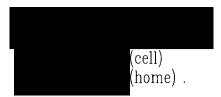
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To Sent: Thu, September 6, 2012 5:47:45 AM

Subject: Re: File #746216

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time barred.

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164 fax: 313.665.0911

From: To:

: kelly.kufel@gm.com

Date: 09/04/2012 07:02 PM Subject: Re:

Re: File #746216

Did you hear from Joe Garcia today?

Sent from my Samsung Galaxy Note., an AT&T LTE smartphone

wrote:

I talked to Joe. He is supposed to contact you.

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message in error, please contact the sender and delete it from your computer. — - Huffman Release.pdf



Re: File #746216 to: kelly.kufel

09/13/2012 02:10 PM

From:

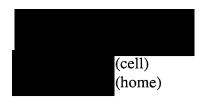
To:

kelly.kufel@gm.com

History:

This message has been replied to.

THANKS for the confirmation and for letting me know about check delivery. I understand different office thing. THANKS again for your assistance, understanding and willingness to work with me on this.



From: "kelly.kufel@gm.com" <kelly.kufel@gm.com>

To:

Sent: Thu, September 13, 2012 11:28:36 AM **Subject:** Re: File #746216



This will be fine. You can hang on to the original for your records if you like.

Unfortunately, the checks are processed at a different office so I won't know when exactly it will be mailed out. Typically, when I request the check to be processed, it takes about 10-14 business days. I will be able to send the request this afternoon. I would anticipate you receiving it by the 28th.

Thank you!

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164

fax: 313.665.0911

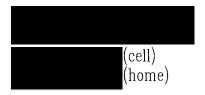
From:

To: kelly.kufel@gm.com Date: 09/13/2012 12:23 PM

Subject: Re:

File #746216

Attached is the signed/notarized release. Notary did both his ink stamp and squeeze stamp. Do you need me to mail the original to you or will this PDF be sufficient? If possible, please let me know date check is mailed so that I can be watching for it.



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Sent: Thu, Sentember 13, 2012 6:36:24 AM Subject: Re: File #746216

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Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164

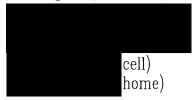
fax: 313.665.0911

From:

kelly.kufel@gm.com To: Date: 09/12/2012 03:39 PM

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To:

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From:
To: kelly.kufel@gm.com

Subject: Re: File #746216

09/06/2012 01:56 PM

Kelly,

Date:

Thanks once again for the many telephone calls and emails relating to this case.

I contacted Joe Garcia with Customer Care again this morning and he stated that there would be no way to know if the 4/8/11 call was recorded or not. He also stated that even if it was, he doubted that the call recording would still be available due to the only purpose for the recording is for quality assurance.

I then contacted Craig Lewis, who was my State Farm Agent at the time of loss, and he did a little research for me. Come to find out, State Farm did not contact GM back in February 2011 when the claim was filed, they only ran their data base to see if there were any similar claims past/pending/present. The Claims Adjuster contacted me and stated that when he received the call from Craig this morning, he researched and found all the articles about the NHTSA investigation of the door fires in 2006 Trailblazers but that none of this info was present when he was first assigned to the claim back in February 2011. He stated that there no planned actions by State Farm in regards to this matter.

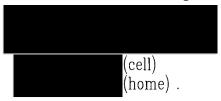
REQUEST:

Understanding that the Statue of Limitations has expired, I would still like to appeal to GM from a customer satisfaction standpoint for full or partial reimbursement of my out of pocket expenses, totaling \$634.62 (\$500.00 insurance deductible & \$134.62 rental vehicle expense).

I know for a fact that I contacted Customer Care about the door fire issue back in 2011 and was told that there were no known issues with the vehicle and that there was nothing that I needed to do at the time. I feel that I am being penalized because the GM representative did not do their job when I called in about the door fire that I experienced. In addition, I feel that all of the records (pictures, insurance claim, RO, etc) that I provided to GM for consideration is proof that there was an issue/defect with the vehicle, which is being confirmed with the NHTSA investigation. Repairs were also completed at a GM authorized/approved dealership — Service Chevrolet.

Having been a Ford customer for 23+ years, I made the switch to GM in December 2010 when I purchased my Trailblazer and have subsequently purchased a 2011 Malibu for my wife (which she loves). Knowing that customer satisfaction and customer retention are both high on GM's priorities, I trust that they will at least reconsider my claim request.

I look forward to hearing from you soon with a mutually satisfactory resolution. .



From: "kelly.kufel@gm.com" <kelly.kufel@gm.com>

To:

Sent: Thu, September 6, 2012 5:47:45 AM **Subject:** Re: File #746216

I apologize I didn't get back to you sooner. I was out of the office yesterday.

I did speak to Joe and I also got a copy of the report. When you called in last year, there was no mention of a fire and the call stated you were reporting new ownership. Unfortunately, the claim will still remain time barred.

Kelly Kufel ESIS/GM Central Claims Unit Renaissance Center Mail Code 482 C19 B61 P. O. Box 300 Detroit, MI 48265 800-888-0164 fax: 313.665.0911

From:

To: I Date: Subject:

kelly.kufel@gm.com 09/04/2012 07:02 PM

File #746216

Did you hear from Joe Garcia today?

Sent from my Samsung Galaxy Note., an AT&T LTE smartphone

wrote:

I talked to Joe. .He is supposed to contact you.

Sent from my Samsung Calaxy Note., an AT&T LTE smartphone

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.

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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.

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

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Service Request Detail BRC Type PAR 71-1098989328 Goodwill No Goodwill Offered SR No. Ref No. Bus. Unit BRC GW SubType Account Site PAR Area Last Name First Name Approval Not Initiated **ESIS** Escalation Sub-Area Evening# ucc Electrical - Power Window Motor / Daytime # Involved Dir Cabol, Inc. Safety Address City Scio 8/20/2012 05:51:32 PM Updated State ОН ZipCd Con Acct Source Phone SANCHERI Priority Medium License # CHEVROL Owner Serial #/VIN 1GNDT135862 Model Year 2006 8/20/2012 08:17:47 AM Status Open Opened 09/30/2005 Make Chevrolet Warr, Start Model TrailBlazer Dissatisfied Closed Sub-Status Mileage 78000 thermal event electical window components Abstract ***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 *** Customer

Description Pre-PAR

Pre-PAR	(3
PAR Notifier		njuries #Other Veh	#People in Veh Roa		Road C			Report#
Owner	8/17/2012 08:31:57 AM	N 0	3 Asp		Wet	na	กล	
Driver Last Na	ame	Driver First Name	Height	DOR	Disabili	lies		
			54		na			
Insurance Age	ent Last Name	Insurance Agent Fi			Insurance			
unk		unk	(800) 32	25-1190		o currently - GMAC		
Incident Loc	going down Hwy 376 about 10 Pitsburg PA	minutes from Robins	on and noon township in	Incident Desc	then my wind	down the road I smelled smoke, I low started opening and closing o over and I put water on the window	n its own and smoke	billows out of the door frame
Component	Interior door electrical parts				-			
•				Damage	driver door p	anel		
Vehicle	87800 Havenick Rd Scie Ohio			Desc				
Loc				Add'i info	no daim has	been made at this time		
Emgcy Svc	none							
Names				Maint Loc	ла			
PAR De	tail							
Collision	Non Collision	Property Damage	N Thermal Evt	Y S	pec Equip	na		
Vehicle Speed	60	Weather Condition	raining 1	P	rop Owner	ăn	Property Type	na
Last Service Date	1	Loc Last Service			roperty ocation	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	S0.00	Spec Equ Installer	sn qir		rop Damage Jescription	na		
Primary Veh Use	Personal	Inspectio Type	on Thermal Event	lı	nspected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description		••		E	Explain Other	sent to esis		

Report Generated for toporowm

on 8/21/2012

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

Bryan Schwartz
Claims Administrator

September 26, 2012



RE: Claimant:

Our File No.: 746503

Our Client: General Motors LLC

Date/Event: 8/17/12

Subject vehicle: 2006 Chevrolet <u>Trailblazer</u>

VIN: 1GNDT13S862

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 September 5, 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.

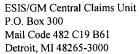
Thank you for your time and attention in this regard.

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz



800.888.0164 tel 313.665.0911 fax



Bryan Schwartz Claims Administrator

9/5/12



RE: Claimant:

Our File No.: 746503

Our Client: General Motors LLC

Date/Event: 8/17/12

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S862

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 **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.



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

For this vehicle:

- View Vehicle Summary

Service Contract → Branded Title

Warranty

Block

View Vehicle Build

View Vehicle Delivery information

View Vehicle Component Summary View Vehicle
Transaction History

Detail

Logout

0.10				4
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	VILLY.	1) Y.Y.C	1121	LV.
			,	-J.
		•		

August 21, 2012

Global Warranty Management: Man > 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)

Ve	hi	cle	In	'n	m	ati	٥n
70		910	3111	•			•

VIN 1GNDT135862

Model CT15506-2006 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

Number

Description

Release

Status

Service Update Bulletins

N060022

Original Nbr 06022

SERVICE UPDATE - DRIVER'S SEAT **MODULE REPROGRAM - EXPIRES** W/BASE WARRANTY

03/20/2006

Closed

Noncompliance Recall

N050109

05109

TIRE & LOADING INFORMATION LABEL INCORRECT - "EXPIRES 5/31/06"

03/24/2006

Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty black.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStor contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9577 Canada) and in the USA:800-556-3600.

OnStar Equipped Y

XM Equipped Y OnStar Vehicle Diagnostics N XM Radio ID. G2CQC009

OnStar Status. Inactive

XM Status Active

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valld Description

Warranty Add

Start Date

Effective Odometer

End Date 09/30/2011

End Odometer

Corrosion Limited Warranty

09/30/2005

25 MI

08/05/2011

100.025 MI

Bumper to Bumper Limited Warranty	08/05/2011	09/30/2005	25 Mi	09/30/2008	36,025 MI
Emission Select Component Ltd Way	08/05/2011	09/30/2005	25 MI	09/30/2013	80,025 MI
Special Coverage 10054	08/05/2011	09/30/2005	25 MI	09/30/2015	120,025 MI

Service Contract

Vehicle has no current record of service contracts.

Fran s actio	on History			_	View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/31/2007	148283	ZREGRegular Vehicle Transaction		J0690 - Belt idler Pulley Replacement	27,593 MI
10/25/2006	131167	ZREGRegular Vehicle Transaction		N2117 - Switch - Switch Module, Front Door - Left - Replace	13,994 MI
1 <i>0/25/</i> 2006	131167	ZREG—Regular Vehicle Transaction		Y0080 - SB 06022 Product Enhancement - Reprogram Driver;s Seat Memory Module	13,994 MI
09/09/2005	A51183	ZPDIPre- Delivery Inspection		27000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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@lobalWarranty

August 21, 2012

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

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).

Warranty Block, No.

Vehicle Information

VIN 1GNDT13S862

Model CT15506-2006 TRAILBLAZER 4WD

Service Contract. No

Branded Title, No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions. 0 Open

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number JKGDDG Build Date: 09/09/2005

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

*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

16U - GRAYSTONE

METALLIC

1SE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL WIAUDIO CONTROLS * POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER *

AUTO CLIMATE CONTROLS . REVERSIBLE CARGO MAT

1SZ - PREFERRED

EQUIPMENT SAVINGS

481 - INT TRIM **EBONY/EBONY** 6HP - SUSPENSION

482 - EBONY

7HP - SUSPENSION

8NT - SUSPENSION

9NS - SUSPENSION

AAB - MEMORY DRIVER CONVENIENCE PKG AKS - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, AMD - SPLIT FOLDING REAR SEAT BACK

CHILD DETECT

ARP - FRT BUCKET SEAT, AUD - KEYLESS REMOTE DOOR LOCK

DELUXE

AXP - MPV VIN IDENT POSITION

B30 - CARPETING, COLOR-KEYED

B32 - FLOOR MATS. FRONT AND REAR

B33 - REAR COLOR KEYED FLOOR MATS

B42 - REVERSIBLE CARGO B86 - MOLDING B/S COLOR

MAT

C49 - REAR WINDOW

C5N - GVW RATING - 5750 LBS

DEFOGGER

CJ2 - AUTOMATIC CLIMATE CONTROL

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT

DO7 - ISRV MIRROR W/COMPASS& AUTO/DIM

MORAINE, OHIO

DK7 - OVERHEAD CONSOLE

DH2 - LIGHTED LH & RH VISOR MIRRORS

EQUIPMENT

ONR - DEALER INSTALLED DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

LIGHTER

DT4 - ASHTRAY AND

EVA - EVAP EMISSION REQUIREMENT

FE9 - FEDERAL **EMISSIONS**

GUB - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, JJB - PT DRESS SUBASSY NOT INSTALLED

4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM **K34 - CRUISE CONTROL**

KA1 - HEATED FRONT

KG4 - GENERATOR 150 AMP

SEATS

LL8 - VORTEC 4200 SFI 16 M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL

N40 - POWER STEERING N79 - FULL SIZE SPARE

N74 - 17" BRIGHT ALUMINUM WHEELS NP8 - 2-SPEED ACTIVE TRANSFER CASE

NT7 - EMISSION SYS FED - PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE TIER 2 PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL * AMPM STEREO W6 DISC CHANGER (REPLACES

CD/CASSETTE RADIO)

PDC - SEAT, 8-WAY POWER DRIVER

PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL WAUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION

CENTER * AUTO CLIMATE CONTROL

QTR - P245/65R17 ON/OFF R8P - PREMIUM PAINT

ROAD WOL TIRES

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

STW-LEATHER WRAPPED STG WHL **T61 - DAYTIME RUNNING LIGHTS**

WICONTR

195 - FRONT FOG LAMPS 198 - STAMPING VEHICLE IDENT NUMBER

TB4 · LIFTGATE

TGA - LANGUAGE CONTROL ENG, FR, SPAN

U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA 1ST 3 MONTHS U68 - DRIVER INFO CENTER DISPLAY

INCL.

U73 - FIXED MAST

UA6 - THEFT DETERRENT ALARM SYSTEM

ANTENNA

UC6 - AM/FM RADIO,RDS,6 UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN DISC CHANGER,

(REPLACES STD/OPT PKG

RADIO)

UG1 - HOMELINK

UKG - REAR SEAT RADIO & HVAC CONTROLS

UQA - BOSE PREMIUM

UY7 - TRAILER WIRING HARNESS

VXS - COMPLETE VEHICLE LABEL

YD5 - BASE FRONT SPRING

SOUND SYSTEM

V1K - LUGGAGE RACK

V40 - POWER PASSENGER SEAT PROVISIONS

CROSS-BARS V73 - STATEMENT OF

VEHICLE CERT.-

U.S. /CANADA

VK3 - LICENSE PLATE

Frame, Front

X88 - CHEVROLET CONVERSION

YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT, OSRV MIRROR * OSRV MIRRORS WITURN SIGNAL * HEATED FRONT SEATS * ETR AMFM STEREO WICASS.,

CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

VHS - TRAILER HITCH RECEIVER COVER *** DEALER INSTALLED***

YD3 - BASE EQUIP FOR

SCH GVW PL-FT AX

YDS - BASE REAR 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

ZY1 - SOLID PAINT

Added Option Codes

-8Q ·

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ල්ලාන් Warranty

August 21, 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 1GNDT13S862 Service Contract No

Branded Title No.

Warranty Block No.

Model CT15506-2008 TRAILBLAZER 4WD PDI Status, No.

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

→ View Vehicle Build

For this vahicle:

 View Vehicle Summary Service

Contract

Warranty Block

→ Branded Title

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. 09/09/2005

Traceability, 509071448 Part / Number Broadcast, NFS

Scan Station 01 Time Scanned 10:44:00

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW.MI

Date Scanned 09/09/2005

Traceability 001732435 Part / Number Broadcast: XWF

Time Scanned: 12:35:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Oate Sconned 09/09/2005

Traceability 0BG976637 Part / Number Broadcast: FK

Time Scanned 10:55:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 09/09/2005

Traceability 42628318 Part / Number Broadcast: 6TDD

> Time Scanned 10:52:00 Scan Station: 02

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

HUB ASSEMBLIES

Source Plant, G-

Traceability: C5050385 Part / Number Broadcast

Date Scanned, 09/09/2005

Time Scanned 11:58:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 09/09/2005

Traceability. 243075815

Part / Number Broadcast CNB

Time Scanned: 11:57:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00056195

Part / Number Broadcast

3051

Time Scanned 13:27:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 09/09/2005

Date Scanned: 09/09/2005

Traceability 1FJTQXC

Part / Number Broadcast 2395

Time Scanned 15:26:00 Scan Station 06

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

Source Plant, M-MORTON-THIOKOL

Date Scanned: 09/09/2005

Traceability, 7ZAKP49

Part / Number Broadcast 0900

Time Scanned: 12:28:00 Scan Station. 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant:

Date Scanned: 09/02/2005

Traceability 0392119 Part / Number Broadcast. 1ZZ

> Time Scanned: 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability: 2052955

8/21/2012

Source Plant -

Date Scanned: 09/08/2005

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

Source Plant -

Date Scanned: 09/08/2005

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

Source Plant. -

Date Scanned: 09/09/2005

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

Source Plant: -

Date Scanned: 09/09/2005

Part / Number Broadcast: 1WW

Time Scanned: 05:19:00 Scan Station:

Traceability 2054140

Part / Number Broadcast: 1PT

Time Scanned: 22:54:00 Scan Station;

Traceability: 2052537

Part / Number Broadcast. 1PH

Time Scanned: 09:07:00. Scan Station:

Traceability: 2052591

Part / Number Broadcast: 1GB

Time Scanned: 09:37:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Repair Service Agent 207590

August 21, 2012 Global Warranty Management: Man > Interface With Customer > View Vehicle 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 1GNDT13S862 Model CT15506-2006 TRAILBLAZER 4WD PDI Status: No Service Contract No Branded Title No Warranty Block No. Order Type 70 - RETAIL - STOCK Field Actions: O Open Job Card Number: 148283 Job Card Date: 10/31/2007 Odometer Reading: 27,593 MI Repair Service Agent: 207590 SWEENEY CHEVROLET Authorization Code. 8010 MARKET ST YOUNGSTOWN OH 44512-6239 3307587521 Process Date. 11/20/2007 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 Labour Op J0690-Belt Idler Pulley Replacement Causel Part Number -- See other Parts and/or Net Items Job Card Date: 10/25/2006 Job Card Number: 131167 Odometer Reading. 13,994 MI Repair Service Agent 207590 Authorization Code SWEENEY CHEVROLET 8010 MARKET ST YOUNGSTOWN OH 44512-6239 3307587521 Process Date: 12/01/2006 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. Lebour Op N2117-Switch - Switch Module, Front Door - Left - Reptace Causal Part Number --See other Parts and/or Net Items Job Card Date: 10/25/2006 Job Card Number: 131167

View Vehicle Delivery

Detail

Information

Odometer Reading 13,994 MI

SWEENEY CHEVROLET 8010 MARKET ST YOUNGSTOWN OH 44512-6239 3307587521 Authorization Code:

Process Date: 12/01/2006

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 Y0080-SB 06022 Product Enhancement - Reprogram Driver';s Sest Memory Module

Causal Part Number

Job Card Date: 09/09/2005

Job Card Number: A51183

Repair Service Agent: 207590 SWEENEY CHEVROLET 8010 MARKET ST

YOUNGSTOWN OH 44512-6239

3307587521

Odometer Reading. 0 Mil Authorization Code:

Process Date: 09/13/2005 Transaction Type: ZPDI----Pre-Delivery Inspection Transaction Expense Catagory:

Transaction Expense Category: Customer Complaint Code.

Oppo-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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Global Warranty Management Site Map

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☑ ල්ල්ත්)Warranty August 21, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information CUSTOMER **②** 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 Service Contract Vehicle Information VIN 1GNDT13\$862 Model CT15506-2006 TRAILBLAZER 4WD -- Branded Title PDI Status No Service Contract No Branded Title No Warranty Block No. Warranty Block Order Type 70 - RETAIL - STOCK Field Actions. O Open → <u>View Vehicle Build</u> View Vehicle Component Summary View Vehicle Transaction History Invoice information Detail Invoicing Service Agent 207590 SWEENEY CHEVROLET Invoice Date: 09/09/2005 View Vehicle Delivery Information 8010 MARKET ST YOUNGSTOWN OH 44512-6239 3307587521 Ship to Information Ship to Service Agent 207590 SWEENEY CHEVROLET Ship to Date N/A 8010 MARKET ST YOUNGSTOWN OH 44512-6239 3307587521 **Delivery Information** Delivery Date 09/30/2005 Delivery Type: 032--RETAIL LEASE* - EMPLOYEE STOCK Delivery Service Agent 207590 SWEENEY CHEVROLET 8010 MARKET ST (GMS) YOUNGSTOWN OH 44512-6239 Delivery Odometer: 25 3307587521 In Service Information In Service Date N/A Invoicing Service Agent In Service Type 0000 In Service Odometer 0 Registration information Registration Service Agent N/A Registration Date N/A Registration Number N/A

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Registration Odometer 0

Activities

Created 8/20/2012 05:52:01 PM Contact Last Name	Created By AMSTUTST	Assigned To ESISBIQU Contact First	Activity Typo Escalation	Activity Sub-Typo ESIS- Thermal Event Account	Status In Progress	Completed BAC Code	Doscription Thermal Event
veh experienced a therm	al event from th		TYDING				
Confidential Comments					Status	Completed	Description
Created 8/20/2012 09:03:36 AM Contact Last Name	Created By SANCHERI	Assigned To SANCHERI Contact First	Ownership Changed	Activity Sub-Type Ownership Escalated to BRC Account	Done	8/20/2012 09:03:36 AM BAC Code	Ownership Escalated to BRC
Comments		CORRECT FIS	Civalite	TSSAGUIT			I
Confidential Comments						Completed	Description
Groated 8/20/2012 09:01:24 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Typo Scheduled Follow-up t Name	Activity Sub-Typo Account	Status Scheduled Alar		f/u esis pick up
Confidential Comments							! !
Created Comments	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
8/20/2012 09:00:48 AM Contact Last Name	SANCHERI	AMSTUTST	. •	Account	Done	8/20/2012 05:52:00 PM BAC Code	esis - thermal event
interior electrical door o driver side only	omponents	4					
rita sanchez/ATX/PAR Confidential Comments				<u> </u>			•

Report Generaled for toporowm

on 8/21/2012

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Activities

Greated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description

8/20/2012 08:59:59 AM SANCHERI SANCHERI BRC PAR Business Case Done 8/20/2012 09:00:45 AM

Contact Last Name Contact East Name Account BAC Code

omments

vehicle experienced a thermal event in the driver door panel

no Injuries, no insurance involvement

rita sanchez/ATx/PAR

Confidential Comments

Greated By Assigned To Activity Type Activity Sub-Type Status Completed Description
8/20/2012 08:54:57 AM SANCHERI SANCHERI Outbound Email Done 8/20/2012 08:57:53 AM Jack.h.adams@gm.com

Control of Manye Account BAC Code

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 2006 Chevrolet Trail HISZER VIN 1GNDT13S862 No involved dealer at this time.

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

Best wishes, Rita Sanchez | CRS

Confidential Comments

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

Groated 8/20/2012 08:48:43 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type ERC PAR	Activity Sub-Type Initial Contact - Field	Status Dona	Completed 8/20/2012 08:53:31 AM	Description called customer
Castoot Last Nama		Control in	t Name	Account		BAC Code	
see outbound email							
rita sanchez/ATx/PAR							1

Report Generated for toporowm

on 8/21/2012

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Activities

71011711100							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:48:39 AM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	8/20/2012 08:53:16 AM	called customer
Contact Last Name		Contact First	Name	Account		BAC Code	
							•
Comments							
	de beyond waл	ranty and has no	t been to dealer in two year	5.			
Rita Sanchez/PAR/ATX							•
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:48:20 AM	SANCHER	SANCHERI	BRC PAR	Initial Contact-Phone	Done	8/20/2012 08:52:44 AM	called customer

BAC Code

verified information and allegaton

provided esis statement

cust sts i will proceed

crs sts what happened

cust sts i was driving down the road i smelled smoke, I thought it was from the heater, and it was nothing then my window started opening and closing on its own and smoke billows out of the door frame, and i pulled over and i put water on the window, to extinguish the internal flames, when i got home my husband was able to to remove the panel and see where the flames burned everything

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

Contact First Name

cust sts what if I have it fixed will they reimburse me

crs sts well ma'am if you repair the vehicle they will have nothing to inspect I suggest that if you can not wait for repairs that you keep any parts that have to be repaired so they can have the chance to inspect them

cust sts ok thanks

rita sanchez/aTx/PAR Confidential Comments

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Activities

Greated 8/20/2012 08:30:25 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type Research	Activity Sub-Type	Status Done	Completed 8/20/2012 08:31:36 AM	Doscription Vin 1GNDT13S862
		irs	t Name	Account		BAC Code	
W/BASE WARRANTY 0:	3/20/2006 Close	ed		SERVICE UPDATE - DRIVER'S SE			
Noncompliance Recall N		TIRE & LOADIN	NG INFORMATION L	ABEL INCORRECT - "EXPIRES 5/	31/06" 03/24/2006 (Closed	

VIN: Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments	

Created 8/20/2012 08:29:19 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status	Completed 8/20/2012 08:30:24 AM	Doscription called
Contact Last Name		Contact First	Name	Account		BAC Code	
see inital							
rita sanchez/ATx/PAR Confidential Comments							I
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/20/2012 08:28:40 AM	SANCHERI	SANCHERI	BRC PAR	Case Assigned	Done	8/20/2012 08:29:17 AM	case assigned to agent 41345

Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
8/20/2012 08:28:40 AM SANCHERI SANCHERI BRC PAR Case Assigned Done 8/20/2012 08:29:17 AM Case assigned to agent 41345

Control by Maria

Account

BAC Code

BAC Code

Control by Maria

Control by Mar

Report Generated for toporowm

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
8/20/2012 08:28:32 AM	SANCHERI	SANCHERI	Ownership Changed		Done	8/20/2012 08:28:32 AM	Service Request Ownership has	
Contact Last Name	Contact Fa		t Name	Account		BAC Code	changed FROM: CRELENRO TO: SANCHERI	
							CATO ILIA	
Somments								
							•	
Confidential Comments								

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Activities

CHAINES							
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description Customer daims thermal event
:0/2012 08:18:11 AM	CRELENRO	CRELENRO	inbound Call Customer	Complex Request	Done	8/20/2012 08:26:14 AM	Chalottist damia merriar exert
ntact Last Name		Contact Firs	t Name	Account		BAC Code	J
							_
TROGOGA							ļ
ST STS:							
06 Trailblazer							
driving, veh caught of	n fire, window:	starts going up a	ınd down, all smoke pouring	down my door, called dirsh	ps, call GMC		
s is an issue							
isband look out door j will leave for vacation	panei, ine comi	outer on the door	r meilea				
will wave for Vacatio	in non FN						
PUSA TILLEPEUR							
n: 62							
leage: 78000 miles							
idress:							
do, OH							
urchased used 4 yrs a		_					
ve do the oil change ar		pair					
vas not taken to a GM	ansurb						
UST SKS: initiate PAR	Ł						
	=						
RS ADV:							
ransfer call to PAR							
rovide SR#							
oselie/Mla/CAC T1/En	nn Ivil 1						
Jacobskii WO I II III	III PALL						

UCC Information

Confidential Comments

OOO IIIIOMIIAUON		
UCC Code N40	Symptom Thermal event	Description Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm on 8/21/2012 Page 7 of 7

Service Request Detail BRC Type PAR Goodwill No Goodwill Offered SR No. 71-1098955380 Ref No. GW SubType Bus. Unit BRC Site Account Not Initiated PAR First Name Approval Area Last Name ESIS Escalation UCC Electrical - Power Door Lock Motor / Sub-Area Evening# Daytime # Safety Involved Dir Balise C, LLC. Yes City Address Updated 8/20/2012 10:01:17 AM Con Acct Source Phone ZipCd State RI License # GMC Owner SANCHERI Priority Medium Model Year 2006 Serial #/VIN 1GKDT13S2623 8/20/2012 08:29:09 AM Status Open Opened Warr. Start 09/27/2006 GMC Make Sub-Status Satisfied Closed Model Mileage 78123 thermal event door electrical components Abstract ***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 *** Customer Description

Pre-PAR	₹									
PAR Notifier	Incident Date/Time	nuries # 0	Other Veh	#Pec	ple in Veh_Ro	ad Surface	Road	Cond. Fire Report#	Police	Report#
Owner	8/11/2012 09:16:24 AM	ΙKΝ	0		1 As	phalt	Dry	na	na	
Oriver Last No	ame	Driver Fir	st Name		Height	100	Diado	lilies		
					5 10		ua			
Іпѕцгалсе Аде	ent Last Name	meurance	a Agent Fire	st Name			Insurance			
horton		ann			(401) 3	53-4447	Nation w			
incident Loc	T F Green airport, post road in	Worlck RI u	nknown ad	dress	-	Incident Desc	so hot it left	i felt the switches on my door a mark on my skin, but it was ed to smoke, I was able to pu	evident that there was :	comething going on in the doc
Component	interior door electrical connection	ากร							ii otei ana icinote aic t	ion pend one discounts of the
						Damage	interior drive	r door panel electrical		
Vehicle	68 amolds neck drive worlck ri					Desc				
Loc						Add'i Infe	no daim wa	s filed with the insurance		
Emgcy Svc	nà									
Names						Maint Lo	c na			
PAR De	fail		***							
PAR De									-1	
Collision	Non Collision		Property Demage	N	Thermal Evt	Y	Spec Equip	vent shades and hood prole	CLOF	
Vehicle Speed	40		Neather Condition	clea	ır		Prop Owner	na	Property Type	na
Last Service Date	•		Loc Last Service				Property Location	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip	self			Prop Damage Description	na		
Primary Veh Use	Personal		nspection Type	Therm	al Event		Inspected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description	nterior driver door						Explain Other	sent to esis		

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PAR Injuries

Last Namo First Namo , DOR	Location	Phone # Seating Pos			Restraint Type		
	Occupant of Owner's Vehicle		Driver		unk		
Injury Description	Medical Rpt#		Treatment	Location	Treated By		
left arm small red mark from heat	na		none		none		
Street Address	City		State	Zip Code			
68 Amolds Neck Dr	Warwick		RI	02886-7305			

Activities							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
8/20/2012 05:59:23 PM	AMSTUTST	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		Thermal Event
Centael Last Name		Contact Firs	Name	Account		BAC Code	
Comments							
cust daims thermal event Confidential Comments	I from the door						I
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/20/2012 10:00:22 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esis pick up
Contact Last Name		Contact Firs	t Name	Account		BAC Code	İ
Comments							1
Confidential Comments							
Creatod	Greated By	Assigned To		Activity Sub-Typo	Status	Completed	Description
8/20/2012 09:59:36 AM	SANCHERI	AMSTUTST	Notify CRM		Done	8/20/2012 05:59:21 PM	esis thermal event
Confact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments	n Louist						
door panel components - seeking reimbursement -							
rita sanchez/ATX/PAR							•
Confidential Comments							

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Activities

Addivides							
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
3/20/2012 09:58:42 AM	SANCHERI	SANCHER	BRC PAR	Business Case	Dane	8/20/2012 09:59:35 AM	
Contact Last Name		Contact Firs	Name	Account		BAC Code	
							-
Commence							
allegation - deor lock co		emai eveni					
minor injury no medical a	attenuon						
rita sanchez/ATX/PAR							
Confidential Comments							
~		Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
Created	Created By	SANCHERI			Done	8/20/2012 09:57:09 AM	Ownership Escalated to BRC
8/20/2012 09:57:09 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	820/2012 09:31:09 AW	Ownership Escalated to Diffo
Contact Last Name		Contact Firs	t Name	Account	-	BAC Code	1
							-
Comments							
							_
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
5/20/2012 D9:54:06 AM	SANCHERI	SANCHERI	Outbound Email		Done	8/20/2012 09:55:18 AM	reggle.warren@gm.com
Contact Last Name	2. 2.300E00	Contact Firs		Account		BAC Code	

Comments

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 2006 Chevrolet Trait Blazer VIN 1GNDT13S862 No involved dealer at this time.

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

Best wishes. Rita Sanchez j CRS

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Phone 856-790-5500 ext. 31227 | 866-857-3113 | www.minacs.adityabiria.com

Report Generaled for toporowm on 8/21/2012 Page 3 of 10

Activities

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:29:32 AM	SANCHERI	SANCHERI	Ownership Changed		Done	8/20/2012 09:29:32 AM	Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: DUROBE TO: SANCHERI
WARRANGE TO SERVICE TO			<u></u>				
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/20/2012 09:14:37 AM	SANCHERI	SANCHERI	BRC PAR	Initial Contact - Field	Done	8/20/2012 09:42:28 AM	call dealer
Control Last Name		Contact First	Name	Account		BAC Code	
Comments see outbound email							
rite sanchez/ATx/PAR Confidential Comments							1

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on 8/21/2012

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Activities

Groated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/20/2012 09:14:20 AM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Phone	Done	8/20/2012 09:31:50 AM	call
Contact Last Name		Contact List	Name	Account		BAC Code	

verified information and allegation

provided esis statement

cust sta i will proceed

crs sts what happened

cust sts. I was driving I felt the switches on my door getting warm, and I thought it was the light but it got so hot it left a mark on my skin, but it was evident that there was something going on in the door when it started to smoke, I was able to pull over and remove the door panel and disconnect the component that was burning. I was not injured to badly and the make has now gone away, I found the parts online and had them sent to me and then I installed the new parts and had them programed at the dealership on the 15th.

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

cust sis ok thanks

rita sanchez/ATX/PAR Confidential Comments

Report Generated for toporowm on 8/21/2012 Page 5 of 10

Activities

	Assigned To SANCHERI	Activity Typo BRC PAR	Activity Sub-Typo Initial Contact- Dealer	Status Don e	Completed 8/20/2012 09:50:27 AM	Dosertption call dealer
Contact Last Name	Contact First	Name	Account		BAC Code	

HURD AUTOMALL, LLC 1705 HARTFORD AVE JOHNSTON RI 02819-3203 4017516000

Ray Green - Service Advisor

crs sts I needed the history on the vehicle

dir sts 1 have not seen this vehicle in 3 years it was here twice then for - 7/2009 was for door mokings and concerns we could not verify, buzzing from speaker and ac button not illuminating, lights on door switches not working we couldn't duplicate that concern

crs sts ok great this file will be sent to our central claims department and they may or may not be in contact with you

rita sanchez/ATx/PAR Confidential Comments

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Descript
8/20/2012 09:13:20 AM	SANCHERI	SANCHERI	BRC PAR	Acknowledgement	Done	8/20/2012 09:14:00 AM	called in
Contact Last Name		Contact Fire	I Name	Account		BAC Code	l
							r
Comments							Į.
see Inital							
Rita Sanchez/ATx/PAR							
Confidential Comments							1

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Activities

reated	Created By		Activity Type	Activity Sub-Typo	Status	Completed	Description vin 1GKDT13S2823
20/2012 09:13:03 AM	SANCHERI	SANCHERI	Research		Done	8/20/2012 09:15:53 AM	VIII (GRD) (332623
ontact Last Name		Contact Firs	I Name	Account		BAC Code	
omments							
MV(S: - Found No Oper	n Recalls						
N: Found No Duplica	te File						
/C History: No Service	History Relate	d to Allegation					
la Sanchez/PAR/ATX							
onfidential Comments							
reated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
20/2012 09:11:44 AM	SANCHERI	SANCHERI	BRC PAR	Case Assigned	Dane	8/20/2012 09:12:26 AM	cased received and reviewed by 41345
ontact Last Name		Contact Firs	st Name	Account		BAC Code	
omments							
.,							
Ionfidential Comments							
reated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
/20/2012 09:06:47 AM	TINGZOGL	TINGZOGL	Outbound Call Third Party	Made Contact/Engineering	Done	8/20/2012 09:09:18 AM	PAR
				Own			
ontact Last Name		Contact Firs	st Name	Account		BAC Code	
omments ble to speak with Rita:					<u>-</u> .		
warm transferred the co	uslamer to her						
wen/CAC Tier 1/Mia/ Le	evel 1						1
Confidential Comments							l .

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
8/20/2012 08:57:30 AM	TINGZOGL	TINGZOGL	Outbound Call Dealer	Left Message	Done	8/20/2012 09:06:43 AM	verify
Contact Last Name		Contact First	Name	Account		BAC Code	
							_
сописть							
VM:							
a saluda ad the eese surel							

- > advised the case number > advised we are researching on the customer's veh concern
- > advised customer we were only forwarded to the VM > we will forward his request to our PAR department while he stays on hold

Gwen/CAC Tier 1/Mia/ Level 1
Confidential Comments

Page 8 of 10 Report Generated for toporowm on 8/21/2012

Activities

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description	السميرين والمراجع
8/20/2012 08:54:12 AM	TINGZOGL	TINGZOGL	Inbound Call Customer	Complex Request	Done	8/20/2012 09:05:35 AM	door switch melted	
Contact Last Name		Contact First	Name	Account		BAC Code	l	
							•	
							1	

cust sts:

- > wants to speak to upper level, case number 71-1098955380

- > he almost burn his arm because the door melted and he did not even get an empathy from GM
 > he almost burn his arm because the door melted and he did not even get an empathy from GM
 > happened last August 11, driving the Envoy noticed the door was a little warm
 next next thing I know there was a melting plastic on the switch and his arm got burned and it was red, good thing he was able to get out of the vehicle before
 there was an actual fire
- there was an actual fire

 > this happened August 15, he took the veh to dealerhsip trying to have the switch replaced but they are charging him \$300, went to another facility to buy the

 part instead, part number 25888992

 > when the part arrived, he went back to Balise and had them put it in, worked with SA Gilliam

 > he researched this online and also saw it on newspaper that there is a bulletin related to this, and that was what he experienced

 > he inquired from CAC and they just told him there is no recall on veh but he is holding the burnt part and he knows recalls are ViN specific but GM has to
 make exceptions because he got burned on this

 > smoke filled the vehicle, doesnt have a recall number

cust sks: reimbursement

- > advised we will talk to dealership first to know what happened > piaced customer on hold

Gwen/CAC Tier 1/Mla/ Level 1 Confidential Comments

Created	Crealed By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
8/20/2012 08:45:54 AM	DUROBE	BRCPARQ	Outbound Call Third Party	Left Message	Dane	8/20/2012 09:08:09 AM	PAR
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							İ
8/20/2012							
8,40 72455							
14400							
Beatrice contacted PAR	dept and left vo	n with the SR #					

Beatriz E. Duro / BA / CAC T1 / Auth Lvl 1 18667905600 Ext. 12454

Confidential Comments

Report Generated for toporowm on 8/21/2012 Page 9 of 10

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:36:35 AM	DUROBE	DUROBE	Inbound Call Customer	Complex Request	Done	8/20/2012 08:48:41 AM	Driver door
Contact Last Name		Contact First	Namo	Account		BAC Gode	
Communic							

Cust called and sis his driver's door module almost catch on fire

Cust sts a week ago, august 11, he was driving and smoke appeared from the door panel

Cust stathe saw on line that there 28 GMC vehicles involved in a recall for this exact issue

Beatrice adv that recalls are VIN specific and in this case this veh does not have any open recall

Cust sts wants to be reimbursed for his expense, purchased an original driver's door module, not at a GM dir because it was too expensive, but bought this part in an alternate parts dir, he has the box its an original part AC Delco, has the box and the part that melted as well

Paid for the part \$ 108 and then took it to the above mentioned dir to have the driver's door module reprogrammed and paid \$ 50

Beatrice adv cust have to contact another dept for assistance

Beatrice adv cust the Dept handling his case will get in touch with him within the next 24 business hours

Provided cust with SR#

Cust agreed

Bealdz E. Duro / BA / CAC T1 / Auth Lvl 1 18667905600 Ext. 12454 Confidential Comments

UCC Information

UCC Code	Symptom	Description
N42	Thermal event	Electrical - Power Door Lock Motor / Switch / Wiring

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Logout

四 何句到Warranty	•

August 21, 2012

Global Warranty Management: Man > 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 1GKDT13\$282 Service Contract. No

Branded Title No

Model: TT15506-2008 ENVOY 4WD (4-DOOR) Warranty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions O 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

Type Number Description

Posted Date

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

07/20/2010

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

XM Equipped Y OnStar Vehicle Diagnostics Y XM Radio IO T86TH0MT

OnStar Status: Active XM Status. Active DMN Enabled. N

Applicable Warranties

Valid warranties are highlighted

Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Lty Wty	08 <i>1</i> 05/2011	09/27/2006	16 MI	09/27/2013	70,016 MI
	Special Coverage 10054	08/05/2011	09/27/2006	16 MI	09/27/2016	120,016 MI
	Emission Select Component Ltd Wtv	08/05/2011	09/27/2006	16 MJ	09/27/2014	80,016 MI

For this vehicle:

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

Bumper to Bumper Limited Warranty	08/05/2011	09/27/2008	16 MI	09/27/2009	36,016 MI
Corresion Limited Warranty Emission Limited Warranty	08/05/2011	09/27/2006	16 MI	09/27/2012	100,016 MI
	08/05/2011	09/27/2006	16 MI	09/27/2009	50,016 MI

Service Contract

Vehicle has no current record of service contracts.

					Odometer
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Reading
02/11/2012	M07370	ZREG—Regular Vehicle Transaction		Z8023 - ONSTAR - FUEL	75,000 MI
12/04/2009	662756	ZREG—Regular Vahicle Transaction		28023 - ONSTAR - FUEL	28,500 M)
10/26/2009	284366	ZREGRegular Vehicle Transaction		B7966 - Molding, Rear Door - Right - Side - R&R Or Replace	26,938 MI
10/26/2009	284366	ZREG—Regular Vehicle Transaction		B7976 - Molding, Rear Door - Left - Side - R&R Or Replace	26,938 MI
10/26/2009	284366	ZREGRegular Vehicle Transaction		D0890 - Blower Motor Control Module Replacement	26,938 MI
10/26/2009	284366	ZREG—Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	26,938 MI
08/30/2009	276876	ZREG—Regular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Efectrical	20,709 MI
05/30/2008	V50902	ZREG—Regular Vehicle Transaction		Z2084 - ROADSIDE SERVICE (FLAT TIRE)	14,705 Mi
11/06/2007	073761	ZREGRegular Vehicle Transaction		N0761 - Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace	11,844 MI
04/27/2007	066620	ZREG—Regular Vehicle Transaction		N0440 - Bulb, Composite Headlamp (Right) - Replace	7,184 MI
02/28/2007	064308	ZREG—Regular Vehicle Transaction		N0441 - Bulb, Composite Headlamp (Left) - Replace	5,193 MI
12/06/2006	061176	ZREGRegular Vehicle Transaction		B9612 - Front Fog Lamp Replacement	3,202 MI
10/02/2008	058596	ZREG—Regular Vehicle Transaction		N6622 - Occupant Information Systems Wiring and/or Connector Repair or Replacement	468 MI
04/20/2006	A30108	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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ய GlobalWarranty

August 21, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN 1GKDT135262 Service Contract: No

Branded Title No.

Warranty Block No.

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

PDI Status No

Field Actions 0 Open

Vehicle Build

Order Type 70 - RETAIL - STOCK

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

Gross Vehicle Weight, 2,611

Order Number JZGCKT Build Date: 04/20/2006

Build Plant 2

For this vehicle:

1

- View Vehicle Summary
 - Service Contract
 - - Branded Tale
 - 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

16U - STEEL GRAY METALLIC

1SZ · OPTION PACKAGE DISCOUNT

282 - LIGHT GRAY

4SB - SLT-2 PACKAGE INCLUDES: * HEATED FRONT SEATS * ETR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT RADIO) *

HEADLAMP WASHERS * RAIN SENSING WPERS . CONTENT THEFT ALARM . BOSE PREMIUM SOUND SYSTEM

7FB - COMP FRT RH COMPUTER SEL SUSP

9NT - SUSPENSION

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AP9 - CONVENIENCE NET

ASF - HEAD CURTAIN SIDE IMPACT AIR BAGS AUO - REMOTE KEYLESS ENTRY

AXP - MPV VIN IDENTIFICATION

832 - FRONT COLOR-KEYED FLOOR MATS **B42 - REAR CARGO MAT**

C49 - REAR WINDOW DEFOGGER

CE1 - RAIN SENSING WIPERS

CF5 - POWER SUNROOF DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED VANITY VISOR MIRRORS

DS3 - POWER HEATED/TURN SIGNAL

MIRROR

EVA - EVAP EMISSION REQUIREMENT

JF8 - 4-WHEEL POWER DISC BRAKES

K18 - ELEC AIR INJECTION SYSTEM

KA1 - HEATED FRONT SEATS

LL8 - VORTEC 4200 SFI I6

N40 - POWER STEERING

N79 - STEEL WHEEL FULL SIZE SPARE

NE1-50-STATE EMISSIONS

281 · LIGHT GRAY

6FB - COMP FRT LH COMPUTER SEL SUSP

8NU - SUSPENSION

AAB - DRIVER SEAT MEMORY

AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER

SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AR9 - DELUXE FRONT BUCKET SEATS

830 - COLORED - KEYED CARPETING

B33 - REAR COLOR-KEYED FLOOR MATS

BVE - RUNNING BOARDS

C5N - GVW RATING - 5,750 LBS

CE4 - HEADLAMP WASHERS

CJ2 - AUTO DUAL ZONE CLIMATE CNTRL

DD7 - ISRV MIRROR W/AUTO DIM

DK7 · OVERHEAD CONSOLE

DT4 · ASHTRAY AND LIGHTER

GUB - REAR AXLE - 3.42 RATIO

JUB - SUBASSEMBLY

K34 - CRUISE CONTROL

KG4 · 150 AMP GENERATOR

M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND

ELECTRONIC CONTROL

N77 - 17X7 DELUXE ALUMINUM WHEELS

NC7 - FEDERAL EMISSIONS OVERRIDE

NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE

NU5 - EMISSION SYSTEM CALIFORNIA

PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE *
POWER SUNROOF * XM SATELLITE RADIO - SERVICE
FEE EXTRA. 15T 3 MONTHS INCL. * AMFM STEREO W/6 DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)

QTM - P246/65R17 ALS BW TIRES

R6J - CUSTOMER DIALOG NETWORK

R9U - GM ACCESS-AUTOBOOK IDENTIFIER

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LAMPS T9B - VIN IDENTIFICATION NUMBER

TFE - SALES INCENTIVE-COMMITMENT PLUS TGA - LANGUAGE, SPANISH, FRENCH, ENGLISH

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

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO, W/6 DISC CD

CHANGER (REPLACES STD/OPT PKG RADIO) SOUND PLAN UG1 - UNIVERSAL GARAGE DOOR OPENER **UQA - BOSE PREMIUM SOUND SYSTEM**

V1K - LUGGAGE RACK CROSS BARS V73 - STATEMENT OF CERT. U.S.

VXS - COMPLETE VEHICLE LABEL

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

ZQ3 - DRIVER CONVENIENCE PACKAGE

ZY1 - SOLID PAINT

R4W - TIRE BRAND MICHELIN

R9N - LEATHER SEAT TRIM RYJ - CARGO SHADE

R6P - PREMIUM PAINT

STW - STEERING WHEEL CONTROLS

T96 - FRONT FOG LAMPS

TB4 - LIFTGATE/LIFTGLASS BODY

U68 - DRIVER INFO CENTER

UA6 - CONTENT THEFT ALARM

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &

UK6 - REAR SEAT AUDIO CONTROLS UY7 - HD 7-LEAD TRAIL. WIRING HARNESS V40 - POWER FRONT PASSENGER SEAT VK3 - FRONT LICENSE PLATE BRACKET

YC6 - SLT DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

Z88 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

Added Option Codes

-80 -

Global Warranty Management Site Map

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August 21, 2012

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

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 Information

VIN 1GKDT13\$262

Mode: TT15506-2006 ENVOY 4WD (4-DOOR)

Service Contract. No

Branded Title No

Warrenty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions: D Open

→ Block → View Vehicle Build

For this vehicle: - View Vehicle Summary Service

View Vehicle Component Summary

Contract

- Branded Title

Warrenty

View Vehicle Transaction History Detail

View Vehicle Delivery <u>Information</u>

Vehicle Component

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

Date Scanned: 04/20/2006

Traceability 604120621 Part / Number Broadcast: NFS

Time Scanned 12:34:00 Scan Station 01

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

Date Scanned 04/20/2008

Traceability 001130986 Part / Number Broadcast XWF

Time Scanned. 13:27:00 Scan Station 05

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 04/20/2008

Traceability OBK045792 Part / Number Broadcast: FK

Time Scanned 12:47:00 Scan Station 03

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 04/20/2005

Traceability 44095803 Part / Number Broadcast: 6TDD

> Time Scanned. 12:42:00 Scan Station 02

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

HUB ASSEMBLIES

Source Plant G-

Traceability, 52U38486 Part / Number Broadcast.

UK2

Date Scanned 04/20/2008

Time Scanned: 13:35:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Traceability. 097083029 Part / Number Broadcast: CNB

Time Scanned: 12:59:00 Scan Station 11 Date Scanned. 04/20/2005

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00278446

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast

Date Scanned 04/20/2006 Time Scanned 14:18:00 Scan Station:

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 04/20/2006

Traceability, 1GSSCJB

Part / Number Broadcast, 2397

Time Scanned: 16:13:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 04/20/2006

Traceability 5AAFP18

Part / Number Broadcast: 5521

Time Scanned 13:19:00 Scan Station, 04

Component Code. AP-RH SIDE IMPACT AIREAG MODULE

Source Plant Q-RIMIR MATAMORS MEXICO

Traceability 5F03W3\$ Part / Number Broadcast: 2261

Date Scanned 04/20/2006

Time Scanned: 13:10:00 Scan Station: 16

Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE

Traceability 5F03Z12

8/21/2012

3

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 04/20/2006

Part / Number Broadcast 2260

Time Scanned: 13:11:00 Scan Station: 15

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

Source Plant: -

Date Scanned: 04/13/2006

Traceability: 1810223
Part / Number Broadcast: 1ZZ

Time Scanned. 00:03:00 Scan Station

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

Source Plant. -

Date Scanned: 04/19/2006

Tracesbility 2240811
Part / Number Broadcast 1WW

Time Scanned: 10:27:00 Scan Station:

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Oate Scanned: 04/20/2006

Traceability 2241895
Part / Number Broadcast 1PT

Time Scanned 02:00:00 Scan Station

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

Source Plant -

Date Scanned. 04/20/2006

Traceability 2238935

Part / Number Broadcast 1PH

Time Scanned 08:49:00 Scan Station:

Component Code CP-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 04/20/2006

Traceability 2239501

Part / Number Broadcast: 1GB

Time Scanned: 09:36:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Repair Service Agent: 117960

obal Warranty Management: Main > Interface] August 21, 2012
	With Customer > View V	Chicle Transaction History Detail
NTERFACE WITH CUSTOMER		
iew Vehicle Transaction Hist	ory Detail	3
his screen allows IVH users to view the available	e information on individu	ua) transaction for the VIN selected
Vehicle Information VIN 1GKDT13S262 Service Contract. No Branded Title No Order Type 70 - RETAIL - STOCK Field Actions 0 Open	Model TT: Warranty Block N	15506-2006 ENVOY 4WD (4-DOOR) to PDI Status No
Job Card Date: 02/11/2012		Job Card Number: M07370
Repoir Service Agent 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117		Odomater Reading: 75,000 MI Authorization Code BMR
Process Date 02/15/2012		
Transaction Type ZREGRegular Vehicle Transaction		
Transaction Expense Category Warranty		
Customer Complaint Code 0090-No Customer Complaint - Other Issues		
	ransaction Adjustment	Cause Code 9099-Other - Not Duplicated
Labour Op Z8023-ONSTAR - FUEL		
Causal Part Number		
See other Parts and/or Net Rems		
See other Paris and/or Net Items	•••	
-See other Paris and/or Net Items Job Card Date: 12/04/2009	•	Job Card Number: 662756
Job Card Date: 12/04/2009 Repair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS	•	
Job Card Date: 12/04/2009 Repair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Process Date		Odometer Reading. 28,500 Mt
Job Card Date: 12/04/2009 Repair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Process Date 12/15/2009 Transaction Type		Odometer Reading. 28,500 MI
Job Card Date: 12/04/2009 Repair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Process Date 12/15/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category		Odometer Reading. 28,500 Mt
Job Card Date: 12/04/2009 Repair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02:155-5117 Process Date 12/15/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 0090-No Customer Complaint - Other issues		Odometer Reading. 28,500 Mt Authonzation Code. A
Job Card Date: 12/04/2009 Repair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02:155-5117 Process Date 12/15/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 00:90-No Customer Complaint - Other issues Job Card Line # 1	ransaction Adjustment	Odometer Reading. 28,500 Mt Authonzation Code. A
Job Card Date: 12/04/2009 Rapair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02:155-5117 Process Date 12/15/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 0090-No Customer Complaint - Other issues Job Card Line # 1 Labour Op Z8023-ONSTAR - FUEL	ransaction Adjustment	Odometer Reading. 28,500 Mt Authonzation Code. A
Job Card Date: 12/04/2009 Rapair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Process Date 12/15/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Warrantly Customer Complaint Code 0090-No Customer Complaint - Other issues	ransaction Adjustment	Odometer Reading. 28,500 MI
Job Card Date: 12/04/2009 Rapair Service Agent. 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02:155-5117 Process Date 12/15/2009 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 0090-No Customer Complaint - Other issues Job Card Line # 1 Labour Op Z8023-ONSTAR - FUEL Causal Part Number	ransaction Adjustment	Odometer Reading. 28,500 Mt Authonzation Code. A

E 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

Odometer Reading: 26,938 MI

HURD AUTOMALL, LLC 1705 HARTFORD AVE JOHNSTON RI 02919-3203 4017516000

Authorization Code AR

Process Date 11/30/2009

Transaction Type.
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Policy

Customer Complaint Code: 0421-Exterior - Fil/Finish

Job Card Line # 8

Transaction Adjustment

Cause Code 1049-Surface (exterior) -Warped/Wavy/Wrinkled

Labour Op 87966-Molding, Rear Door - Right - Side - R&R Or Replace Causal Part Number 000000000010362707-MOLDINGASM-FRTS/DUPR(CHRO

See other Parts and/or Net Items

Job Card Date: 10/26/2009

Job Card Number: 284366

Repair Service Agent 117960 HURD AUTOMALL, LLC 1705 HARTFORD AVE JOHNSTON RI 02919-3203

Odometer Reading, 26,938 MI Authorization Code: A

4017516000

Process Date 11/30/2009

Transaction Type ZREG-Regular Vehicle

Transaction

Transaction Expense Calegory Policy

Customer Complaint Code 0421-Exterior - Fit/Finish

Job Card Line # 7

Transaction Adjustment

Cause Code 1049-Surface (exterior) -Warped/Wavy/Wrinkled

Labour Op B7976-Molding, Rear Door - Left - Side - R&R Or Replace

Causal Parl Number 000000000015207813-MOLDINGASM-RRS/DUPR(CHROME

-- See other Parts and/or Net Items

Job Card Dato: 10/26/2009

Job Card Number: 284366

Repair Service Agent. 117960 HURD AUTOMALL, LLC 1705 HARTFORD AVE JOHNSTON RI 02919-3203 4017516000

Odometer Reading. 26,938 MI Authorization Code. A

Process Date 11/30/2009

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category Policy

Customer Complaint Code 0790-Heating/Ventilation/Air conditioning - Other issues

Job Card Line # 2

Transaction Adjustment

Cause Code. 6573-Module/Component -No/Incorrect Communication

Labour Op D0890-Blower Motor Control Module Replacement Causal Part Number 000000000015845093-CONTROLASM-HTR&A/C

See other Parts and/or Net Items

Job Card Dato: 10/26/2009

Job Card Number: 284366

Repair Service Agent 117960 HURD AUTOMALL, LLC 1705 HARTFORD AVE JOHNSTON RI 02819-3203 4017516000

Odometer Reading 26,938 MI

Authorization Code: A

Process Date 11/30/2009

Transaction Type ZREG-Regular Vehicle Transaction

Transaction Expense Category

Policy

Gustomer Complaint Code 0421-Exterior - Fit/Finish

Job Card Line # 1

Transaction Adjustment:

Cause Code 1049-Surface (exterior) -Warped/Wavy/Wrinkled

Labour Op 87876-Molding, Front Door - Left - Side - R&R Or Replace

Causal Part Number 000000000015207812-MOLDINGASM-RRS/DUPR(CHROME

- - See other Parts and/or Net Items

Job Card Date: 06/30/2009

Job Card Number: 276876

Repair Service Agent: 117960 HURD AUTOMALL, LLC 1705 HARTFORD AVE JOHNSTON RI 02919-3203 4017516000

Odometer Reading 20,709 MI Authorization Code:

Process Date 07/07/2009

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 N9995-Customer Concern Not Duplicated - Electrical

Causal Part Number

Job Card Date: 05/30/2008

Job Card Number: V50902

Repair Service Agent 207453 GM ROADSIDE ASSISTANCE/CCAS

Authorization Code^{*} C

Odometer Reading, 14,705 MI

ONE CABOT RD

MEDFORD MA 02155-5117

Process Date 06/10/2008

Transaction Type:

Job Card Line # 1

ZREG---Regular Vehicle Transaction

Transaction Expense Category.

Customer Complaint Code 0000-Converted Claim

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z2084-ROADSIDE SERVICE (FLAT TIRE)

Causal Parl Number

. See other Paris and/or Net Items

Job Card Date: 11/06/2007

Job Card Number: 073761

Repair Service Agent 115425 FIORE PONTIAC, INC. **525 QUAKER LANE** WEST WARWICK RI 02893-7623 Odometer Reading: 11,844 MI

Authorization Code

4018224400

Process Date 11/13/2007

Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code. 0000-Converted Claims

Odometer Reading 7,184 MI

Authorization Code

Job Card Number: 066620

Labour Op N0761-Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 04/27/2007

Repair Service Agent: 115425 FIORE PONTIAC, INC. **525 QUAKER LANE**

WEST WARWICK RI 02893-7823

4018224400

Process Date 05/04/2007

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 N9440-Butb, Composite Headlamp (Right) - Replace

Causal Part Number

--- See other Parts and/or Net items

Job Card Date: 02/28/2007

Job Card Number: 064308

Repair Service Agent 115425 FIORE PONTIAC, INC. **525 QUAKER LANE** WEST WARWICK RI 02893-7623 Odometer Reading: 5,193 MI Authorization Code

Process Date 03/09/2007

4018224400

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 N0441-Bulb, Composite Headlamp (Left) - Replace

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 12/06/2006

Job Card Number: 081176

Repair Service Agent 115425 FIORE PONTIAC, INC. **525 QUAKER LANE** WEST WARWICK RI 02893-7623

Odometer Reading 3,202 MI

Authorization Code

4018224400

Process Date 12/08/2006

Transaction Type

ZREG-Regular Vahicle Transaction

Transaction Expense Category Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B9612-Front Fog Lamp Replacement

Causal Parl Number

-- See other Parts and/or Net Items

Job Card Date: 10/02/2008

Job Card Number: 058596

Repair Service Agent 115425 FIORE PONTIAC, INC. **525 QUAKER LANE** WEST WARWICK RI 02893-7823 Odometer Reading: 468 MI Authorization Code: E

4018224400

Process Date 10/13/2006

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 N6622-Occupant Information Systems Wiring and/or Connector Repair or Replacement

Causal Part Number

Job Card Date: 04/20/2006

Job Card Number: A30106

Repair Service Agent: 115425 FIORE PONTIAC, INC. 525 QUAKER LANE WEST WARWICK RI 02893-7623 Odometer Reading, 0 Mil Authorization Code:

4018224400

Process Date. 04/25/2006

Transaction Type:

ZPDI---Pre-Delivery Inspection Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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ত্রিচিচ্য Warrantv August 21, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information CUSTOMER 1 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 1GKDT13S262 Mode) TT15506-2006 ENVOY 4WD (4-DOOR) Branded Title No. Warrenty Block No. PDI Status No Service Contract No. Order Type: 70 - RETAIL - STOCK Field Actions 0 Open Invoice Information Invoking Service Agent 115425 FIORE PONTIAC, INC. 525 QUAKER LANE Invoice Date 04/20/2006 WEST WARWICK RI 02893-7623 4018224400 Ship to information Ship to Service Agent: 115425 Ship to Date: N/A FIORE PONTIAC, INC. 525 QUAKER LANE WEST WARWICK RI 02893-7623 4018224400 Delivery information Delivery Service Agent: 115425 FIORE PONTIAC, INC. 525 QUAKER LANE Dakvery Date 09/27/2006 Delivery Type: 010---INDIVIDUAL Dativery Odometer 16 WEST WARWICK RI 02893-7623 4018224400 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

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Registration Number N/A Registration Odometer 0

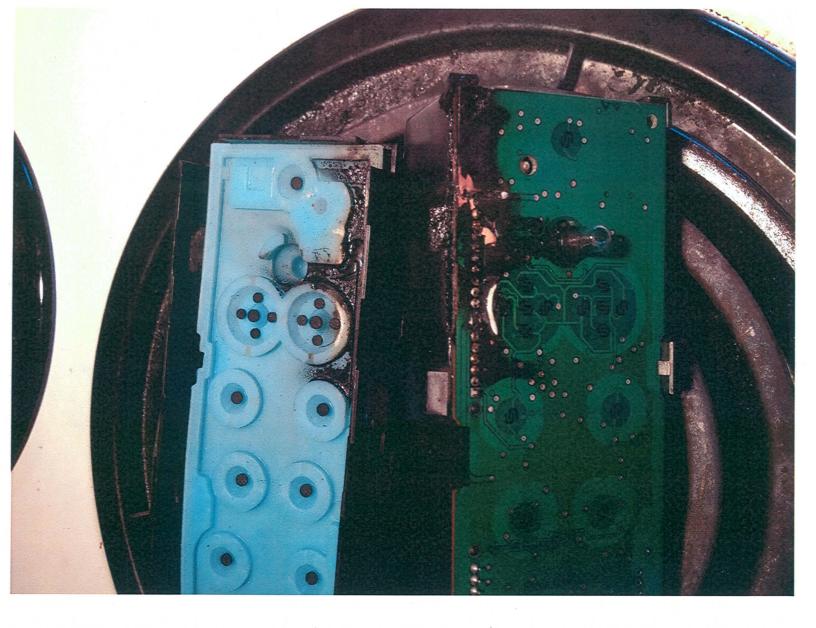


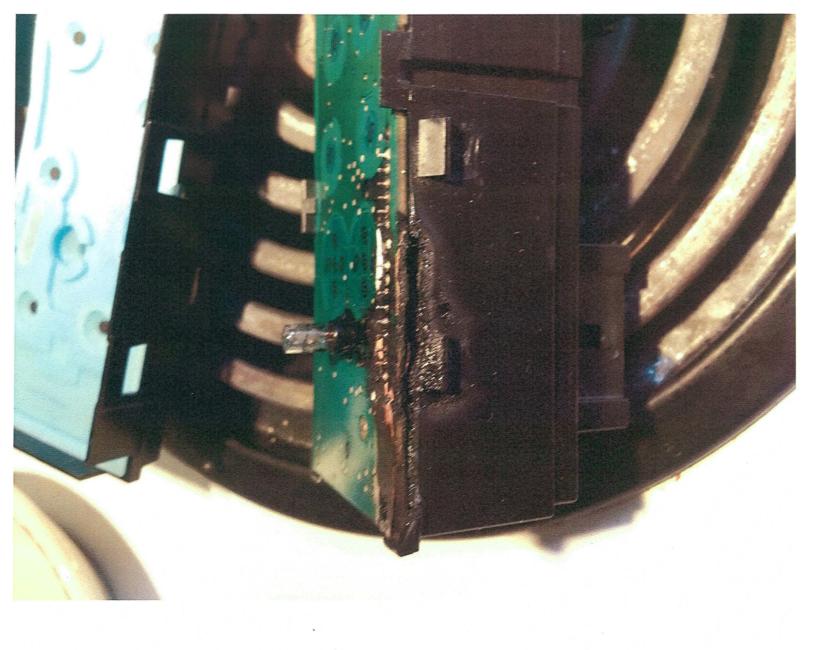
08/23/2012 01:19 PM

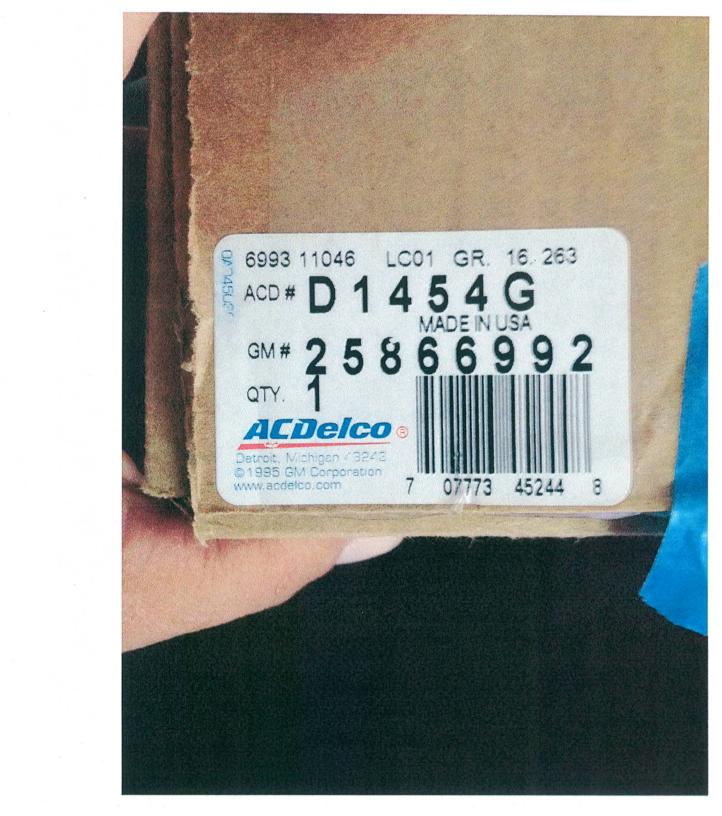
Hi Paul;

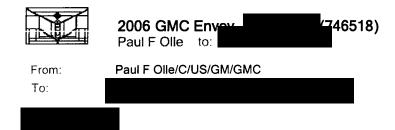
Thank you for your rapid handling of my claim. Attached is 2 photos 0f the DDM and one photo of the box. I am faxing you the receipts next, any questions please call me if you need more.....







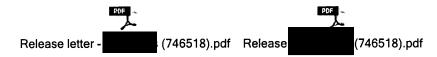




08/30/2012 09:13 AM

Attached are a release and a release letter. Please sign and date the release and have you signature notarized. As we discussed, if the notary uses an ink stamp, the release can be faxed or emailed to me.

Please let me know if you have any questions.



Thank you,

Paul Olle ESIS/General Motors Claims 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265 313-665-3396



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

Paul Olle

Claims Administrator

August 30, 2012

WARWICK, RI

RE:

Claimant:

Our File No.:

746518

Our Client:

General Motors LLC

Date/Event:

8/11/2012

Subject vehicle:

2006 GMC Envov

VIN:

1GKDT13S262

Dear

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

Sincerely,

Paul Olle

Paul Olle

Claims Administrator

No.	71-1099895281	Ref No.		Goodwill	No Goodwill	Offered		BRC Type	PAR
count		Site		GW SubType				Bus. Unit	BRC
st Name		First Name		Approval	Not Initiated	•		Area	PAR
ytime #		Evening #	*	UCC	Electrical - F	ower Door L	ock Motor /	Sub-Area	ESIS Escalation
ldress		City Warren		involved Dir	Cole-Valley	Motor Comp	any	Safety	Yes
ate	OH ZipCd	Con Acct		Source	Phone			Updated	8/22/2012 11:10:38 AM
rial #/VIN	1GNDS13S672	Model Year 200)7	Priority	Medium	License #	CHEVROL	Owner	GARCIAJR
ıke	Chevrolet	Warr. Start 07/	19/2017	Status	Open			Opened	8/22/2012 10:09:30 AM
odel	TrailBlazer	Mileage 620	000	Sub-Status	Dissatisfied			Closed	
etract	Thermal event - 07 Chevrolet	TrailBlazer							***************************************

Pre-PAR

PAR Notifier	hicident Date/Time	Injuries # Other	Veh #Pot	ple in Veh Ro	ad Surface	Road	Cond. Fire Repon#	Police Report#
Owner	7/23/2012 03:00:00 PM	N 0		0 As	phalt	Wet	n/a	n/a
Driver Last Na	ime	Driver First Na	me	Height	DOE	Disabi	lities	
not		occupied				none		
Insurance Age	ent Last Name	Insurance Anei	nt First Name	Tione	# 28-0250	Insurance Hanover		
Incident Loc	cust's res -	Warren OH			Incident Desc	veh was par burned	ked when noticed smoke	inside, door panel, headliner, seats and carpeting has
Component	electrical							
Vehicle	Cole-Valley Motors				Damage Desc	smoke drng	d/s frt door panel, carpe	ting
Loc	,				Add'l Info	n/a		
Emgcy Svc Names	Warren FD							
			151		Maint Loc	Midas		
PAR De	tail							
Collision	Non Collision	Y Prope Dama		Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	0	Weath Cond				Prop Owner	n/a	Property n/a Type
Last Service Date		Loc L Service				Property Location	n/a	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0.00	Spec instal	Equip n/a ler			Prop Damage Description	n/a	
Primary Veh Use	Personal	Inspe Type	ction Them	ial Event		Inspected By	Inspection Not Perform	ned Inspection Date/Time
Veh Damage Description	smoke dmg, d/s fit door pan	el, carpeting				Explain Other	being sent to ESIS	

Report Generated for toporowm

on 8/23/2012

Page 1 of 8

Activities

Greated 8/22/2012 04:30:25 PM Contact Last Maries Good Morning this is Mic	Created By AMSTUTST	Assigned To AMSTUTST	Inbound Call Third Party	Activity Sub-Type Voice Mail Received Account the thermal event with the or	Status Done drivers side door pane	Completed 8/22/2012 04:30:41 PM BAC Code	Description PAR VM
8/22/2012 10:23 AM Stacy/ATX/PAR Confidential Comments		_		· · · · · · · · · · · · · · · · · · ·			ı
Created 8/22/2012 11:06:02 AM Contact Last Name Comments Confidential Comments	Created By GARCIAJR	Assigned To GARCIAJR Contact Firs	Scheduled Follow-up	Activity Sub-Type Account	Status Scheduled Alarm	Completed BAC Code	Description Waiting for ESIS to pick up
Created 8/22/2012 11:02:53 AM Contact Last Name		Assigned To ESISBIQU	Escalation	Activity Sub-Type ESIS- Thermal Event Account	Status In Progress	Completed BAC Code	Description Thermal event - Insurance Invovlement - ESIS
(800) 628-0250 ANW944376200 - pol # Joe G/PAR/ATX Contidential Comments							

Report Generated for toporowm

on 8/23/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:58:17 AM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	8/22/2012 11:02:52 AM	Business Case
Contact Last Name		Contact First	t Name	Account		BAC Code	

Veh experienced a thermal event, insurance company pald for repairs. File being sent to ESIS.

Joe G/PAR/ATX
Confidential Comments

	······ × · · · · · · · · · · · · · · · · · · ·			····			
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:58:04 AM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	8/22/2012 11:01:31 AM	FYI email sent to DDMA
Contact Last Name	nlard 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. This case is being escalated to ESIS because of a thermal event and insurance involvement.

2007 Chevrolet IraliBlazer 1GNDS13S672 Cole-Valley Motor Company, Warren OH, BAC 115849

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

Best wishes, Joe Garcia | CRS Confidential Comments

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
3/22/2012 10:53:33 AM	GARCIAJR	GARCIAJR	Ownership Changed		Done	8/22/2012 10:53:34 AM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: REHFELMI TO:
							GARCIAJR
Comments							
Confidential Comments							

Report Generated for toporowm

on 8/23/2012

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Activities

reated /22/2012 10:45:42 AM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Type Initial Contact - Field	Status Done	Completed 8/22/2012 10:52:00 AM	Description email attached to the file
Contact Last Name		Contact Eires		Account	56.116	BAC Code	Cities accessed to the rise
							'
YI email sent to DDMA							
oe G/PAR/ATX							
Confidential Comments							
			—				- In the second
Preated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/22/2012 10:45:34 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	8/22/2012 11:01:05 AM	Cole-Valley Motors
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments							
Called dir @ (330) 372-1	665:		-				
m stated calling to get	any details on	cust's veh.					
Svc adv, George Showe he door caught on flamo	n, stated the ve	h was sublet out	to a body shop for the t	hermal event. Svc adv stated he	has very little info	omation other than the fact that	
ne door cadgill on hain							
Joe G/PAR/ATX							

Report Generated for toporowm

on 8/23/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:45:21 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	8/22/2012 10:51:26 AM	made initial ct w/cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
						=- · · ·	-
Comments							
"aller transformed from C	`AC:			•			_

Cust stated he was calling to f/u w/cust re the product allegation case.

Crm stated understand that veh was involved in a collsion where the veh experienced a thermal event.

Cust stated that is correct, veh was parked at his residence when spouse went out to move the veh, the interior was filled w/smoke. Cust stated when she opened the door, started choking on the burn smell - carpet, headliner, door panel, no injuries.

Cust also stated that the veh has already been repaired, paid by insurance but he has to pay \$500 ded.

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 f/u w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX
Confidential Comments

8/22/2012 10:45:15 AM GARCIAJR GARCIAJR BRC PAR Acknowledgement Done 8/22/2012 10:48:39 AM acknowledgement made Contact Last Name Contact First Name Account BAC Code Comments see initial of activity Joe G/PAR/ATX Scontidental Comments	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Contact First Name Account BAC Code Comments see initial ct activity Joe G/PAR/ATX	8/22/2012 10:45:15 AM							
see initial of activity Joe G/PAR/ATX	Contact Last Name		Contact Firs	t Name	Account	-	BAC Code	
Joe G/PAR/ATX								I
	•							

Report Generated for toporowm

on 8/23/2012

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Activities

reated 22/2012 10:45:09 AM ontact Last Name	Created By GARCIAJR	Assigned To GARCIAJR Contact First	Activity Type Research Name	Activity Sub-Type Account	Status Done	Completed 8/22/2012 10:48:13 AM BAC Code	Description Research vin
omments ummary:							
epairs - no related repa	irs						
ecalls - no open recalls							
R's - 71-662358114, no	t related to alle	gation					
oe G/PAR/ATX							
onfidential Comments							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
22/2012 10:44:55 AM ontact Last Name	GARCIAJR	GARCIAJR	BRC PAR	Case Assigned	Done	8/22/2012 10:46:03 AM	File assigned to Joe Garcia x11291
pritati Last Name		Contact Firs	t Name	Account		BAC Code	
onfidential Comments						-	
reated	0()						
/22/2012 10:44:27 AM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 8/22/2012 10:44:27 AM	Description Ownership Escalated to BRC
ontact Last Name		Contact Firs	t Name	Account		BAC Code	l
omments							1
onfidential Comments							' '
- Allien Osminellis							

Report Generated for toporowm

on 8/23/2012

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Activities

Greated 8/22/2012 10:44:14 AM Contact Last Name Comments	Created By GARCIAJR	Assigned To REHFELMI Contact First	Activity Type SR Opened Name	Activity Sub-Type Account	Status Done	Completed 8/22/2012 10:44:14 AM BAC Code	Description SR in Status of Closed has been Re- Opened by GARCIAJR
Greated 8/22/2012 10:44:12 AM Contact Last Name	Created By GARCIAJR	Assigned To REHFELMI	Activity Type SR Closed - Dissatisfied	Activity Sub-Type	Status Done	Completed 8/22/2012 10:44:12 AM BAC Code	Description Service Request has been Closed Dissetisfied.
Created 8/22/2012 10:23:33 AM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
Contract Last Name Comments CRS Left Message	REHFELMI	REHFELMI Control Eiro	Outbound Call Third Party	Left Message Account	Done	8/22/2012 10:24:50 AM BAC Code	call PAR - vm
- gave SR # - had a thermal event in Michelle/ CAC Tier 1/ M/ Confidential Comments		•					

Report Generated for toporowm

on 8/23/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:20:19 AM	REHFELMI	REHFELMI	Inbound Call Customer	Complex Request	Done	8/22/2012 10:28:32 AM	cost assistance
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							_
Name:							
Phone / Alternate:							
Y/MK/MDL: 2007 TrailDia	zer						
Mileage: 62 000 Dealer Involved:							
COLE-VALLEY MOTOR	COMPANY411	1 ELM ROAD N	F				
WARREN OH 44483-26			_				
Phone:							

- Customer Sts:

 the driver side door panel back fire

 it's catches fire

 it's completely burned off

 veh is at the dir

 should i pay it or not

 there is a recall 12180

Cust sks: - cost assistance

- CRS Adv:
 apologized for the inconvenience
 due to the thermal event, will connect to special dept
 gave SR #

"placed cust on hold

Resources: CAC PAR Procedures Document ID: d_108767

Michelle/ CAC Tier 1/ MAN/ Lvl 0 Empowered Confidential Comments

UCC Information

UCC Code	Symptom	Description
N42	Inoperative	Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm

on 8/23/2012

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Logout

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

August 23, 2012

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).

Warranty Block: No

Vehicle Information

VIN: 1GNDS13S872

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: 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

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

XM Equipped: Y

XM Radio ID: ALPXU04E

OnStar Status: Active

XM Status: Active

DMN Enabled: Y

Applicable Warranties

OnStar Vehicle Diagnostics: Y

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	10/30/2011	07/19/2007	16 MI	07/19/2013	100,016 MI
	Bumper to Bumper Limited Warranty	10/30/2011	07/19/2007	16 MI	07/19/ 2010	36,016 MI
	Powertrain Limited Warranty	10/30/2011	07/19/2007	16 MI	07/19/2012	100,016 MI
	Certified Used Limited	10/30/2011	07/19/2007	16 M I	07/19/2011	48,016 Mi

For this vehicle:

- → View Vehicle Summary
 - → Service Contract

 - → Branded Tille
 - Warranty Block
- → View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle
- Transaction History <u>Detail</u>
- View Vehicle Delivery

Information

Emission Select Component Ltd Wty 10/30/2011

07/19/2007

16 MI

07/19/2015 80,016 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	
01/05/2011	83423	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	39,493 MI	
05/24/2010	78841	ZREGRegular Vehicle Transaction		C0400 - Window/Channel Assembly, Rear Door Stationary Glass - Right - Replace	33,893 MI	
03/18/2010	77433	ZREGRegular Vehicle Transaction		B4051 - Link Or Spring, Front Door Hold Open - Left - Replace	33,223 MI	
03/18/2010	77433	ZREGRegular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	33,223 MI	
03/18/2010	77433	ZREGRegular Vehicle Transaction		N0410 - Bulb, Back-Up Lamp (Right) - Replace	33,223 MI	
12/19/2008	245332	ZREGRegular Vehicle Transaction		N0760 - Tail Lamp Bulb Replacement	19,846 MI	
07/06/2007	053656	ZPDIPre- Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI	
08/21/2007	A05488	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI	

Global Warranty Management: Site Map

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August 23, 2012

Logout

Global Warranty Management: Main > 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: 1GNDS13S672

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

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: KZXBH1 Build Date: 06/21/2007

Build Plant: 2

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

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

67U - SILVERSTONE 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

B86 - MOLDING B/S COLOR C4D - GVW RATING - 5550 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

NT7 - EMISSION SYS FED - TIER 2

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

1SZ - PREFERRED EQUIPMENT **SAVINGS**

281 - INT TRIM LT GRAY/DK GRAY

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

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 WHEELS

NZ3 - 16" FULL SIZE SPARE

WHEEL

PDC - PWR SEAT ADJUST-

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) * OVERHEAD CONSOLE

QTM - 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 U73 - FIXED MAST ANTENNA

INCL.

UA6 - 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

VK3 - FRONT LICENSE PLATE BRACKET

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

DRIVER, 8 WAY

R6K - ONSTAR TURN-BY-TURN

NAVIG AVAIL

R9M - APRIL WHOLESALE FLOOR

PLAN PLUS

R9X - XM RADIO STANDARD

IDENTIFER

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

UC6 - AM/FM 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

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 Warranly Management: Site Map

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Logout

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: 1GNDS13S672 Service Contract: No.

Branded Title: No

Warranty Block: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD 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: 06/21/2007

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Date Scanned: 06/21/2007

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

Dale Scanned: 06/21/2007

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

Dale Scanned: 06/21/2007

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 06/21/2007

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 06/21/2007

Component Code: AL-JR-MODULE ASM-I/P

Source Plant: M-MORTON-THIOKOL

Date Scanned: 06/21/2007

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

Source Plant: -

Date Scanned: 06/13/2007

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

Source Plant: -

Date Scanned: 06/19/2007

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

Source Plant: -

Date Scanned: 06/20/2007

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

Source Plant: -

Date Scanned: 06/21/2007

Traceability: 706120727

August 23, 2012

Part / Number Broadcast: NAX

Time Scanned: 14:30:00 Scan Station: 01

Traceability: 001411647

Part / Number Broadcast: F9A

Time Scanned: 14:45:00 Scan Station: 05

Traceability: 45821965

Part / Number Broadcast: 7SDD

Time Scanned: 14:38:00 Scan Station: 02

Traceability: 163121006

Part / Number Broadcast: ZM4

Time Scanned; 14:35:00 Scan Station: 11

Traceability: 00170283

Part / Number Broadcast:

Time Scanned: 16:52:00 Scan Station:

Traceability: 1HBHZ55 Part / Number Broadcast: 2395

Time Scanned: 18:59:00 Scan Station: 06

Traceability: 4BATY14 Part / Number Broadcast: 8435

> Time Scanned: 14:36:00 Scan Station: 04

> > Traceability: 2381239

Part / Number Broadcast: 1ZZ

Time Scanned: 03:02:00 Scan Station:

Traceability: 3214454

Part / Number Broadcast: 1WW

Time Scanned: 21:43:00 Scan Station:

Traceability: 3214444 Part / Number Broadcast: 1PT

Time Scanned: 20:43:00 Scan Station:

Traceability: 3213431 Part / Number Broadcast: 1PH

Time Scanned: 11:09:00 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: -

Date Scanned: 06/21/2007

Traceability: 3213754
Part / Number Broadcast: 1GB

Time Scanned: 11:49:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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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: 1GNDS13S672

Model: CS15506-2007 TRAILBLAZER SUV 2WD

August 23, 2012

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Date: 01/05/2011

Repair Service Agent: 263273 JEFF SMITH CHEVROLET 211 CHAPMAN RD BYRON GA 31008-7004

Job Card Number: 83423

Odometer Reading: 39,493 MI

Authorization Code:

4789565000

Process Date: 01/05/2011

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0621-Features/Controls/Displays -

Gauges/Warning Lights

Job Card Line #: 1

Transaction Adjustment: Cause Code: 6581-Module/Component -

Registers Incorrectly

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number 000000000019178477-SENSORKIT, FUELLVL

→See other Parts and/or Net Items

Job Card Date: 05/24/2010 Job Card Number: 78841

Repair Service Agent: 166348

JERRY BARKER CHEVROLET-HUMMER

211 CHAPMAN RD

BYRON GA 31008-7004

4789565000

Odometer Reading: 33,893 MI

Authorization Code:

Process Date: 06/03/2010

Transaction Type:

ZREG----Regular Vehicle

Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0421-Exterior - Fit/Finish

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 4061-Interface (Gasket, Seal, Hose,

Labour Op C0400-Window/Channel Assembly, Rear Door Statlonary Glass - Right - Replace Causal Part Number 00000000025949488-WINDOW,RRS/DSTA(W/RRS/DWDO

→ See other Parts and/or Net Items

For this vehicle:

→ View Vehicle Summary

→ Service Contract

→ Branded Title

Warranty \rightarrow Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

Detail

→ View Vehicle Delivery Information

Job Card Date: 03/18/2010

Job Card Number: 77433

Repair Service Agent: 166348

JERRY BARKER CHEVROLET-HUMMER

211 CHAPMAN RD BYRON GA 31008-7004

4789565000

Odometer Reading: 33,223 MI

Authorization Code:

Process Date: 03/30/2010

Transaction Type: ZREG—-Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0422-Exterior - Closures

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 5025-Fastener - Loose

Labour Op B4051-Link Or Spring, Front Door Hold Open - Left - Replace

Causal Part Number 00000000015929399-CHECKASM-FRTS/D

→See other Parts and/or Net Items

Job Card Date: 03/18/2010

Job Card Number: 77433

Repair Service Agent: 166348

JERRY BARKER CHEVROLET-HUMMER

211 CHAPMAN RD BYRON GA 31008-7004

4789565000

Odometer Reading: 33,223 MI

Authorization Code:

Process Date: 03/30/2010

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code: 0421-Exterior - Fit/Flnish

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 5051-Fastener - Worn/Stripped

Labour Op 87010-Emblem/Nameplate Replacement

Causal Part Number 000000000020830823-EMBLEMASM-L/GATE

→See other Parts and/or Net Items

Job Card Date: 03/18/2010

Job Card Number: 77433

Repair Service Agent: 166348

JERRY BARKER CHEVROLET-HUMMER

211 CHAPMAN RD BYRON GA 31008-7004

4789565000

Odometer Reading: 33,223 Mil

Authorization Code:

Process Date: 03/30/2010

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code: 0523-Features/Controls/Displays -

Liahls

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6579-Module/Component -

Labour Op N0410-Bulb, Back-Up Lamp (Right) - Replace

Causal Part Number 000000000012450108-BULB, DAYTIMERUNNINGLP

→See other Parts and/or Net Items

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Job Card Date: 12/19/2008 Job Card Number: 245332 Repair Service Agent: 113627 Odometer Reading: 19,846 MI DIANE SAUER CHEVROLET, INC. Authorization Code: 700 NILES ROAD WARREN OH 44483-5951 3303731600 Process Date: 12/23/2008 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 Labour Op N0760-Tail Lamp Bulb Replacement Causal Part Number -->See other Parts and/or Net Items Job Card Date: 07/06/2007 Job Card Number: 053656 Repair Service Agent: 163629 Odometer Reading: 1 Mil SPITZER AUTOWORLD LORDSTOWN, LLC Authorization Code: 10535 MAHONING AVE NORTH JACKSON OH 44451-9791 3305382286 Process Date: 07/13/2007 Transaction Type: ZPDI----Pre-Delivery Inspection Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim Cause Code: 0000-Converted Claims Job Card Line #: 1 Transaction Adjustment: Labour Op Z6999-PDI Related Fluid Adds Causal Part Number →See other Parts and/or Net Items Job Card Date: 06/21/2007 Job Card Number: A05488 Repair Service Agent: 163629 Odometer Reading: 0 MI SPITZER AUTOWORLD LORDSTOWN,LLC 10535 MAHONING AVE NORTH JACKSON OH 44451-9791 Authorization Code. 3305382286 Process Date: 06/26/2007 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

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For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Title

→ Warranty Block

View Vehicle Delivery

→ View Vehicle Build View Vehicle Component Summary View Vehicle → <u>Transaction History</u>

Detail

Information



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 Information

VIN: 1GND\$13\$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: O Open

Invoice Information

Invoicing Service Agent: 163629

SPITZER AUTOWORLD LORDSTOWN, LLC

10535 MAHONING AVE

NORTH JACKSON OH 44451-9791 3305382286

Invoice Date: 06/21/2007

Ship to Information

Ship to Service Agent: 163629

SPITZER AUTOWORLD LORDSTOWN, LLC

10535 MAHONING AVE

NORTH JACKSON OH 44451-9791 3305382286

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 163629 SPITZER AUTOWORLD LORDSTOWN,LLC

10535 MAHONING AVE

NORTH JACKSON OH 44451-9791

3305382286

Delivery Date: 07/19/2007 Delivery Type: 032---RETAIL LEASE* - EMPLOYEE STOCK

Delivery Odomeler: 16

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

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

Nikki Jackson Neatrice.Jackson@gm.com Claims Administrator

8/27/12



RE:

Our File No.:

746633

Our Client:

General Motors LLC

Date/Event:

8/23/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S672

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.

As we discussed on Friday, the subject vehicle has been repaired by your insurance company, however you are looking to GM for reimbursement of your deductible. You stated you could forward to me a copy of the repair order and proof of your out of pocket deductible. Please forward copies of the documents to me at the email or mailing address provided.

Below is a listing of additional material we typically request. Please provide whatever else you may have in your possession you feel is relevant to your claim.

*** 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.
- 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.

Sincerely,

Claims Administrator

Nikki Jackson Nikki Jackson



Re: File No. 746633 Neatrice Jackson to: M4768

09/20/2012 05:28 PM

From:

Neatrice Jackson/C/US/GM/GMC

To:

Bcc:

Neatrice Jackson/C/US/GM/GMC

Sir,

I have check around the office and have waited a couple of extra days before responding to you just in case the mail was running a little late, however I haven't received anything. When did you send it and to what address.

I understand about not being able to speak on the phone so just email me back.

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

.

Neatrice, this is

e-mailing you to se...

09/12/2012 11:06:54 AM

From:

To: Date: Neatrice.Jackson@gm.com 09/12/2012 11:06 AM

Subject: File No. 746633

e-mailing you to see if you received everything you needed to process your end of the claim for reimbursement of my deductible. As I cannot talk on the phone because I am losing my voice due to lung cancer, please e-mail your response to Thanks!

Mike

Assignment Details

Claim Ref: 14-00-893343-1-1

Loss & Adjuster

Company Name:

THE HANOVER INSURANCE GROUP

Claim Reference Id:

14-00-893343-1-1

Claim Type:

Claim Type Detail: Assignment Type:

Assignment

Vehicle

Date of Loss: Date Reported: 07/19/2012

07/19/2012

Catastrophe Code:

Injuries:

Unknown

From Company:

THE HANOVER INSURANCE GROUP

Office: Theft:

CENTRAL CLAIM CENTER Unknown

Place of Loss:

Address 1: Address 2:

City:

State / Province: Postal Code: Country:

Facts Of Loss:

Adjuster Code: Name: Phone:

290JR RILEY, JOHN

630-521-8467

Other:

Other: Claim Unit:

Time of Loss:

Loss Ref. Id:

12:00 a.m.

14-00-893343-1-1

Party & Claim

Party

Party:

Owner/Insured/Individual

Title:

Address Type:

Address 1:

Home

USA WARREN, OH

(Home 1)

PIN/Pager:

Phone:

Email:

Driver's License Number: License State / Province:

Expiration Date:

Social Security Number:

Injuries:

Statement:

Unknown

Claim

Date Reported:

07/19/2012

Rental In Use: Daily Cost:

Nο

Type Of Loss:

Coverage:

Comprehensive

Ok To Pay:

Unknown

3rd Party Claim Ref. ID: **Vehicle Details**

VIN / Identification Number:

1GNDT13S872

Vehicle Type:

Year:

2007

Make:

Chevrolet

Model:

TRAILBL

Body Style:

Interior Color:

Odometer / Hours:

License Plate / Registration #: License Plate / Registration #

Expiration Date:

Engine: **Exterior Color:**

Vehicle Production Date:

State of Registration: Ohio

Vehicle Location

Vehicle Location

Other

Indicator: Name:

Michael Sferra

Address 1:

ROAD

Address 2: City:

ROB AURORA

State / Province:

Ohio 44202

Postal Code:

Country: Phone:

330-395-4768

Extn.

Vehicle Damage

Primary Impact

Area:

14. Unknown

Secondary Impact

Area:

Tertiary Impact

Area:

Driveable:

Not Driveable

Prior Damage

Notes: Impact Notes:

Front end on fire. Smoke damage to IV

Total Loss:

Postal Code Where Vehicle Principally Gargaged:

Condition:

Unknown

Appointment & Recipient

Appointment Date:

08/22/2012 Field

Appointment Time:

08:00 a.m.

Staff

Inspection Type: Inspection

Requirements:

Recipient

Recipient: Recipient Address:

Recipient Drive-In:

Field

WAY HOWELL Michigan

Recipient Type: Recipient Phone:

Recipient Company:

Date Assigned:

Assigned By:

Instructions to Estimator:

Timothy Scott

.,, Primary Impact Point = Unknown,Loss Description = Partial Fire damage to vehicle,Detailed Description = insd open

door to find vehicle was filled with smoke. INsd saw flames.

Policy & Agent

Insurance Carrier:

Policy Number: Policy Effective Date: ANW9443762

500.00

Policy Expiration Date: Deductible Type:

Underwriting Company:

Deductible:

Policy Notes:

Endorsement Notes:

Agent Details

Agent Last Name:	
License:	

Address 1:

Address 2:

City:

State / Province:

Postal Code:

Country:

Phone:

Agent ID: Agent Type:

Extn.



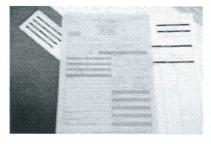
No Label



No Label



No Label



No Label

Claim Reference Id

File Name PHOTO1
File Date 07/23/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|
ClaimRepresentative:RILEY| ShopName:C

Photo Location COLE VALLEY

Photo Taken By ROBERT FONTANA

Estimate Indicator E01

Claim Reference Id

File Name PHOTO2
File Date 07/23/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|

ClaimRepresentative:RILEY| ShopName:C

Photo Location COLE VALLEY
Photo Taken By ROBERT FONTANA

Estimate Indicator E01

Claim Reference Id

File Name PHOTO3
File Date 07/23/2012

Label

Note Owner

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|
ClaimRepresentative:RILEY| ShopName:C

Photo Location COLE VALLEY

Photo Taken By ROBERT FONTANA

Estimate Indicator E01

Claim Reference Id

File Name PHOTO4
File Date 07/23/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|

ClaimRepresentative:RILEY| ShopName:C

Photo Location COLE VALLEY

Photo Taken By ROBERT FONTANA

Estimate Indicator E01



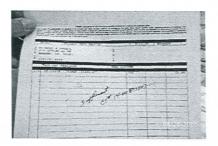
No Label



No Label



No Label



No Label

Claim Reference Id

File Name PHOTO9
File Date 07/23/2012

Label

Note Owner

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012

ClaimRepresentative:RILEY| ShopName:C

Photo Location COLE VALLEY

Photo Taken By ROBERT FONTANA

Estimate Indicator E01

Claim Reference Id

File Name PHOTO10
File Date 07/23/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|

ClaimRepresentative:RILEY| ShopName:C

Photo Location COLE VALLEY
Photo Taken By ROBERT FONTANA

Estimate Indicator E01

Claim Reference Id

File Name R1.jpg
File Date 07/30/2012

Label Note

ClaimReferenceID:

Photo Location

Photo Taken By Mark Wharton

Estimate Indicator

Claim Reference Id

File Name PHOTO11
File Date 08/22/2012

Label

Note Owner

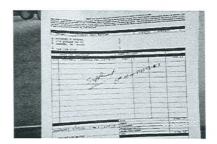
Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|

PolicyNumber:ANW9443762| ClaimReprese

Photo Location COLE VALLEY
Photo Taken By ROBERT FONTANA

Estimate Indicator S01



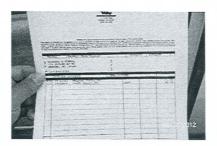
No Label



No Label



No Label



No Label

Claim Reference Id

File Name PHOTO16
File Date 08/22/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|
PolicyNumber: ClaimReprese

COLE VALLEY
ROBERT FONTANA

Estimate Indicator S01

Claim Reference Id

Photo Location
Photo Taken By

File Name PHOTO13
File Date 08/22/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured: LossDate:07/19/2012|
PolicyNumber ClaimReprese

Photo Location COLE VALLEY
Photo Taken By ROBERT FONTANA

Estimate Indicator S01

Claim Reference Id

File Name PHOTO14
File Date 08/22/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured LossDate:07/19/2012|
PolicyNumber: ClaimReprese

Photo Location COLE VALLEY
Photo Taken By ROBERT FONTANA

Estimate Indicator S01

Claim Reference Id

Photo Location

File Name PHOTO17
File Date 08/22/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LS|

Insured LossDate:07/19/2012|
PolicyNumber: ClaimReprese

COLE VALLEY

Photo Taken By ROBERT FONTANA

Estimate Indicator S01



No Label



No Label

Claim Reference Id File Name PHOTO12 08/22/2012 File Date Label Note Owner: Style:2007,CHEV,TRAILBLAZER 4X4 LS| LossDate:07/19/2012| Insured: ClaimReprese PolicyNumber: **COLE VALLEY Photo Location ROBERT FONTANA** Photo Taken By **Estimate Indicator** S01 Claim Reference Id File Name **PHOTO15** File Date 08/22/2012 Label Note Owner Style:2007,CHEV,TRAILBLAZER 4X4 LS| LossDate:07/19/2012| Insured:

PolicyNumber:

ClaimReprese

Photo Location COLE VALLEY
Photo Taken By ROBERT FONTANA

Estimate Indicator S01

14-00-893343-1-1 2CAZ00JW

THE HANOVER INSURANCE GROUP THE HANOVER INSURANCE GROUP P.O. BOX 947 HOWELL, MI 48843 (330)347 - 8741

ESTIMATE OF RECORD

WRITTEN BY: ROBERT FONTANA 07/23/2012 12:45 PM

ADJUSTER: JOHN RILEY

INSURED: OWNER: ADDRESS: WARREN, OH

CLAIM # POLICY #

DATE OF LOSS: 07/19/2012 AT 12:00 AM

EVENING:

TYPE OF LOSS: COMPREHENSIVE POINT OF IMPACT: 23. INTERIOR BURN

INSPECT COLE VALLEY

DAY: (330)395-4768

LOCATION: 150 CHESTNUT NE

OTHER

WARREN, OH 44483

REPAIR COLE VALLEY

BUSINESS: (330)399-2781 9 DAYS TO PEPAIR

CD PLAYER

FACILITY: 150 CHESTNUT NE

LICENSE #

WARREN, OH 44483

2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT: VIN: 1GNDT13S872 LIC: OH PROD DAT OH PROD DATE: 11/2006 ODOMETER: 67638

AIR CONDITIONING TILT WHEEL CRUISE CONTROL REAR WINDOW WIPER INTERMITTENT WIPERS DUAL MIRRORS LUGGAGE/ROOF RACK CONSOLE/STORAGE CLEAR COAT PAINT POWER WINDOWS POWER STEERING POWER BRAKES POWER LOCKS AM RADIO FM RADIO

ANTI-LOCK BRAKES (4) DRIVER AIR BAG
4 WHEEL DISC BRAKES STABILITY CONTROL PASSENGER AIR BAG COMMUNICATIONS SYSTEM BUCKET SEATS CLOTH SEATS TRAILERING PACKAGE

AUTOMATIC TRANSMISSION 4 WHEEL DRIVE OVERDRIVE

SEARCH/SEEK

ALUMINUM/ALLOY WHEELS

STEREO

NO. OP. DESCRIPTION QTY EXT. PRICE LABOR PAINT FENDER 2 BLND LT FENDER CHEVROLET 1.1 3 FRONT DOOR 4* REPL LKQ LT DOOR ASSY +25% 1 725.00* 1.3 3.4 ADD FOR CLEAR COAT 5 1.4 R&I LT R&I SIDE MLDG R&I LT BELT W'STRIP 6 0.3 7 0.3 REPL LKQ LT DOOR TRIM PANEL 1 135.00* 8* INCL.* CHEVROLET GRAY +25% 9 R&I LT MIRROR ASSY W/O POWER 0.3 10* R&I LT RUN CHANNEL 0.3* 11 R&I LT HANDLE, OUTSIDE BLACK 0.4

2CAZ00JW

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

			DESCRIPTION					PAINT
N								0.0*
	13		REAR DOOR					
	14	BLND	A/M LT MIRROR ASSY W/POWER W/O HEATED REAR DOOR LT OUTER PANEL W/SHORT WHEEL BASE CHEVROLET					1.2
	15	R&I	LT R&I SIDE MLDG				0.3	
	16	R&I	LT R&I SIDE MLDG LT BELT W'STRIP W/SHORT WHEEL BASE				0.3	
	17	R&I	LT HANDLE, OUTSIDE BLACK				0.4	
	18	R&I	LT R&I TRIM PANEL				0.6	
	19	R&I	BASE LT HANDLE, OUTSIDE BLACK LT R&I TRIM PANEL LT FIXED GLASS CHEVROLET, W/SHORT WHEEL BASE TIMTED LT MOVEABLE GLASS GM, W/SHORT				0.5	
	20	R&I	LT MOVEABLE GLASS GM, W/SHORT WHEEL BASE TINTED				0.5	
	21		ROOF					
	22	REPL	WHEEL BASE TINTED ROOF HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY	1	1448.19)	4.5	
	23	REPL	AIR BAG GRAY SUNSHADE GRAY LT SUNSHADE GRAY	1	386.36		0.8	
	24	REPL	LT SUNSHADE GRAY	1	140.66		INCL.	
	25		CONSOLE					
	26	R&I	CONSOLE CONSOLE ASSY CHEVORLET, W/O TEMP CONTROL GRAY				1.2	
	27		SEATS & TRACKS					
	28	R&I	RT R&I FRONT SEAT				0.5	
	29	R&I	LT R&I FRONT SEAT				0.5	
N	30* 31	REPL	CONSOLE ASSY CHEVORLET, W/O TEMP CONTROL GRAY SEATS & TRACKS RT R&I FRONT SEAT LT R&I FRONT SEAT LKQ FRONT SEAT +25% PILLARS, ROCKER & FLOOR LT W/S PILLAR TRIM GRAY LT FRONT SILL PLATE GRAY FRONT CARPETING HAZARDOUS WASTE REMOVEAL COVER CAR CLEAN INTERIOR OTHER CHARGES	1	193.75	*		
	32	REPL	LT W/S PILLAR TRIM GRAY	1	51.53		INCL.	
	33	REPL	LT FRONT SILL PLATE GRAY	1	64.89)	0.2	
N	34#	REPL	FRONT CARPETING	1	337.58	}	1.0	
	35#	SUBL	HAZARDOUS WASTE REMOVEAL	1	3.00	1		
	36#	REPL	COVER CAR	1	5.00)	0.2	
	37#	SUBL	CLEAN INTERIOR	1	125.00	Т	_	
	38		OTHER CHARGES					
	39# 		TOWING	1	85.00) 		
			SUBTOTALS ==>		3759.96		14.7	7.1

LINE 4 : LOCATED AT LKQ TRIPLETT QUOTE #1987625 LINE 8 : LOCATED AT LKQ TRIPLETT QUOTE #1987625 LINE 12 : KEYSTONE LINE 30 : LOCATED AT LKQ TRIPLETT QUOTE #1987625

LINE 34 : PART # 15926033

2CAZ00JW

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

PARTS BODY LABOR PAINT LABOR PAINT SUPPLIES SUBLET/MISC. OTHER CHARGES	7.1 HRS @\$	3549.96 44.00/HR 646.80 44.00/HR 312.40 28.00/HR 198.80 125.00 85.00
SUBTOTAL SALES TAX	\$ 4832.96	\$ 4917.96 @ 6.5000% 314.14
TOTAL COST OF REPAIRS		\$ 5232.10
ADJUSTMENTS: DEDUCTIBLE		500.00
TOTAL ADJUSTMENTS NET COST OF REPAIRS		\$ 500.00 \$ 4732.10

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER.

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGNO2, CCC DATA DATE 06/01/2012, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. THE SYMBOL (<>) INDICATES THE REFINISH OPERATION WILL NOT BE PERFORMED AS A SEPARATE PROCEDURE FROM THE OTHER PANELS IN THE ESTIMATE. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECOR. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2012 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PART NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP. THE FOLLOWING IS A LIST OF ADDITIONAL ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED. SYMBOLS FOLLOWING PART PRICE: M=MOTOR MECHANICAL COMPONENT. S=MOTOR STRUCTURAL COMPONENT. T=MISCELLANEOUS TAXED CHARGE CATEGORY. X=MISCELLANEOUS NON-TAXED CHARGE CATEGORY. SYMBOLS FOLLOWING LABOR: D=DIAGNOSTIC LABOR CATEGORY. E=ELECTRICAL LABOR CATEGORY. F=FRAME LABOR CATEGORY. G=GLASS LABOR CATEGORY. M=MECHANICAL LABOR CATEGORY. S=STRUCTURAL LABOR CATEGORY. (NUMBERS) 1 THROUGH 4=USER DEFINED LABOR CATEGORIES. OTHER SYMBOLS AND ABBREVIATIONS: ADJ.=ADJACENT. ALGN.=ALIGN. ALU=ALUMINUM. A/M=AFTERMARKET PART. BLND=BLEND. BOR=BORON STEEL. CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION. COMP REPL=COMPETITIVE REPLACEMENT (PART). D&R=DISCONNECT AND RECONNECT. HSS=HIGH STRENGTH STEEL. HYD=HYDROFORMED STEEL. INCL.=INCLUDED. LKQ=LIKE KIND AND QUALITY. LT=LEFT. MAG=MAGNESIUM. NON-ADJ.=NON ADJACENT. NSF=NSF INTERNATIONAL CERTIFIED PART. O/H=OVERHAUL. QTY=QUANTITY. QUAL RECY=QUALITY RECYCLED (PART). QUAL REPL=QUALITY REPLACEMENT (PART). REFN=REFINISH. REPL=REPLACE. R&I=REMOVE AND INSTALL. R&R=REMOVE AND REPLACE. RPR=REPAIR. RT=RIGHT. SAS=SANDWICHED STEEL. SECT=SECTION. SUBL=SUBLET. UHS=ULTRA HIGH STRENGTH STEEL. N=NOTE(S) ASSOCIATED WITH THE ESTIMATE LINE.

2CAZ00JW

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC. THE FOLLOWING IS A LIST OF ABBREVIATIONS THAT MAY BE USED IN CCC PATHWAYS THAT ARE NOT PART OF THE MOTOR CRASH ESTIMATING GUIDE: BAR=BUREAU OF AUTOMOTIVE REPAIR.

EPA=ENVIRONMENTAL PROTECTION AGENCY. NHTSA=NATIONAL HIGHWAY TRANSPORTATION AND SAFETY ADMINISTRATION. PDR=PAINTLESS DENT REPAIR. VIN=VEHICLE IDENTIFICATION NUMBER.

2CAZ00JW

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

ALTERNATE PARTS SUPPLIERS

12	A/M LT MIRROR ASSY W/POWER	PART NO.	GM1320429	PRICE	59.00
	KEYSTONE - THG - A 5830 GREEN POINTE DRIVE SOUTH GROVEPORT, OH 43125		(800)820-3962 (614)272-8600		
	KEYSTONE - THG - A 11950 MOSTELLAR ROAD CINCINNATI, OH 45206		(800)848-6345 (513)961-5500		
	KEYSTONE - THG - A 26691 ECKEL ROAD PERRYSBURG, OH 43552		(877)901-7278 (419)873-1044		
	KEYSTONE - THG - A 1435 TRIPLETT BLVD AKRON, OH 44306		(800)822-5555 (216)398-7788		
	KEYSTONE - THG - A 1163 FLOYD DRIVE LEXINGTON, KY 40505		(800)345-7309 (859)281-6620		
	KEYSTONE - THG - A 231 SILVER STREET NEW ALBANY, IN 47150		(800)662-2955 (812)948-2329		
	KEYSTONE - THG - A 35660 CLINTON STREET WAYNE, MI 48184		(800)594-9084 (734)542-9264		
	KEYSTONE - THG - A 2700 29TH AVENUE N ESCANABA, MI 49829		(800)833-2030 (906)789-2200		
	KEYSTONE - THG - A 85 CLEVELAND STREET NASHVILLE, TN 37207		(800)966-3300 (615)226-9090		
	KEYSTONE - THG - A 2134 INDUSTRIAL BLVD BRISTOL, TN 37620		(888)399-8533 (423)844-0669		
	KEYSTONE - THG - A 3475 NORTHBEND CIRCLE SUITE B ALCOA, TN 37701		(888)289-2309 (865)694-4325		

2CAZ00JW

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

ALTERNATE PARTS SUPPLIERS

KEYSTONE - THG - A 3502 W. MCGILL STREET SOUTH BEND, IN 46528	(888)540-8609 (574)294-2600
KEYSTONE - THG - A 3327 WEST 47TH PLACE CHICAGO, IL 60632	(800)622-0096 (773)927-9600
KEYSTONE - THG - A 849 WHITAKER ROAD PLAINFIELD, IN 46168	(800)525-4639 (317)895-0530
KEYSTONE - THG - A 960 FREEMAN AVENUE SW GRAND RAPIDS, MI 49503	(800)968-9350 (616)452-6066
KEYSTONE - THG - A 1149 S PENNSYLVANIA AVENUE LANSING, MI 48912	(800)968-7509 (517)482-0046
1149 S PENNSYLVANIA AVENUE	, ,
1149 S PENNSYLVANIA AVENUE LANSING, MI 48912 KEYSTONE - THG - A 3535 RENNIE SCHOOL ROAD	(517) 482-0046 (888) 200-9323

2CAZ00JW

ESTIMATE OF RECORD

2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS	
AFTERMARKET SELECTION METHOD: AUTOMATICALLY	LIST
NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE:	1
NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE:	1
OPTIONAL OEM PARTS	
OPTIONAL OEM SELECTION METHOD: MANUALLY	LIST
NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE:	0
NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE:	0
RECONDITIONED PARTS	
RECONDITIONED SELECTION METHOD: MANUALLY	LIST
NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE:	0
NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE:	0
RECYCLED PARTS	
NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE:	1

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 3

THE HANOVER INSURANCE GROUP

The Hanover Insurance Group P.O. Box 947, Howell, MI 48843 Phone: (330) 347-8741

Claim #: Workfile ID:

2caz00jw

Supplement of Record 1 Summary

Written By: ROBERT FONTANA, License Number: 8/22/2012 8:37:00 AM

Adjuster: RILEY, JOHN, (330) 347-8741 Cellular

500.00

Insured:

Policy #:

Claim #:

Type of Loss: Point of Impact: Comprehensive 23 Interior Burn Date of Loss: Deductible:

07/19/2012 12:00 AM

Days to Repair:

9

Owner: WARREN, OH Evening **Inspection Location:**

COLE VALLEY 150 CHESTNUT NE WARREN, OH 44483

Other

(330) 395-4768 Day

Appraiser Information:

Email: rfontana@hanover.com Phone: (330) 347-8741

Repair Facility:

COLE VALLEY 150 CHESTNUT NE WARREN, OH 44483 (330) 399-2781 Business

VEHICLE

Year: Make: 2007

Color:

Int:

License:

OH

Production Date:

11/2006

Model:

CHEV **TRAILBLAZER** 4X4 LS

Engine:

Body Style: 4D UTV 6-4.2L-FI State: VIN:

1GNDT13S872

Odometer:

67638

Condition:

TRANSMISSION

Automatic Transmission 4 Wheel Drive Overdrive **POWER Power Steering Power Brakes**

Power Windows Power Locks **DECOR**

Dual Mirrors

Console/Storage

CONVENIENCE

Air Conditioning Tilt Wheel Cruise Control Intermittent Wipers

Rear Window Wiper **RADIO** AM Radio FM Radio Stereo

Search/Seek CD Player

SAFETY Anti-Lock Brakes (4) Driver Air Bag

Passenger Air Bag 4 Wheel Disc Brakes Stability Control Communications System

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats **Bucket Seats WHEELS**

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

TRUCK

Trailering Package

Claim #: Workfile ID:

2caz00jw

Supplement of Record 1 Summary

2007 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-FI

Line		Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	FENDER		· · · · · · · · · · · · · · · · · · ·					
2		Blnd	LT Fender Chevrolet	12477993				1.1
3	FRONT DO	OR						
4	*	Repl	LKQ LT door assy +25%	88937088	1	<u>725.00</u>	1.3	3.4
			NOTE: LOCATED AT LKQ TRIPLETT (QUOTE #1987625				
5			Add for Clear Coat					1.4
6		R&I	LT R&I side mldg	19149719			0.3	
7		R&I	LT Belt w'strip	25864093			0.3	
8	*	Repl	LKQ LT Door trim panel Chevrolet gray +25%	25933507	1	<u>135.00</u>	<u>Incl.</u>	
			NOTE: LOCATED AT LKQ TRIPLETT	QUOTE #1987625				
9		R&I	LT Mirror assy w/o power	15789780			0.3	
10	*	R&I	LT Run channel	15857606			<u>0.3</u>	
11		R&I	LT Handle, outside black	15291303			0.4	
12	** S	01 Repl	A/M LT Mirror assy w/power w/o heated	GM1320429	1	220.00	0.3	
			NOTE: KEYSTONE					
13	S	01 R&I	RT R&I trim panel	25933504			0.6	
14	S	01 Repl	LT Switch assy Chevrolet w/o heated seat	25867005	1	306.77	Incl.	
15	REAR DOO	R	***************************************					
16		Blnd	LT Outer panel w/short wheel base Chevrolet	25874728				1.2
17		R&I	LT R&I side mldg	19149587			0.3	
18		R&I	LT Belt w'strip w/short wheel base	25808854			0.3	
19		R&I	LT Handle, outside black	15811367			0.4	
20		R&I	LT R&I trim panel	25801137			0.6	
21		R&I	LT Fixed glass Chevrolet, w/short wheel base timted	25949489			0.5	
22		R&I	LT Moveable glass GM, w/short wheel base tinted	15135366			0.5	
23	S	01 R&I	RT R&I trim panel	25801138			0.6	
24	ROOF							
25		Repl	Headliner w/sunroof, w/o head air bag gray	19122358	1	1,448.19	4.5	
26		Repl	Sunshade gray	25917724	1	386.36	0.8	
27		Repl	LT Sunshade gray	15207777	1	140.66	Incl.	
28	CONSOLE							
29		R&I	Console assy Chevorlet, w/o temp control gray	89045322			1.2	
30	S	01 R&I	Console assy Chevorlet, w/o temp control gray	89045322			1.2	

Claim #:

Workfile ID:

2caz00jw

Supplement of Record 1 Summary

						•			
				2007 CHEV TRAILBLAZ	ER 4X4 LS 4D UTV 6-4.2L	FI			
32	2		R&I	RT R&I front seat				0.5	
33			R&I	LT R&I front seat				0.5	
34			Repl		NOT SERVICED	1	<u> 193.75</u>		
			•	NOTE: LOCATED AT LKQ TRIPLETT QU		-			
35	5	S01	Repl	LT Track cover gray	15133276	1	16.38	0.1	
36	5	S01	R&I	RT R&I rear seat second row				0.5	
37	PILL	ARS, ROC	KER &	FLOOR					
38	3		Repl	LT W/S pillar trim gray	15782063	1	51.53	Incl.	
39	*	S01	Repl	LT Front sill plate gray	15125638	1	<u>86.09</u>	0.2	
40) #		Repl	FRONT CARPETING		1	337.58	1.0	
				NOTE: PART # 15926033					
41	. #		Subl	HAZARDOUS WASTE REMOVEAL		1	3.00		
42	2 #		Repl	COVER CAR		1	5.00	0.2	
43	3 #	501	Subl	CLEAN INTERIOR		1	275.00 T		
44	.	S01	R&I	RT Front sill plate gray	15828441			0.2	
45	; #	S01	R&I	REAR CARPETING				0.5	
46	;	S01	R&I	RT W/S pillar trim gray	15782066			Incl.	
47	•	S01	R&I	RT Upr ctr plr trim w/head air bag	15233541			0.4	
48	}	501	R&I	LT Upr ctr plr trim w/head air bag	15233544			0.4	
49)	S01	R&I	LT Lwr ctr pir trim gray	15246140			0.4	
50)	S01	R&I	RT Lwr ctr plr trim gray	15246143			0.4	
51		S01	R&I	LT Rear sill plate w/short wheel base gray	21999041			0.2	
52	LIFT	GATE					***************************************		
53	1	S01	R&I	Lower trim panel cashmere	15224938			0.3	
54		S01	R&I	Upper molding gray	15136323			0.3	
55	INST	RUMENT	PANEI	L					
56	*	S01	R&I	Upper panel gray	15891497			<u>0.4</u>	
57	*	S01	R&I	R&I instrument panel	25800897			<u>5.5</u>	Wa - 1446-001 - 2-201-201
58		HEAD CO							
59	*	S01	Repl	Console assy w/G.P.S.,w/o rear power vent w/o garage dr opene	15818940	1	<u>228.42</u>	0.3	
60	QUAR	RTER PAN	NEL		*************************************			·····	*************
61		S 01	R&I	RT Lower qtr trim w/short wheel base gray	15801005			0.6	
62	2	S01	R&I	LT Lower qtr trim w/short wheel base gray	15801013			0.6	
63	3	S01	R&I	LT Window molding w/short wheel base gray	25941432			0.3	
64	ł	S01	Repl	RT Window molding w/short wheel base gray	25941433	1	157.17	0.3	
65	; #	S01	Subl	REPROGRAM AND RESET LIGHTS		1	238.99 X		
66		S01	Repl	INSULATOR PN# 15916619		1	64.23		
67	' #	S01	Repl	EXTENDED LIFE ANTIFREEZE		1	19.72	0.8	
68	#	S01	Repl	INSULATOR PN# 15898581		1	140.94	0.8	

Claim #:

Workfile ID:

2caz00jw

Supplement of Record 1 Summary

2007 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-FI

69 OTHER CHARGES

70 # Towing 1 85.00

SUBTOTALS 5,264.78 30.4 7.1

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				4,665.79
Body Labor	30.4 hrs	@	\$ 44.00 /hr	1,337.60
Paint Labor	7.1 hrs	@	\$ 44.00 /hr	312.40
Paint Supplies	7.1 hrs	@	\$ 28.00 /hr	198.80
Miscellaneous				513.99
Other Charges				85.00
Subtotal				7,113.58
Sales Tax	\$ 6,789.59	@	6.5000 %	441.32
Total Cost of Repairs				7,554.90
Deductible	•			500.00
Total Adjustments				500.00
Net Cost of Repairs				7,054.90

Wo

Supplement of Record 1 Summary

2007 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-FI

SUPPLEMENT SUMMARY

Line			Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Chang	ed Iter	ns			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		Š		
11	**		Repl	A/M LT Mirror assy w/power w/o heated	GM1320429	1	-59.00	-0.3	
12	**	S01	Repl	A/M LT Mirror assy w/power w/o heated	GM1320429	1	220.00	0.3	
32			Repl	LT Front sill plate gray	15125638	1	-64.89	-0.2	
39	*	S01	Repl	LT Front sill plate gray	15125638	1	<u>86.09</u>	0.2	
36	#		Subl	CLEAN INTERIOR		1	-125.00	т	
43	#	S01	Subl	CLEAN INTERIOR		1	275.00	т	
Added	Items		3					44	
13		S01	R&I	RT R&I trim panel	25933504			0.6	
14		S01	Repl	LT Switch assy Chevrolet w/o heated seat	25867005	1	306.77	Incl.	
23		S01	R&I	RT R&I trim panel	25801138			0.6	
30		S01	R&I	Console assy Chevorlet, w/o temp control gray	89045322			1.2	
35		S01	Repl	LT Track cover gray	15133276	1	16.38	0.1	
36		S01	R&I	RT R&I rear seat second row				0.5	
44		S01	R&I	RT Front sill plate gray	158 2 8441			0.2	
45	#	S01	R&I	REAR CARPETING				0.5	
46		S01	R&I	RT W/S pillar trim gray	15782066			Incl.	
47		S01	R&I	RT Upr ctr plr trim w/head air bag	15233541			0.4	
48		S01	R&I	LT Upr ctr plr trim w/head air bag	15233544			0.4	
49		S01	R&I	LT Lwr ctr plr trim gray	15246140			0.4	
50		S01	R&I	RT Lwr ctr plr trim gray	15246143			0.4	
51		S01	R&I	LT Rear sill plate w/short wheel base gray	21999041			0.2	
52	LIFT	GATE							
53		S01	R&I	Lower trim panel cashmere	15224938			0.3	
54		S01	R&I	Upper molding gray	15136323			0.3	
55	INST	RUMENT	PANEL						
56	*	S01	R&I	Upper panel gray	15891497			<u>0.4</u>	
57	*	S01	R&I	R&I instrument panel	25800897			<u>5.5</u>	
58	OVER	RHEAD CO	ONSOL	E					
59	*	S01	Repl	Console assy w/G.P.S.,w/o rear power vent w/o garage dr opene	15818940	1	<u>228.42</u>	0.3	
60	QUAF	RTER PAN	IEL						
61		S01	R&I	RT Lower qtr trim w/short wheel base gray	15801005			0.6	
62		S01	R&I	LT Lower qtr trim w/short wheel base gray	15801013			0.6	

Claim #:

Workfile ID:

2caz00jw

Supplement of Record 1 Summary

				2007 CHEV TRAILBLAZE	R 4X4 LS 4D UTV 6-4.2	L-FI			
63		S01	R&I	LT Window molding w/short wheel base gray	25941432			0.3	
64		S01	Repl	RT Window molding w/short wheel base gray	25941433	1	157.17	0.3	
65	#	S01	Subl	REPROGRAM AND RESET LIGHTS		1	238.99 X		
66	#	S01	Repl	INSULATOR PN# 15916619		1	64.23		
67	#	S01	Repl	EXTENDED LIFE ANTIFREEZE		1	19.72	0.8	
68	#	S01	Repl	INSULATOR PN# 15898581		1	140.94	0.8	
					SUBTOTALS		1,504.82	15.7	0.0

TOTALS SUMMARY

Category	Basis		Rate	Cost \$
Parts				1,115.83
Body Labor	15.7 hrs	@	\$ 44.00 /hr	690.80
Miscellaneous				388.99
Subtotal				2,195.62
Sales Tax	\$ 1,956.63	@	6.5000 %	127.18
Total Supplement Amount				2,322.80
NET COST OF SUPPLEMENT				2,322.80

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	5,232.10	Robert Fontana
Supplement S01	2,322.80	ROBERT FONTANA
Workfile Total:	\$ 7,554.90	
TOTAL ADJUSTMENTS:	\$ 500.00	
NET COST OF REPAIRS:	\$ 7,054.90	

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER.

Claim #: Workfile ID: 14-00-893343-1-1

2caz00jw

Supplement of Record 1 Summary

2007 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-FI

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GN02, CCC Data Date 8/17/2012, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2012 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Claim #: Workfile ID: 14-00-893343-1-1

2caz00jw

Supplement of Record 1 Summary

2007 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-FI

ALTERNATE PARTS SUPPLIERS

Line	Description	Supplier		Item #	Price
12	A/M LT Mirror assy w/power w/o heated	Keystone - THG - A		GM1320429	\$ 220.00
	5830 GREEN POINTE DRIVE SOUTH, GROVEPO	RT OH 43125	(800) 820-3962	(614) 272-8600	
	11950 MOSTELLAR ROAD, CINCINNATI OH 452	06	(800) 848-6345	(513) 961-5500	
	26691 ECKEL ROAD, PERRYSBURG OH 43552		(877) 901-7278	(419) 873-1044	
	1435 TRIPLETT BLVD, AKRON OH 44306		(800) 822-5555	(216) 398-7788	
	1163 FLOYD DRIVE, LEXINGTON KY 40505		(800) 345-7309	(859) 281-6620	
	231 SILVER STREET, NEW ALBANY IN 47150		(800) 662-2955	(812) 948-2329	
	35660 CLINTON STREET, WAYNE MI 48184		(800) 594-9084	(734) 542-9264	
	2700 29TH AVENUE N, ESCANABA MI 49829		(800) 833-2030	(906) 789-2200	
	85 CLEVELAND STREET, NASHVILLE TN 37207		(800) 966-3300	(615) 226-9090	
	2134 INDUSTRIAL BLVD, BRISTOL TN 37620		(888) 399-8533	(423) 844-0669	
	3475 NORTHBEND CIRCLE SUITE B, ALCOA TN	37701	(888) 289-2309	(865) 694-4325	
	3502 W. MCGILL STREET, SOUTH BEND IN 465	28	(888) 540-8609	(574) 294-2600	
	3327 WEST 47TH PLACE, CHICAGO IL 60632		(800) 622-0096	(708) 629-3333	
	849 WHITAKER ROAD, PLAINFIELD IN 46168		(800) 525-4639	(317) 895-0530	
	960 FREEMAN AVENUE SW, GRAND RAPIDS MI	49503	(800) 968-9350	(616) 452-6066	
	1149 S PENNSYLVANIA AVENUE, LANSING MI	8912	(800) 968-7509	(517) 482-0046	
	3535 RENNIE SCHOOL ROAD, TRAVERSE CITY	MI 49684	(888) 200-9323	(231) 947-0202	
	901 W. 12TH STREET, ERIE PA 16501		(814) 459-1300	(888) 566-7844	
	1709 7TH STREET, PARKERSBURG WV 26101		(800) 696-3064		

CLAIM SUMMARY

14-00-893343-1-1

OH

ADJUSTER: RILEY, JOHN APPRAISER: FONTANA, ROBERT

INSURED: OWNER: ADDRESS: WARREN, OH

CLAIM #: POLICY #:

> LOSS TYPE: COMPREHENSIVE EVENING: (330)395-4768

EVENING:

VEHICLE: 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV

VIN: 1GNDT13S872180149 ODOMETER: 67638 COLOR:

LICENSE:

DRIVEABLE: NO PRIMARY IMPACT POINT: 23. INTERIOR BURN



PLACE OF INSPECTION:

COLE VALLEY 150 CHESTNUT NE WARREN, OH 44483

ESTIMATE TO REPAIR		TOTAL LOSS	VALUATION	
ESTIMATE \$	4,917.96	VEHICLE VALUATION	\$	0.00
PRE-TAX SUBTOTAL \$	4,917.96	PRE-TAX SUBTOTAL	\$	0.00
TAX	314.14	TAX		0.00
AFTER-TAX SUBTOTAL \$	5,232.10	AFTER-TAX SUBTOTAL	\$	0.00
BETTERMENT	0.00			
DEDUCTIBLE	500.00	DEDUCTIBLE		500.00
APPEARANCE ALLOWANCE	0.00			
0% NEGLIGENCE	0.00	0% NEGLIGENCE		0.00
CALCULATED NET LOSS \$	4,732.10	CALCULATED NET LOSS	\$	-500.00
LKQ PARTS INCLUDED		VALUATION REQUEST #		
A/M PARTS INCLUDED				
OPT OEM PARTS NOT INCLUDED				
RECOND PARTS NOT INCLUDED				

SETTLEMENT

SETTLEMENT TYPE: REPAIRABLE

NEGOTIATED SETTLEMENT: \$4,732.10 ON WITH SETTLEMENT OUTSTANDING: \$4,732.10

CLAIM SUMMARY

OWNER: CLAIM #: 2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV

COMMENTS

PC TO INSD 7-20 LM ON VM ADVISED I WILL BE INSOECTING IV 7-23.

PC TO INSD THE USE OF LKQ PARTS. E-MAILED COPY OF EST TO INSD.

DAMAGE TO IV LT WIRING HARNESS APPEARS TO HAVE CAUGHT FIRE CAUSING DAMAGE TO INTERIOR OF IV. LT FRONT DOOR INNER SHEET METAL HAD FIRE DAMAGE AND COMPROMISED THE CORROSION PROTECTION OF DOOR. LOCATED LKQ AT LKQ TRIPLET. SEARCH APU NO RECOMENDED PARTS WERE FOUND.

INSPECTED IV AT COLE VALLEY COLLISION SECURED AP WITH MIKE AT COLE VALLEY.

MAY HAVE POSSILE SUPPLIMENT ONCE DA IS COMPLETED . INTERIOR WILL BE CLEANED BY SERVE PRO POSSIBLE INCREASE ON INTERIOR CLEAN UP.

EVENTS
07/19/2012 LOSS OCCURRED
07/19/2012 LOSS REPORTED
07/20/2012 12:00 AM DATE ASSIGNED = 07/20/2012.
07/20/2012 07:56 PM ASSIGNMENT RETRIEVED.

07/20/2012 07:56 PM WORKFILE WAS CREATED. 07/20/2012 07:56 PM RECYCLED PART DATA FILES ADDED TO THE WORKFILE.

07/23/2012 11:25 AM FIRST PRELIMINARY ESTIMATE LINE WRITTEN.

07/23/2012 12:45 PM ESTIMATE OF RECORD CREATED.

07/23/2012 12:45 PM WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED.

07/23/2012 12:45 PM ESTIMATE OF RECORD WAS FIRST PRINTED.

07/23/2012 12:46 PM ESTIMATE REPORT FILE WAS CREATED.

07/23/2012 12:46 PM IMAGE WORKFILE WAS CREATED.

07/23/2012 12:46 PM WORKFILE DATA COPY WAS PLACED IN OUT BOX.

The Hanover Insurance Group

Make: CHEV

Claim #: 14-00-893343-1-1

Claim Summary

Owner:

Vehicle Year: 2007

Model: TRAILBLAZER 4X4 LS

Engine: 6-4.2L-FI

Body Style: 4D UTV

Insurance Information

Adjuster:

JOHN RILEY

Appraiser:

FONTANA, ROBERT

Adjuster License #:

Policy #:

Appraiser License #:

Vehicle Owner

Insured: Owner:

WARREN, OH

Loss Type:

Evening:

Comprehensive

Vehicle Information

Year: Make: 2007

CHEV

Color:

Body Style:

Int: 4D UTV

License:

State:

ОН

Production Date: Odometer:

11/2006

Model:

TRAILBLAZER 4X4 LS

Engine:

6-4.2L-FI

VIN:

1GNDT13S872

Condition:

67638

Drivable:

No

Primary Impact Point:

Interior Burn

Secondary Impact Point:

Tire Information				
Tire	Manufacturer	Size	Туре	Tread
Left Front				/32
Right Front				/32
Left Rear				/32
Right Rear				/32
Spare				/32

Inspection Information

Place of Inspection:

Address:

COLE VALLEY 150 CHESTNUT NE WARREN, OH 44483

Claim Summary

Owner:

Vehicle Year: 2007 Make: CHEV Model: TRAILBLAZER 4X4 LS Engine: 6-4.2L-FI Body Style: 4D UTV

Estimate to Repair		Total Loss Valuation	
Estimate	\$ 7,113.58	Vehicle Valuation	\$ 0.00
		Supp. Taxable Adjustments	0.00
Taxable Subtotal	\$ 7,113.58	Taxable Subtotal	\$ 0.00
Tax	441.32	Tax	0.00
		Supp. Non-Taxable Adjustments	0.00
Non-Taxable Subtotal	\$ 7,554.90	Non-Taxable Subtotal	\$ 0.00
Betterment	0.00		
Deductible	500.00	Deductible	500.00
Appearance Allowance	0.00		
0% Negligence	0.00_	0% Negligence	0.00
Calculated Net Loss	\$ 7,054.90	Calculated Net Loss	\$ -500.00

Vehicle Valuation Request#

LKQ Parts Included

A/M Parts Included

Opt OEM Parts Not Included Recond Parts Not Included

Settlement Information

Settlement Type:

Repairable

Negotiated Settlement:

\$ 7,054.90

Settlement Outstanding: \$7,054.90

Comments

PC TO INSD MICHAEL SFERRA 7-20 LM ON VM ADVISED I WILL BE INSOECTING IV 7-23.

PC TO INSD MICHAEL SFERRA 7-23 AT 12:15PM SW MRS SFERRA EXPLAINED PROCESS AND THE USE OF LKQ PARTS. E-MAILED COPY OF EST TO INSD.

DAMAGE TO IV LT WIRING HARNESS APPEARS TO HAVE CAUGHT FIRE CAUSING DAMAGE TO INTERIOR OF IV. LT FRONT DOOR INNER SHEET METAL HAD FIRE DAMAGE AND COMPROMISED THE CORROSION PROTECTION OF DOOR. LOCATED LKQ AT LKQ TRIPLET. SEARCH APU NO RECOMENDED PARTS WERE FOUND.

INSPECTED IV AT COLE VALLEY COLLISION SECURED AP WITH MIKE AT COLE VALLEY.

MAY HAVE POSSILE SUPPLIMENT ONCE DA IS COMPLETED. INTERIOR WILL BE CLEANED BY SERVE PRO POSSIBLE INCREASE ON INTERIOR CLEAN Up.

APPROVED ADDL R&I'S OVER PHONE WITH MIKE IN ORDER TO CLEAN BEHIND ALL PANELS TO GET SMOKE SMELL OUT OF IV. ALSO APPROVED DOOR SWITCH AND REPLACEMENT OF INSULATION. RECVD ALL INVOICES ATTACHED TO FILE.

TOTAL SUPPLIMENT 2322.80 PLEASE ISSUE SUPPLIMENT PAYMENT TO COLE VALLEY FOR 2322.80

Events	Walter State	
7/19/2012		Loss occurred
7/19/2012		Loss reported
7/20/2012	12:00 AM	Date assigned.
7/20/2012	7:56 PM	Assignment Retrieved.
7/20/2012	7:56 PM	Recycled Parts added.
7/20/2012	7:56 PM	Workfile Created.

The Hanover Insurance Group

Claim #:

Claim Summary

Owner:								
Vehicle Year: 2007	Make: CHEV	Model: TRAILBLAZER 4X4 LS	Engine: 6-4.2L-FI	Body Style: 4D UTV				
7/23/2012	11:25 AM	First estimate line.						
7/23/2012	12:45 PM	Workfile state changed.						
7/23/2012	12:45 PM	EOR created.						
7/23/2012	12:45 PM	EOR initial print.						
7/23/2012	12:46 PM	Estimate report file creat	Estimate report file created.					
7/23/2012	12:46 PM	Image workfile created.	Image workfile created.					
7/23/2012	12:46 PM	Workfile copy in Out Box	Workfile copy in Out Box.					
7/23/2012	12:46 PM	Claim Summary file creat	ted.					
7/23/2012	2:03 PM	Workfile in Out Box.						
8/22/2012	6:27 AM	On Demand request of R	Recycled Part data s	sent				
8/22/2012	6:27 AM	Preliminary Supplement	1 Created.					
8/22/2012	6:27 AM	Recycled Parts added.						
8/22/2012	8:37 AM	Supplement of Record 1	created.					

CCC Accumark [™] Audit Report

THE HANOVER INSURANCE GROUP

The Hanover Insurance Group

P.O. Box 947

Howell,MI,48843

Written By: Robert Fontana

Daytime Contact : (330)347-8741

Adjuster: JOHN RILEY

Daytime Contact:

Appraisal Totals:

Last Appraised: \$0.00

Total Appraised: \$5,232.10

Total Score: 150

Total Labor Hours: 21.8

Total Variance: 674.19

Claim # :

Policy #:

Date of Loss: 07/19/2012

Type of Loss: Comprehensive

Audit Results					
Rule Description	Line Number	Actual	Rule	Variance	Score
Single Part Price greater than \$999	22	\$1,448.19	\$999.00	\$449.19	100
LKQ Part Line greater than \$500	4	\$725.00	\$500.00	\$225.00	50
HN9: Wearable Parts without Betterment	22				0
HN9: Repairable, estimate digital images not to exceed eight					0
HN9: Days Between dB Update		06/01/2012	07/23/2012	52.0	0

^{*} indicates rules with parts detail information

Appraisal Information

Appraisal Source : COLE VALLEY

Address1: 150 CHESTNUT NE

Address2:

City/State/Zip: WARREN, OH 44483

Daytime Contact: (330)399-2781

Evening Contact:

Appraisal Platform: CCC - Pathways

Vehicle Owner : Address1 :

Address2:

City/State/Zip : WARREN OH

Daytime Contact : (330)395-4768 Evening Contact : (330)395-4768 Inspection Location:

Address1 : COLE VALLEY

Address2: 150 CHESTNUT NE

City/State/Zip: WARREN, OH 44483

Daytime Contact : (330)395-4768

Evening Contact:

Inspection Type : OTHER

Vehicle Information: 2007 CHEV TRAILBLAZER 4X4 LS

VIN: 1GNDT13S872

License:

Odometer : 67638

Days to Repair : 9

Driveable : NO

Production Date: 11/06

Point of Impact: 23. Interior Burn

[#] Rule uses median part price and includes parts detail information

CCC Accumark [™] Audit Report

THE HANOVER INSURANCE GROUP

The Hanover Insurance Group

P.O. Box 947

Howeli,MI,48843

Written By: ROBERT FONTANA

Daytime Contact : (330)347-8741

Adjuster: JOHN RILEY

Daytime Contact:

Appraisal Totals:

Last Appraised: \$5,232.10

Total Appraised: \$7,554.90

Total Labor Hours: 37.5
Total Variance: 551.42

Total Score: 0

Claim #:

Policy #:

Date of Loss: 07/19/2012

Type of Loss: Comprehensive

Audit Results			49/1983,44		
Rule Description	Line Number	Actual	Rule	Variance	Score
HNF: Alternate Part Available*	12	\$220.00	\$81.50	\$138.50	0
HNF: AM Part Price Increase on Supplement	12	\$233.20	\$72.20	\$161.00	0
HNF: Overridden Line - OEM Part Price	59	\$228.42	\$175.69	\$52.73	0
HNF: Overridden Line - OEM Part Price	39	\$86.09	\$64.89	\$21.20	0
HNF: Overridden Line - AM Part Price	12	\$220.00	\$59.00	\$161.00	0
HNF: Total Sublet Cost in Estimate Exceeded		\$516.99	\$500.00	\$16.99	0

^{*} indicates rules with parts detail information

Appraisal Information

Appraisal Source: COLE VALLEY

Address1: 150 CHESTNUT NE

Address2 :

City/State/Zip: WARREN, OH 44483

Daytime Contact : (330)399-2781

Evening Contact:

Appraisal Platform : CCC ONE

Vehicle Owner

Address1

Address2:

City/State/Zip: WARREN OH 44483

Daytime Contact : (330)395-4768

Evening Contact : (330)395-4768

Inspection Location:

Address1 : COLE VALLEY

Address2: 150 CHESTNUT NE

City/State/Zip : WARREN, OH 44483

Daytime Contact : (330)395-4768

Evening Contact:

Inspection Type : OTHER

Vehicle Information: 2007 CHEV TRAILBLAZER 4X4 LS

VIN: 1GNDT13S872

License:

Odometer: 67638

Days to Repair : 9

Driveable : NO

Production Date: 11/06

Point of Impact: 23. Interior Burn

[#] Rule uses median part price and includes parts detail information

CCC Accumark [™] Audit Report

Rule		Line Number	Score	Actual Part Price	Replacement Part Price	Variance	Replacement Part Location	Replacement Part Type	S
HNF: Alternate	Part Available	12	0	\$220.00	\$59.00	\$161.00	**Keystone - THG - A 1435 TRIPLETT BLVD AKRON, OH, 44306 800-822-5555	Aftermarket	G
					\$104.00	\$116.00	**1-800 Radiator (National) FREE USA SHIPPING NATIONAL SHIPPING, CA, 800-723-4286	Aftermarket	26

^{**} indicates preferred suppliers

Reinspection Report

THE HANOVER INSURANCE GROUP

Written By: MARK WHARTON

Claim Info

Claim Office The Hanover Insurance Group Claim Number

Appraisal Source Robert Fontana Claim Version Estimate 01

Vehicle Owner Michael Sferra Claim Type Vehicle

Day Deductible \$500.00

Evening Type of Loss Comprehensive

Address P.O. Box 947 Point of Impact Interior Burn

Howell MI 48843

Reinspection Info

Type Field Reinspection Reinspection On Before

Location Repair Facility Discussed With: Rob Fontana

Location Name Cole Valley Chevy Driveable No

Vehicle 2007 CHEV TRAILBLAZER Odometer 67638

4X4 LS 4D UTV

VIN 1GNDT13S872 Color

License Total Loss No

Agreement Reached No Supplement Required No

Overall Rating Classification

Estimate Lines

Line	Operation	Description	Qty	Ext. Price	Labor	Paint
1	NONE	FENDER	0	\$0.00	0	0
2	REFINISHBLEND	LT Fender Chevrolet	0	\$0.00	0	1.1
3	NONE	FRONT DOOR	0	\$0.00	0	0
4	REPLACE	LT door assy	1	\$580.00	1.3	3.4
5	NONE	Add for Clear Coat	0	\$0.00	0	1.4
6	RI	LT R&I side mldg	0	\$0.00	0.3	0
7	RI	LT Belt w'strip	0	\$0.00	0.3	0
8	REPLACE	LT Door trim panel Chevrolet gray	1	\$108.00	0	0

Line	Operation	Description	Qty	Ext. Price	Labor	Paint
9	on de existe de la reservición. O RI	LT Mirror assy w/o power	0	\$0.00	0.3	* * * * * * * * * * * * * * * * * * *
10	RI	LT Run channel	0	\$0.00	0.3	0
11	RI	LT Handle, outside black	0	\$0.00	0.4	0
12	REPLACE	LT Mirror assy w/power w/o heated	1	\$59.00	0.3	0
13	NONE	REAR DOOR	0	\$0.00	0	0
14	REFINISHBLEND	LT Outer panel w/short wheel base Chevrolet	0	\$0.00	0	1.2
15	RI	LT R&I side mldg	0	\$0.00	0.3	0
16	RI	LT Belt w'strip w/short wheel base	0	\$0.00	0.3	0
17	RI	LT Handle, outside black	0	\$0.00	0.4	0
18	RI	LT R&I trim panel	0	\$0.00	0.6	0
19	RI	LT Fixed glass Chevrolet, w/short wheel base timted	0	\$0.00	0.5	0
20	RI	LT Moveable glass GM, w/short wheel base tinted	0	\$0.00	0.5	0,
21	NONE	ROOF	0	\$0.00	0	0
22	REPLACE	Headliner w/sunroof, w/o head air bag gray	1	\$1,448.19	4.5	0
23	REPLACE	Sunshade gray	1	\$386.36	0.8	0
24	REPLACE	LT Sunshade gray	1	\$140.66	0	0
25	NONE	CONSOLE	0	\$0.00	0	0
26	RI	Console assy Chevorlet, w/o temp control gray	0	\$0.00	1.2	0
27	NONE	SEATS & TRACKS	0	\$0.00	0	0
28	RI	RT R&I front seat	0	\$0.00	0.5	0
29	RI	LT R&I front seat	0	\$0.00	0.5	0
30	REPLACE	Front seat	1	\$155.00	0	0
31	NONE	PILLARS, ROCKER & FLOOR	0	\$0.00	0	0
32	REPLACE	LT W/S pillar trim gray	1	\$51.53	0	0
33	REPLACE	LT Front sill plate gray	1	\$64.89	0.2	0
34	REPLACE	FRONT CARPETING	1	\$337.58	1	0
35	SUBLET	HAZARDOUS WASTE REMOVEAL	1	\$3.00	0	0
36	REPLACE	COVER CAR	1	\$5.00	0.2	0
37	SUBLET	CLEAN INTERIOR	1	\$125.00	0	0

Line	Operation	Description	Qty	Ext. Price	Labor	Paint
38**	NONE	REI ADDITIONAL DAMAGE LINES	0	\$0.00	0	0
39**	REPLACE	Clean and retape left side door moldings	1	\$6.00	0.6	0
40**	BLANKOPER	Overall file quality	1	\$0.00	0	0

Totals

Category			Original Estimate	Reins	pection
			Total		otal
Labor Subtotal			\$95	9.20	\$985.60
Parts Subtotal			\$3,67	4.96	\$3,680.96
Materials Subtotal			\$19	8.80	\$198.80
Miscellaneous Subtota			\$8	5.00	\$85.00
Pre-tax discount			\$	0.00	\$0.00
Taxes Subtotal			\$31	4.14	\$316.25
Manual Exception Sub	otal		\$	0.00	\$0.00
TOTAL COST OF REP	PAIRS		\$5,23	2.10	\$5,266.61
Deductible			\$50	0.00	\$500.00
Appearance Allowar	ce		\$	0.00	\$0.00
Related Prior Damag	је				
Betterment			\$	0.00	\$0.00
Insurer Prepaid			\$	0.00	\$0.00
NET TOTALS			\$4,73	2.10	\$4,766.61
Number of Exceptions					4
Total Additions				;	\$34.51
Total Subtractions					\$0.00
Actual Difference				Ç	\$34.51
Absolute Difference				5	\$34.51
Satisfactory Dollars				\$5,	197.59
Percent Satisfactory				9	9.34%
Other Charges	Original Estimate		Reinspection		
	Units	Price	Units	Price	
Towing		1	\$85.00	1	\$85.00

Exce	Exceptions								
Line	Category	Description	Estimate	Reinspection	Net				
39	Judgement	Missed Dmg Procedure	\$0.00	\$34.51	\$34.51				
	Clean and retape le	eft side door moldings ¹							
40	Alternate Parts	Alt Parts Missed	\$0.00	\$0.00	\$0.00				
	Alt parts missed								
40	Alternate Parts	Alt Part Opportunity	\$4.00	\$4.00	\$0.00				
	Alt parts opportunit	es							
40	Ratings	Meets	\$0.00	\$0.00	\$0.00				
	Overall file quality ²								

Exception Notes

- 1. 39. The moldings being removed for refinish on the doors will need to be cleaned and retaped.
- 2. 40. Customer service expectation was met. Great job finding lkq door trim panel and seat.

Reinspection Notes

0% overwrtie 0.66% underwrite/ Alt parts 4 opportunities 0 missed/ Rob, The admin requirements on this file were met. APU was utilized. An additional search was performed to find the door, trim panel, and the driver seat. I verified through the quote number that the headliner was also seached for per Chelsea at LKQ. One minor thing was left off the appraisal. Otherwise it was a very good appraisal. Per the shop manager the cost from Serv Pro after they inspected the vehicle will be around \$250. He will send you an invoice at that time. The photos were generally good. Only one overall photo was needed and the interior photos should have contained descriptive labels to help the adjuster to know what you are trying to show. The customer service expectation was met. File meets for overall quality.

Reinspection Comparison Report

THE HANOVER INSURANCE GROUP

08-22-2012

Claim Info

Claim

THE HANOVER INSURANCE **Insurance Company**

GROUP

Type of Loss

Comprehensive

Claim Office The Hanover Insurance Group Point of Impact

Interior Burn

Claim Number 14-00-893343-1-1

Appraiser

Appraiser FONTANA, ROBERT Phone-Day

Address

P.O. Box 947 Howell MI 48843

Phone-Evening

Vehicle

2007 CHEV TRAILBLAZER 4X4 Vehicle

LS 4D UTV

Vehicle Owner

VIN 1GNDT13S872

Odometer

67638

License ETP1111 Color

Reinspection Info

Estimate/Supplement **Date Completed** 07-30-2012 E01 Reinspected

Reinspection Type Field Reinspection **Discussed With** Rob Fontana

Reinspection On Before **Agreement Reached** No Location Repair Facility **Total Loss** No

Location Name Cole Valley Chevy **Supplement Required** No

_abor

		Reinspection			Suppleme	nt		Difference	
Category	Units	Rate	Total	Units	Rate	Total	Units	Rate	Total
Body	15.3	\$44.00	\$673.20	30.4	\$44.00	\$1337.60	15.1	\$0.00	\$664.40
Paint	7.1	\$44.00	\$312.40	7.1	\$44.00	\$312.40	0	\$0.00	\$0.00
Mechanical		\$65.00			\$65.00		0	\$0.00	\$0.00
Frame		\$48.00			\$48.00		0	\$0.00	\$0.00
Structural		\$48.00			\$48.00		0	\$0.00	\$0.00

Reinspection Supplement					Difference				
Category	Units	Rate	Total	Units	Rate	Total U	Jnits	Rate	Total
Diagnostic		\$0.00			\$0.00		0	\$0.00	\$0.00
Electrical		\$0.00			\$0.00		0	\$0.00	\$0.00
Glass	0	\$0.00	\$0.	00 0	\$0.00	\$0.00	0	\$0.00	\$0.00
Paintless Dent Repai	r	\$0.00			\$0.00		0	\$0.00	\$0.00

Materials

Materials Category	I Units	Reinspect Rate	on Total	Units	Suppleme Rate		Jnits	Differen Rate	ce Total
Body Supplies		\$0.00			\$0.00		0	\$0.00	\$0.00
Paint Supplies	7.1	\$28.00	\$198.80	7.1	\$28.00	\$198.80	0	\$0.00	\$0.00

Parts

Reinspection		Supplement Difference		
Part Type	Total	Total	Total	
NONE	\$476.58	\$1084.46	\$607.88	
OEM	\$2091.63	\$2821.57	\$729.94	
AM	\$59.00	\$220.00	\$161.00	
RECYCLED	\$1053.75	\$1053.75	\$0.00	
TIRE	\$0.00	\$0.00	\$0.00	
RECONDITIONED	\$0.00	\$0.00	\$0.00	
RECORED	\$0.00	\$0.00	\$0.00	
GLASS	\$0.00	\$0.00	\$0.00	
BLANK	\$0.00	\$0.00	\$0.00	
SUBLETPART	\$0.00	\$0.00	\$0.00	
OPTOEM	\$0.00	\$0.00	\$0.00	

Discounts and Markup

	Reinspect	ion	Suppleme	ent	Differen	ce
Discount or Markup Type	Rate	Total	Rate	Total	Rate	Total
Glass Discount	0%	\$0.00	0%	\$0.00	0%	\$0.00
Subtotal Parts Discount	0%	\$0.00	0%	\$0.00	0%	\$0.00

Discount or Markup Type	Reinspection		Suppleme Rate	Total	Differenc Rate	e Total
Subtotal Parts Markup	0%	\$0.00	0%		0%	\$0.00

Taxes

	Reins	spection Supplement		olement	Difference	
Tax Type	Rate	Total	Rate	Total	Rate	Total
Sales	6.5%	\$316.25	6.5%	\$441.32	0%	\$125.07
Municipal	0%	\$0.00	0%	\$0.00	0%	\$0.00
County	0%	\$0.00	0%	\$0.00	0%	\$0.00
Total Loss	0%	\$0.00	0%	\$0.00	0%	\$0.00
Other1	0%	\$0.00	0%	\$0.00	0%	\$0.00
Other2	0%	\$0.00	0%	\$0.00	0%	\$0.00

Miscellaneous Charges

		Fotal	fference Total
EPC	\$0.00	\$0.00	\$0.00
Towing	\$85.00	\$85.00	\$0.00
Storage	\$0.00	\$0.00	\$0.00

Totals

	Reinspection S	upplement	Difference
Totals	Total	Total	Total
Labor Subtotal	\$985.60	\$1650.00	\$664.40
Parts Subtotal	\$3680.96	\$5179.78	\$1498.82
Materials Subtotal	\$198.80	\$198.80	\$0.00
Miscellaneous Subtotal			
Pre-tax discount	\$0.00	\$0.00	\$0.00
Taxes Subtotal	\$316.25	\$441.32	\$125.07
Manual Exception Subtotal			
TOTAL COST OF REPAIRS	\$5266.61	\$7554.90	\$2288.29
Deductible	\$500.00	\$500.00	\$0.00

		Reinspection	Supplement	Difference
Totals		Total	Total	Total
Appeara	nce Allowance	\$0.00	\$0.00	\$0.00
Related I	Prior Damage	\$0.00	\$0.00	\$0.00
Betterme	ent	\$0.00	\$0.00	\$0.00
Insurer F	Prepaid	\$0.00	\$0.00	\$0.00
NET TOTA	LS	\$4766.61	\$7054.90	\$2288.29

History

Date/Time	From	То	Category	Event/Notes
08/22/2012 7:06 AM CST	SHORTER, OMIKA		Images	Digital Image(s) printed.
				Created By SHORTER, OMIKA. Digit Digital Image (no label),
				Digital Image {no label},
				Digital Image {no label},
				Digital Image {no label},
				Digital Image (no label), Digital Image (no label),
				Digital Image (no label), Digital Image (no label),
				Digital Image {no label},
				Digital Image {no label},
				Digital Image {no label},
				Digital Image {no label}, Digital Image {no label},
				Digital Image (no label),
				Digital Image {no label},
				Digital Image {no label},
				Digital Image (no label), Digital Image (no label).
				Digital image (no label).
08/22/2012 7:06 AM CST	SHORTER, OMIKA		Other	All items printed.
	,			Created By SHORTER, OMIKA.
08/22/2012 6:39 AM CST	Autoverse Active Schedule		Appraisal Assignment	Appointment has been completed by Created By Autoverse Active Schedu
08/22/2012 6:38 AM CST	Autoverse Active Schedule		Appraisal Assignment	Appointment status has been updated
			•	Created By Autoverse Active Schedu
08/22/2012 6:38 AM CST	Autoverse Active Schedule		Appraisal Assignment	Appointment is complete
				Created By Autoverse Active Schedu
08/22/2012 6:37 AM CST	system		Images	Digital image(s) added to this claim fc
	•		•	CREATED BY: PWAPM. Label: File!
	· 			
08/22/2012 6:37 AM CST	system		Images	Digital image(s) added to this claim fc
				CREATED BY: PWAPM. Label: File1
08/22/2012 6:37 AM CST	system		Images	Digital image(s) added to this claim fc
				CREATED BY: PWAPM. Label: File !
08/22/2012 6:37 AM CST	system		Images	Digital image(s) added to this claim fc
2.22.20.20.07.441.001	2,000		magoo	Digital image(s) added to this claim ic

			CREATED BY: PWAPM. Label: File!
08/22/2012 6:37 AM CST	system	Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: File!
08/22/2012 6:37 AM CST	system	Audit	Audit report added to the Claim Folde CREATED BY: QAAR. Audit Report
08/22/2012 6:37 AM CST	system	Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: Fileh
08/22/2012 6:37 AM CST	system	Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: File!
08/22/2012 6:37 AM CST	system	Estimate/Supplement	Estimate/Supplement report added to CREATED BY: PWAPM. Supplement
08/22/2012 6:37 AM CST	system	Estimate/Supplement	Claim Summary report added to the C CREATED BY: PWAPM. Claim Sumr
08/22/2012 6:37 AM CST	system	Estimate/Supplement	Estimate Sent to Mailbox. CREATED BY: PWAPM. Estimate W
08/22/2012 6:37 AM CST	system	Estimate/Supplement	EMS data added to the claim folder. CREATED BY: PWAPM
08/22/2012 6:11 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been updated Created By Autoverse Active Schedu
08/22/2012 6:11 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been updated Created By Autoverse Active Schedu
08/22/2012 4:14 AM CST	system	Estimate/Supplement	Estimate/Supplement retrieved. CREATED BY: APM. E01 workfile ret
08/22/2012 4:10 AM CST	system	Appraisal Assignment	Assignment Retrieved. CREATED BY: APM. Assignment R€
08/22/2012 8:37 AM *	system	Estimate/Supplement	EMS transaction transmitted CREATED BY: PWAPM

Appraisal Assignment

Appointment has been retrieved by th

08/21/2012 2:34 PM CST Autoverse Active Schedule

Created By Autoverse Active Schedu	
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			ordated by relevence receive content
08/21/2012 2:34 PM CST	system	Appraisal Assignment	Assignment Sent to Mailbox. CREATED BY: APM. Assignment cre
08/21/2012 2:34 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment sent to appraiser. Created By Autoverse Active Schedu
08/21/2012 2:34 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment dispatched Created By Autoverse Active Schedu
08/21/2012 2:34 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedu
08/21/2012 2:34 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment re-instated. Created By Autoverse Active Schedu
08/21/2012 2:34 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment dispatched Created By Autoverse Active Schedu
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN.
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment canceled. Created By CRONIN, JACLYN. Assig
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment sent to appraiser. Created By CRONIN, JACLYN. Assignethod:Pathways
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment dispatched Created By CRONIN, JACLYN.
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN. Vehic
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN. Vehic
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN. Vehic
	· 		

08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN. Vehic
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN. Recip
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Assignment modified. Created By CRONIN, JACLYN. Recip
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Appointment created, waiting to be di Created By CRONIN, JACLYN. Appo :AS134558124310914-00-893343-1-
08/21/2012 2:34 PM CST	CRONIN, JACLYN	Appraisal Assignment	Appointment has been associated to Created By CRONIN, JACLYN.
07/30/2012 3:58 PM CST	WHARTON, MARK	Images	Digital image(s) added to this claim fc Created By WHARTON, MARK. Labe
07/30/2012 3:58 PM CST	WHARTON, MARK	Reinspection	Reinspection Report Complete. Created By WHARTON, MARK. Rein
07/30/2012 2:28 PM CST	WHARTON, MARK	Reinspection	Reinspection Started. Created By WHARTON, MARK.
07/30/2012 2:27 PM CST	WHARTON, MARK	Reinspection	Review/Reinspection has been assign Created By WHARTON, MARK. Rein
07/23/2012 2:05 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment has been completed by Created By Autoverse Active Schedu
07/23/2012 2:05 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been updated Created By Autoverse Active Schedu
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet

07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: Filet
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: File!
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment is complete Created By Autoverse Active Schedu
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim fo CREATED BY: PWAPM. Label: Fileh
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim fo CREATED BY: PWAPM. Label: Fileh
07/23/2012 12:05 PM CST	system	Estimate/Supplement	Claim Summary report added to the (CREATED BY: PWAPM. Claim Sumr
07/23/2012 12:05 PM CST	system	Audit	Audit report added to the Claim Folde CREATED BY: QAAR. Audit Report
07/23/2012 12:05 PM CST	system	Estimate/Supplement	Estimate/Supplement report added to CREATED BY: PWAPM. Estimate 01
07/23/2012 12:05 PM CST	system	Estimate/Supplement	Estimate Sent to Mailbox. CREATED BY: PWAPM. Estimate W
07/23/2012 12:05 PM CST	system	Estimate/Supplement	EMS data added to the claim folder. CREATED BY: PWAPM
07/23/2012 12:05 PM CST	system	Total Loss	Claim Folder Total Loss Status Chanç CREATED BY: PWAPM. from Unknc

07/23/2012 9:22 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been update Created By Autoverse Active Schedu
07/23/2012 9:22 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been update Created By Autoverse Active Schedu
07/23/2012 12:45 AM *	system	Estimate/Supplement	EMS transaction transmitted CREATED BY: PWAPM
07/20/2012 5:56 PM CST	system	Appraisal Assignment	Assignment Retrieved. CREATED BY: APM. Assignment R
07/20/2012 2:12 PM CST	system	Parts	1st RPS results in RPS Operational I CREATED BY: rpsadmin
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment has been retrieved by t Created By Autoverse Active Schedu
07/20/2012 2:02 PM CST	system	Appraisal Assignment	Assignment Sent to Mailbox. CREATED BY: APM. Assignment cre
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment sent to appraiser. Created By Autoverse Active Schedu
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment dispatched Created By Autoverse Active Schedu
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedu
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedu
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active ScheduRd
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedu
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified.

Created	By Autoverse	Active	Schedu

07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment dispatched
			Created By Autoverse Active Schedu
07/20/2012 12:00 AM *	system	Estimate/Supplement	EMS transaction created
			CREATED BY: PWAPM
07/20/2012 12:00 AM *	system	Estimate/Supplement	EMS transaction created
			CREATED BY: PWAPM
07/19/2012 1:48 PM CST	FALK, HUNTER	Appraisal Assignment	Appointment created, waiting to be di
			Created By FALK, HUNTER. Appoint: AS134272730454814-00-893343-1-7
07/19/2012 1:48 PM CST	FALK, HUNTER	Appraisal Assignment	Appointment has been associated to
			Created By FALK, HUNTER.
07/19/2012 12:32 PM CST	system	Appraisal Assignment	Assignment created
			CREATED BY: DLCON
07/19/2012 12:32 PM CST	system	Other	Claim Folder Created
			CREATED BY: DLCON

	71-1052613366	Ref No.		Goodwill	No Goodwill Offered	BRC Type	NA
count		Site		GW SubType		Bus, Unit	CAC
st Name		First Name	en enque un milenano, cup appro	Approval	Not Initiated	Area	Complaint Vehicle
ytime #		Evening #	THE CONTRACT OF THE PARTY CONTRACT WITH CONTRACT ON ASSESSMENT	UCC	Trim Exterior- Rocker Panel	Sub-Area	Operation or Design
dress		City Fli	nt	Involved Dir	Patsy Lou Buick-GMC, Inc.	Safety	No
ate	Mi ZipCd	Con Acct	A CONTRACTOR OF THE PROPERTY O	Source	Phone	Updated	3/27/2012 07:18:22 PM
rial #/VIN	1GNDT13S872	Model Year	2007	Priority	Medium License # CHEVROL	Owner	PEROLLO
ke	Chevrolet	Warr. Start	08/31/2007	Status	Closed	Opened	3/27/2012 04:13:10 PM
del	TrailBlazer	Mileage	64000	Sub-Status	Pend Diag/Cust Act	Closed	3/27/2012 07:18:21 PM
stract stomer scription	Reporting veh issue only: driver sid	de control panel me	lted				,, , , , , ,
re-PAF R Notifier	Incident Date/Time Injuri	es #OtherVeh	# People in Veh Roa	ad Surface Ros	ad Cond. Fire Report#	Pol	ice Report#
ver Last N	laine Dr	river First Name	Height	DOB Dis	abilities		
surance An	gent Last Nome In:	surance Agent First	Name Steel	7			
oranice Ag	gent Last Maine In	surance Agent First	Name Phone :	# Insura	ence Agency		
cident		· · · · · · · · · · · · · · · · · · ·		Incident			
C							
				Desc			
		****	ala a kadadaa a waxaa a aadaayaa gaaraa a aa aa aa aa aa aa aa aa aa aa aa	Desc			
			and a property of the second o	Damage			
omponent chicle			180 679	Damage Desc			
omponent chicle				Damage			
mponent hicle c				Damage Desc Add'l Info			
mponent hicle c ngcy Svc				Damage Desc			
ompanent chicle c ngcy Svc ames	etail			Damage Desc Add'l Info			
enicle ec mgcy Svc ames AR De	etail Non Collision	Property Damage	Thermal Evt	Damage Desc Add'l Info Maint Loc			
omponent chicle ic mgcy Svc ames AR De collision chicle	Non Collision		Thermal Evt	Damage Desc Add'l Info Maint Loc		Property Type	
enicle or Svc ames AR De collision chicle peed	Non Collision	Damage Weather Condition Loc Last	Thermal Evt	Damage Desc Add'l Info Maint Loc Spec Equip Prop Owner		Type Prop Est	
omponent chicle oc mgcy Svc ames PAR De collision chicle peed asst Service ate	Non Collision	Damage Weather Condition Loc Last Service	Thermal Evt	Damage Desc Add'l Info Maint Loc Spec Equip Prop Owner Property Location		Туре	st
omponent chicle ic mgcy Svc ames AR De collision chicle peed ate chicle ch	Non Collision	Damage Weather Condition Loc Last Service Spec Equip	Thermal Evt	Damage Desc Add'l Info Maint Loc Spec Equip Prop Owner Property Location Prop Damage	30	Type Prop Est	st
omponent chicle ic mgcy Svc ames AR De collision chicle peed ast Service ate sh Est epair Cost	Non Collision	Damage Weather Condition Loc Last Service Spec Equip Installer	Thermal Evt	Damage Desc Add'l Info Maint Loc Spec Equip Prop Owner Property Location Prop Damag Description	Je	Type Prop Est Repair Co	
omponent chicle chic	Non Collision	Damage Weather Condition Loc Last Service Spec Equip	Thermal Evt	Damage Desc Add'l Info Maint Loc Spec Equip Prop Owner Property Location Prop Damage	Je	Type Prop Est Repair Co	
Component /ehicle	Non Collision	Damage Weather Condition Loc Last Service Spec Equip Installer Inspection	Thermal Evt	Damage Desc Add'l Info Maint Loc Spec Equip Prop Owner Property Location Prop Damag Description	Je	Type Prop Est Repair Co	

Activities

Breated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/27/2012 07:18:21 PM	ABELLAH1	PEROLLO	SR Closed - Pend Diag/Cust Act		Done	3/27/2012 07:18:21 PM	Service Request has been Closed Pend Diag/Cust Act.
Chetort Lant Nama		O-11-11 Filty	l Name	Account		BAC Code	<u> </u>
							1
Confidential Comments							!
Confidential Comments							! !
	Created 9v	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Confidential Comments Created 3/27/2012 04:26:24 PM	Greated Sy PEROLLO	Assigned To ABELLAH1	Activity Type Manager Review	Activity Sub-Type Case Assessment	Status Done	Completed 3/27/2012 07:18:18 PM	Description closing case tio pending status

reasons:

- > cust verbalized she has no money for the diag fee yet; cannot take it to dir bec she cannot afford it
 > csut: "I cannot take it yet to dir bec I do not have the monety to pay the diag and other fees; I cannot afford it now
 > crs asked permission to close case to pending status; cust agreed
 > adv to c all me anytime when you decided to take it to diralready
 > adv of file #, drect line and ext #
 > cust thankful
 > acknowledged

Lorie/ CAC Tier 1/ MAN/ Lvl 1 Empowered

Approved:

Nanette/Team Lead/MLA /CAC/ T1L1

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 04:16:12 PM	PEROLLO	PEROLLO	Dealer Visit Referred by CAC	Customer Will Schedule	Done	3/27/2012 04:27:31 PM	cust will schedule
Contact Last Name		Contact First	Name	Account		BAC Code	l
Comments							!
PATSY LOU CHEVROLI	ET, INC.						
5135 CORUNNA RD							•
FLINT, MI 48532-4106							
Certified Internet Manag	er: Edgar Clark	e					
Phone: (810) 600-3379							
cust has no money yet f	or the diag fee						
Lorie/CAC Tier 1/MAN/ I	Lvi 1 Empowere	ed					
Confidential Comments	T. III.						•
Continuential Constraints							ı

Report Generated for toporowm

on 8/23/2012

Page 3 of 4

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/27/2012 04:13:21 PM	PEROLLO	PEROLLO	Inbound Call Customer	Complex Request	Done	3/27/2012 04:25:44 PM	driver side control panel melted
Confact Last Name		Control Eiro	: Nante	Account		BAC Code	
							_
Joinments							
Cust states: calling to report defect (on ush:						
		e door: i pulled v	vindow down and see it's me	Ited/.inonerative			
It's under investigation							
: It's under investigation > this is a safety issue ar > Justcalling to report iss		de experience it i	100				

Cust seeks:

> to have the veh issue documented

CRS Adv:
> ill take note of this issue on fikle
. adv no reecalls open; B2b wearmaty already expired
adv to best take vehto nearnest dir; exoplained advantages
> adv of nearest dir; (zip: 48532)

PATSY LOU CHEVROLET, INC.
5135 CORUNNA RD
FLINT, MI 48532-4106
Certified Internet Manager: Edgar Clarke
Phone: (810) 600-3379
> also adv of www.gmownercenter.com for checking recalls
> only veh diag by GM dir can verify whether it is defect or not

crs encouraged cust to take veh to dir btu cust refused and mentioned that dri fees are too expensivel; dv all we need is diagnosis to move case forward > csult: "i cannot take it yet to dir bec i do not have the monety to pay the diag and other fees; i cannot afford it now > crs asked permission to close case to pending status; cust agreed > adv to c all me anytime when you decided to take it to diralready > adv of file #, drect line and ext # > cust thankful

> acknowledged

Lorie/ CAC Tier 1/ MAN/ Lvl 1 Empowered

Confidential Comments

UCC Information

UCC Code C58	Symptom No Symptom Indicated	Description Trim Exterior- Rocker Panel
	term is an experience of the state of policy transfer for the state of	
D10111		

Report Generated for toporowm

on 8/23/2012

Page 4 of 4

No.	71-1099007381	Ref No.		Goodwill	No Goodwill	Offered	BRC Type	PAR
count		Site		GW SubType	•		Bus. Unit	BRC
sst Name		First Name		Approval	Not initiated	***************************************	Area	PAR
aytime #		Evening #		UCC	Electrical - P	Power Door Lock Motor /	Sub-Area	ESIS Escalation
ddress		City Fil	nt	Involved Dir			Safety	Yes
tate	MI ZipCd	Con Acct		Source	Phone		Updated	8/20/2012 06:18:25 PM
erial #/VIN	1GNDT13S872	Model Year	2007	Priority	Medium	License # CHEVROL	Owner	EICHORLY
ake	Chevrolet	Warr. Start	08/31/2007	Status	Open		Opened	8/20/2012 08:16:59 AM
lodel	TrailBlazer	Mileage	66985	Sub-Status	Dissatisfied		Closed	
bstract	(ESIS) thermal event						7	

Pre-PAR

PAR Notifier	Incide	ent Date/Time		# Other Veh	#Pec	ple in Veh. Ro				ort# Police Repor!#
Owner			N	0			ncrete	Snowy		n/a
Driver Last Na	ame			First Name		Height				
not occupied			not oc			not occ		not oc		
nsurance Age Jnknown	en! Last Na	eme	Unkno	nce Agerit Fil Wn	st Name		# 38-4055	insurance Alkisk ins	Agency urance Co.	
ncident Loc		ican Hill Hotel on H 1 411.com)	ill St. in Flü	nt, MI (CRS o	ould not	find an exact	Incident Desc	the veh to ha	ive window repair	cust tried rolling the window up, the parts were melted. Cust took ired since the window would not roll up. The cust saw smoke and
Component	Control Pa	anel						smelt the bu	ming.	
Vehicle	Driving						Damage Desc	control pane	l and wires were	melted.
Loc							Add'I Inf	o Cust isn't su	re of the incident	date and time. Cust stated it was in the winter (Feb or March of
Emgcy Svc Names	n/a							2011). Cust	isn't sure of the ro	oad surface thinks it was concrete. Incident Location: Cust stated
							Maint Lo	oc Discount Tin	es and Pennzoil.	
PAR De	tail									
Collision		Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a	
Vehicle Speed	0			Weather Condition	Sno	wy		Prop Owner	n/a	Property n/a Type
Last Service Date		,		Loc Last Service				Property Location	n/a	Prop Est Repair Cost
/eh Est Repair Cost				Spec Equi	p n/a			Prop Damage Description	n/a	
Primary /eh Use	Persona	į		Inspection Type	Them	al Event		Inspected By	inspection Not I	Performed Inspection Date/Time
Veh Damage Description		anel and wires wer anel and wires wer		147-4				Explain Other	n/a	

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Activities

eated 2/2012 05:08:20 PM	Created By AMSTUTST	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description Thermal event
ntact Last Name		Contact Eire	Name	Account		BAC Code	Thermal event
mments							İ
st alleges while parke	d, the control p	anel caught on fi	re. When cust got into her	veh, the control panel and wires	on the driver's si	de were melted. Cust was	
e to put fire out. The o	ontrols (windov	vs and locks) wil	l not work. No injuries. No p	property damage. No insurance	involvement.		
Tinoental Comments							
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/2012 06:19:15 PM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Ala		ESIS - Verify file was picked up.
ntact Last Name		Contact Firs	t Name	Account		BAC Code	l
minents							•
nfidential Comments							
		<u> </u>					
eated 20/2012 06:18:39 PM	Created By EICHORLY	Assigned To AMSTUTST	Activity Type Notify CRM	Activity Sub-Type	Status	Completed	Description
ntact Last Name	LICHORE	Contact Firs		Account	Done	8/22/2012 05:08:15 PM BAC Code	Please escalate to ESIS - thermal event.
		- Contact / II S	THATTIC	Account		DAC COSE	
et allenes while narke	d the control n	anel caucht on f	ice When ourt got into har	veh, the control panel and wire	on the driveds of	de summ melhod. Quet sum	
le to put fire out. The	controls (windo	vs and locks) wi	Il not work. No injuries. No	property damage. No insurance	involvement.	de were meited. Cust was	
nda Eichorst/PAR/ATX	<						
onfidential Comments							•
initoentiai Comments						_	
eated	Created By	Accionad To	Activity Type	Activity Sub-Type	Status	Completed	
20/2012 06:18:25 PM		EICHORLY	Ownership Changed	Ownership Escalated to	Done	Completed 8/20/2012 06:18:25 PM	Description Ownership Escalated to BRC
			•	BRC			- Control of the Cont
		Contact Fire	t Name	Account		BAC Code	
ontact Last Name							_
minents							
липеліз							
							i I

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 06:09:42 PM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	8/20/2012 06:12:41 PM	Business Case
Contact Last Name		Contact First	Name	Account		BAC Code	

Cust alleges while parked, the control panel caught on fire. When cust got into her veh, the control panel and wires on the driver's side were melted. Cust was able to put fire out. The controls (windows and locks) will not work. No injuries. No property damage. No insurance involvement.

CRS will escalate file to ESIS due to a thermal event.

Lynda Eichorst/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 06:08:24 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	8/20/2012 06:09:16 PM	Emailed: Leonard Fox, DDMA
Contact Last Name		Contact Fire	t Name	Account		BAC Code	leonard.f.fox@gm.com

A product allegation claim has been made in your region. The customer is alleging the control panel caught on fire. This case is being escalated to ESIS because of a thermal event.

Golden 2007 Chevrolet TrailBlazer 1GNDT13S872 No dealer involvement

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

Lynda Eichorst

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabirla.com| Follow us on Twitter

Lynda Eichorst/PAR/ATX Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 05:57:37 PM	EICHORLY	EICHORLY	Research		Done	8/20/2012 06:00:29 PM	Location of Incident
Contact Last Name		Contact First	Name	Account		BAC Code	1

Cust stated the incident was at the American Hill on Hill St. in Flint, Mi.

CRS researched the exact location in 411.com. The only locations CRS could find were: With the American in the name and in Flint, Mi.

1. America's Best Value Inns & Suites Exit 90 off US 23 Flint, MI

2. Americal Inn Exit 90 off US 23 Flint, M	1						
Lynda Eichorst/PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 05:24:19 PM	EICHORLY	EICHORLY	Inbound Call Customer	Voice Mail Received	Done	8/20/2012 05:25:04 PM	Returned CRS's call.
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							•
CRS rec'd the following v	m;			<u>.</u>			
Hey Lynda. This is	returning	your phone call	. Thank you.				
Stamped: 8/20/12 at: 3:33	3 PM						
Lynda Eichorst/PAR/ATX							
Confidential Comments							I

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/20/2012 04:51:39 PM	ALARINAL	EICHORLY	Notify CRM	Customer Called	Done	8/20/2012 05:12:30 PM	pls see prev activity
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							1
							_
Confidential Comments							

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Activities

Created 8/20/2012 04:50:02 PM	Created By ALARINAL	Assigned To ALARINAL	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 8/20/2012 04:51:37 PM	Description cust called in
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments CUST STS: -trying to check on my clcase # 71-1099007381 -Cell	aim						l
CUST SKS: -case status							
CRS ADVSD: -tried reaching Product A -wll send her direct notifi			ailable				
CUST STS: -ok thank you -BNTC: 8104583115							

Aleana | Mla | CAC T1 | L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 03:27:44 PM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Dane	8/20/2012 06:09:34 PM	Initials
Contact Last Name		Contact First	Name	Account		BAC Code	
(•
Commenis				111111111111111111111111111111111111111		ů	1

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Activities

V20/2012 11:32:23 AM	Created By MERCADTO	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 8/20/2012 11:32:23 AM	Description Service Request Ownership has
omments	MERCADIO	Central Firs	•	Account	Done	BAC Code	changed FROM: PEROLLO TO: EICHORLY
onfidential Comments							
reated //20/2012 11:31:54 AM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
Contact Last Name	MERCADTO	Contact Firs	BRC PAR t Name	Initial Contact - Field Account	Done	8/20/2012 06:05:51 PM BAC Code	See outbound email. Leonard Fox, DDMA at leonard.f.fox@gm.com North Central Region
Domments Dosest dir to cust:							Notal Central Regions
APPLEGATE CHEVRO 3637 S SAGINAW ST FLINT, MI 48503-4149 Phone: (810) 238-7611	ET COMPANY						
							I
confidential Comments							
Created	Created By MERCADTO	Assigned To EICHORLY	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 8/20/2012 01:55:51 PM	Description No dir contact required.
Contidential Comments Created B/20/2012 11:31:49 AM Contact Last Name			BRC PAR				
Oreated 8/20/2012 11:31:49 AM	MERCADTO	EICHORLY Contact Fire	BRC PAR	Initial Contact- Dealer		8/20/2012 01:55:51 PM	

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Activities

Created			Activity Type	Activity Sub-Type	Status	Completed	Description	
8/20/2012 11:31:42 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	Done	8/20/2012 06:00:42 PM	called	
Contact Last Name		Contact Fire	¹ Name	Account		BAC Code		
					_			

Crs verified customer contact information.

Cust. states: The veh was parked and the cust tried rolling the window up, the parts were melted. Cust took the veh to have window repaired since the window would not roll up. The cust saw smoke and smelt the burning, the control panel needs to be replaced. Cust can't roll window down or lock veh. This happened around Feb or March, 2011. No other issues with the veh other than the wires and control panel needing to be repaired.

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? n/a

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

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verbiage as stated in d_1075834

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

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Descri	
8/20/2012 11:31:34 AM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	8/20/2012 03:26:48 PM	called	
Contact Last Name		Contact First	t Name	Account		BAC Code		
						-		
				<u> </u>				
CRS left a vm.								

Lynda Eichorst/PAR/ATX Confidential Comments

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Activities

reated Contact First Name Contact First Name Activity Type Activity Sub-Type Status Commisted Description Research Done 8/20/2012 (2013-13-12) AM MERCADTO EICHORLY Research Account BAC Code Done 8/20/2012 (2013-13-12) AM MERCADTO EICHORLY Research Done 8/20/2012 (2013-13-14) Activity Type Activity Sub-Type Status Commisted Description Research Done 8/20/2012 (2013-13-14) Activity Type Activity Sub-Type Status Commisted Description File assigned to Lynda Eichorst © Manuel Comments Research Complete Activity Type Activity Sub-Type Status Commisted Description File assigned to Lynda Eichorst © Manuel Comments Research Complete Activity Type Activity Sub-Type Status Commisted Description File assigned to Lynda Eichorst © Manuel Comments Research Complete Activity Type Activity Sub-Type Status Commisted Description File assigned to Lynda Eichorst © Manuel Comments Research Complete Activity Type Activity Sub-Type Status Commisted Description Research Complete Activity Type Activity Sub-Type Status Commisted Description Research Comments Description File Activity Type Activity Sub-Type Status Completed Description Research Complete Activity Type Activity Sub-Type Status Commisted Description Research Complete Comments Description File Activity Type Activity Sub-Type Status Completed Description Research Complete Comments Description Description Research Control First Name Activity Type Activity Sub-Type Status Completed Description Research Control First Name Activity Type Activity Sub-Type Status Completed Description Research Control First Name Description Research Control First Name Activity Type Activity Sub-Type Status Completed Description Research Control First Name Description Description Research Control First Name Description Description Research Control First Name Description Description Research Control First Name Description Description Research Control First Name Description Description Research Control First Name Description Description Description Description Description Descript	reated	Created By	Assistant To	Antivity Type	A - 4: - 4: - 5: - 1	-		-
Intert Lest Name Contact First Name Account BAC Code Immons Stand VIN: 1 other file found in GWM: 1-1052613386 - Control panel. Closed pending diag 3/27/12. Incells: No open or closed recalls found in GWM. Incels: No open or closed recalls found in GWM. Incels: No open or closed recalls found in G					Activity Sub-Type	Status Done	Completed 8/20/2012 05:18:31 PM	Description Research
The and VIN: 1 other file found in GWM: 1052613386 - Control panel. Closed pending diag 3/27/12. Casalis: No open or closed recalis found in GWM. Inded: No pains: No related repairs found in GWM. Inded: No pains: No related repairs found in GWM. Inded: No pains: No related repairs found in GWM. Index file found in GWM.	ntact Last Name				Account			1100001011
Re and VIN: 1 other file found in GWM: -1052613366 - Control panel. Closed pending diag 3/27/12. calls: No open or closed recalls found in GWM. anded: No arranty Block: No pairs: No related repairs found in GWM. dearch complete india Eichors/PAR/ATX infodortiol Gomments	mments						_	
ecalls: No open or closed recalls found in GWM, randed: No farranty Block: No epairs: No related repairs found in GWM. search complete mide Eichors/PAR/ATX confidential Comments rested Created By Assigned To Activity Type Activity Sub-Type Status Completed BAC Gods Account BAC Gods Account BAC Gods Account Created By Assigned To Activity Type Activity Sub-Type Status Completed Status Completed Sub-Type Status Completed Sub-Type File assigned to Lynda Eichorst (account BAC Gods) Account BAC Gods Account BAC Gods Activity Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Gods) Account BAC Gods Activity Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Gods) Activity Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Code Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Code Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Code Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Code Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Code Sub-Type Status Completed Description File assigned to Lynda Eichorst (account BAC Code Sub-Type Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status Sub-Type File Status File Status Sub-Type File Status Sub-Type File Status File Status File Status File Status File Status File Status File Status File Status File Status File Status File Status File File File File File File File File	ummary:							
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ontact Last Name Contact First Name Account BAC Code x31093								
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	onanents							1
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Activities

Preated //20/2012 11:30:41 AM Contact Last Name	Greated By MERCADTO	Assigned To PEROLLO Contact First	Activity Type SR Opened Name	Activity Sub-Type Account	Status Done	Completed 8/20/2012 11:30:41 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
onfidential Comments							
reated 20/2012 11:30:39 AM ontact Last Name	Created By MERCADTO	Assigned To PEROLLO Contact First	SR Closed - Dissatisfied	Activity Sub-Type Account	Status Done	Completed 8/20/2012 11:30:39 AM BAC Code	Description Service Request has been Closed Dissatisfied.
reated 20/2012 09:12:07 AM bontact Last Name	Created By PEREZRO	Assigned To PEROLLO Contact Firs	Notify CRM	Activity Sub-Type Info Station Response Account	Status Done	Completed 8/20/2012 10:33:48 AM BAC Code	Description IS Response
ustomer info logged. U onfidential Comments	pdate Sent						
reated 20/2012 08:26:15 AM contact Last Name	Created By PEROLLO	Assigned To AMSTUTST	Notify CRM	Activity Sub-Type Customer Called Account	Status Done	Completed 8/20/2012 11:30:34 AM BAC Code	Description Driver side panel was caught on fire Received and Assigned in PAR Stacy/ATX/PAR
onfidential Comments							

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Activities

Created 8/20/2012 08:21:29 AM	Created By PEROLLO	Assigned To PEREZRO	Activity Type CAC to Info Station	Activity Sub-Type Change Address	Status Done	Completed 8/20/2012 09:12:07 AM	Description change address	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1	
Comments Original owner? No						-	I	
Name: New Address:	Slint	Mi						
Old address: Telephone Number:	Slint MI							
Make and Model: 2007 T Mileage: 66985	railblazer							
VIN:1GNDT13S872								
Lorie/CAC Tier 1/MAN/ L	vi 1 Empowers	ed						
Confidential Comments							-	

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:20:35 AM	PEROLLO	PEROLLO	Inbound Call Customer	Complex Request	Done	8/20/2012 08:26:57 AM	Recall query and veh caught on fire
Contact Last Name		Contact First	l Name	Account		BAC Code	·

Comments

ijust called for a recall before; the TV and news and online websites tells me there are recalls on these vehicles

this weekend 71-1052613366

> crs adv it is closed and cannot reopened but will open a new fiel and will be morethan happy to assist with this issue

veh already caught on fire
 a fire started at the driver side panel: control panell is knew there is a recall
 almost a year ago: it was so crazy
 i disconnected door panel and it was melting

im the 2nd owner: a year ago bought used; with approx 40000 miles

Cust seeks: veh issue to be reported recall info

CRS Adv:

CRS Adv:
im so sorry to hear about this
recalls are VIN specific
> no open recalls for the vhe
> GM has only 1 official website for checking recalls
>we will create a new fiel regt his one
we will update your address too
> we will forward case to BRC: a special dept sho handles cases like this
> keep your lines open adn BRC agent will contact you through your preferred phone#

cust understood acknolwedged

Lorie/ CAC Tier 1/ MAN/ Lvl 1 Empowered

Confidential Comments

UCC Information

UCC Code N42 Description Electrical - Power Door Lock Motor / Switch / Wiring Symptom Thermal event

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Logout

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 Warrenties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Warranty Block: No

Vehicle I	iforma	tion
-----------	--------	------

VIN: 1GNDT13S872

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: 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

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

XM Equipped: Y

XM Radio ID: 7BN8Q0MK

OnStar Status: Inactive

XM Status: Inactive

DMN Enabled: N

Applicable Warrantles

OnStar Vehicle Diagnostics: N

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	08/31/2007	406 MI	08/31/2017	120,406 MI
	Bumper to Bumper Limited Warranty	08/05/2011	08/31/2007	406 MI	08/31/2010	36,406 MI
	Powertrain Limited Warranty	08/05/2011	08/31/2007	406 MI	08/31/2012	100,406 MI
	Corrosion Limited	08/05/2011	08/31/2007	406 MI	08/31/2013	100,406 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

	Emission Selectomponent Ltd V		08/31/2007	406 MI 0	8/31/2015	80,406 MI
Service Co	ontract					
Vehicle has	no current re	cord of service contra	icts.			
тупудан туң үлүнүн етеринененту	n History	A Whitemark Ing. Americans, it., and with the PLE-DESSERVER, (PP(TO)) if	स्थितक स्थाप प्रश्नित राज्याच्या स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थापना स्थाप	married baselin-mark (Stephender-mill, All St. List Edd) (1)	ering page ages, the City, change expert al	View Details
Fransactic Job Card Date	on History Job Card Number	Transaction Type	Transaction Adjustment	Labour Oper	ation	View Details Odorneter Reading

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Logout



August 23, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

13

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: 1GNDT13S872 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KMZQ9Z Build Date: 11/14/2006

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 refer to the original vehicle invoice or window sticker.

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

28H - LIGHT GRAY

67U - SILVERSTONE 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

B32 - FLOOR MATS, FRONT/REAR

B86 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT G80 - DIFFERENTIAL, LOCKING REAR 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

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

AU0 - 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

GT4 - REAR AXLE, 3.73 RATIO JJB - PT DRESS SUBASSY NOT

INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE

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

TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE

WHEEL

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

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) * OVERHEAD CONSOLE

QTR - WOL ON/OFF ROAD TIRES

NT7 - EMISSION SYS FED - TIER 2

R6P - SPECIAL PAINT

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 UJ6 - TIRE PRESSURE MONITOR

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

R6K - ONSTAR TURN-BY-TURN

NAVIG AVAIL

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO W/6 DISC

CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM

(REPLACES STD/OPT PKG

RADIO)

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

Added Option Codes

~BQ -

Global Warranty Management: Site Map

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Logout

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 build.

Vehicle Information

VIN: 1GNDT13S872 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD Warranty Block: No

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: 11/14/2006

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

Date Scanned: 11/14/2006

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned: 11/14/2006

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Component Code: 61-TRANSMISSION

Date Scanned: 11/14/2006

HUB ASSEMBLIES Source Plant: G-

Date Scanned: 11/14/2006

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 11/14/2006

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 11/14/2006

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

Date Scanned: 11/14/2006

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

Date Scanned: 11/14/2006

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

Source Plant: -

Date Scanned: 11/01/2006

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

Traceability: 611020573

August 23, 2012

Part / Number Broadcast: NAX

Time Scanned: 09:38:00 Scan Station: 01

Traceability: 001443076 Part / Number Broadcast: A1Z

Time Scanned: 10:05:00 Scan Station: 05

Traceability: 0BM284241

Part / Number Broadcast: FK

Time Scanned: 09:49:00 Scan Station: 03

Traceability: 44988579

Part / Number Broadcast: 7TDD

Time Scanned: 09:46:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability: EHN08466

Part / Number Broadcast:

UK3

Time Scanned: 10:26:00 Scan Station:

Traceability: 291152339 Part / Number Broadcast: AA5

Time Scanned: 10:23:00 Scan Station: 11

Traceability: 00047041

Part / Number Broadcast: 3172

Time Scanned: 12:15:00 Scan Station:

Traceability: 1GZKZF1

Part / Number Broadcast: 2395

Time Scanned: 14:12:00 Scan Station: 06

Traceability: 5ABNZ41

Part / Number Broadcast: 5521

Time Scanned: 09:56:00 Scan Station: 04

Traceability: 0920401

Part / Number Broadcast: 1ZZ

Time Scanned: 03:02:00 Scan Station:

Traceability: 3087625

For this vehicle:

→ View Vehicle Summary

- $\overset{\textstyle \rightarrow}{\rightarrow} \overset{\textstyle \text{Service}}{\textstyle \text{Contract}}$
- → Branded Title
- → Warranly Block
- → View Vehicle Build
- View Vehicle Component Summary
- View Vehicle
- Transaction History Detail
- View Vehicle Delivery Information

Source Plant: -

Part / Number Broadcast: 1WW

Date Scanned: 11/09/2006

Time Scanned: 13:08:00 Scan Station:

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

Traceability: 3087502 Part / Number Broadcast: 1PT

Source Plant: -Date Scanned: 11/10/2006

Time Scanned: 10:12:00 Scan Station:

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

Source Plant: -

Traceability: 3087402 Part / Number Broadcast: 1PH

Date Scanned: 11/10/2006

Time Scanned: 23:42:00 Scan Station:

Traceability: 3087426

Source Plant: -

Part / Number Broadcast: 1GB

ARTERNATION AND THE STREET OF THE PROPERTY OF THE PROPERTY AND ADMINISTRAÇÃO ARTERIA AND A

Date Scanned: 11/11/2006

Time Scanned: 00:15:00 Scan Station:

Service Agent Installed Component

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

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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For this vehicle: → View Vehicle Summary

> Service → Contract

→ Warranly

Block

View Vehicle Delivery Information

→ View Vehicle Build View Vehicle Component Summary View Vehicle → <u>Transaction History</u>

Detail

→ Branded Title



■ Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

@

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

Vehicle Information

VIN: 1GNDT13S872

Branded Title: No

Warranty Block: No

Model: CT15506-2007 TRAILBLAZER 4WD

Odometer Reading: 0 MI

Authorization Code:

Service Contract: No

Job Card Number: A84363

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Date: 11/14/2006

Repair Service Agent: 191801 GOOD CHEVROLET BUICK 1250 W MAJN ST

LOWELL MI 49331-1510

6168979294

Process Date: 11/17/2006 Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code; 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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Global Warranty Management: Site Map

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For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Tille

→ Warranty Block

View Vehicle Delivery Information

→ View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

Detail



Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

13

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: 1GNDT13S872 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

August 23, 2012

Invoice Information

Invoicing Service Agent: 191801 GOOD CHEVROLET BUICK

1250 W MAIN ST

LOWELL MI 49331-1510 6168979294

Invoice Date: 11/14/2006

Ship to Information

Ship to Service Agent: 191801 GOOD CHEVROLET BUICK 1250 W MAIN ST

LOWELL MI 49331-1510 6168979294

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 115228 BEES CHEVROLET, INC.

2100 S US 27

ST JOHNS MI 48879-9101 9892242345

Delivery Date: 08/31/2007 Delivery Type: 032---RETAIL LEASE* - EMPLOYEE STOCK (GMS) Delivery Odometer: 406

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

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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

Chris Roffey

October 1, 2012



RE:

Claimant:

Our File No.:

Our Client:

General Motors LLC

Date/Event:

unknown

746635

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. It was reported that you had an incident with your vehicle on an unspecified date of at which time your 2007 Chevrolet Trailblazer bearing vehicle identification number 1GNDT13S872 incurred fire related damage. Nikki Jackson is the assigned claim administrator. She has tried to call you on several occasions to discuss this matter.

Please contact Nikki Jackson or me at 1.800.888.0164 at your earliest convenience so that we may obtain additional information from you regarding this matter. If we fail to hear from you within the next 30 days we will assume you are no longer interested in pursuing claim and we will close our file.

Sincerely,

Chris C. Roffey

Service Request Detail 71-1099143032 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Account Site Bus. Unit BRC Last Name First Name Approval Not Initiated Area PAR Daytime # UCC Evening # Non Component GM Sub-Area Initiate PAR- Other Address City Delanson Involved Dir Gable Auto & Truck Center, Inc. Safety Yes State NY ZipCd Con Acct Phone Updated 8/22/2012 04:45:29 PM Source Serial #/VIN 1GNDT13SX72 Model Year 2007 Priority Medium Owner GARCIAJR License # Status Make Chevrolet 02/25/2007 Open Opened 8/20/2012 01:37:55 PM Warr. Start Model TrailBlazer Mileage 57200 Sub-Status Dissatisfied Closed Abstract Thermal event - 07 Chevrolet TrailBlazer Customer This is a BRC PAR Case. Do not assume case. Forward any Inquiries to Joe Garcia at ext 11291.

Description Pre-PAR

10 1 1311								
AR Natifier	Incident Date/Time	Injuries #0		People in Veh 1			•	Palice Report#
witer	8/1/2012 11:00:00 AM	N	0		Asphalt	Dry	n/a	n/a
river Last No	we	Driver Fir	st Name	Heig	ht DC	B Disabl	altes	· · · · · · · · · · · · · · · · · · ·
			gent First Na	5'4" Phor		Insurance	A-0.00	
a		sp\n	gent Filst M	1110 F-1101	I <i>E II</i>	did not file		•
cident oc	188 in Duanesburg NY				Incident Desc	d/s door pan	eling burned up while trying	lo move electronic mirror
omponent	electrical							
•	cust's driveway				Damage Desc	frt d/s door t	numed	
DC					Add'l Ini	io π/a		
mgcy Svc ames	n/a				Maint Le	oc boyfriend		
AR Def	lie				Midital Co	o boymend		
olision	Non Collision		Property N Damage	Thermal E	nt Y	Spec Equip	none	
ehicle peed	0		Weather (Condition	dry		Prop Owner	n/a	Property n/a Typa
ast Service late			Loc Last Service			Property Location	n/a	Prop Est \$0.00 Repair Cost
eh Est lepair Cost	\$0.00		Spec Equip a Installer	rvia		Prop Damage Description	n/a	
rimary eh Use	Personal		Inspection Th Type	ermal Event		Inspected By	Inspection Not Performed	[nspection Date/Time
eh Damage Jescription	frt d/s door burned					Explain Other	being sent to ESIS	

Report Generated for toporowm

on 8/23/2012

Page 1 of 8

Activities

				Budiciba Cub Tono	Status	Completed	Description
B/22/2012 04:44:24 PM	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Typo	Scheduled Alac		Waiting for ESIS to pick up
Contact Last Name	GANOIAUN	Contact Fire	•	Account	00.000.00740	BAC Code	l
			I Namo	7 1000 ann			•
Comments							
							•
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
8/22/2012 04:43:48 PM	GARÇIAJR	ESISBIQU	Escalation	ESIS-Thermal Event	în Progress		Thermal event - ESIS
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
Comments							1
07 Chevrolet TrailBlazer	- thermal event						•
Joe G/PAR/ATX Confidential Comments			•				1
Confidential Comments							•
			_	A - 41- (b - C - 5 - 5	Status	Completed	Description
Greated 8/22/2012 04:43:19 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Type Business Case	Done	8/22/2012 04:43:47 PM	Business Case
Contact Last Name	Gritoport	Contact Fir		Account		BAC Code	f
Contact East Name		Contact i	3(1427) 6	710000111			•
Comments							
Veh experienced a them	nal event, file b	eing sent to ES	IS.				
Joe G/PAR/ATX							
Confidential Comments	•						Ĭ
·							

Report Generated for toporowm

on 8/23/2012

Page 2 of 8

Activities

Created Cre	eated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
			Outbound Email	DVM/CAM/Field	Done	8/22/2012 04:43:17 PM	FYI email sent to DDMA
Contact Last Name		Contact First Name		Account		BAC Code	
				<u> </u>			•

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 TrailBlazer 1GNDT13SX72 Gable Auto & Truck Center, Inc. Cobleskiil NY, BAC 119265

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

Best wishes, Joe Garda | CRS Confidential Comments

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
8/22/2012 11:14:48 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	8/22/2012 11:14:49 AM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account	·	BAC Code	
							1
Comments							
Confidential Comments					_		
Odningeriodi Goninieras							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/21/2012 12:52:27 PM	MERCADTO	GARCIAJR	Ownership Changed		Dona	8/21/2012 12:52:27 PM	Service Request Ownership has
Contact Last Name		Centact Firs	l Name	Account		BAC Code	changed FROM: WHITESCH TO: GARCIAJR

Confidential Comments

Page 3 of 8 on 8/23/2012 Report Generated for toporowm

Activities

Greatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:51:20 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Fletd	Done	8/21/2012 04:06:26 PM	email attached to the file
Centact Last Name		Control Lin	t Name	Account		BAC Code	
							_
Comments							
FYI email sent to DDMA							
Joe G/PAR/ATX							
Confidential Comments							

Croated By Assigned To Activity Type Activity Sub-Type Status Completed Description
8/21/2012 12:51:13 PM MERCADTO GARCIAJR BRC PAR Initial Contact-Dealer Done 8/22/2012 11:14:11 AM no dir ct needed
Contact Last Name Account BAC Code

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

Joe G/PAR/ATX

Confidential Comments

Greated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
8/21/2012 12:51:06 PM MERCADTO GARCIAJR BRC PAR Initial Contact- Phone Done 8/22/2012 04:39:59 PM made initial ct w/cust

The Account BAC Code

| Comments | Called daytime phone #, |

Crm stated calling to the wicust re the product allegation case, understand that veh experienced a thermal event.

Cust stated that is correct, was moring the electric motor when it started to smoking - interior filled up. Cust stated her boyfriend pulled the panaling off and everything was melted, 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 thu wicust re the product allegation case.

Joe G/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 8/23/2012

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Activities

Activities							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/21/2012 12:50:53 PM	MERCADTO	GARCIAJR	BRC PAR	Admowledgement	Done	8/22/2012 10:26:37 AM	no dir ct needed
Contact East Name		Contact First	Name	Account		BAC Code	
Comments							1
No Initial Contact require	d. Vehicle beyo	nd warranty and	has not been to dealer	'In two years,			•
loe G/PAR/ATX							
Confidential Comments							Į.
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
V21/2012 12:50:33 PM	MERCADTO	GARCIAJR	Research		Done	8/22/2012 10:25:42 AM	Research
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
Comments							•
Summary:							
Repairs - no related repa	alrs						
Recalls - no open recalls	1						
SR's - no other files for t	his veh						
loe G/PAR/ATX							
Confidential Comments							1

Greated 8/21/2012 12:50:28 PM	Created By MERCADTO	Assigned To GARCIAJR	Activity Typo Notify CRM	Activity Sub-Type	Status Done	Completed 8/21/2012 04:05:57 PM	Description File assinged to Joe Garda @ x11291
Contact Last Name		Contact First	l Name	Account		BAC Code	
Comments	-						
Confidential Comments							1

Report Generated for toporowm

on 8/23/2012

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Activities

eated 21/2012 12:50:11 PM	Crealed By MERCADTO	Assigned To GARCIAJR	Activity Typo BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 8/21/2012 04:05:54 PM	Description File assinged to Joe Garda @ x1129
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
onfidential Comments				_			I
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
21/2012 12:50:08 PM	MERCADTO	WHITESCH	SR Opened		Done	8/21/2012 12:50:08 PM	SR in Status of Closed has been Re- Opened by MERCADTO
intact Last Name		Contact First	Name	Account		BAC Code	applicably marror 5 . 5
omments							
							†
onfidential Comments	···		· · · · · · · · · · · · · · · · · · ·				
roalod	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
21/2012 12:50:06 PM	MERCADTO		SR Closed - Dissatisfied		Done	8/21/2012 12:50:07 PM BAC Code	Service Request has been Closed Dissatisfied.
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
							I
onfidential Comments							1
osindesinal Comments							•
roated	Created By	Assigned To		Activity Sub-Type	Status Done	8/21/2012 12:49:28 PM	Description Thermal Event
20/2012 02:20:12 PM ontact Last Name	WHITESCH	AMSTUTST Contact Fire	Notify CRM	Account	Dotte	BAC Code	Received and Assinged in PAR
Unitaci Lasi Naine		Contact Fire	n Name	ACCOUNT		13/10/0000	Stacy/ATX/PAR
lease Assume							
harmainewhitesell/CA(_				_
onfidential Comments							

Report Generated for toporowm

on 8/23/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 02:15:55 PM	WHITESCH	WHITESCH	Outbound Call Customer	Made Contact	Done	8/20/2012 02:20:11 PM	FU CUS
Contact Last Name		Contact Firs	Name	Account	-	BAC Code	l
Commens							ĺ

- CRS just need to follow up with a few more questions
 you said the door caught fire did you actually see the flame
 ok because there was obvious signs of fire I am going to escalate this to the a different department and they can assist you further.
 -not a problem, they should be contacting you with in 24 business hours to gather more information from you
 CUS STS

- -no the car filled with smoke so i pulled over and evacuated the car my boyfriend pulled the door p[anel off and all the fuses were metled together -but all it saw was smoke -ok thank you for doing that research

charmainewhitesel/JCAC/ATX/T1/LVL0 Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/20/2012 02:02:08 PM	WHITESCH	WHITESCH	Dealer Visit Referred by CAC	CAC Scheduled Via Phone	Done	8/20/2012 02:02:51 PM	DLR VISIT
Contact Last Mama		Contact Fire	Изиб	Account		BAC Code	
							•

GABLE AUTO & TRUCK CENTER, INC.2431-1 STATE ROUTE 7 COBLESKILL, NY 12043-5711 Phone: (518) 234-8870

-wednesday @2:30

charmainewhitesell/CAC/ATX/T1/LVL0 Confidential Comments

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Activities

charmainewhitesell/CAC/ATX/T1/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
B/20/2012 01:49:45 PM	WHITESCH	WHITESCH	Inbound Call Customer	Corv WK Request	Done	8/20/2012 02:03:05 PM	RFI Special Coverage
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

CSU STS heard there was a recall on traliblazers and I know I have it on my vehicle.
while I was driving my door panel caught fire, my boyfriend had to unplug all the switches in the door to make sure there wasnt anymore fires

- yes please - thank you so much CUS SKS to know if the recall is on her vehicle

CRS ADV we havent gotten the official listing of the affected vehicle just yet

- we can go ahead and call the closest DLR and see if we can get you into for repairs

-ok I am going to call GABLE AUTO & TRUCK CENTER

-ok they have you down for 2:30 on Wednesday
-the DLR informed me that since the official listing hasnt come out yet we are all kind of stuck waiting for that official listing
-it should be sending something out soon to let CUS know

- but we have you scheduled

charmainewhitesell/CAC/ATX/T1/LVL0 Confidential Comments

UCC Information

UCC Code	Symptom	Doscription
\$ 96	Chevrolet	Non Component GM

Page 8 of 8 Report Generated for toporowm on 8/23/2012

Logout

ල්ලාන් Warranty

August 23, 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 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

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

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact \$88.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: 39QBR08K

OnStar Status Inactive

XM Status Active DMN Enabled N

Applicable Warranties

OnStar Vehicle Diagnostics N

Valid warranties are highlighted

, nppii	Manie ilmitattico						
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Special Coverage 10054	08/05/2011	07/31/2007	210 MI	07/31/2017	120,210 MI	
	Emission Select State Component Lty Wty	08/05/2011	07 <i>1</i> 31 <i>1</i> 2007	210 MI	07/31/2014	70,210 MI	
	Emission Limited Warranty	08/05/2011	07/ 31/2007	210 MI	07/31/2010	50,210 MI	
	Corrosion Umited Warranty	08/05/2011	07/31/2007	210 MI	07/31/2013	100,210 MI	
	Bumper to Bumper Limited Warranty	08/05/2011	07/31/2007	210 MI	07/31/2010	36,210 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>Detail</u>
 - View Vehicle Delivery

| Powertrain Limited Warranty | 08/05/2011 | 07/31/2007 | 210 MI | 07/31/2012 | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100,210 MI | 100

Service Contract

Vehicle has no current record of service contracts.

Transactio	n History	•			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odomeler Reading
02/17/2009	183212	ZREG—Regular Vehicle Transaction		C1130 - Weatherstrip - Rear Door Opening - Right - Align Or Replace	31,045 MI
02/17/2009	183212	ZREGRegular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	31,045 MI
12/26/2008	181895	ZREGRegular Vehicle Transaction		C1130 - Weatherstrip - Rear Door Opening - Right - Align Or Replace	28,141 Mi
1 <i>21</i> 26/2008	181895	ZREG—Regular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	28,141 MI
02/13/2007	601577	ZPD!Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	4 MI
01/26/2007	A18657	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 Mil

Global Warranty Management Site Map

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國會和Warranty

E 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 1GNDT13SX72

Branded Title No.

Model CT15506-2007 TRAILBLAZER 4WD

August 23, 2012

Service Contract, No.

Order Type 70 - RETAIL - STOCK

Warranty Block No.

PDI Status No

Field Actions: <u>0 Open</u>

Vehicle Build

Model. CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KQXKHP Build Date: 01/26/2007

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 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 slicker

1SE - LY PREFERRED EQUIPMENT GROUP 2: * SEATS, 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
OSRY MIRRORS * FRONT HEATED SEATS * PWR MIRRSHEATED TIBM SEMAI HEATED/TURN SIGNAL

41U - BLACK

481 - INT TRIM EBONY/EBONY

7WN - COMPONENT FRT RH COMPUTER SEL

9UZ - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AP9 - CONVENIENCE NET, CARGO

ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR

AUD - REMOTE KEYLESS ENTRY 830 - 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

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

GU5 - 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

6WN - COMPONENT FRT LH COMPUTER

1SZ - PREFERRED EQUIPMENT SAVINGS

SEL

8UZ - COMPONENT RR LH COMPUTER SEL

482 - EBONY

AAB - MEMORY DRIVER CONVENIENCE PKG

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AR9 - FRT BUCKET SEAT, DELUXE

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

C5N - GVW RATING - 5750 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO

DIMMING, COMPASS

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

JF4 - POWER ADJUSTABLE PEDALS

JJB - PT DRESS SUBASSY NOT

INSTALLED

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N79 - 17" FULL-SIZE SPARE WHEEL

NC7 - FEDERAL OVERRIDE

NP8 - 2-SPEED ACTIVE TRANSFER CASE

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

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6P - SPECIAL PAINT

R9X - XM RADIO STANDARD IDENTIFER

STW · LEATHER WRAPPED STG WHL WICONTR

T96 - FOG LAMPS

TB4 - LIFTGATE

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

MONTHS INCL.

U73 - FIXED MAST ANTENNA

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

BY-TURN UPGRADE)

UJ6 - TIRE PRESSURE MONITOR

UM8 - NAVIGATION SYSTEM INCLUDES TWO FREE MAP

UPDATES (REPLACES 8 DISC CD PLAYER)

UY7 - TRAILER WRING HARNESS

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

FRONT PASSENGER

VK3 · FRONT LICENSE PLATE BRACKET

X88 - CHEVROLET CONVERSION

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZTM - SPARE, ALL-SEASON TIRE

2Y1 - SOUD PAINT

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

PD8 - 18" POLISHED ALUMINUM WHEELS

QZD - ALL-SEASON TIRES

R6M - NEW JERSEY COST SURCHARGE

RBN - LEATHER SEAT TRIM

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LIGHTS 198 - STAMPING VEHICLE IDENT

NUMBER

TGA - LANGUAGE CONTROL ENG, FR.

SPAN

U68 - DRIVER INFO CENTER DISPLAY

UA6 - THEFT DETERRENT ALARM

SYSTEM

UGI - UNIVERSAL HOME REMOTE

UK6 - REAR SEAT RADIO & HVAC

CONTROLS

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

V73 - STATEMENT OF VEHICLE CERT.-

U.S. /CANADA

VXS - COMPLETE VEHICLE LABEL

YCS - LT PACKAGE 2 * MEMORY: DRV SEAT, OSRV MIRROR * OSRV MIRRORS WITURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS. THEFT DETERRENT (REPLACES STD/OPT

PKG RADIO)

YD5 - BASE FRONT SPRING

ZQ3 - 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

~BQ -

Global Warranty Management Site Map

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Global Warranty

E Logotit

August 23, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

(?)

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

Vehicle Information

VIN 1GNDT13SX72 Service Contract No Model CT15506-2007 TRAILBLAZER 4WD

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

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

→ View Vehicle Build

Transaction History

<u>Detail</u>

View Vehicle Delivery <u>Information</u>

Vehicle Component

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

Date Scanned: 01/25/2007

Traceability: 701160167 Part / Number Broadcast: NAX

Scan Station 01 Time Scanned 21:15:00

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

Date Scanned 01/25/2007

Traceability, 001670247 Part / Number Broadcast: A2K

Time Scanned: 21:36:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 01/25/2007

Traceability: OBM836862 Part / Number Broadcast FK

Time Scanned: 21:26:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 01/25/2007

Traceability 45405805 Part / Number Broadcast 7TDD

Time Scanned 21:23:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant. G-

Traceability 0JJ40197

Part / Number Broadcast

Date Scanned, 01/25/2007

Time Scanned 22:15:00 Scan Station.

Traceability 017073815 Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 01/25/2007

Part / Number Broadcast: JZ5 Time Scanned: 21:50:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant. K-KELSEY-HAYES JASPER, INDIANA

Component Code. A8-IR-MODULE ASM-INFLATOR

Traceability: 00077224

Part / Number Broadcast

Date Scanned: 01/25/2007 Time Scanned 23:23:00 Scan Station

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 01/26/2007

Traceability 1H18KPD Part / Number Broadcast 2395

> Time Scanned: 08:35:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL Date Scanned 01/25/2007

Traceability 4AADD58 Part / Number Broadcast: 8434

> Scan Station 04 Time Scanned: 21:28:00

Component Codo: AP-RH SIDE IMPACT AIRBAG MODULE Source Plant Q-RIMIR MATAMORS MEXICO Date Scanned: 01/25/2007

Traceability SG0A8PK Part / Number Broadcast 2261

Time Scanned: 21;32:00 Scan Station 16

Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE

Traceability 5G0A2C4

Warranty Block

For this vehicle:

 View Vehicle Summary Service

Contract

Branded Title

View Vehicle Component Summary View Vehicle

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 01/25/2007

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

Source Plant -

Date Scanned: 01/19/2007

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

Source Plant. -

Date Scanned 01/24/2007

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

Source Plant: -

Date Scanned: 01/25/2007

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

Source Plant: •

Date Scanned 01/25/2007

Component Code CP-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned. 01/25/2007

Part / Number Broadcast 2260

Time Scanned: 21:32:00 Scan Station: 15

Traceability 1310612

Part / Number Broadcast. 12Z

Time Scanned: 03:02:00 Scan Station:

Traceability: 3123269

Part / Number Broadcast 1WW

Time Scanned: 13:13:00 Scan Station

Traceability 3123144

Part / Number Broadcast 1PT

Time Scanned: 11:27:00 Scan Station

Traceability 3122595

Part / Number Broadcast 1PH

Time Scanned. 18:53:00 Scan Station:

Traceability: 3122718

Part / Number Broadcast, 1GB

Time Scanned: 19:21:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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

August 23, 2012

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 1GNDT135X72 Service Contract, No

Branded Title No

Model CT15506-2007 TRAILBLAZER 4WD Warranty Block: No

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions: O Open

Job Card Date: 02/17/2009 Repair Service Agent: 111138

ARROWAY CHEVROLET CADILLAC OF MT. K

175 NORTH BEDFORD ROAD MOUNT KISCO NY 10549-1513

9142327733

Job Card Number: 183212

Odometer Reading 31,045 MI

Authorization Code:

Process Date 03/17/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Calegory.

Customer Complaint Code

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op C1130-Weatherstrip - Rear Door Opening - Right - Align Or Replace

Causal Part Number

See other Paris and/or Net Items

Job Card Date: 02/17/2009

Job Card Number: 183212

Repair Service Agent 111138

ARROWAY CHEVROLET CADILLAC OF MT. K

175 NORTH BEDFORD ROAD

MOUNT KISCO NY 10549-1513

9142327733

Odometer Reading: 31,045 MI

Authorization Code

Process Date 03/10/2009

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 E7690-Sensor, Steering Wheel Rotation - Replace

Çausal Part Number

→See other Parts and/or Net Items

Job Card Number: 181895

Job Card Date: 12/26/2008

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

Repair Service Agent 111136 ARROWAY CHEVROLET CADILLAC OF MT. K 175 NORTH BEDFORD ROAD MOUNT KISCO NY 10549-1513 9142327733

Odometer Reading: 28,141 MI Authorization Code:

Process Date 01/16/2009

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 C1130-Weatherstrip - Rear Door Opening - Right - Align Or Replace

Causal Parl Number

Job Card Date: 12/26/2008

Job Card Number: 181895

Repair Service Agent: 111138

Odometer Reading: 28,141 MI

ARROWAY CHEVROLET CADILLAC OF MT. K

175 NORTH BEDFORD ROAD MOUNT KISCO NY 10549-1513

9142327733

Authorization Code

Process Date 01/16/2009

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 C2740-Door And/Or Pad, Console Compartment - R&R Or Replace

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 02/13/2007

Job Card Number: 601577

Repair Service Agent 184465

CLINTON CHEVROLET-CADILLAC, LLC

1464 RTE 31

CLINTON NJ 08809-0000

9087355135

Odometer Reading 4 MI Authorization Code

Process Date 02/20/2007

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 Number: A18657

Job Card Date: 01/26/2007

Repair Service Agent. 184465 CLINTON CHEVROLET-CADILLAC, LLC 1464 RTE 31 CLINTON NJ 08809-0000 9087355136 Odometer Reading: 0 MI Authorization Code:

Process Date: 01/30/2007

Transaction Type: ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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Branded Title No

August 23, 2012

Logout

Global Warranty Management: Man > 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

Warranty Block: No

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions: 0_Open

→ <u>View Vehicle Build</u>

View Vehicle

For this vehicle:

-• View Vehicle Summary
Sarvice
Contract

→ Branded Title

Warranty Block

Component Summary

View Vehicle
Transaction History

Detail

- View Vehicle Delivery Information

Invoice information

trivoicing Service Agent 184455 CLINTON CHEVROLET-CADILLAC, LLC 1464 RTE 31 CLINTON NJ 08809-0000 9087355135

Ship to information

Ship to Service Agent: 184465 CLINTON CHEVROLET-CADILLAC, LLC 1464 RTE 31 CLINTON NJ 08809-0000 9087355135 Ship to Date: N/A

Invoice Date 01/26/2007

Delivery Information

Delivery Service Agent: 111138 ARROWAY CHEVROLET CADILLAC OF MT. K 175 NORTH BEDFORD ROAD MOUNT KISCO NY 10549-1513 9142327733 . Delivery Date: 07/31/2007 Delivery Type 015—RETAIL LEASE - INDIVIDUAL Delivery Odometer 210

In Service Information

Invoicing Service Agent

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

Registration Information

Registration Service Agent N/A

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

Global Warranty Management Site Map

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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

9/4/12



RE:

Claimant:

Our File No.:

746649

Our Client:

General Motors LLC

Date/Event:

8/1/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13SX72

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.



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,

Eric Wilt

Claims Administrator

Eric Wilt



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

October 3, 2012

Delanson, NY

RE: Claimant:

Our File No.: 746649

Our Client: General Motors LLC

Date/Event: 8/1/12

Subject vehicle: 2007 Chevrolet Trailblazer

VIN: 1GNDT13SX72

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 9/4/12 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

Eric Wilt

Service Request Detail SR No. 71-1099682619 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Account Site Bus. Unit BRC Last Name First Name Approval Not Initiated Area PAR Daytime # Electrical - Power Window Motor / Evening # UCC **ESIS Escalation** Sub-Area Address City Murrells Inlet Involved Dir Safety Yes State SC ZipCd Con Acct 8/24/2012 03:20:30 PM Source Phone Updated Serial #/VIN 1GNDS13S562 Model Year 2006 **Priority** Medium License # CHEVROL Owner RANGELD Make Chevrolet Warr, Start Status Open 02/24/2006 Opened 8/21/2012 04:14:51 PM Model Trai|Blazer Mileage 92000 Sub-Status Dissatisfied Closed (es)PAR-Recall 12180- thermal event Electrical - Power Window Motor / Switch / Wiring / Regulator Abstract

Customer This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalia at ext 11350

Pre-PAR

DAIZ Matifies	lecided Deleter									
PAR Notifier Owner	Incident Date/Time 8/7/2012 08:00:00 PM	Injuries # OI N	her Veh	# People in \	Veh Road Concri		Road	Cond. Fire Report# trnknown		Report#
Driver Last N		Driver Fire	•	U	Helaht	DOB	Dry Disab		unkno	Am .
			ETHE		5'5"	БОВ		contacts		
шавтапьс на	CIN COST ITALIA	insurance	Agent First	Name	Phone #		Insurance			
unknown		unknown	·				nationwic	le Insurance		
Incident Loc	45 Cottage Dr Murrells Inlet, NO	29576	****			ncident Jesc	husband wa	s contacted by the PD.	appened. My husband and I w They said the neighbors hear t	he alarm on the veh and
Component	Ift frt door switch						noticed the	lames and called 911. T	The Murrells Inlet FD came out	and put the flames out.
Vehicle	cust has veh					lamage lesc	frt left interio	r melled,drivers side wi	ndow broken	
Loc					A	dd'i info	cust did not	have insurance info ava	ail	
Emgcy Svc Names	Murrells inlet FD and PD				M	faint Loc	unknown			
PAR De	tail									
Collision	Non Collision		roperty i	N Therr	nal Evt	N S	pec Equip	попе		
Vehicle Speed	0		eather ondition	dear		P	rop Owner	n/a	Property Type	n/a
Last Service Date	•		oc Last ervice				roperty ocation	ก/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			pec Equip staller	n/a			rop Damage escription	n/a		
Primary Veh Use	Personal		spection o	Thermal Eve	nt	ln	spected By	Inspection Not Perior	ned Inspection Date/Time	
Veh Damage Description	frt left interior melted,drivers s	ide window b	roken			E	xplain Other	escalate to esis		

Report Generated for toporowm

on 8/27/2012



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 27, 2012

Murrells Inlet, SC

RE:

Claimant:

Our File No.:

746703

Our Client:

General Motors LLC

Date/Event:

8/7/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDS13S562

Dear

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

Correspondence that was sent to you on 9/4/12 requesting you contact out office. If we do hear from you 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

Eric Wilt



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 4, 2012

Murrells Inlet, SC

RE: Claimant:

Our File No.: 746703

Our Client: General Motors LLC

Date/Event: 8/7/12

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDS13S562

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. I tried to contact you on 8/30/12 but was unable to do so. Please contact our office within 15 days.

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.



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- 6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- 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

Exic Will

Logout

@ Gobal Warranty

August 27, 2012

Global Warranty Management: Man > 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 1GNDS13S582 Service Contract: Yes

Branded Title No

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Warrenty Block No.

PDI Status No

Order Type: 50 - FLEET Field Actions: <u>0 Open</u>

→ <u>View Vehicle Build</u>

<u>View Vehicle</u>

For this vehicle:

-- <u>View Vehicle Summary</u> Service Contract

→ Branded Title

Warranty

Block

Component Summary
View Vehicle

Transaction History
Detail

 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 verification and shall not be used for any other purpose whatspoyer.

Vehicle has no current record of branded littes.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vahicle 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

Valld	Description	Warranty Add Date	Start Date	Elfactive Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	02/23/2010	02/14/2006	10 MI	02/14/2009	36,010 MI
	Corrosion Limited Warranty	02/23/2010	02/14/2006	10 MI	02/14/2012	100,010 MI
	Emission Select Component Ltd Wity	02/23/2010	02/14/2006	10 MI	02/14/2014	80,010 MI

Service Contract

Policy Number 818433016

Owner PERY

8/27/2012

Description. GMPP 48/48 MAJOR GUARD Effective Date 01/29/2007 Effective Odometer 11918 MI Daily Rental Limit 35.00 Deductible Amount 200.00 Expiration Date 01/29/2011 Expiration Odometer: 59918 MI

Fransactio	on History				View Detail:
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/06/2008	443685	ZSCTService Contracts		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	39,874 Mi
05/06/2008	443685	ZSCTService Contracts		L1197 - Fuel Level Sensor Replacement	39,874 MI
05/06/2008	443885	ZSCTService Contracts		N2328 - Switch - Ignition/Key Warning - Replace	39,874 MI
05/06/2008	443685	ZSCTService Contracts		R0760 - Radio Replacement	39,874 MI
05/06/2008	443685	ZSCT—Service Contracts		T2020 - Towing	39,874 M1

Global Warranty Management: Site Map

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E Logout



August 27, 2012

Global Worranty 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 solected VIN including option codes with descriptions (where available)

Vehicle Information

VIN 1GND\$135562

Model: CS15508-2008 TRAILBLAZER SUV 2WD

Service Contract Yes

Brunded Title No.

Warranty Block: No

PDI Status: No

Order Type 50 - FLEET Field Actions <u>0. Open</u>

Vehicle Build

Model CS15508-2006 TRAILBLAZER SUV 2WD

Gross Vehicle Weight 2,520

Order Number: JSXJNP Build Date 02/13/2006 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 Valuate 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

15U - SANDSTONE METALLIC

1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP

TINTED GLASS ' BODY SIDE MOLDINGS ' LUGGAGE RACK CROSS BARS ' TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT

DETERRENT SYSTEM

1S2 - PREFERRED

EQUIPMENT SAVINGS

27H - LIGHT CASHMERE/EBONY

271 - INT TRIM

6HM - FRONT SPRING CASHMERE/EBONY

7HM - FRONT SPRING

8NS - SUSPENSION

9NR - SUSPENSION

AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT

FRONT PASSENGER AIR

ALO - SENSOR INF RESTR. CHILD DETECT

BAG

AM9 - SPLIT FOLDING REAR AR9 - FRT BUCKET SEAT, DELUXE

SEAT BACK

AXP - MPV VIN IDENT POSITION **AUO - KEYLESS REMOTE**

DOOR LOCK

830 - CARPETING, COLOR-B32 - FLOOR MATS, FRONT AND REAR

C49 - REAR WINDOW DEFOGGER

KEYED

833 - REAR COLOR KEYED **B86 - MOLDING B/S COLOR**

FLOOR MATS

89G - GM PRODUCTION

WEEK #07

C4D - GVW RATING - 5550 **CJ3 - CLIMATE CONTROL**

LBS

DAY - ASSEMBLY PLANT

MORAINE, OHIO

DP2 - POWER OSRV MIRRORS

DT4 - ASHTRAY AND LIGHTER

EVA - EVAP EMISSION REQUIREMENT

FE9 - FEDERAL EMISSIONS

FLT - FLEET PROCESSING OPTION

GU6 - REAR AXLE 3.42

JF8 - BRAKE VAC POWER, 4 WHL DISC

RATIO

JJB · PT DRESS SUBASSY

NOT INSTALLED

K18 - ELECTRIC AIR INJECTION SYSTEM

K34 - CRUISE CONTROL

KCV - ALAMO RENT A CAR

KG4 - GENERATOR 150 AMP LL8 - VORTEC 4200 SFI IB

M30 - 4-SPD AUTO TRANS

WIOVERDRIVE AND **ELECTRONIC CONTROL**

NT7 - EMISSION SYS FED - NZ3 - WHEEL, FULL SIZE SPARE TIER 2

DRIVER

QNF - P235/75R16 ALS BW TIRES

R6P - PREMIUM PAINT

R7M - ONSTAR SERVICE **NOT INCLUDED**

R92 - POMS EXPEDITE-SOLD ORDERS/TSE T98 - STAMPING VEHICLE

IDENT NUMBER TFD - RETAIL AMENITY

DELETE

UA6 - THEFT DETERRENT ALARM SYSTEM

UY7 - TRAILER WIRING HARNESS

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

VP6 - NOISE CONTROL

X88 - CHEVROLET

CONVERSION

RATE DEPREC.

ZY1 - SOLID PAINT

N40 - POWER STEERING

PDC - SEAT, 8-WAY POWER QC3 - ALUMINUM WHEELS

R6F - IDENTIFY B CODE USERS

R6Q - OPTION PKG NOT DESIRED

161 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UBD - AM/FM STEREO W/CD

V1K - LUGGAGE RACK CROSS-BARS

VN9 - DAILY RENTAL REPURCHASE PROGRAM

VXS - COMPLETE VEHICLE LABEL

Y03 - BASE EQUIP FOR SCH GVWPL-FT AX

YD5 - BASE FRONT SPRING YD8 - BASE REAR SPRING

YT1 - DAILY RENTAL FLAT ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Sile Map

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@lobel Warranty

August 27, 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 Information

VIN 1GNDS135562 Service Contract: Yes

Branded Title No.

Model C\$15506-2006 TRAILBLAZER SUV 2WD

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 02/13/2006

Traceability: 602010409

Part / Number Broadcast. NFS

Time Scanned 10:34:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MJ

Date Scanned 02/13/2006

Traceability, 104070396

Part / Number Broadcast. XVM

Time Scanned 11:35:00 Scan Station: 05

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 02/13/2008

Traceability: 43496945

Part / Number Broadcast 6SDD

Time Scanned 10:42:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 02/13/2006

Traceability: 031105800 Part / Number Broadcast: CN8

Time Scanned: 10:35:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability 00265423

Part / Number Broadcast

Date Scanned: 02/13/2006

Time Scanned 12:21:00 Scan Station

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

Date Scanned. 02/13/2006

Traceability 1GQGRG3 Part / Number Broadcast 2395

Time Scanned 14:24:00 Scan Station 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 02/13/2006

Traceability 7ZBGE61

Part / Number Broadcast: 0900

Time Scanned 11:03:00 Scan Station, 04

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

Source Plant -

Date Scanned. 02/08/2006

Traceability 1300247

Part / Number Broadcast 122

Time Scanned 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned 02/10/2006

Traceability 2179368

Part / Number Broadcast. 1WW

Time Scanned: 04:12:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned 02/10/2008

Traceability 2180415

Part / Number Broadcast 1PT

Time Scanned 22:14:00 Scan Station

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

Source Plant. -

Date Scenned 02/13/2006

Traceability 2177972

Part / Number Broadcast 1PH

Time Scanned 04:06:00 Scan Station

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

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: Date Scanned: 02/13/2006

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Time Scanned: 08:05:00 Scan Station:

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Job Card Date: 05/06/2008

Repair Service Agent: 186706

Logout

Global Warranty August 27, 2012 Global Warranty Management: Man > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail @ This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDS13S582 Model CS15506-2006 TRAILBLAZER SUV 2WD Service Contract. Yes Branded Title No Warranty Block No. PDI Status No. Order Type 50 - FLEET Field Actions 0 Open Job Card Date: 05/06/2008 Job Card Number: 443685 Repair Service Agent: 166706 Odometer Reading: 39,874 MI MYRTLE BEACH CHEVROLET-CADILLAC **Authorization Code** 1785 HWY 501 MYRTLE BEACH SC 29577-9751 8434483105 Process Date. 05/27/2008 Transaction Type ZSCT---Service Contracts Transaction Expense Category Customer Complaint Code: 0000-Converted Claim Job Card Line # 1 Transaction Adjustment Cause Code. 0000-Converted Claims Labour Op L1225-Fuel Tank Fuel Pump Module Replacement - Left Side Causal Part Number →See other Parts and/or Net Items Job Card Date: 05/06/2008 Job Card Number: 443685 Repair Service Agent. 166706 Odometer Reading, 39,874 MJ MYRTLE BEACH CHEVROLET-CADILLAC Authonzation Code B 1785 HWY 501 MYRTLE BEACH SC 29577-9751 8434483105 Process Date 05/27/2008 Transaction Type ZSCT—Service Contracts Transaction Expense Calegory **Customer Complaint Code** 0000-Converted Claim Job Card Ling # 2 Cause Code. 0000-Converted Claims Transaction Adjustment Labour Op L1197-Fuel Level Sensor Replacement Causal Part Number -- See other Parts and/or Net Items

Job Card Number: 443685

Odometer Reading: 39,874 Mt

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

MYRTLE BEACH CHEVROLET-CADILLAC 1785 HWY 501 MYRTLE BEACH SC 29577-9751 8434483105 Authorization Code: B

Process Date 05/27/2008

Transaction Type
ZSCT—Service Contracts
Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

Job Card Line #. 3

→See other Parts and/or Net items

Job Card Date: 05/06/2008

Repair Service Agent: 166706

MYRTLE BEACH CHEVROLET-CADILLAC

1785 HWY 501

MYRTLE BEACH SC 29577-9751

8434483105

Job Card Number: 443685

Job Card Number: 443685

Odometer Reading 39,874 MI

Authorization Code

Process Date: 05/27/2008

Transaction Type: ZSCT—Service Contracts Transaction Expense Category:

Customer Complaint Code 0000-Converted Claim

Job Card Line # 4

Transaction Adjustment

Cause Code: 0000-Converted Claims

Odometer Reading 39,874 MI

Authorization Code

Labour Op R0760-Radio Replacement

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 05/06/2008

Repair Service Agent. 166706

MYRTLE BEACH CHEVROLET-CADILLAC

1785 HWY 501

MYRTLE BEACH SC 29577-9751

8434483105

Process Date 05/27/2008

Transaction Type: ZSCT—Service Contracts Transaction Expense Category.

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 5

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op T2020-Towing Causal Part Number

→ See other Parts and/or Net Items

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四 Global Warranty

August 27, 2012

Global Warranty Management: Mam > 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. 1GNDS13S562

Model. C\$15506-2006 TRAILBLAZER SUV 2WD

Service Contract Yes Order Type 50 - FLEET Branded Title No

Warranty Block No.

PDI Status No

Field Actions 0 Open

Invoice Information

Invoicing Service Agent: 111571 CAR/TRUCK CITY

1405 MAIN ST S PINE CITY MN 55063-9092 3206296751 Invoice Date: 02/13/2006

Ship to information

Ship to Service Agent 141493 NATIONAL CAR RENTAL 8450 HANGER BLVD ORLANDO FL 32827-5420

Ship to Date N/A

Delivery Information

Dalivery Service Agent 111571 CAR/TRUCK CITY 1405 MAIN ST S

PINE CITY MN 55063-9092 3206296751

Delivery Date: 02/14/2006 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 0

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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

Activities

reated 24/2012 03:20:30 PM	Created By RANGELD		Activity Typo	Activity Sub-Type	Status	Completed 8/24/2012 03:20:30 PM	Description Ownership Escalated to BRC
412012 03:20:30 FM	KANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	0/24/2012 03:20:30 PM	Ownership escarated to and
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
onfidential Comments							l
roated 24/2012 03:15:19 PM	Created By RANGELD	Assigned To	Activity Type Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alam	Completed	Description check if fite has been p/u by esis
ontact Last Name		Contact First	Name	Account		BAC Code	
HIS IS NOT A CALLBA	CK TO CUST.	O NOT ADVISE	CUST OF THIS				i İ
reated /24/2012 03:14:28 PM	Created By	Assigned To	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description thermal event
Contact Last Name	TOTICLES	Contact Firs		Account		BAC Code	
Cust sts had flames com	ing from driver	s side door switc	h		<u> </u>		ı
hermal event sust working wilnsurance							
Dalia Rangel/padatx							_
Confidential Comments							l
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
V24/2012 03:13:45 PM Contact Last Name	RANGELD	RANGELD Contact Fire	BRC PAR	Business Case Account	Done	8/24/2012 03:14:20 PM BAC Code	case assessment
		Column Fur	i Naije	Veconii		BAC COOL	•
Cust sts had flames con Crs escalated file to esis	ning from driver due to therma	s side door swite l event	±h	•			
Dalia Rangel/par/atx					_		
Confidential Comments					-		

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Activities

Created Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 8/24/2012 03:09:42 PM RANGELD RANGELD Outbound Email DVM/CAM/Fleld Done 8/24/2012 03:12:17 PM e-mail sent to dma Jackie Cates BAC Code

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

Hill 2006 Chevrolet Traiblazer 1GNDS13S562 Dealership, City, State (BAC) no dir linvolved 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 Birta Minacs I Inspired every day
7401 E. Ben White Bird, Bidg. F. Austin, TX 78741
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirta.com

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description	
8/24/2012 02:30:50 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	8/24/2012 03:09:38 PM	called	
Contact Last Name		Contact Firs	! Name	Account		BAC Code		
Comments								
0								

Crs advad I rec'd your file and need add info. Do you have a moment to speak w/me? Cust sts

see initial contact

Dalia Rangel/par/atx

Confidential Comment

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Activities

8/24/2012 09:45:49 AM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 8/24/2012 02:30:33 PM	Description called
Contact Last Name		Contact Fire	Мате	Account	_	BAC Code	
Initial cust contact							
Dalia Rangel/par/atx							
Confidential Comments							İ
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 09:43:41 AM	RANGELD	RANGELD	Outbound Call Customer	Received No Answer	Done	8/24/2012 09:45:36 AM	called
Contact Last Name		Contact Fire	i Namo	Account	,,	BAC Code	
Crs called cust for initial Crs rec's mess "the mail Crs was unable to leave	box is full and c	annol rec any m	ess at this time".				
Della Danas (lacesti:							
Dalia Rangel/paratx Confidential Comments							I
	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
Confidential Comments Greated 8/23/2012 06:32:25 PM		Assigned To RANGELD	Activity Typo Scheduled Outbound Call Cust	Activity Sub-Typo	Sititus Don e	<u>Completed</u> 8/24/2012 09:43:38 AM	Description call
Confidential Comments Created			Scheduled Outbound Call Cust	Activity Sub-Typo Account			
Confidential Comments Created 8/23/2012 06:32:25 PM Confact Last Name Comments		RANGELD	Scheduled Outbound Call Cust			8/24/2012 09:43:38 AM	
Confidential Comments Created 8/23/2012 06:32:25 PM Confact Last Name		RANGELD	Scheduled Outbound Call Cust			8/24/2012 09:43:38 AM	
Confidential Comments Created 8/23/2012 06:32:25 PM Confact Last Name Comments		RANGELD	Scheduled Outbound Call Cust			8/24/2012 09:43:38 AM	

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Activities

Greater 8/23/2012 10:45:57 AM	Created By MERCADTO	Assigned To RANGELD	Ownership Changed	Activity Sub-Type	Status Done	Completed 8/23/2012 10:45:57 AM	Doscription Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: ZUKERTO TO: RANGELD
Comments Confidential Comments							
Connectina Sentinents							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description — — —
8/23/2012 10:45:23 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	8/24/2012 03:08:42 PM	e-mail sent to dma Jackie Cates
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments	<u> </u>				· · · · · · · · · · · · · · · · · · ·		
Confidential Comments							Ī
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:45:18 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	8/24/2012 09:47:09 AM	"No initial Contact required. Vehicle has
Contact Last Name		Contact Fire	et Name	Account	•	BAC Code	not been to dealer in two years."
Comments							
Confidential Comments							1
opinion comments							1

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Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/23/2012 10:45:11 AM	MERCADTO	RANGELD	BRC PAR	 Initial Contact- Phone	Done	8/24/2012 03:02:10 PM	called	
Contact Last Name		Contact First	Name	Account		BAC Code		

Comments

Cust sts
I was not home when the incident happened. My husband and I were out of town and my husband was contacted by the PD. They said the neighbors hear the alarm on the veh and noticed the flames and called 911. The Murrells inlet FD came out and put the flames out. The drivers side door panel is melted and the window glass is broken. The veh is still here at my home but the insurance co is going to pick it up. I have made a claim withe insurance co Nationwide Insurance and they are handling the claim. I do not want them to p/u the veh until GM looks at the veh. I am currenty in a rental but will only have it for 30 days. I purch veh used. Cust sks to adv of thermal event Crs read statement

Crs advad
I will need to escalate file to our Central Claims dept, Someone will contact you 7-10 buiness days.

Dalla Rangel/parlatx Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/23/2012 10:45:03 AM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	8/24/2012 02:33:42 PM	called Jessica Hill (843) 957-1405
Contact t and Alama		^F	* Name	Account		BAC Code	
F .							
dominents							

Crs Adv: This is Dalla 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

Dalia Rangel/par/atx

Confidential Comments

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Activities

Groated 8/23/2012 10:44:57 AM Contact Last Name	Created By MERCADTO	RANGELD Contact First	Activity Typo Research Name	Activity Sub-Typo	Status Done	Completed 8/24/2012 09:43:19 AM BAC Code	Doscipilon 1GNDS13S562
no prev sr #'s assosciate no recalls	o wicust name	or vin					
no prev repairs related to	noitenalla c						
Dalia Rangel/par/atx Confidential Comments	o unc gason						Į
Greated 8/23/2012 10:44:49 AM	Created By MERCADTO		Activity Typo Notify CRM	Activity Sub-Type	Status Done	Completed 8/23/2012 06:30:52 PM	Poscription File assinged to Dalla Rangel @
Contact Last Name		Contact Fire	•	Account		BAC Code	×11350
Comments							Ī
Confidential Comments							I
Greated 8/23/2012 10:44:23 AM	Greated By MERCADTO	Assigned To	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 8/23/2012 06:30:48 PM	Poscription File assinged to Dalia Rangel @
Contact Last Name	MERCADIO	Contact Fire		Account	Done	BAC Code	x11350
Comments							1
Confidential Comments							ı
Creatod	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/23/2012 10:44:21 AM	MERCADTO	ZUKERTO	SR Opened Name	Account	Done	8/23/2012 10:44:21 AM BAC Code	SR in Status of Closed has been Re- Opened by MERCADTO
Соппленть							1
Confidential Comments							1

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Activities

		Assigned To ZUKERTO Contact First	Activity Typo SR Closed - Dissatisfied Name	Activity Sub-Type Account	Status Done	Completed 8/23/2012 10:44:19 AM BAG Code	Discription Service Request has been Closed Dissatisfied.
onfidential Comments							
	realed By ZUKERTO	Assigned To AMSTUTST	Activity Typo Notify CRM	Activity Sub-Type Need to Assume SR	Status Done	Completed 8/23/2012 10:44:08 AM	Description **NOTIFY PAR**
ontact Last Name		Contact First	•	Account		BAC Code	Received and Assigned in PAR Slacy/ATX/PAR
ft Voicemail to PAR upplied cust SR# and na	me						i
niZuker/CAC/Saginaw/gv	w0						
onfidential Comments	,		•				
roated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
	ZUKERTO	ZUKERTO	Schaduled Outbound Call Cust	Follow-up Attempt	Done	8/22/2012 01:18:33 PM	Call Customer
ontact Last Name		Contact Fire	Name	Account		BAC Code	
all customer							l
ntZuker/CAC/Saginaw/G	wO						I
onfidential Comments							
	Constant Day	Annianad Ta	0 -41-16 T	A strike Pub Tune	Clatus	Camplator	Decariation
realed	Created By ZUKERTO	Assigned To ZUKERTO	Activity Type Outbound Call Customer	Activity Sub-Type Received No Answer	Status Done	Completed 8/21/2012 04:24:57 PM	Description No answer.
reated 21/2012 04:24:11 PM							
realed 21/2012 04:24:11 PM	ZUKERTO		Outbound Call Customer	Received No Answer		8/21/2012 04:24:57 PM	
realed 21/2012 04:24:11 PM	ZUKERTO		Outbound Call Customer	Received No Answer		8/21/2012 04:24:57 PM	

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Activities

Organica 8/21/2012 04:14:52 PM	Created By ZUKERTO	Assigned To ZUKERTO	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 8/21/2012 04:24:55 PM	Description Recall 12180
Contact Last Name		Contact Fire	Name	Account		BAC Code	[
							_
Comments							
Customer							-

- Customer
 Reading online about a recall with the driver side door panel
 -Tuesday August 7th night received a call that out vehicle was on fire
 -I was told the fire started in the drivers side door panel
 -Vehicle is totaled

- -i dont know what to do -i have a rental for 30 days.

- CAC Advisor

 -This is a upcoming recall

 -After reading about this it does say that it does cause overheating and a fire in extreme cases

 -I will have to escalate this case to an action team that will further assist you with this issue.

 -I have to creat your case in order for them to assist you

 -Can I call you back in about 10-15 minutes after I create your case to transfer you.

ToriZuker/CAC/Saginaw/Gw0 Confidential Comments

UCC Information

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

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Service Request Detail SR No. 71-1101374340 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Account Site Bus, Unit BRC Last Name First Name Approval Not initiated Area PAR Evening # Daytime # Electrical - Power Window Motor I UCC Sub-Area ESIS Escalation Address City Woodsboro Involved Dir Safety Yes Updated State MD ZipCd 8/27/2012 03:45:01 PM Con Acct Source Phone Serial #/VIN 1GNDT13S\$62 Model Year 2006 Priority Medium License # CHEVROL Омпег KINZERTH Make Chevrolet Status Open Warr. Start 05/13/2006 8/27/2012 08:09:41 AM Opened

Sub-Status

Satisfied

Closed

• † (ESIS) Power Window Switch - Thermal Event Abstract

Customer Description

TrailBlazer

Mileage This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039

130000

Pre-PAR

Model

PAR Notifier	Incident Date/Time In	njuries # Other Veh	# People in Veh Ros	nd Surface	Road Co	ond. Fire Report#	Police Report#
Owner	8/22/2012 05:00:00 PM	N 0	0 Ast	halt	Dry	n/a	n/a
Driver Last Na	ame	Driver First Name	Height	DOB	Disabiliti	es	
n/a		n/a	n/a		n/a		
	ent Last Name	Insurance Agent Fin	it Name Phone	;	Insurance A	· /	
n/a		n/a			n/a - not im	/olved	
incideni Loc	9210 Coorporate Blvd Suite 100	- Rockville MD 2085)	incident Desc	open and the	ower door lock would not unlock,	but when she returned the window was half and the vehicle smelled of smoke inside - her
Component	power window switch				husband looke	ed at it later and found the power v	vindow I door lock switch and wining inside the
Vehicle	with customer			Damage Desc	wiring inside d	oor panel and power window swite	zh
Loc				Add'i Info			
Emgcy Svc Names	n/a			Maint Loc	Independent		
PAR De	tail	-		11.247.250			
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y Sį	pec Equip	None	
Vehicle Speed	0	Weather Condition	dear	Pi	rop Owner i	n/a	Property n/a Type
Last Service Date		Loc Last Service			roperty (ocation	n/a	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equi Installer	o n/a		rop Damage : escription	n/a	
Primary Veh Use	Personal	Inspection Type	Thermal Event	In	spected By	Inspection Not Performed	inspection Date/Time
Veh Damage Description	wiring inside door panel and po	ower window switch		2:	xplain Other	file forwarded to ESIS	

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Activities

7/2012 03:44:20 PM	Crealed By KINZERTH	KINZERTH	Activity Type Scheduled Fallow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Description = ESIS
ntact Last Name		Contact Firs	Name	Account		BAC Code	
RIDERIS	-						
nfidential Comments							l
eated 17/2012 03:44:00 PM	Created By KINZERTH	Assigned To ESISBIOU	Activity Type	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
ntact Last Name		Contact Firs		Account	W. Cogloss	BAC Code	
mments stomer claims thermal	event originati	ng from power v	andow switch in drivers do	or panel			1
rwarding file to ESIS							
addeus Kinzer/PAR/At Infidential Comments	TX						Ī
hatad	Constant						
	Created By KINZERTH	Assigned To KINZERTH	Activity Type BRC PAR	Activity Sub-Typo Business Case	Status Done	Completed 8/27/2012 03:43:58 PM	Description Business Case
7/2012 03:43:18 PM			BRC PAR				
7/2012 03:43:18 PM nlact Last Name numers stomer claims therma	KINZERTH	KINZERTH Contact Fire	BRC PAR	Business Case Account		8/27/2012 03:43:58 PM	
27/2012 03:43:18 PM intact Last Name interest claims therma swarding file to ESIS	KINZERTH	KINZERTH Contact Fire	BRC PAR	Business Case Account		8/27/2012 03:43:58 PM	
27/2012 03:43:18 PM miles! Last Name ustomer claims therma awarding file to ESIS addeus Kinzer/PAR/A'	KINZERTH	KINZERTH Contact Fire	BRC PAR	Business Case Account		8/27/2012 03:43:58 PM	
27/2012 03:43:18 PM mast Last Name stomer claims therma awarding file to ESIS addeus Kinzer/PAR/A validential Comments	KINZERTH	KINZERTH Contact First	BRC PAR ** *Note: The second	Business Case Account or panel	Done	8/27/2012 03:43:58 PM BAC Code	Business Case
27/2012 03:43:18 PM nlact Last Name storner claims therma nwarding file to ESIS addeus Kinzer/PAR/A nlidential Comments oetted	KINZERTH I event original TX Created By	MINZERTH Contact First Ing from power to Assigned To	BRC PAR Note:	Business Case Account or panel Activity Sub-Type	Done	8/27/2012 03:43:58 PM BAC Code Completed	Business Case
nwarding file to ESIS addeus Kinzer/PAR/A palidential Comments cettod 27/2012 03:43:06 PM	KINZERTH	KINZERTH Contact First Ing from power to Assigned To KINZERTH	BRC PAR Vindow switch in drivers do Activity Typo Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Done	8/27/2012 03:43:58 PM BAG Code Completed 8/27/2012 03:43:06 PM	Business Case
27/2012 03:43:18 PM initial Last Name intermediate themas stormer claims therma swarding file to ESIS addeus Kinzer/PAR/A antidential Comments cetted	KINZERTH I event original TX Created By	MINZERTH Contact First Ing from power to Assigned To	BRC PAR Vindow switch in drivers do Activity Typo Ownership Changed	Activity Sub-Typo Ownership Escalated to	Done	8/27/2012 03:43:58 PM BAC Code Completed	Business Case
27/2012 03:43:18 PM Initial Last Name Institute Calms thermal Invarding file to ESIS Indidential Comments Invarding Comments Invariant Comments In	KINZERTH I event original TX Created By	KINZERTH Contact First Ing from power to Assigned To KINZERTH	BRC PAR Vindow switch in drivers do Activity Typo Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Done	8/27/2012 03:43:58 PM BAG Code Completed 8/27/2012 03:43:06 PM	Business Case

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Activities

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type DVM/CAM/Field	Status	Completed	Description
8/27/2012 03:41:34 PM	KINZERTH	KINZERTH	Outbound Email		Done	8/27/2012 03:42:00 PM	(MD) 71-1101374340 PAR Case Sent
Contact Last Name		Contact First	Name	Account		BAC Code	to ESIS - No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal everyl originating from power window switch in drivers door panel. This case is being escalated to ESIS because it is a thermal event.

Customer: 2006 Chevrolet TrailDleser 1GNDT13S562 Dealership: no dealer involved Dealership Contact: n/a

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

Confi	idential	Coma	ients

Prested N27/2012 02:27:59 PM	Created By BURCHAM	Assigned To KINZERTH	Activity Typo Ownership Changed	Activity Sub-Typo	Status Done	Completed 8/27/2012 02:28:00 PM	Doscription Service Request Ownership has
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	changed FROM: DUROBE TO: KINZERTH
Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/27/2012 02:27:46 PM	BURCHAM	KINZERTH	BRC PAR	Initial Contact - Field	Done	8/27/2012 03:41:33 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 power window switch in drivers door panel. This case is being escalated to ESIS because it is a thermal event.

Customer.
2006 Chevrolet TrailBlazer
1GNDT13S552
Dealership: no dealer involved
Dealership Contact: n/a

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

Confi	den	rai	Com	unents	

Created 8/27/2012 02:27:39 PM Crontact East Name Comments	Created By BURCHAM	Assigned To KINZERTH Contact First	Activity Type BRC PAR Name	Sub-Typo ntact- Dealer	Status Done	Completed 8/27/2012 02:55:24 BAC Code	Pescription No initial contact required - vehicle has not been to dealer in two years
Confidential Comments							

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Activities

Called (
_

* Customer claims themal event originaling from within drivers door panel

* Customer states vehicle had been parked with the window closed but when she returned the window was half open and the power door lock would not unlock, and the vehicle smelled of smoke inside - her husband fooked at it later and found the power window / door lock switch and wiring inside the door panel burned and the vehicle similed of shocke distinct from houseast indicate and melled

Verified no injuries and no property damage

Customer currently still driving vehicle - no repairs and no insurance involvement

Advised customer file would be forwarded to ESIS and read ESIS scripting

Provided contact information

Thaddeus Kinzer/PAR/ATX Confidential Comments

Groated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/27/2012 02:27:18 PM	BURCHAM	KINZERTH	BRC PAR	Acknowledgement	Done	8/27/2012 03:20:06 PM	Called	•
Contact Last Name		Contact Eug	t Name	Account		BAC Code		
							•	
Comments								
initial completed during a	cknowledgmer	al					•	
Confidential Comments				· ·		-X.		
				_			•	
0.000								

Greated By Assigned To Activity Type 8/27/2012 02:27:11 PM BURCHAM KINZERTH Research Activity Sub-Type Status Completed Description 8/27/2012 02:54:48 PM Done Research VIN Contact Last Name Contact First Name BAC Code Account commens

Open Recalls:None Related Repairs:None Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

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Activities

100A1062							
mated 27/2012 02:27:06 PM	Created By BURCHAM	KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 8/27/2012 02:51:36 PM	Description Case Received and assigned to PAF
intact Last Name		Contact Firs	t Name	Account		BAC Code	agent Thaddeus Kinzer x 41039
onfidential Comments			_		-		
oalod 27/2012 02:26:34 PM	- Created By	Assigned To KINZERTH	Activity Typo BRC PAR	Activity Sub-Typo Case Assigned	- Status Done	Completed 8/27/2012 02:51:33 PM	Description — Case Received and assigned to PAI
intact Last Name		Contact Fire		Account	Done	BAC Code	agent Thaddeus Kinzer x 41039
minents ise Received and assi addeus Kinzer x 4103	igned to PAR ag	gent		***			l
ennyCrisp-BRC/ADR// ssisting PAR	ARBSPEC/ATX	-31368					
onfidential Comments			-				Į.
eated 27/2012 02:26:14 PM	Created By BURCHAM	Assigned To	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 8/27/2012 02:26:14 PM	Description SR in Status of Closed has been Re
intact Last Name		Contact Fire	•	Account	Jones	BAC Gode	Opened by BURCHAM
onlidential Comments							1
							•
19a196 27 <i>1</i> 2012 02:26:10 PM	Created By BURCHAM	Assigned To DUROBE	Activity Typo SR Closed - Dissatisfied	Activity Sub-Type	Status Done	Completed 8/27/2012 02:26:10 PM	Description Service Request has been Closed
ontact Last Name		Contact Fire	st Name	Account		BAC Code	Dissatisfied.
omments							
onfidential Comments							I

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Activities

6roated Created By	Assigned To	Activity Type Outbound Call Third Party	Activity Sub-Type	Status	Completed	Description
8/27/2012 08:22:41 AM DUROBE	BRCPARQ		Received No Answer	Done	8/27/2012 02:25:04 PM	PAR
Contact Last Name	Contact Eine	Name	Account		BAC Code	

Comments

Cust declined waiting she was at work

Beatriz E. Duro / BA / CAC T1 / Auth Lvl 1 18667905600 Ext. 12454

Case Received and assigned to PAR agent Thaddeus Kinzer x 41039

PennyCrisp—BRC/ADR/ARBSPEC/ATX—31368 *assisting PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 08:16:31 AM	DUROBE	DUROBE	Inbound Call Customer	Complex Request	Done	8/27/2012 08:22:00 AM	Power door and window wiring burnt
Contact Last Name		Contact Fire	Name	Account		BAC Code	

Comments

Cust sits that last week, wednesday, she left work went to the parking lot, and her veh had this burning odor coming from the driver's side switch panel for the power lock, window stopped working

Cust when getting home her husband opened the door panel and he saw that the wiring had melted and still smelling this burning odor

Cust sts now the window is stuck down, and its raining

Cust sis went to a GM dir and they told her that there are no open recalls, although she saw it all over the internet and press release

Cust sts dir told her this repair is going to cost \$ 309

Crs provided with SR #, tried to transfer her to the Dept handling this type of issues, cust declined sts wants us to call her back she is at work

Beatriz E. Duro / BA / CAC T1 / Auth Lvi 1 18667905600 Ext. 12454

Confidential Comments

UCC Information

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

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E Logout

ClobalWarranty August 28, 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 1GNDT13S562 Model CT15506-2006 TRAILBLAZER 4WD Service Contract: No Branded Title: No Warranty Block: No. PDI Status No Order Type 50 - FLEET Freid 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 Warranty Add Effective End End Valid Description Date Date Odometer Date Odometer Corrosion Limited 08/05/2011 05/13/2006 10 MI 05/13/2012 100,010 MI Warranty Bumper to Bumper 08/05/2011 05/13/2006 10 MI 05/13/2009 36,010 MI Limited Warrenty Special Coverage 10054 08/05/2011 05/13/2006 10 MJ 05/13/2016 120,010 MI **Emission Select** 08/05/2011 05/13/2006 10 MI 05/13/2014 80,010 MI Component Ltd Wty

For this vehicle:

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

Service Contract

Vehicle has no current record of service contracts.

Transacti:	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/25/2007	243384	ZREGRegular Vehicle Transaction		N0734 - Bulbs, Front Side Marker Lamp (Right) - Replace	34,436 MI
09/26/2006	326239	ZREGRegular Vehicle Transaction		B5910 - Handle, Liftgate Outside - Replace	9,602 MI
09/26/2006	326239	ZREG —Regular Vehicle Transaction		Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	9,602 MI
05/12 / 200 6	A43435	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 M I

Global Warranty Management: Site Map

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E Logout

ල්ලාිව් Warranty

August 28, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

0

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 1GNDT13\$562 Service Contract No.

Branded Title No

Model CT15508-2006 TRAILBLAZER 4WD

Warranty Block. No

PDI Status No

Order Type: 50 - FLEET

Field Actions: O Open

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number, KBBMWG Build Date 05/12/2006 **Build Plant 2**

For this vehicle:

→ View Vehicle Summary

Service Contract

→ Branded Title

Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary View Vehicle

View Vehicle Delivery

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 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 ** OVERTELL* SYSTEM

1SZ - PREFERRED **EQUIPMENT SAVINGS**

28H - LIGHT GRAY

41U - BLACK

7AA - FRONT SPRING 9NR - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AUG - KEYLESS REMOTE DOOR LOCK

B08 - GM PRODUCTION WEEK #20

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

281 - INT TRIM LT

GRAY/DK GRAY 6AA - FRONT SPRING 8NS - SUSPENSION A50 - FRONT RECLINING BUCKET SEATS WITH **FLOOR CONSOLE** AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING **REAR SEAT BACK AXP - MPV VIN IDENT** POSITION B30 - CARPETING,

COLOR-KEYED B33 - REAR COLOR KEYED FLOOR MATS C1U - ENTERPRISE RENT A CAR

C5N - GVW RATING - 5750

DAY - ASSEMBLY PLANT MORAINE, OHIO **EVA - EVAP EMISSION** REQUIREMENT

FLT · FLEET PROCESSING OPTION JF8 - BRAKE VAC POWER, 4 WHL DISC K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150

Transaction History Detail

Information

	AMP
LLB - VORTEC 4200 SFI 16	M30 - 4-SPD AUTO TRANS WOVERDRIVE AND ELECTRONIC CONTROL
N40 - POWER STEERING	N75 - 17" SPORT ALUMINUM WHEELS
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	QTM - P245/65R17 BW ALS TIRES
R4Y - TIRE BRAND-GOODYEAR	R6F - IDENTIFY B CODE USERS
R6P - PREMIUM PAINT	R6Q - OPTION PKG NOT DESIRED
R7M - ONSTAR SERVICE NOT INCLUDED	R&D - IDENTIFIER - TIRE CHANGE
R8K - ***********************************	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
FFD - RETAIL AMENITY DELETE	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 · AM/FM STEREO W/CD
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERTU.S. ICANADA	VK3 - LICENSE PLATE FRAME, FRONT
VQ2 - FLEET ORDERING AND ASSISTANCE	VX7 - LONG TERM DAILY RENTAL PROGRAM
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZNF - TIRE, FULL SIZE SPARE
2W7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

-80 -

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ම්වාWarranty

August 28, 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 1GNDT13S562 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

Vehicle Component

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

Date Scanned 05/11/2008

Part / Number Broadcast, NFS Time Scanned 22:11:00

Scan Station 01

Traceability 605040823

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

Date Scanned 05/11/2006

Traceability 004021235 Part / Number Broadcast A1Z

Time Scanned 22:57:00 Scan Station 05

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 05/11/2006

Traceability OBK273881 Part / Number Broadcast FK

Time Scanned 22:21:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 05/11/2006

Traceability 44084797

Part / Number Broadcast: 6TDD

Time Scanned 22:19:00 Scan Station 02

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

HUB ASSEMBLIES

Source Plant. G-

Traceability 69J09196

Part / Number Broadcast UK2

Date Scanned 05/11/2006

Time Scanned 23:04:00 Scan Station.

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 05/11/2006

Traceability 116093046

Part / Number Broadcast CNB

Time Scanned 22:36:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability 00338137

Part / Number Broadcast: 3051

Time Scanned 00:02:00 Scan Station:

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 05/12/2008

Date Scanned: 05/12/2006

Traceability 1GTL608 Part / Number Broadcast 2395

Time Scanned 02:04:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 05/11/2006

Traceability 5AALY83

Part / Number Broadcast 5521

Time Scanned 22:50:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 05/06/2006

Traceability 2011144

Part / Number Broadcast 122

Time Scanned. 00:03:00 Scan Station:

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

Traceability 2254703

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

8/28/2012

Source Plant: -

Date Scanned: 05/10/2006

Part / Number Breadcast: 1VWV

Time Scanned: 19:49:00 Scan Station:

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

Source Plant: -

Date Scanned: 05/11/2006

Traceability 2255764
Part / Number Broadcast 1PT

Time Scanned: 10:05:00 Scan Station:

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

Source Plant -

Date Scanned 85/11/2006

Date Scanned: .05/11/2006

Traceability: 2252765: Part / Number Broadcast. 1PH

Time Scanned 17:48:00 Scan Station:

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

Source Plant: -

Traceability: 2253363
Part / Number Broadcast: 1GB

Time Scanned: 18:16:00 Scan Station:

This country, 70.10.50

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Job Card Date: 09/26/2006

Repair Service Agent 113787

E Logout

Collination August 28, 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 1GNDT13S562 Model CT15506-2006 TRAILBLAZER 4WD Service Contract No. Branded Title: No Warranty Block: No PDI Status No Order Type: 50 - FLEET Field Actions 0 Open Job Card Date: 10/25/2007 Job Card Number: 243384 Repair Service Agent 118108 Odometer Reading: 34,436 MI IDEAL BUICK-GMC TRUCK Authorization Code **5871 URBANA PIKE** FREDERICK MD 21704-7238 3016633121 **Process Date** 11/13/2007 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category. Customer Complaint Code. 0000-Converted Claim Job Card Line # 1 Transaction Adjustment: Causa Code: 0000-Converted Claims Labour Op N0734-Bulbs, Front Side Marker Lamp (Right) - Replace Causal Part Number →See other Parts and/or Net Items Job Card Date: 09/26/2006 Job Card Number: 326239 Repair Service Agent 113787 Odometer Reading 9,602 MI POHANKA CHEVROLET, INC. Authorization Code. 13915 LEE-JACKSON HWY CHANTILLY VA 20151-2901 7039686677 Process Date 10/06/2008 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 B5910-Handle, Liftgate Outside - Replace Causal Part Number →See other Paris 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

Odometer Reading 9,602 MI

Job Card Number: 326239

8/28/2012

POHANKA CHEVROLET, INC. 13915 LEE-JACKSON HWY CHANTILLY VA 20151-2901 7039686677

Authorization Code:

Process Date: 10/06/2006

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 Z5001-VIP FREIGHT/POSTAGE REIMBURESEMENT

Causal Part Number

→ See other Parts and/or Net Items

Job Card Date: 05/12/2006

Repair Service Agent 113785 STERLING CHEVROLET, INC. 46990 HARRY BYRD HWY STERLING VA 20164-1816 7034507500 Job Card Number: A43435

Odometer Reading. 0 MI Authorization Code:

Process Date: 05/16/2006

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

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Logout **GODE Warranty** August 28, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER ① 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 Service Vehicle Information Contract VIN 1GNDT13S562 Model CT15506-2006 TRAILBLAZER 4WD → Branded Title PDI Status No Service Contract No. Branded Title No. Warranty Block No. Warranty Block Order Type 50 - FLEET Field Actions 0_Open → View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History invoice information Detail Invoicing Service Agent 113785 STERLING CHEVROLET, INC. Invoice Date 05/12/2006 View Vehicle Delivery Information 46990 HARRY BYRD HWY STERLING VA 20164-1818 7034507500 Ship to information Ship to Date. N/A Ship to Service Agent 113785 STERLING CHEVROLET, INC. 46990 HARRY BYRD HWY STERLING VA 20164-1816 7034507500 **Delivery Information** Delivery Service Agent: 113785 STERLING CHEVROLET, INC. Delivery Date 05/13/2006 Delivery Type 020—DAILY RENTAL 46990 HARRY BYRD HWY Delivery Odometer 10 STERLING VA 20164-1818 7034507500 In Service Information In Service Date: N/A Invo:cing 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

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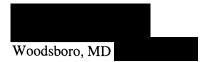
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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel 313.665.0911 fax

Eric Wilt
Claims Administrator

8/28/12



RE: Claimant:

Our File No.: 746758

Our Client: General Motors LLC

Date/Event: 8/22/12

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S562

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.



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,

Eric Wilt

Claims Administrator

Eric Wilt



FW: GM FILE# 746758

to: ERIC.WILT@GM.COM

08/29/2012 09:27 PM

From:

To:

ERIC.WILT@GM.COM < ERIC.WILT@GM.COM >

Eric:

I have attached the requested pictures. I didn't notice though until I attached them that my husband's camera did not have the current date. I don't want anyone to think that the pictures are old. If you think this will affect my case, I'll change the date and retake the pictures. Let me know.

Thanks.

Angela Eyler

Sent: Tuesday, August 28, 2012 3:06 PM

Subject: Fwd: GM FILE# 746758

----- Forwarded message -----

From: <eric.wilt@gm.com<mailto:eric.wilt@gm.com>>

Date: Tue, Aug 28, 2012 at 2:19 PM Subject: GM FILE# 746758

To:

Eric Wilt ESIS/General Motors Claim Unit 300 Renaissance Center Mail Code 482 C19 B61 Detroit, MI 48265

Office: 800.888.0164<tel:800.888.0164> Direct: 313.665.2025<tel:313.665.2025> Fax: 313.665.0911<tel:313.665.0911>

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HPIMO855 IPG	

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		Visit u s a t our w	ebsite: wv	vw.FitzMall.c	om	. C ELL	
CUSTOMER NO.	110975	DONALD DAV		127830	243	09/07/12	CTCS848010
		105.00	LICENSE IK), MICE	131, 293	COLOR	STOCK NO.
Lunan dans		VEAR/MAKE/MODEL 06/CHEVROL		K/TRATIBLA		DECIVERY DATE	DELIVERY MILES
WOODSBOR	O, MD	VEHICLE IO.NO.				SELLING DEMICO NO.	STAD HON'SOUGHE
		F.T. E. NO.		A O. NO.		09/07/12	
RESIDENCE SHOW	e hubiterie	COMMENTS				<u></u>	MO: 131295
DOB# 1 CHAR	RGES						AND ACKNOWLEDGEMENT:
LABOR- D# 1 44CVZ	THEY RIPPED THE ELECT SMELLING BURNT OUT OF TECH FOUND DRIVERS SI MASTER WINDOW SWITCH) IS MELTED. TECH REPLACED AND PRO NOTE: CHECK ENGINE LI PROGRAM FOR DRIVER SI	UNITS DESIGN TECHOS INDOR FIRE IN DOOR, CHECK AND INDOR FIRE IN DOOR, CHECK AND INDOR FOR CHECK AND INDOR THE DOOR SITTENG ON P/SIDE IDE DOOR MODULE (ALSO KNOWN A HAS SIGNS OF OVERHEATING AN OGRAMMED DRIVERS SIDE DOOR MO IGHT WAS ON PRIOR TO SERVICE IDE DOOR MODULE INCLUDING CLE IPLETED AND LIGHT DID NOT RET	G OUT SEAT S D DULE. HOWEVER ARTING ALL	49:07	warkanty-	PATIENT TERMS: We only not Discover or American Express B. Discover or American Express B. Discover or American Express B. Discover or American Express B. Discover of the right to require labor. Was always interest at .04% per 33 days under this report order. Yes 45,00 per day beginning 48 hot Yes 45,00 per day beginning 48 hot Yes 45,00 per day beginning 48 hot Yes 45,00 per day beginning 48 hot Yes 45,00 per day beginning 48 hot Yes 45,00 per day beginning 48 hot Yes 45,00 per day beginning to read yes 45,00 per day beginning to read-problems to read-prophiling happening leading, and resperience.	in roiseanable deports for partie and thy on amounts past due more than ou agrieo to pay a storage charge of its after completion of work. 'coding may empoure due under the or atterney free. within 30 days from conspirition of much 10 days from conspirition of much 10 days from conspirition of due.
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	ER OPEN ESIS CASE			***********		agent accepts a Leanar Car to vehicle. We warmed that the parts and tole will be free of defects in mission 4000 miles from when we resure	you se that it internated and several and
THANK YOU FOI You may rece If for any r	VISIT US AT www.Fit FOR CURRENT SERVICE R VISITNG FITZGERALD A of FRED ive a manufacturer's s eason you feel that yo ible score, please giv address your	zMall.com SPECIALS UTO MALL ERICK urvey about this visit u can not give us the e us the opportunity to concerns.	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR. PARTS. SUBLET. G.O.G MISC CHG. MISC DISC TAX INVOICE \$	0.00	incellen and in timber of major or and labor. No other regions wait. By aligning below you water it wakele. Leber is chalged by lies min man be charged by cook hour. A charge aquivalant la 10% of morrormania, obsparat and over Monufacturer Special Policy Actual Policy law requires manufacturer flag to Safety Administration. The first Safety Administration in 10% any defects in their vehicles. Not	he requirement to mak advortine und unless you agree that inter with intel mosts order to limited it for a chaines what and your validan.
Alicia	Umbel · Customer Rela	-9200 ions Mgr - Domestic x14353 tions Mgr - Import x14330		4 290	The state of the s	ž	OUT THIS INVOICE
CUSTOR	MER SIGNATURE	E HLE COPY	1.30000 81	OG11	>	CUSTOME	R PAYMENT () CHECK NO. () CREDIT CARD
o√.	Elic 313-04	65-213-4 313	AD COM	and the state of t		CASHIER SIGNATURE/_ PANE/_ CUSTOMER CALLED: BY	/
PAGE 1 OF 1	SERVIC	E FILE COPY	(END	OF INVOICE]	09:57am	Oro	TIME



GM File# 746758, 2006 Trailblazer VIN#1GNDT13S562

Eric Wilt to: Phillipst

09/06/2012 04:32 PM

From:

Eric Wilt/C/US/GM/GMC

To:

Phillipst@fitzmall.com



Once repairs related to the incident are completed please issue an invoice to me at warranty rate along with a W9 form. One received, payment will be issued.

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

No.	71-1098628021	Ref No.		Goodwill	No Goodwi	ill Offered		BRC Type	PAR
ccount	The second secon	Site		GW SubType				Bus, Unit	BRC
ast Name		First Name		Approval	Not Initiate	d		Area	PAR
aytime #		Evening #	** **	UCC	Electrical -	Power Windov	w Motor /	Sub-Area	ESIS Escalation
ddress		City New	port News	Involved Dir				Safety	Yes
tate	VA ZipCd	Con Acct		Source	Phone			Updated	8/27/2012 02:17:23 PM
eriai #∕VIN	1GNET16S766	Model Year 2	2006	Priority	Medium	License #	CHEVROL	Owner	KINZERTH
lake	Chevrolet	Warr. Start 1	2/29/2005	Status	Open			Opened	8/13/2012 09:48:35 AM
lodei	TrailBlazer	Mileage 5	55769	Sub-Status	Satisfied			Closed	
bstract	· † (ESIS) Power Window Swit	ch - Thermal Event							

Pre-PAR

PAR Notifier	Incident Date/Time	Injunes	# Other Veh	# People in \	eh Roa	d Surface	Road	Cond. Fr	re Report#	Police Report#
Owner	8/12/2012 09:00:00 AM	N	0	0	Asp	halt	Dry	r/		n/a
Driver Last No	ame	Driver	First Name		Height	DOE	Disab	ilities		
n/a		n/a			n/a		n/a			
		•	Agent Fin	st Name	Phone ±	4	Insurano Alistate	e Agency		
Incident Loc	parking lot of World Outreach News, VA 23608	Worship (Center - 1233	Shields Rd - No	ewport	Incident Desc	door panel l			med to it the inside was filled with smoke and the dri aff-extinguished and no further action was necessary
Component	power windor switch						that time			
Vehicle	with customer			*	· · · · · · · · · · · · · · · · · · ·	Damage Desc	drivers door	panel bur	ned	
Loc						Add'I Info				
Emgcy Svc Names	n/a									
5455						Maint Lo	independen	ıt		
PAR De	tail									
Collision	Non Collision	Y	Property Damage	N Therm	al Evt	Υ	Spec Equip	None		
Vehicle Speed	0		Weather Condition	dear		-	Prop Owner	n/a		Property r/a Type
Last Service Date			Loc Last Service				Property Location	n/a		Prop Est Repair Cost
Veh Est Repair Cost			Spec Equi _l Installer	p n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thermal Ever	it		Inspected By	Inspection	on Not Performed	Inspection Date/Time
Veh Damage Description	drivers door panel burned						Explain Other	file forwa	arded to ESIS	

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Activities

Created 8/27/2012 02:16:57 PM Contact Last Name	Created By KINZERTH	Assigned To KINZERTH Contact First	Activity Type Scheduled Follow-up Name	Activity Sub-Type Account	Status Scheduled Alarm	Completed BAC Code	Description ESIS
Comments							
Confidential Comments							
Created 8/27/2012 02:16:40 PM Contact Last Name	Created By KINZERTH	ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
Comments		Contact Fire	Mame	Account		BAC Code	
	event origination	ng from power w	indow switch in drivers doc	or panel	<u>.</u>		1
Thaddeus Kinzer/PAR/AT Confidential Comments	TX						I
Greated 8/27/2012 02:15:56 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 8/27/2012 02:16:38 PM	Description Business Case
Control Lact Name		2 1 1 E S	t Name	Account		BAC Code	1
Comments Customer claims thermal Forwarding file to ESIS	event originati	ng from power v	vindow switch in drivers do	or panel			I
Thaddeus Kinzer/PAR/A Confidential Comments	ΤX						I
Created 8/27/2012 02:15:55 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 8/27/2012 02:15:55 PM	Description Ownership Escalated to BRC
Contact Last Name		Cantast Eig	l Name	Account		BAC Code	
Comments Confidential Comments				•			
					es a unid sons vite - mort primeris sur ter priprimerismo deles sur durcha	endere després d'autorités en la contraction de	

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Activities

8/27/2012 02:13:10 PM KINZERTH KINZERTH Outbound Email DVM/CAM/Field Done 8/27/2012 02:15:17 PM (VA) 71-1096628021 PAR Case Sent to ESIS · No Action Required	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
irst Name Account GAC Code ESIS · No Action Required	8/27/2012 02:13:10 PM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Fleld	Done	8/27/2012 02:15:17 PM	
			irs	t 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 drivers power window switch. This case is being escalated to ESIS because it is a thermal event.

Customer:
2006 Chevrolet TraitBlazer
1GNET16S766
Dealership: no dealer Involved
Dealership Contact: n/a

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

onfidential Comments	-					····	
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
27/2012 01:19:35 PM	CRISPPL	KINZERTH	No - Activity		Done	8/27/2012 01:29:04 PM	Case Assigned
ntact Last Name		Contact First	Name	Account		BAC Code	
mmerits							1
nfidential Comments							I
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2012 12:52:50 PM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	8/27/2012 12:53:07 PM	Assigned to Thaddeus x41039
ntact Last Name		Contact Eirg	Name	Account		BAC Code	l
mments							I
nfidential Comments							-

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Activities

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/27/2012 11:30:17 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	8/27/2012 11:30:30 AM	PAR Voice Mail
antant Last Norma		C - · · · First	: Name	Account		BAC Code	
omments							
tephen-CAC.							
006 Trailblazer							
oor panel s potential re 1-1096628021	;call						
ry Benjamin							
10-7515							
nermal event occured o otify me to see what ca	on driver door si an be done abou	ide panel - cause ut this	ed by switch for windows, bu	m marks,			
onfidential Comments			· · · · · · · · · · · · · · · · · · ·				•
	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
27/2012 11:04:06 AM		KINZERTH	Ownership Changed	Activity Sub-Type	Status Done	Completed 8/27/2012 11:04:06 AM	Service Request Ownership has
/27/2012 11:04:06 AM			Ownership Changed	Activity Sub-Type Account			Service Request Ownership has changed FROM: LAZARTST TO:
Preated V27/2012 11:04:06 AM Contact Last Name		KINZERTH	Ownership Changed			8/27/2012 11:04:06 AM	Service Request Ownership has
/27/2012 11:04:06 AM contact Last Name		KINZERTH	Ownership Changed			8/27/2012 11:04:06 AM	Service Request Ownership has changed FROM: LAZARTST TO;
/27/2012 11:04:06 AM contact Last Name	BURCHAM	KINZERTH	Ownership Changed			8/27/2012 11:04:06 AM	Service Request Ownership has changed FROM: LAZARTST TO;
27/2012 11:04:06 AM ontact Last Name	BURCHAM	KINZERTH	Ownership Changed			8/27/2012 11:04:06 AM	Service Request Ownership has changed FROM: LAZARTST TO:
27/2012 11:04:06 AM ontact Last Name	BURCHAM	KINZERTH	Ownership Changed			8/27/2012 11:04:06 AM	Service Request Ownership has changed FROM: LAZARTST TO:
27/2012 11:04:06 AM ontact Last Name	BURCHAM	KINZERTH	Ownership Changed			8/27/2012 11:04:06 AM	Service Request Ownership has changed FROM: LAZARTST TO:

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub	p-Type Statu	s Completed	Description	
8/27/2012 11:03:10 AM	BURCHAM	KINZERTH	BRC PAR	Initial Contac	at - Field Done	8/27/2012 02:13:09 PM	Field notification sent	
Contact Last Name		Contact Firs	t Magya	Account		DAG Code		

A product allegation claim has been made in your region. The customer is alleging thermal event originating from drivers power window switch. This case is being escalated to ESIS because it is a thermal event.

Customer: 2006 Chevrolet TrailBlazer 1GNET16S766: Dealership: no dealer involved Dealership Contact: n/a

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

fiden		

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/27/2012 11:03:00 AM	BURCHAM	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	8/27/2012 02:08:21 PM	Called	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		

Spoke with Gene Woodson, svc mgr at Suttle Motor Corporation

* Dealer states they do not have a record for customers current issue - last time vehicle was at this location was in 2009

Thaddeus Kinzer/PAR/ATX Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:02:38 AM	BURCHAM	KINZERTH	BRC PAR	Initial Contact- Phone	Done	8/27/2012 01:54:11 PM	Called
Contact Last Nama		Cantant Fir	st Name	Account		BAC Code	l
Comments							

Spoke with customer

- * Customer ctalms thermal event originating from within drivers door panel

 * Customer states vehicle had been parked, when they returned to it the inside was filled with smoke and the drivers door panel burned out the flames had self-extinguished and no further action was necessary at that time

 * Verified no rijuries and no property damage

 * Customer has taken vehicle to Suttle Motor Corporation for estimate customer states parts are on order but no repairs have been done yet damage caused by the smoke/flames is being covered by customers insurance but the window motor/switch is not

 * Advised customer file would be forwarded to ESIS and read ESIS scripting

 * Provided contact information

Thaddeus Kinzer/PAR/ATX Confidential Comments

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:02:22 AM	BURCHAM	KINZERTH	BRC PAR	Acknowledgement	Done	8/27/2012 01:47:31 PM	Called (757) 240-7515
Contact Last Name		Contact Fire	t Name	Account		BAC Code	1
							•
Comments							1
Initial completed during a	cknowledgmer	nė					-
Confidential Comments					_		

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Activities

	Created By BURCHAM	Assigned to KINZERTH	Activity Type Research	Activity Sub-Type	Status	Completed	Description
7/2012 11:02:13 AM	BURCHAM	Contact Firs			Done	8/27/2012 01:30:37 PM	Research VIN
madi casi name		Linntact Firs	r Name	Account		BAC Code	
mmenis							
en Recalls:None				-			
elated Repairs:None							
evious SRs:							
389149289							
425061211 425311423							
-425613538							
425712803							
1-983196813			•				
one related to current i	&sue						
haddeus Kinzer/PAR/A							
naddeus Kinzer/PAR/A onfidential Comments	11/						
ormoential Cultitatents							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/27/2012 11:01:43 AM	BURCHAM	KINZERTH	Notify CRM		Done	8/27/2012 11:06:51 AM	Assigned to Thaddeus x41039
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
		Contact Fire	st Name	Account		BAC Code	
ontact Last Name omments			st Name	Account		BAC Code	
	leus Kinzer x 41		st Name	Account		BAC Code	
iomments ase assigned to Thado		039	st Name	Account		BAC Code	
omments		039	st Name	Account		BAC Code	
omments ase assigned to Thado ennyCrisp—BRC/ADR/ assisting PAR	ARBSPEC/ATX	039	t Name	Account		BAC Code	
omments ase assigned to Thado ennyCrisp—BRC/ADR/ ssisting PAR	ARBSPEC/ATX	039	t Name	Account		BAC Code	
omments ase assigned to Thado ennyCrisp—BRC/ADR/ ssisting PAR ontidential Comments	ARBSPEC/ATX	1039 .—31368			Status		Description
omments ase assigned to Thado rennyCrisp—BRC/ADR/ assisting PAR confidential Comments	ARBSPEC/ATX	039		Activity Sub-Type Case Assigned	Status Done	Completed	Description Case Assigned
comments case assigned to Thado rennyCrisp—BRC/ADR/ assisting PAR confidential Comments created /27/2012 11:00:52 AM	ARBSPEC/ATX	.—31368 Assigned To CRISPPL	Activity Type BRC PAR	Activity Sub-Type Case Assigned		Gompleted 8/27/2012 11:04:26 AM	Description Case Assigned
omments ase assigned to Thado	ARBSPEC/ATX	1039 31368 Assigned To	Activity Type BRC PAR	Activity Sub-Type		Completed	
omments ase assigned to Thado ennyCrisp—BRC/ADR/ assisting PAR ontidential Comments reated [27/2012 11:00:52 AM	ARBSPEC/ATX	.—31368 Assigned To CRISPPL	Activity Type BRC PAR	Activity Sub-Type Case Assigned		Gompleted 8/27/2012 11:04:26 AM	
omments ase assigned to Thado ennyCrisp—BRC/ADR/ assisting PAR ontidential Comments reated /27/2012 11:00:52 AM ontided Last Name	Created By BURCHAM	Assigned To CRISPPL	Activity Type BRC PAR	Activity Sub-Type Case Assigned		Gompleted 8/27/2012 11:04:26 AM	
omments ase assigned to ThadcennyCrisp—BRC/ADR/ assisting PAR contidential Comments ireated //27/2012 11:00:52 AM contact Last Name case assigned to Thadce	Created By BURCHAM	Assigned To CRISPPL Contact Fire	Activity Type BRC PAR	Activity Sub-Type Case Assigned		Gompleted 8/27/2012 11:04:26 AM	
omments ase assigned to Thado ennyCrisp—BRC/ADR/ assisting PAR contidential Comments feated /27/2012 11:00:52 AM contact Last Name case assigned to Thado ennyCrisp—BRC/ADR/	Created By BURCHAM	Assigned To CRISPPL Contact Fire	Activity Type BRC PAR	Activity Sub-Type Case Assigned		Gompleted 8/27/2012 11:04:26 AM	
comments case assigned to Thado rennyCrisp—BRC/ADR/ assisting PAR confidential Comments created /27/2012 11:00:52 AM	Created By BURCHAM Geus Kinzer x 4*	Assigned To CRISPPL Contact Fire	Activity Type BRC PAR	Activity Sub-Type Case Assigned		Gompleted 8/27/2012 11:04:26 AM	

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Activities

ontact Last Name	Created By BURCHAM	Assigned To LAZARTST Contact First	SR Opened	Activity Sub-Type Account	Status Done	Completed 8/27/2012 11:00:43 AM BAC Code	Description SR in Status of Closed has been Re- Opened by BURCHAM
omments onfidential Comments							
reated /27/2012 11:00:40 AM ontact Last Name	Created By BURCHAM	Assigned To LAZARTST Contact First	Activity Type SR Closed - Dissatisfied Name	Activity Sub-Type Account	Status Done	Completed 8/27/2012 11:00:41 AM BAC Code	Description Service Request has been Closed Dissatisfied.
omments							l I
reated /24/2012 06:21:27 PM	Created By	Assigned To LAZARTST	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type Initial Attempt	Status Done	Completed 8/27/2012 11:00:37 AM	Description f/up
contact i ast Name comments techen/CAC/Tier1/mla/l	1	Contact First		Account		BAC Code	l I
onfidential Comments	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/24/2012 03:07:50 PM	LAŽARTST	BRCPARQ	Notify CRM t Name	Account	Done	8/27/2012 11:00:16 AM BAC Code	Door Panel/Thermal Event
Case received and reass PennyCrisp—BRC/ADR/A assisting PAR Confidential Comments	_	—31368					

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:03:12 PM	LAZARTST	LAZARTST	Outbound Call Third Party	Left Message	Done	8/24/2012 03:07:00 PM	PAR
Contact Last Name		Contact First	Name	Account		BAC Code	1
							_
CIS				· · · · · · · · · · · · · · · · · · ·			
 i would just like to know -please notify me for upd -thanks 	if this can be clates		onnection with the press relea	ased recall in the media			
Stephen/CAC/Tier1/mla/ Confidential Comments	L1						•
Confidential Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 02:48:54 PM	LAZARTST	LAZARTST	Outbound Call Customer	Made Contact	Done	8/24/2012 03:07:47 PM	cust
Contact Last Name		Contact First	. Name	Account		BAC Code	

- crs
 -calling back about your inquiry for filing the reimbursement
 -i have checked here that if your insurance company is filing for reimbursement, the issue needs to fall under property damage, bodily injury, or product liability, then i will have to forward this to another dept
 -if it doesn't fall in the 3 categories, this will just be the normal process of reimbursement

- cust
 -i did pay for the parts using my credit card
 -and isnurance company said that they don't cover the switch that caused the issue
 -i would like to process the reimbursement now

- -adv cust that we need to make sure first about this since the issue that occured is not yet a recall -if this is now a recall, you can file for reimbursement -let me check with our PAR dept about it for info 'hold

- -unfortunately the dept that i called is having high call volume -let me wait for their updates for it and let me call you back

cust

-ok thanks

Stephen/CAC/Tier1/mla/L1

Confidential Commont

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/23/2012 08:43:44 PM	NEGRETM1	LAZARTST	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/24/2012 02:48:53 PM	provide update
ontact Last Name		Contact Firs	t Name	Account		EAC Code	l -
Comments							
'update cust on the reimb Stephen/CAC/Tier1/mla/L		20 88					

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:28:12 AM	LAZARTST	LAZARTST	Outbound Call Customer	Made Contact	Done	8/24/2012 02:48:24 PM	cust
Centact Last Name		Contact First	Name	Account		BAC Code	
Comments							
customer not reached							
"left voicemail message	and caliback nu	ımber					•
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 05:16:10 PM	LAZARTST	LAZARTST	Scheduled Outbound Call Cust	Initial Attempt	Done	8/23/2012 10:27:57 AM	f/up
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Stephen/CAC/Tier1/mla	/L1						
Confidential Comments							
							-

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Activities

7101111100							
Created 8/22/2012 02:49:13 PM	Created By LAZARTST	Assigned To LAZARTST	Activity Type Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 8/22/2012 02:56:23 PM	Description dealer
Contact Last Name		Contact Fire	t Name	Account		BAC Code	I
Сопписти							
spoke with Jayson, body	rshop	#1					
crs -status of customer's ve	hide						
dir -it looks like the fire origi -he did mentioned about -i don't usually watch the -does it have one right n	t a recall that he news		ns.				
crs -we have received calls -but as of now, we don't -but customers will be n -what will be the next st -did customer authorize	have any notifi otified that the i op for his veh?	cation yet directly	y of GM				
dir: -next up, cust will go wit -the estimate that I have -he is still working with i	is \$1371,66		٧				
crs -i will tell customer that							
Stephen/CAC/Tier1/mla	/L1						

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Activities

Activities							
	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
	LAZARTST	LAZARTST	Outbound Call Customer	Made Contact	Done	8/22/2012 05:15:26 PM	cust
Contact Last Name		Contact First	Name	Account		BAC Code	
rs calling back about the isa as of now we haven't rec hat it can be a potential f you would like to author	eive any updat recall soon	tes abou the issu	ie on your veh comes out, you can file for re	eimbursement if the recall t	as been released		
ust what do i do if i have my whom shall i go to to file:			of the repairs?				
rs hat i would need to clarii will call you tomorrow al							
ust hanks							
tephen/CAC/Tier1/mla/L	.1						
Confidential Comments							
Johnsennat Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
		LAZARTST	Scheduled Outbound Call	Follow-up Attempt	Done	8/22/2012 02:49:01 PM	f/up
/21/2012 05:59:31 PM	LAZARTST	LAZARISI	Cust	· · · · · · · · · · · · · · · · · · ·			·
	LAZARTST	Contact Firs	Cust	Account		BAC Code	·
ontact Last Name	LAZARTST		Cust				
ontact Last Name	LAZARTST		Cust				` -
ontact Last Name comments p: o update customer on the	ne case		Cust				,
/21/2012 05:59:31 PM contact Last Name continuous p: p: to update customer on the ask dealership for status stepher/CAC/Tierf/mla/	ne case of veh		Cust				

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Activities

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/21/2012 05:57:46 PM	LAZARTST	LAZARTST	Outbound Call Customer	Left Message	Done	8/21/2012 06:00:07 PM	cust
ontact Lact Namo		Contact First	Name	∆ccount		BAC Code	
							•
rs						····	
	u that there are	no updates vet a	about the issue on the veh if i	t has been considered as a re	call		
out if this would be a rec	all in the future	, you can file for					
please give me a call 86	67905600 ext	32796.					
Stephen/CAC/Tier1/mla/	L1						
Confidential Comments							l
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/21/2012 12:25:29 PM	LAZARTST	LAZARTST	Scheduled Outbound Cal	Initial Attempt	Done	8/21/2012 05:51:30 PM	f/up
12.112012 12.23.23 F W	Dentis	DENNISI	Cust	initial Attempt	Done	0/21/2012 05.51.50 PW	иар
Contact Last Name		Contact First	t Name	Account		BAC Code	l
Comments							l
Stephen/CAC/Tier1/mla/	L1						_
Confidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/20/2012 06:11:54 PM	LAZARTST	LAZARTST	Scheduled Outbound Call	Rescheduled - Customer	Done	8/21/2012 12:25:29 PM	cust
			Cust				_
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							•
rescheduled							-
Stephen/CAC/Tier1/mla/	ኒ1						
							_

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 12:44:09 PM	LAZARTST	LAZARTST	Outbound Call Customer	Made Contact	Done	8/20/2012 06:11:53 PM	cust
Contact Fast Name		Contact First	Name	Account		BAC Code	l
omments					-		I
ars .						-	-
i received your voicema	ı						
- called the bodyshop, a	nd the rep is no	ot available					

cust sts -i saw on the news that there was a recall about the doors

crs
-we have been receiving calls about it as well
-as of now, we haven't receive notifiaction yet about it
-but we will let you know if the recall has been released for the veh

Stephen/CAC/Tier1/mla/L1

Confidential Comments	 •	-	
-	 		

reated	Created By	_Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/20/2012 12:42:33 PM	LAZARTST	LAZARTST	Outbound Call Dealer	Left Message	Done	8/20/2012 12:44:00 PM	dealer
ontact Last Name		Contact First	Name	Account		BAC Code	

*Bodyshop rep Jayson, not reached *left voicemail message and caliback number

Stephen/CAC/Tler1/mla/L1

Confidential Comments		

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
PANGANAN	LAZARTST	Notify CRM	Customer Called	Done	8/20/2012 12:41:53 PM	informing of contact with the cust
	Cantant Find	Name	Account		BAC Code	
				-		•
		PANGANAN LAZARTST		PANGANAN LAZARTST Notify CRM Customer Called	PANGANAN LAZARTST Notify CRM Customer Called Done	PANGANAN LAZARTST Notify CRM Customer Called Done 8/20/2012 12:41:53 PM

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 12:18:30 PM	PANGANAN	PANGANAN	Inbound Call Customer	Complex Request	Done	8/20/2012 12:24:28 PM	cust called in about the same concern
Contact Last Name		Contact First	Name	Account		BAC Code	in the vehicle

Comments
Cust States:
- cust called in about the same issue
Cust Seeks:
- cust wants to speak to OCRS and update
CRS Adv:
- adv cust that we can check if rep is available, if not will notify it, cust agreed
- adv cust that there's no open recall in the vehicle as per checking in the record (GVM), since the cust asking for it
- adv about the shceduled callback, cust agreed

ANNE/CAC T1/MAN/LEVEL 0 EMPOWERED

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
V/17/2012 07:08:45 PM	LAZARTST	LAZARTST	Scheduled Outbound Call Cust	Initial Attempt	Done	8/20/2012 12:42:31 PM	cust
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
to check if customer we	ent back to the o	iealerhsip for the	door panel controls				

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Activities

reated /17/2012 12:47:55 PM	Created By LAZARTST	Assigned To LAZARTST	Activity Type Outbound Call Customer	Activity Sub-Type Made Contact	Status Done	Completed 8/17/2012 07:08:42 PM	Description cust
ontact Last Name		Contact First	Name	Account		BAC Code	
omments.							
rs							
would like to know if yo	u have contacte	ed the insurance	company about the door par	nels?			
ust they are calculating the had the panel diagnoss checked it, and in the and the wiring system, i insurance company doe	ed circuit board, it's need to have th sn't cover that						
may need to have it re	placed						
rs has the dealership diag	nosed the door	panel?					
cust they just analyzed it they told me to bring it b	oack today after	1:30pm					
rs please let me know for	updates						
Stephen/CAC/Tier1/mla/	L1						
Confidential Comments							1
w.w.						CONTROL OF THE CONTRO	
Preated 3/15/2012 08:37:37 PM	Created By LAZARTST	Assigned To LAZARTST	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type Initial Attempt	Status Done	Completed 8/17/2012 12:47:53 PM	Description cust
Contact Last Name		Contact Fire		Account		BAC Code	1
Comments							
Comments Stephen/CAC/Tier1/mla Confidential Comments	L1						

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2012 04:27:16 PM	LAZARTST	LAZARTST	Outbound Call Customer	Made Contact	Done	8/15/2012 04:39:39 PM	cust
Contact Last Name		Contact First	Name	Account		BAC Code	
0							•
Comments							
78 							
vere you able to go the	dealersnip and	ut me					
ust							
hey will need to take th	e panel off						
i will go to the insurance	company first	hout this					
i will go to the insurance and i will wait for their c	company first all what to do a		the yek				
i will go to the insurance and I will wait for their c	company first all what to do a		the veh				
il will go to the insurance and i will wait for their ca then i will take the veh to	company first all what to do a		the veh				
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-i will go to the insurance -and i will wait for their ca -then i will take the veh the crs -please let me know if the	company first all what to do a o Suttle Motor (Corp to check on		ut this			
i will go to the insurance and i will wait for their c then i will take the veh t as please let me know if th cust	e company first all what to do a o Suttle Motor (e insurance co	Corp to check on		ut this			
-i will go to the insurance -and i will wait for their ca -then i will take the veh to crs -please let me know if th cust	e company first all what to do a o Suttle Motor (e insurance co	Corp to check on		ut this			
ને will go to the insurance -and i will wait for their c -then i will take the veh t લજ	company first all what to do a o Suttle Motor (e insurance con i talk to them	Corp to check on		ut this			

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 02:34:22 PM	AGUILAA2	LAZARTST	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/15/2012 04:27:15 PM	flup
Contact Last Name		Contact First	Name	Account		BAC Code	1
Comments							
Stephen/CAC/Tier1/mla/	L1	• ••					•
Confidential Comments							

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Activities

	Created By AGUILAA2		Activity Type Outbound Call Customer	Activity Sub-Type Received No Answer	Status Done	Completed 8/14/2012 02:34:20 PM	Description received no answer
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments eceived no answer							
Alfred/ CAC tier 1/ MLA / N	ł 1						
Confidential Comments	, ,						I
	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
B/13/2012 05:19:04 PM	LAZARTST	AGUILAA2	Scheduled Outbound Call Cust	Initial Attempt	Done	8/14/2012 02:33:49 PM	f/up
Contact Last Name		Contact First		Account		BAC Code	1
Stephen/CAC/Tier1/mla/L1	<u> </u>						
Confidential Comments							

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Activities

**Cont cust -do customers have to call and report about a certain issue with the same vehicle? crs -that is actually one of the procedures that if a lot of customer's with the same issue and model will call us to report about it -and if GM has sent us notifications based on the issue you're having -and the factories who built the veh will notify us as well -you will also receive a letter from GM that this has been a recall cust -ok -i will bring it to Hutchens or Hampton(selling dealership) -but I will call them first to see how much will the cost of the repair crs -please let me know if you have contacted one of these dealerships so that i can follow-up with them -and to see what kind of assistance we can provide "gave to number and ext -when can i expect a call for the update?	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
*cont cust -do customers have to call and report about a certain issue with the same vehicle? crs -that is actually one of the procedures that if a lot of customer's with the same issue and model will call us to report about it -and if GM has sent us notifications based on the issue you're having -and the factories who built the veh will notify us as well -you will also receive a letter from GM that this has been a recall cust -ok -i will bring it to Hutchens or Hampton(selling dealership) -but I will call them first to see how much will the cost of the repair crs -please let me know if you have contacted one of these dealerships so that i can follow-up with them -and to see what kind of assistance we can provide *gave sr *gave co number and ext	8/13/2012 09:54:43 AM	LAZARTST	LAZARTST	Other		Done	8/13/2012 05:19:03 PM	cont of ibec
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	*gave sr							
-men van uxpeci a van or ine upviace:			.?					
	-witch can respect a ca	ii ioi ale apaaa	9:					
cust		\&/dd						
-i'll call you tomorrow or Wednesday -thanks		vveonesday						
0.00	04-1-10407-11-1							
Stephen/CAC/Tier1/mla/L1 Confidented Comments		LI						
Consideration Committee	Comments Comments							ı

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on 8/28/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2012 09:51:59 AM	LAZARTŞT	LAZARTST	Inbound Call Customer	Complex Request	Done	8/13/2012 12:11:10 PM	inside door panel issue
Contact Last Name		Contact Firs	Name	Account		BAC Code	1

cust sts
-I have a problem with my car
-I don't know if there is a recall on my car
-there was smoke coming from my driver side door

-rt blow up -everything on the driver side blew up -i didn't know what happened

cust sks -what to do about the issue

-apologized what happened -where did the smoke came out? -hope that nothing happned to you

cust
-the smoke came out from where you open the windows
-the door won't open when you close it
-no i'm fine, nothing happened to me

-based on the vin, there are no recalls or special program -have you brought the veh to a dealership for diagnosis

cust -no, I think it's a manufacturing defect

crs
-adv cust that we need to ahve it diagnosed first
-because we can't tell if this is a manufacturing defect or not
-was there fire when it happened?

cust
-i didn't saw if there was fire, but it burned
-so this can be a manufacturing defect

crs
-adv cust that we need to have the veh to be diagnosed by a dealerhsip first
-they will be able to see if what may have caused it

cust
--what i'm thinking now is why paying it
--if this was a recall, i could be one of the first people complaining about it

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

Report Generated for toporowm

on 8/28/2012

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August 28, 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).

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v	BN	I C I	Ю.	ırı	Ю	m	aι	ιo	n

VIN: 1GNET16S766

Model; CT15806-2006 TRAILBLAZER EXT 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 verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnSlar Equipped: Y

XM Equipped: N

XM Radio ID:

OnStar Status: Inactive

XM Status: NA

DMN Enabled: N

Applicable Warranties

OnStar Vehicle Diagnostics: N

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Dale	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	12/29/2005	6 MI	12/29/2008	36,006 MI
	Corrosion Limited Warranty	08/05/2011	12/29/2005	6 MI	12/29/2011	100,006 MI
	Emission Select Component Ltd Wty	08/05/2011	12/29/2005	6 MI	12/29/2013	80,006 MI
	Special Coverage 10054	08/05/2011	12/29/2005	6 MI	12/29/2015	120,006 MI

For this vehicle:

- → View Vehicle Summary
 - $\stackrel{\textstyle \rightarrow}{\rightarrow} {\stackrel{\textstyle \text{Service}}{\text{Contract}}}$

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

Service Contract

Vehicle has no current record of service contracts.

Job Card	on Histor Job Card	Transaction	Transaction		View Deta Odometer
Date	Number	Туре	Adjustment	Labour Operation	Reading
09/13 /2 011	310128	ZREGRegular Vehicle Transaction		T5829 - 10054 - Customer Reimbursement Approved	37,042 MI
08/19/2008	260808	ZREGRegular Vehicle Transaction		C3541 - Rear Side Door Trim Panel Replacement - Left Side	19,887 Mi
08/19/2008	260808	ZREGRegular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement	19,887 MI
07/30/2008	259915	ZREGRegular Vehicle Transaction		B4723 - Bezel, Rear Door Inside Locking Knob - Left - Replace	19,757 MI
07/30/2008	259915	ZREGRegular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	19,757 M
07/30/2008	259915	ZREGRegular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	19,757 MI
07/28/2008	259792	ZREGRegular Vehicle Transaction		J5645 - Injector, Fuel - Diagnosis	19,745 MI
02/22/2008	252963	ZREGRegular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	17,638 MI
02/22/2008	252963	ZREGRegular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	17,638 MI
12/18/2007	250230	ZREGRegular Vehicle Transaction		J0667 - Drive Belt Replacement - Accessory	15,042 M
12/18/2007	250230	ZREGRegular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	15,042 MI
10/19/2007	475085	ZREGRegular Vehicle Transaction		B4358 - Bezel, Front Door Inside Locking Knob - Left - Replace	13,884 MI
08/20/2007	244905	ZREGRegular Vehicle Transaction		N0145 - 12-Volt Accessory Power Receptacle Replacement	12,202 MI
08/20/2007	244905	ZREGRegular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	12,202 M
08/20/2007	244905	ZREGRegular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	12,202 M
10/23/2006	230434	ZREGRegular Vehicle Transaction		C6555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	5,406 MI
09/21/2006	228836	ZREGRegular Vehicle Transaction		C9207 - Buckle, Seatbelt (Rear Or Row 1 Center) - Replace	5,177 MI
09/21/2006	228836	ZREGRegular Vehicle Transaction		C3281 - Plate And/Or Escutcheon, Front Door Inside Remote Control Handle Cover - Left - Replace	5,177 MI
09/21/2006	228836	ZREGRegular Vehicle Transaction		C6576 - Driver or Passenger Seat Adjuster Finish Cover Replacement	5,177 Mi
9/14/2006	228482	ZREGRegular Vehicle Transaction		C6555 - Panel, Front Seat Cushlon Outer Finish - Left - Replace	5,102 MI
09/14/2006	228482	ZREGRegular Vehicle Transaction		C6554 - Driver or Passenger Seat Cushion Outer Finish Panel Replacement	5,102 MI

09/14/2005 A19334 ZPDI----Pre- Z7000 - Pre-Delivery Inspection - 0 MI Delivery Inspection

III. When it allowed the Complete of the Compl

Global Warranty Management: Site Map

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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: 1GNET16S766

Model: CT15806-2006 TRAILBLAZER EXT 4WD Warranty Block: No

Service Contract: No

Branded Title: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

J. 7598 1439 17 Mil.

Vehicle Build

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Gross Vehicle Weight: 2,906

Order Number: JKRPNG Build Date: 09/14/2005

Build Plant: 6

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 OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

62U - DARK GRAY METALLIC 7HC - FRONT SPRING

9NF - SUSPENSION COMPONENT

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AM9 - SPLIT FOLDING REAR SEAT BACK

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

C7H - 6,400 LB GVW RATING **DP2 - POWER OSRV MIRRORS**

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

KG4 - GENERATOR 150 AMP

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

N75 - 17" SPORT ALUMINUM WHEELS NP8 - 2-SPEED ACTIVE TRANSFER CASE

1SZ - PREFERRED **EQUIPMENT SAVINGS**

28I - INT TRIM LT GRAY/DK GRAY

6HC - FRONT SPRING

8NF -

A50 - FRONT RECLINING **BUCKET SEATS WITH FLOOR CONSOLE**

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM7 - FOLDING REAR

SEAT

AU0 - KEYLESS REMOTE

DOOR LOCK B30 - CARPETING, COLOR-KEYED **B33 - REAR COLOR KEYED FLOOR MATS** C49 - REAR WINDOW

DEFOGGER

CJ3 - CLIMATE CONTROL DT4 - ASHTRAY AND

LIGHTER

FE9 - 50-STATE **EMISSIONS** JF8 - BRAKE VAC POWER, 4 WHL DISC

K34 - CRUISE CONTROL LL8 - VORTEC 4200 SFI 16

N40 - POWER STEERING N79 - FULL SIZE SPARE NT8 - EMISSIONS, FED

TIER 2A

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

OKL - PLANT - OKLAHOMA CITY

R6P - PREMIUM PAINT

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER

U73 - FIXED MAST ANTENNA

U80 - AM/FM STEREO W/CD

UY7 - TRAILER WIRING HARNESS

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZY1 - SOLID PAINT

QTE - P245/65R17 ON/OFF ROAD BLACKWALL TIRES SLM - STOCK ORDERS T96 - FRONT FOG LAMPS TB4 - LIFTGATE

UA6 - THEFT DETERRENT

ALARM SYSTEM

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE

& SOUND PLAN

V1K - LUGGAGE RACK

CROSS-BARS

VK3 - LICENSE PLATE FRAME, FRONT

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZW7 - PREMIUM RIDE

SUSPENSION

Added Option Codes

~BQ -

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Logout

August 28, 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.

Vehicle Information

VIN: 1GNET16S766 Branded Title: No

Model: CT15806-2006 TRAILBLAZER EXT 4WD Warranty Block: No PDI Status: No

Service Contract: 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: 09/13/2005

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

Date Scanned: 09/13/2005

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned: 09/13/2005

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 09/13/2005

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT **HUB ASSEMBLIES**

Source Plant: G-

Date Scanned: 09/13/2005

Component Code: 86-ELECTRONIC CONTROL MODULE

Source Plant: K-DELCO ELECTRONICS KOKOMO,IN

Date Scanned: 09/14/2005

Component Code: 87-BODY CONTROL MODULE

Source Plant: M-

Date Scanned: 09/14/2005

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 09/14/2005

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

Source Plant: M-MORTON-THIOKOL Date Scanned: 09/13/2005

Date Scanned: 09/13/2005

Component Code: AS-SENSING DIAGNOSTIC MODULE Source Plant: K-DELCO ELECTRONICS KOKOMO, IN

Component Code: BN-LIFTGATE ELECTRONIC CONTROL

Time Scanned: 20:33:00

Part / Number Broadcast: NFS

Traceability: 509021082

Traceability: 106252425

Part / Number Broadcast: XVM

Time Scanned: 16:45:00 Scan Station: 05

Traceability: 0BG939025

Part / Number Broadcast: FK

Time Scanned: 20:44:00 Scan Station: 01

Traceability: 42635504

Part / Number Broadcast: 6TDD

Time Scanned: 20:39:00

Scan Station: 02

Traceability: BAR40355

Part / Number Broadcast:

Time Scanned; 20:55:00 Scan Station:

Scan Station: 01

Traceability: 252503L0J

Part / Number Broadcast:

YMSR

Time Scanned: 07:59:00 Scan Station:

Traceability: 152506MNK

Part / Number Broadcast: 5466

Time Scanned: 07:59:00 Scan Station: 08

Traceability: 1FJRYS7

Part / Number Broadcast: 2395

Time Scanned: 01:20:00 Scan Station: 06

Traceability: 7ZAZV64

Part / Number Broadcast: 0901

Time Scanned: 16:41:00 Scan Station: 03

Traceability: 5249X1BE3 Part / Number Broadcast: 5629

Time Scanned: 20:21:00 Scan Station: 07

Traceability: 252258YWL

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

MODULE

Source Plant: Y-

Part / Number Broadcast:

Date Scanned: 09/14/2005

Time Scanned: 07:59:00

Scan Station:

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE

Source Plant: Y-

Traceability: 052482CJZ

Part / Number Broadcast:

Date Scanned: 09/14/2005

Time Scanned: 07:59:00 Scan Station:

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL

MODULE

Traceability: 05246HU1C

Source Plant: Z-

Part / Number Broadcast:

Date Scanned: 09/14/2005

Date Scanned: 09/02/2005

Date Scanned: 09/09/2005

Date Scanned: 09/12/2005

9905

Time Scanned: 07:59:00 Scan Station:

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

Source Plant: -

Traceability: 0081437 Part / Number Broadcast: 1ZZ

Time Scanned: 05:16:00 Scan Station:

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

Source Plant: -

Traceability: 0466786

Part / Number Broadcast: 1WW

Time Scanned: 11:01:00 Scan Station:

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

Source Plant: -

Traceability: 0461930

Part / Number Broadcast: 1TT

Time Scanned: 23:37:00 Scan Station:

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

Source Plant: -

Traceability: 0460362 Part / Number Broadcast: 1GA

Date Scanned: 09/13/2005

Time Scanned: 14:44:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Sile Map

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August 28, 2012

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: 1GNET16S766 Service Contract: No

Branded Tille: No

Model: CT15806-2006 TRAILBLAZER EXT 4WD Warranty Block: No

PDI Status: No

Odometer Reading: 37,042 MI

Authorization Code:

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Date: 09/13/2011 Job Card Number: 310128

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE

NEWPORT NEWS VA 23608-1694

7578748111

Process Date:

09/13/2011 Transaction Type: ZREG----Regular Vehicle Transaction

Transaction Expense Category: Special Policy

Customer Complaint Code: 0090-No Customer Complaint -

Other issues

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 7073-Wiring/Electrical/Sensors -No/Incorrect Communication

Labour Op T5829-10054 - Customer Reimbursement Approved

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 260808 Job Card Date: 08/19/2008

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE **NEWPORT NEWS VA 23608-1694**

7578748111

Odometer Reading: 19,887 MI Authorization Code: B

Process Date: 08/26/2008

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 C3541-Rear Side Door Trim Panel Replacement - Left Side

Causal Part Number

For this vehicle:

→ View Vehicle Summary

- → Service Contract
- → Branded Title
- → Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

Delail

View Vehicle Delivery Information

8/28/2012

Job Card Date: 08/19/2008 Job Card Number: 260808 Repair Service Agent: 113751 Odometer Reading: 19,887 MI HUTCHENS CHEVROLET, INC. Authorization Code: B 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 7578748111 Process Date: 08/26/2008 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 C3540-Rear Side Door Trim Panel Replacement Causal Part Number Job Card Date: 07/30/2008 Job Card Number: 259915 Repair Service Agent: 113751 Odomeler Reading: 19,757 MI HUTCHENS CHEVROLET, INC. Authorization Code: 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 7578748111 Process Date: 08/05/2008 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 B4723-Bezel, Rear Door Inside Locking Knob - Left - Replace Causal Part Number →See other Parts and/or Net Items Job Card Date: 07/30/2008 Job Card Number: 259915 Odometer Reading: 19,757 MI Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. Authorization Code: 12920 JEFFERSON AVE **NEWPORT NEWS VA 23608-1694** 7578748111 Process Date: 08/05/2008 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim Transaction Adjustment: Cause Code: 0000-Converted Claims Job Card Line #: 2 Labour Op C2740-Door And/Or Pad, Console Compartment - R&R Or Replace Causal Part Number →See other Parts and/or Net Items Job Card Number: 259915 Job Card Date: 07/30/2008

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE **NEWPORT NEWS VA 23608-1694** 7578748111

Odometer Reading: 19,757 MI Authorization Code:

Process Date: 08/05/2008

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 259792 Job Card Date: 07/28/2008

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694

7578748111

Odometer Reading: 19,745 MI

Authorization Code:

Process Date: 09/26/2008 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

Labour Op J5645-Injector, Fuel - Diagnosis

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 252963 Job Card Date: 02/22/2008

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694

7578748111

Odometer Reading: 17,638 MI

Authorization Code: B

Process Date: 03/18/2008

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 J0690-Pulley, Accessory Drive Belt Idler - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 252963 Job Card Date: 02/22/2008

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 7578748111 Odometer Reading: 17,638 MI Authorization Code:

Process Date:

02/29/2008

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 Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/18/2007

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694

7578748111

Job Card Number: 250230

Odometer Reading: 15,042 MI Authorization Code:

Process Date: 12/25/2007

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 J0667-Drive Belt Replacement - Accessory

Causal Part Number

- See other Parts and/or Net Items

Job Card Date: 12/18/2007

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694

7578748111

Job Card Number: 250230

Odometer Reading: 15,042 MI Authorization Code:

Process Date: 12/25/2007

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 Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/19/2007 Job Card Number: 475085

Repair Service Agent: 113738 HAMPTON CHEVROLET 1073 W MERCURY BLVD HAMPTON VA 23666-3327 7578385450

Odometer Reading: 13,884 MI Authorization Code:

Process Date: 10/26/2007

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 B4358-Bezel, Front Door Inside Locking Knob - Left - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/20/2007

Job Card Number: 244905

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE

NEWPORT NEWS VA 23608-1694

7578748111

Odometer Reading: 12,202 MI Authorization Code:

Process Date: 08/31/2007

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 N0145-12-Volt Accessory Power Receptacle Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/20/2007

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 7578748111

Job Card Number: 244905

Odometer Reading: 12,202 MI

Authorization Code:

Process Date: 08/31/2007

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 C2740-Door And/Or Pad, Console Compartment - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 244905

Job Card Date: 08/20/2007

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE **NEWPORT NEWS VA 23608-1694** 7578748111

Odometer Reading: 12,202 MI Authorization Code: G

Process Date:

08/31/2007

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Odometer Reading: 5,406 MI

Authorization Code: B

Job Card Number: 230434

Labour Op Z7903-3-DAY COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/23/2006

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694

7578748111

Process Date: 11/03/2006

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 C6555-Panel, Front Seat Cushion Outer Finish - Left - Replace

Causal Parl Number

→See other Parts and/or Net Items

Job Card Date: 09/21/2006

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694

7578748111

Job Card Number: 228836

Odometer Reading: 5,177 MI Authorization Code: B

Process Date: 09/29/2006

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 C9207-Buckle, Seatbelt (Rear Or Row 1 Center) - Replace

Causal Part Number

See other Parts and/or Net Items

Job Card Dale: 09/21/2006 Job Card Number: 228836 Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 7578748111 Odometer Reading: 5,177 Mi Authorization Code: B

Process Date:

09/29/2006

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 C3281-Plate And/Or Escutcheon, Front Door Inside Remote Control Handle Cover - Left - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Dale: 09/21/2006

Job Card Number: 228836

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 Odometer Reading: 5,177 MI
Authorization Code: B

7578748111

Process Date: 09/29/2006

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category: Customer Comptaint Code: 0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C6576-Driver or Passenger Seat Adjuster Finish Cover Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/14/2006

Job Card Number: 228482

Repair Service Agent: 113751 HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE NEWPORT NEWS VA 23608-1694 Odometer Reading: 5,102 MI Authorization Code: B

7578748111

Process Date: 10/03/2006

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Calegory: Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C6555-Panel, Front Seat Cushlon Outer Finish - Left - Replace

Causal Parl Number

Job Card Number: 228482

Job Card Date: 09/14/2006 Repair Service Agent: 113751

Odometer Reading: 5,102 MI

HUTCHENS CHEVROLET, INC. 12920 JEFFERSON AVE **NEWPORT NEWS VA 23608-1694** 7578748111

Authorization Code: B

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 C6554-Driver or Passenger Seat Cushion Outer Finish Panel Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/14/2005

Repair Service Agenl: 113738 **HAMPTON CHEVROLET** 1073 W MERCURY BLVD HAMPTON VA 23666-3327 7578385450

Job Card Number: A19334

Odometer Reading: 0 MI Authorization Code:

Process Date: 09/20/2005

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 Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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For this vehicle:

→ View Vehicle Summary $\overset{\text{Service}}{\rightarrow} \underset{\text{Contract}}{\text{Service}}$

→ Branded Title

→ Warranty Block

View Vehicle Delivery

Information

→ View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

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 yiew 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: 1GNET16\$766 Service Contract: No

Branded Title: No

Model: CT15806-2006 TRAILBLAZER EXT 4WD

August 28, 2012

Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 113738 HAMPTON CHEVROLET 1073 W MERCURY BLVD

HAMPTON VA 23666-3327 7578385450

Invoice Date: 09/14/2005

Ship to Information

Ship to Service Agent: 113738 HAMPTON CHEVROLET 1073 W MERCURY BLVD HAMPTON VA 23666-3327 7578385450 Ship to Date: N/A

Delivery Information

Delivery Service Agent: 113738 HAMPTON CHEVROLET 1073 W MERCURY BLVD HAMPTON VA 23666-3327 7578385450

. Delivery Date: 12/29/2005 Delivery Type: 010---INDIVIDUAL Delivery Odometer: 6

In Service Information

Invoicing Service Agent:

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

Registration Information Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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ESIS EMAIL (CLMT PROOFS REQ)

746763)

08/29/2012 03:56 PM

From:

Sasha Henson/C/US/GM/GMC

Sasha Henson to: coretech1

To:



Per our phone conversation, attached is the letter requesting supporting documentation regarding the claim you filed with GM. Please forward any materials to my attention. Should you have any questions please feel free to contact me.

ESIS LTR (CLMT PROOFS CLMT)

Sasha A. Henson Claims Administrator ESIS/GM Central Claims Unit Renaissance Center Mail Code 482C19 B61 P.O. Box 300 Detroit, MI 48265 800.888.0164

Direct Dial: 313.667.0691

Fax: 313.665.0911 sasha.henson@gm.com

(746763)_3849966.PDF

C

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

Sasha Henson Claims Administrator

August 29, 2012

Newport News, VA

RE: Claimant:

Our File No.: 746763

Our Client: General Motors LLC

Date/Event: 8/12/12

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNET16S766

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.
- 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. If we do not receive the requested information within thirty days (30) from the date of this letter, we will assume that you are not pursuing this matter and will be closing our file.

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,

Sasha Henson

sasha.henson@gm.com Claims Administrator

Sasha Henson



RE: ESIS EMAIL (CLMT PROOFS REQ) - Sasha Henson to:

(746763) 🕒

09/04/2012 03:50 PM

From:

Sasha Henson/C/US/GM/GMC

To:

10.

Thank you I got the photos. I have profiled them into your claim.

Sasha A. Henson Claims Administrator ESIS/GM Central Claims Unit Renaissance Center Mail Code 482C19 B61 P.O. Box 300 Detroit, MI 48265 800.888.0164

Direct Dial: 313.667.0691 Fax: 313.665.0911 sasha.henson@gm.com

I attach a pdf file with different angle of photo of t...

09/04/2012 03:47:18 PM

From: To:

<sasha.henson@gm.com>
09/04/2012 03:47 PM

Date: Subject:

RE: ESIS EMAIL (CLMT PROOFS REQ)

(746763)

I attach a pdf file with different angle of photo of the damage

CoreGroup Network {DBA} CoreNet Computer Solutions

http://www.corenetsolution.com/ http://corenetsolutions.weebly.com/ http://www.wix.com/corenet/thecoreaccounts

http://bncs.samsbiz.com/[attachment "SUV Door Burm.pdf" deleted by Sasha Henson/C/US/GM/GMC]



RE: ESIS EMAIL (CLMT PROOFS REQ) -

to: sasha.henson

(746763)

09/05/2012 12:01 PM

From:

To:

<sasha.henson@gm.com>

On the day of August 12, 2012, while was in church I hear the car alarm going abnormal, so after service was finish and I went out I notice a lot of smoke was coming out of the vehicle, so evaluate and notice that the drive side door was burn.

After future testing the burn was cause from a faulty switch; which one weeks after was announce over all major news media as a recall all the vehicle like mine along with other model.

CoreGroup Network {DBA} CoreNet Computer Solutions

http://www.corenetsolution.com/

http://corenetsolutions.weebly.com/ http://www.wix.com/corenet/thecoreaccounts http://bnes.samsbiz.com/

To:

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) -

(746763)

From: sasha.henson@gm.com

Date: Wed, 5 Sep 2012 10:33:42 -0400

Thank you got the estimate. The only thing left is a statement of events that occurred on the day of loss. An email will do, nothing formal.

Sasha A. Henson Claims Administrator ESIS/GM Central Claims Unit Renaissance Center Mail Code 482C19 B61 P.O. Box 300 Detroit, MI 48265 800.888.0164

Direct Dial : 313.667.0691 Fax : 313.665.0911

sasha.henson@gm.com

From: To:

<sasha.henson@gm.com>
 09/04/2012 04:13 PM

Date: Subject:

RE: ESIS EMAIL (CLMT PROOFS REQ)

(746763

I fax you a preliminary estimate from Suttle Motor Corp

CoreGroup Network {DBA} CoreNet Computer Solutions

http://www.corenetsolution.com/ http://corenetsolutions.weebly.com/ http://www.wix.com/corenet/thecoreaccounts http://bncs.samsbiz.com/

To:

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ)

(746763)

From: sasha.henson@gm.com

Date: Tue, 4 Sep 2012 15:50:46 -0400

Thank you got the photos. I have profiled them into your claim.

Sasha A. Henson Claims Administrator ESIS/GM Central Claims Unit Renaissance Center Mail Code 482C19 B61 P.O. Box 300 Detroit, MI 48265 800.888.0164

Direct Dial: 313.667.0691 Fax: 313.665.0911

sasha.henson@gm.com

From:

To: <sasha.henson@gm.com>
Date: 09/04/2012 03:47 PM

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ)

(746763)

I attach a pdf file with different angle of photo of the damage

CoreGroup Network

{DBA} CoreNet Computer Solutions

http://www.corenetsolution.com/
http://corenetsolutions.weebly.com/
http://www.wix.com/corenet/thecoreaccounts
http://bncs.samsbiz.com/[attachment "SUV Door Burm.pdf" deleted by Sasha Henson/C/US/GM/GMC]

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ESIS EMAIL (CLMT PROOFS REQ) to: sasha.henson

(746763)

09/20/2012 04:18 PM

From:

To:

<sasha.henson@gm.com>

I attach a document file with the information breakdown for the claim Claim#

CoreGroup Network {DBA} CoreNet Computer Solutions

http://www.corenetsolution.com/

http://corenetsolutions.weebly.com/ http://www.wix.com/corenet/thecoreaccounts http://bncs.samsbiz.com/

To:

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) -

(746763)

From: sasha.henson@gm.com

Date: Tue, 4 Sep 2012 15:50:46 -0400

Thank you I got the photos. I have profiled them into your claim.

Sasha A. Henson Claims Administrator ESIS/GM Central Claims Unit Renaissance Center Mail Code 482C19 B61 P.O. Box 300 Detroit, MI 48265 800.888.0164 Direct Dial: 313.667.0691

Fax: 313.665.0911 sasha.henson@gm.com

From:

<sasha.henson@gm.com> To: Date:

09/04/2012 03:47 PM

RE: ESIS EMAIL (CLMT PROOFS REQ) Subject:

CoreGroup Network {DBA} CoreNet Computer Solutions

http://www.corenetsolution.com/
http://corenetsolutions.weebly.com/
http://www.wix.com/corenet/thecoreaccounts
http://bncs.samsbiz.com/[attachment "SUV Door Burm.pdf" deleted by Sasha Henson/C/US/GM/GMC]

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message in error, prease contact the sender and defete it from your computer.



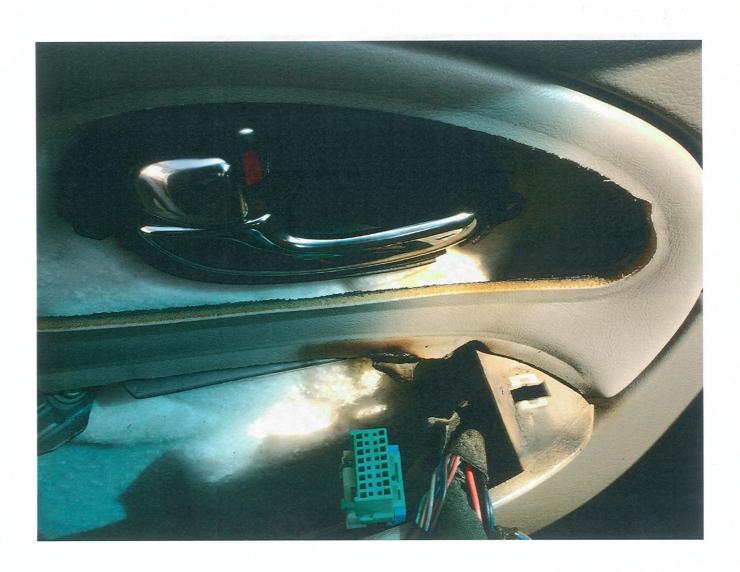


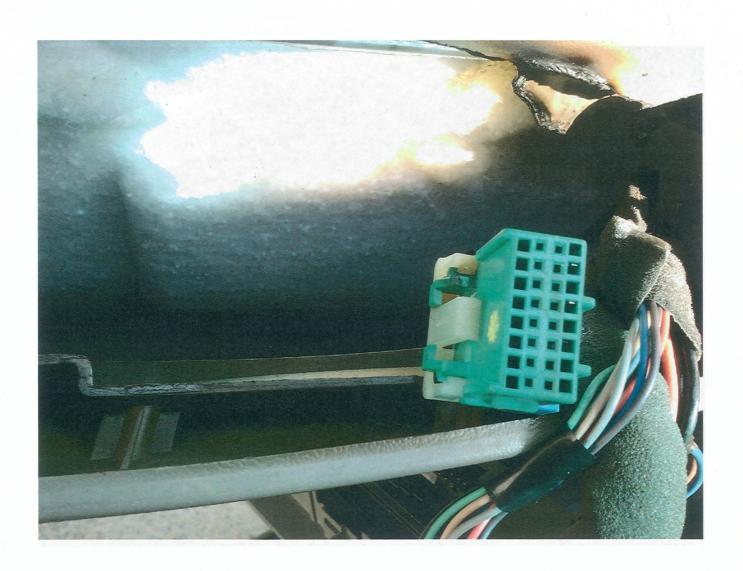


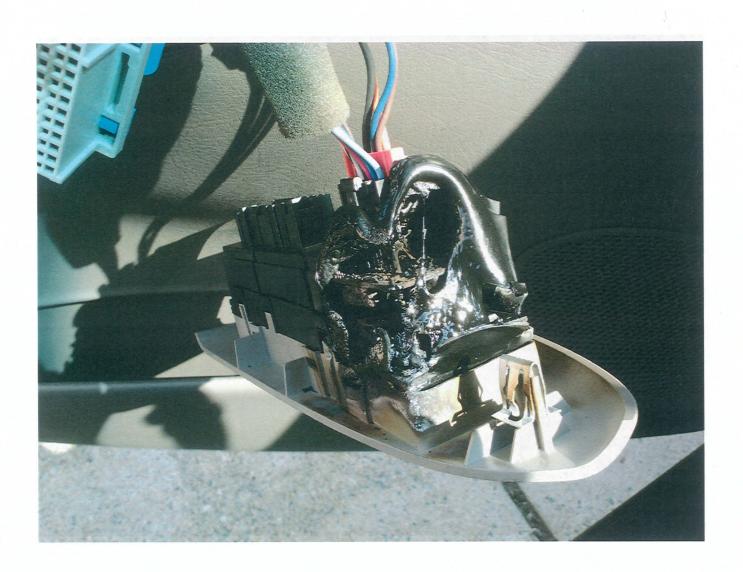


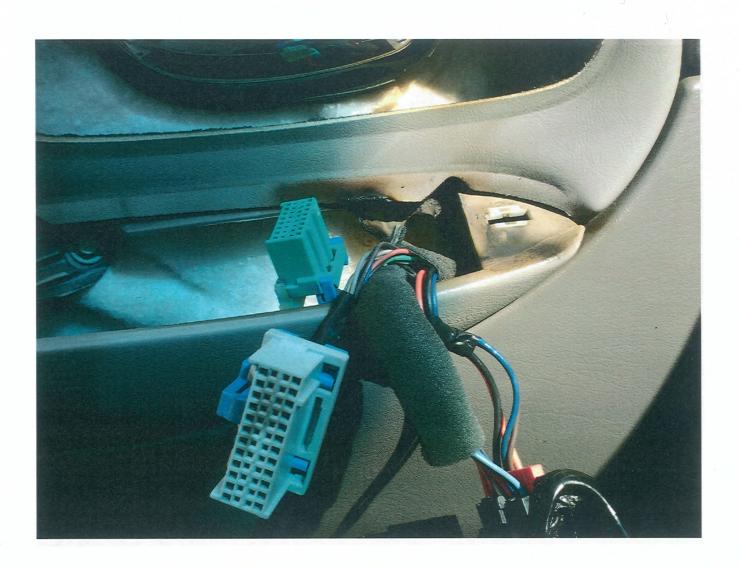








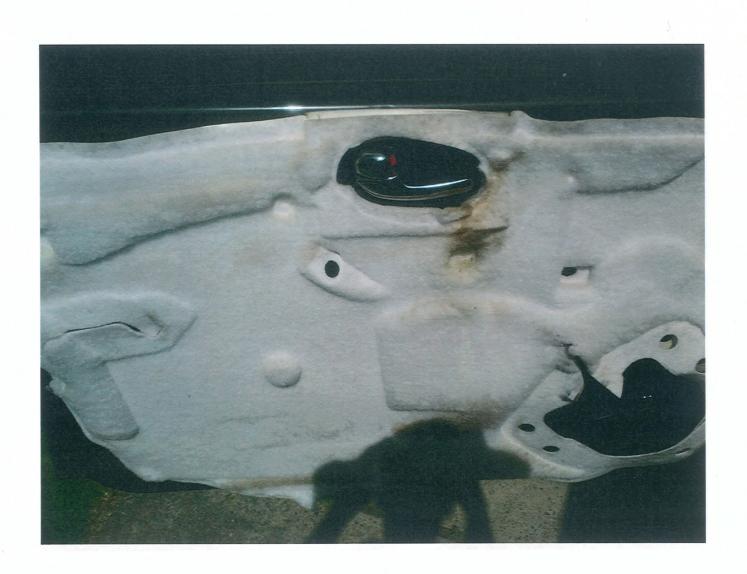




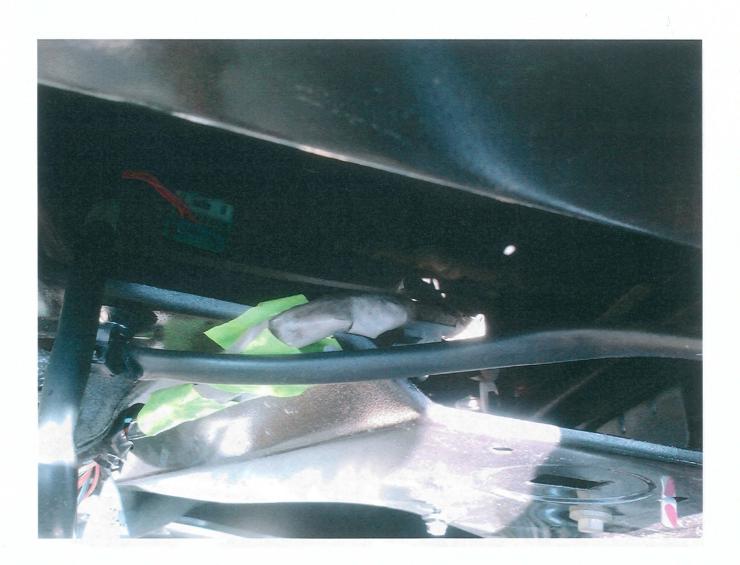














Customer Number: Invoice No: 610097 *INVOICE* DUPLICATE 1 PAGE 1 NEWPORT NEWS, VA 1073 W. MERCURY BLVD. - HAMPTON, VA 23666 Home: Bus: (757) 838-5450 Cell: www.hamptonchevy.com Email: EMAIL HOME SERVICE ADVISOR: **1888 RON FOXX** COLOR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG DK GRAY 06 CHEVROLET TR PROD. DATE WARR, EXP. CHEVROLET TRAILBLAZE 1GNET16S766 PO NO. <u> T9334</u> DEL DATE PROMISED RATE PAYMENT INV. DATE 17:00 06SEP12 CASH R.O. OPENED 07SEP12 OPTIONS: STK:2623975 DLR:14250 ENG:4.2 Liter MFI DOHC Alum TRN:M30
1)WHITE TEAM 2)NO OUTSIDE WARR 3)GAP7TFL READY 09:12 06SEP12 10:49 07SEP12 LINE OPCODE TECH TYPE HOURS LIST TOTAL A CLEAN AND DEODERIZE B13 CLEAN AND DEODERIZE 1956 CCTB 125.00 125.00 BODY FULL DETAIL 1956 CCTB 100.00 100.00 PAYMENT

> CHARGE CREDIT CARD CHECK CASH

The undersigned authorizes the repair work indicated above to be done including at labor, parts and materials recessary to complete the recess. The undersigned authorizes Hampton Meter Corporation employees to oberate the vehicle identified above on the streets, highways or elsewhere for the surpose of seating and visionistics.

The undersigned agrees that Hamoton Motor Corporation will not be responsible for the loss or damage to venicle or that of articles left in vehicle while vehicle is need, and that Hamoton Motor Corporation will not be responsible for losses or inconvenience caused by the unavailability of parts or delays in pains shipments by the supplier or transporter.

The undersigned understands that an express mechanic's lies is created on the vehicle identified spore to secure the amount of parts. In ordering used on the vehicle for authorized service.

The undersigned agrees to oliciso the website identified above in a timely mainter and pay for subtorized repairs following notification that the repairs have been completed, in the event the vehicle has not been outdood us within ten working days following notification of completion, regretar factor Corporation, at it's sale option, may assess a daily attracted the within the daily fact the will be the object. Only seem that the supress mechanic's lies visible set of the color of

more than mount comparation agrees to reper or replace, at it is solve opelion, parts, labout or installate tound to be detective within trieble stated in writing above.

The property of the parts of reper, whichever comes first. Any appoint being which driver from the fenegoing will be

We glady accept your check as payment. However, please be advised when paying by check you expressly authorize Hampton Missin Corp. If your check is dishonored or recurred for any reason, to electronically debit your account for the encount of the check

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 225.00
PARTS AMOUNT	\$ 6.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 225.00
DEDUCTIBLE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 225.00

ENTERPRISE LEASING COMPANY OF NORFOLK/RICHMOND, 906 W MERCURY BLVD, HAMPTON, VA 236664323 (757) 896-0360

RENTAL AGREEMENT

REF# 3LOSKY

and the second section of

RENTER

DATE & TIME OUT 09/05/2012 04:17 PM DATE & TIME IN 09/07/2012 04:27 PM

BILLING CYCLE CALENDAR DAY

VEH #1 2012 FORD FOCU 4SS2 VIN# 1FAHP3H2XCL LIC# MILES DRIVEN 91

BILL TO ACCOUNT

ALLSTATE INS-COLUMBIA MD ARMS** ATTN: UNKNOWN 7067 COLUMBIA GATEWAY DR COLUMBIA, MD 21046

CLAIM INFO

INSURED: LOSS DATE: 08/12/2012 INSURED TYPE CAR: TRAILBLAZER SHOP: HAMPTON CHEVY BODY SHOP

PHONE: (757) 838-5450 ATTN: BODYSHOP

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	09/05 - 09/07	3	DAY	\$22.00	\$66,00
REFLIFLING CHARGE	09/05 - 09/07	***************************************	****		\$0.00
YOUNG DRIVER FEE (18-99)	09/05 - 09/07			WAIVED	44.44
		S	ubtotal:		\$66.00
Taxes & Surcharges			**************************************	**********	-
VEHICLE LICENSE FEE	09/05 - 09/07	3	DAY	\$0.29	\$0.87
VIRGINIA ADDITIONAL TAX	09/05 - 09/07			4%	\$2.68
VIRGINIA RENTAL FEE	09/05 - 09/07			2%	\$1.34
VIRGINIA RENTAL TAX	09/05 - 09/07			4%	\$2.67
		Total (Charges:		\$73.56
Bill-To / Deposits				*************	
ALLSTATE INS-COLUMBIA MI	D ARMS**	***************************************	····	Water Company of the Company	***************************************
TIME & DISTANCE	09/05 - 09/07	3	DAY		
REFUELING CHARGE	09/05 - 09/07				
VEHICLE LICENSE FEE	09/05 - 09/07		DAY		
VIRGINIA ADDITIONAL TAX	09/05 - 09/07	1	PERCENT	4%	
VIRGINIA RENTAL FEE	09/05 09/07		PERCENT	2%	
VIRGINIA RENTAL TAX	09/05 - 09/07		PERCENT	4%	
			Subtotal:		(\$73.56)
Total Amount Due					\$0.00

PAYMENT INFORMATION AMOUNT PAID TYPE

CREDIT CARD NUMBER

Customer Number: 8748189 Invoice No: 609858

INVOICE

PAGE 1



NEWPORT NEWS, VA 1073 W. MERCURY BLVD. . HAMPTON, VA 23666 (757) 838-5450 Home: Bus: www.hamptonchevy.com Email: EMAIL SERVICE ADVISOR: 5 JIM GOSLEE COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG 06 CHEVROLET TRAILBLAZE
PROD. DATE WARR, EXP. PROMISED DK GRAY **GHJ**\ DEL DATE PAYMENT 29DEC05 R.O. OPENED WAIT 04SEP12 CASH OPTIONS: STK:2623975 DLR:14250 ENG:4.2 Liter MFI DOHC Alum TRN:M30 1)WHITE TEAM 2)NO OUTSIDE WARR 3/GAP/TFL 09:04 04SEP12 10:05 04SEP12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A INSTALL P/WINDOW SWITCH & PROGRAM DIAG SYSTEMS DIAGNOSTIC CHECK (OG) 463 CCA 79.99 79.99 99 MISC SERVICE 463 CCA 51.99 51.99 ...,55882 TRIED TO PROGRAM DRIVERS DOOR MODULE, WONT PROGRAM.DIAG AND .,.. FOUND NO POWER TO MODULE BUT CKT BREAKER OK. TRACED PROBLEM TO CONNECTOR ,,,,C500.CONNECTOR NOT CONNECTED PROPERLY CAUSING CONCERN.PROGRAMMED MODULE ,,,,AND OPERATION OK NOW. ******************* SHOP MATERIALS, HAZ WASTE & RECYCLING CHARGE 7.80 PAYMENT CHARGE CREDIT CARD CHECK CASH

The undersigned authorizes the repair work indicated above to be done including all labor, parts and materials necessary to complete the repair. The undersigned authorizes Hampton Motor Corporation employees to operate the vehicle dentified above on the streets.

Nephrays or silevenies for the outcome at resting and interactional managements.

The undersigned agrees that Hampton Motor Corporation will not be responsible for the loss of damage so vehicle or their of anxious left in vehicle white vehicle is here, and that Hampton Means Corporation will not be responsible for listed or inconvenience caused by the undersidely of parts or delays in anyte shiftened, but he can will not be responsible for listed or inconvenience caused by

The undersigned understands that an express mechanic's ion is created on the vehicle identified above to secure the amount of carbonics.

The underlighted spirites to picture the vehicle identified above in a little's manner and day for sutherine spears following notification that the respects have been completed, in event the vehicle has not been picked up within ten working days following notification of completion, Hampton Motor Concession of it is sale poind, may affected to torough feet the will be ten object, of the calendar day, and the total amount of vehicle and point, only affects to torough feet. The will be ten object, of the calendar day, and the total amount of vehicle (18 to 00 point), may affect total torough feet. The will be ten object, of the calendar day, and the total amount of vehicle (18 to 00 point), may affect to the property of the will be ten object, of the calendar day and the total amount of vehicle (18 to 00 point).

Hampton Mistor Corporation agrees to repair or replace, at it's sole option, parts, labor or materials found to be defective within twelve months or 12,000 miles from the date of repair, whichever correst first. Any specific terms which differ from the foregoing will be stated in withing above.

We gladly accept your check as payment. However, please be advised when paying by check you expressly authorize Herreson Motor Corp., If your check is dishonored or returned for any reason, to electronically debit your account for the amount of the check plus a processing fee of \$25,00.

DESCRIPTION	TOTALS		
LABOR AMOUNT	\$	131,98	
PARTS AMOUNT	\$	0.00	
GAS, OIL, LUBE	\$	0.00	
SUBLET AMOUNT	\$	0.00	
MISC. CHARGES	\$	7.80	
TOTAL CHARGES	\$	139.78	
DEDUCTIBLE	\$	0.00	
SALES TAX	\$	0.39	
PLEASE PAY THIS AMOUNT	\$	140.17	

X SIGNATURE:

DATE:

2006 Trailblazer

de la companie de

Freshinkjets.com 1598 S. Anaheim Blvd Unit A. Anaheim, California 92805 714-855-1775 Freshinkjets.com

Order: 10374 (50586)
Placed: 8/21/2012
Shipping: Standard Flat Rate

Ship To

The Network.
709 Mainsail Dr.
Newport News, Virginia 23508-4713
(757) 912-0159
coregroupnetwork@hotmail.com

ВШ То

The Network 709 Mannsai Dr Newport News, Virginia 23608-4713 (757) 912-0159 coregroupnetwork@hotmail.com

Item # Name	QTY Price	Total
18/19/14/8/55/3 New 11/0V/12/0V 30/W Welding Soldering Iron Heat Pencil Electronic Tool with kit	1 299	2,99
	NAME AND A TOTAL OF THE PARTY O	
	Subtotal:	2.99
	Shipping:	0.60
	Sales Tax	0.00
	Order Totals	2 52

Order Information

Shipping

Snipped on 8/22/2012 using USPS First Class: 9400111201080312090752

Notes

None

Thank youl

Thank you for your purchase from Freshinkjets.com!

If you have questions about your order please visit us online at Frashinkers com or email us at sales@frashinkers.com

2006 Trailblazer





THE CORE GROUP NETWORK 709 MAINSAIL DR NEWPORT NEWS, VA 23608-4713 THE CORE GROUP NETWORK 709 MAINSAIL DR NEWPORT NEWS, VA 23608-4713

2012 Page 1 of 1	08/20/2012	21317464	
	VENDOR SKU	200 0 0	VIT TOTAL
NO SYSTEMS CH6530 CHAO	BOSCH6530		ICE PRICE 199 17.9
	DESCRIPTION DIO SYSTEMS CH6530 CHAO	DESCRIPTION VENDOR SKU	DESCRIPTION VENDOR SKU QTY UI SHIPPED PR

PLEASE RETAIN THIS FORM FOR YOU RECORDS

Thank you for your order! Return Instructions

You have purchased a product that is returnable by mail only to the RadioShack Returns Warehouse. Your return must include a Return Authorization.

To review all of our return policies or obtain a Return Authorization, Please go to http://www.RadioShack.com/returns

21317464

Discount

1+38 17+31 Gas Receipts for traveling back and forth to Dealer for work to be done.

> theb Jeang a aven Use your Pithassy

90.413

JATOT

00"415 JATOT JSV9 059°E\$ TW9/9318d

2735 urinsay. 97876

ST Melline FESCES MHINE 17.66H00 #0H1

> Ханн MIJOH

M991240 ST/50/90

AU MOTAMAH LS 110 AUROURA 967087# #830

d035434

E&C VA 518, 2035 12900 JEFFERSON AVE. NEWPORT NEWS, VA 23608

> 09/07/2012 6:51:26 PM Register: 1 Trans #: 6803 Op ID: 18 Your cashier: donald

> > *** PREPAID RECEIPT ***

Regular CA PUMP# 1

\$16.00 99

Subtotal =

\$16,00 Tax = \$0.00

Total =

\$16.00

Change Due = \$0.00

Cash

\$15.00

THANK YOU FOR YOUR BUSINESS!!! PLEASE COME AGAIN!!! 757-875-6981

ESC VA 518, 2006 12900 JEFFERSON AVE. HENFORT NEWS, VA. 23608

> 09/07/2012 6:48:24 PM Register: 1 Trans #: 6800 Op ID: 18 Your cashier: donald

> > *** PREPAID RECEIPT ***

Regular CA PUMP# 1

\$40,00 99

Subtotal =

\$40.00 Tax = \$0.00

Total =

\$40.00

Change Due = \$0.00

Cash

\$40.00

THANK YOU FOR YOUR BUSINESS!!! PLEASE COME AGAIN!!! 757-875-6981





ASTORG FORD LINCOLN MERCURY OF PARKERSBURG 2028 7th Street, Parkersburg, WV 26101 (304)485-8585 • 800-2-ASTORG

Fax (304) 420-2336

Printed: 08/23/12 @ 12:26 INVOICE NO. | CUST. NO.

DATE 8/23/2012

15050

1.WEB

NEWPORT NEWS

SOLD BY | PAY TYPE

P.O. NO.

JΚ

CASH

3472294616

WCOMP TYPE:

WCOMP CODE: R

Counter Sale 7-INTERNET

NO RETURNS ON BLECTRICAL, SPECIAL ORDER OR INTERIOR PARTS, NO RETURNS AFTER 30 DAYS, SUBJECT TO 30% RESTOCK COMPANY NAMED ABOVE AGREES TO PAY THIS AMOUNT WITHIN

30 DAYS OF INV DATE ANY UNPAID BALANCE WILL ACCRUE 1.0% PER MONTH (12% ANNUM) ANY AMOUNT UNPAID AFTER 60 DAYS WILL GO TO COLLECTIONS (ALL FEES/COSTS TO CUSTOMER

	E PRAKON NUMBE	KANESEKTENTON.	ENTRE DIN	# Waptpine	MR21	AMOUNT	
1 🕨	15123254	SWITCH	CCF	55.81	35.68	35.68	
1 🔸	25933507	PANEL	CCF	274.93	174.37	174.37	
1 🕨	15214501	BEZEL	CCF	15.75	8.11	8.11	
1 🕨	15913485	HARNESS	CCF	118.89	75.90	75.90	
1 •	25779163-	DEFLECTOR	CCF	105.82	67.56	67.56	
1 8	25867005	SWITCH	CCF	306.77	195.84	195.84	
1 🔸	25911640	HOIST	CCF	128.13	84.67	™ 94 ,,67	744. 74
	I	c 1400a0	SUB	TOTAL		642.13	
		ンログ・ビン・	FREI	GHT		35.16	
		narate	TAX			.00	
		SEPARATE	PAY	THIS AMOUNT		677.29	
10							

Any varianties on the produces sold hereby are those sade by the samufacturer. The Seller hereby Thank You expressly disclaims all varrancies, either expressed or implied, including any implied varranty of merchantability or fitness for a particular purpose, and meither assumes nor sutherizes any other person to assume for it any liability in connection with sale of said products.

Received By

CUSTOMER COPY

Claim#	200	6 Trailblazer
--------	-----	---------------

Internal Blade Fuses	\$ 3.99
Parts and Services Subtotal	\$1210.91
Body Labor	\$ 101.20
Mechanical Lab	<u>\$ 135.00</u>
Grand Total	<u>\$1447.11</u>

V. 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

Sasha Henson Claims Administrator

October 11, 2012

Newport News, VA

RE:

Claimant:

Our File No.:

746763

Our Client:

General Motors LLC

Date/Event:

8/12/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNET16S766

Dear

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

Sincerely,

Sasha Henson

Claims Administrator

Sasha henson

SUTTLE MOTOR CORP

Workfile ID: Federal ID:

8b77c194 54-0504946

A Family Tradition Since 1902 12525 JEFFERSON AVE, NEWPORT NEWS, VA

23602

Phone: (757) 886-1850 FAX: (757) 886-1860

Preliminary Estimate

Written By: Jason Webb

Customer:

Policy #;

Date of Loss:

Claim #:

Days to Repair: 0

Insurance Company:

Insured:

Type of Loss:

Point of Impact: 23 Interior Burn

Inspection Location:

SUTTLE MOTOR CORP 12525 JEFFERSON AVE **NEWPORT NEWS, VA 23602**

Repair Facility

(757) 886-1850 Business

Owner:

NEWPORT NEWS, VA Vening

VEHICLE

1GNET16S766

Mileage In:

Make: Model:

Year:

2006 CHEV

Body Style: Engine:

40 UTV 6-4.2L-F1

License:

Mileage Out:

TRAILBLAZER 4X4 LT EXT

Production Date:

State:

VIN:

Vehicle Out:

Color: **BLACK Int: GRAY** Condition:

Job #:

Automatic Transmission

4 Wheel Drive

TRANSMISSION

Overdrive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Driver Seat Power Mirrors

DECOR

Body Side Moldings

Dual Mirrors

Privacy Glass

Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning

Rear Defogger

Tilt Wheel

Cruise Control

Intermittent Wipers

Keyless Entry

Alarm

Dual Air Condition

Rear Window Wiper

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

SAFETY

Anti-Lock Brakes (4)

Driver Air Bag

Passenger Air Bag

4 Wheel Disc Brakes

Stability Control

Communications System

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats

Bucket Seats

3rd Row Seat

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

TRUCK

Trailering Package

144765

Preliminary Estimate

Customer: CORY, BENJAMIN

Vehicle: 2006 CHEV TRAILBLAZER 4X4 LT EXT 4D UTV 6-4.2L-FI BLACK

BENJY

Line	Ope	r Description	Part Number	Qty	Extended Price \$	Labor	Pal
1	FRONT DOOR		de die de Made al des des ant			,	· · · · · · · · · · · · · · · · · · ·
2	Rep	LT Handle, inside black	25965488	1	53.08	0.2	
3	Rep	LT Door trim panel Chevrolet gray	25933507	1	274.93	0.7	
4	Rep	LT Water deflector	25779163	1	105.82	0.1	
5	Rep	LT Handle bezel Chevrolet gray	25894590	1	11.06	Incl.	
6	Rep	LT Switch assy Chevrolet w/o heated seat	25867005	1	306.77	Incl.	
7	# Rpr	DIAGNOSE CAUSE OF FIRE				1.5 M	
8	Rep	Mirror switch Chevrolet w/o power fold	15123254	1	55.81	Incl.	
9	INSTRUMENT PANI	<u></u>	ALLA AND LONG			** * ***	
10	Rep	LT Front dr speaker w/premium sound	25853013	1	210.84	0.2	
11	# Rep	WIRING HARNESS (15913485)		1	118.89	1.0	
12	# Subl	DEIONOZE		1	250.00 X		
13	# Subl	REPROGRAM SWITCH		1	125.00 X		
			SUBTOTALS	**************************************	1,512.20	3.7	0.0

NOTES

Prior Damage Notes: DINGS ON ALL MAJOR PANELS

ESTIMATE TOTALS

Category	Basis		Rate	Cơst \$
Parts				1,137.20
Body Labor	2.2 hrs	0	\$ 46.00 /hr	101.20
Mechanical Labor	1.5 hrs	@	§ 90.00 /hr	135.00
Miscellaneous			,	375.00
Subtotal	A Company of the Comp	***************************************		1,748.40
Sales Tax	\$ 1,137.20	@	5.0000 %	56.86
Grand Total		************	The state of the s	1,805.26

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Preliminary Estimate

Customer:

Vehicle: 2006 CHEV TRAILBLAZER 4X4 LT EXT 4D UTV 6-4.2L-FI BLACK

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GN02, CCC Data Date 8/17/2012, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2012 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium, Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

R No.	71-1099617747	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType)	Bus, Unit	BRC
.ast Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City Casey	Involved Dir		Safety	Yes
State	IL ZipCd	Con Acct	Source	Phone	Updated	8/23/2012 04:04:19 PM
Serial #/VIN	1GNDT13S672	Model Year 2007	Priority	Medium License #	Owner	EICHORLY
Make	Chevrolet	Warr. Start 01/22/2007	Status	Open	Opened	8/21/2012 02:01:54 PM
Model	TrailBlazer	Mileage 104000	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS) Thermal Event inside driv	er door panel.				

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries # C	ther Veh	# People in Veh Ro	ad Surface	Road	Cond. Fire Report#	Police Report#		
Owner	7/16/2012 11:45:00 AM	N	0		ncrete	Dry	n/a	n/a		
Driver Last N	ame	Davide Fire	* Name	Height 6'2"		Disabi	lities			
nsurance Ag	ent Last Name	Insurance	Agent First	Name Phone	#	Insurance	Agency			
Doring .		Kirk				Country	Co Insurance Co.	-		
Incident Loc	N.100th St. Casey, IL (cust doesn't know house #)					Incident All the buttons on the driver's side stopped working about 1 month ago. Cust opened the door panel and noticed a burn hole inside the window module. Cust can smoke the burn.				
Component	Electrical wiring inside driver:	s door panel.								
Vehicle	with cust.				Damage Desc	Hole inside	the driver's door handle. Cont	trol buttons no longer work for the locks, windows and		
Loc	mar 645t.				Add'l Int					
Emgcy Svc Names	n/a									
					Maint L	oc Unknown				
PAR De	tail									
Collision	Non Collision		roperty amage	N Thermal Evt	Y	Spec Equip	n/a	No. 1 Transfer per per per per per per per per per p		
Vehicle Speed	0		Veather Condition	Dry and hot		Prop Owner	n/a	Property n/a Type		
Last Service Date			oc Last ervice			Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost			pec Equip nstaller	n/a		Prop Damage Description	n/a			
Primary Veh Use	Personal		nspection ype	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description		handle. Cont	rol buttons	no longer work for the	locks,	Explain Other	n/a			

Report Generated for toporowm

on 8/28/2012

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Service Request Detail

Activities

7/2012 11:02:53 AM	KINZERTH	ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
itact Last Name		Contact First		Account		BAC Code	Loro - Marina Evolic
miens							
		ng from power w	indow/door controls in drive	ers door			
ddeus Kinzer/PAR/AT niidential Comments	TX						l
ated 3/2012 04:11:22 PM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
ntact Last Name	EICHORLY	Contact First	Scheduled Follow-up	Account	Scheduled Alarm	BAC Code	ESIS - Verify file was picked up.
		36771377777		-		BAC Clide	·
mments							
nfidential Comments							l
ated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2012 04:09:31 PM	EICHORLY	KINZERTH	Notify CRM		Done	8/27/2012 11:03:46 AM	Please escalate to ESIS - Thermal
nlact Last Name		Centact Firs	t Name	Account		BAC Code	Event
nt alleges their was a	thermal event i	nside the driver's	door panel. Cust can sme	ll the smoke and noticed a bu	m hole inside the doc	r panel. Cust stated the	
and looks, windows a	and mirror no lo	nger work. No pr	operty damage. No insurar	nce involvement. No injuries.		•	
da Eichorst/PAR/ATX niidential Comments	<u> </u>						-
John Somments		'					
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2012 04:07:09 PM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	8/23/2012 04:09:28 PM	Business Case
raci i ast nams		Contact Euro	- Name	Account		BAC Code	
et allocar all the butte	on on the drive	ala aldo atomo d					ļ
door panel and notic	ed a bum hole	inside the windo	working about 1 month age w module. Cust can smell !	o. The electric windows, mirror the smoke. No property damag	s, and lock buttons n je. No injuries. No ins	o longer work, Cust opene: :urance involvement.	1
da Eichorst/PAR/ATX	(
nfidential Comments							

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Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 04:04:19 PM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	8/23/2012 04:04:20 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:42:42 AM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	8/23/2012 02:27:52 PM	Intials
Contact Last Name		Contact First	t Name	Account		BAC Code	
71-1099617747 — Casey			-				l
UTC 8/22 at 5:54 PM : 8/22 at 5:53 PM	left vm						
8/23 at 10:20 AM	left vi	ssphone. No on	e working their by cust's name	e.)			•

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:28:18 AM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	8/23/2012 10:36:04 AM	James Nguyen, DDMA
Contact Last Name		Contact Error	^iame	Account		BAC Code]ames.nguyen@gm.com
						• "	North Central

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

2007 Chevrolet TrailBlazer 1GNDT13S672 No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8085. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.mlnacs.adityabirla.com| Follow us on Twitter

Lynda Eichorst/PAR/ATX

eated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
23/2012 10:19:32 AM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	8/23/2012 10:20:23 AM	Initials
ontact Last Name		Contact First	Name	Account		BAC Code	called:
RS left vm.							

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Activities

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
22/2012 05:55:43 PM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	8/23/2012 09:26:25 AM	Initials
ontact Last Name	•	Contact First	Name	Account		BAC Code	
omments							
- CST							
onfidential Comments						·	
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/22/2012 05:52:29 PM	EICHORLY	EICHORLY	Outbound Call Customer	Made Contact	Done	8/22/2012 05:53:11 PM	Initials and Ack
Contact Last Name		Contact Fire		Account		BAC Code	called (217) 352-5211 - business pho
omments his is a business line. T ynda Eichorst/PAR/ATX		Contact Fire				BAC Code 	called (217) 352-5211 - business pho
comments. his is a business line. If ynda Eichorst/PAR/ATX confidential Comments	Created By	Contact First vorking here by the Assigned To	t Name that name - at least not in the Activity Type	office. Activity Sub-Type	Status	Completed	Description
comments. his is a business line. T ynda Eichorst/PAR/ATX confidential Comments		Contact First	t Name that name - at least not in the Activity Type Inbound Call Third Party	office.	Status Done		
comments This is a business line. T ynda Eichorst/PAR/ATX confidential Comments Created W22/2012 04:38:11 PM Contact Last Name	Created By	Contact First working here by the Assigned To AMSTUTST	t Name that name - at least not in the Activity Type Inbound Call Third Party	office. Activity Sub-Type Voice Mail Received		Completed 8/22/2012 04:38:40 PM	Description
romments his is a business line. I ynda Eichorst/PAR/ATX confidential Comments created //22/2012 04:38:11 PM contact Last Name	Created By AMSTUTST	Contact First working here by the Assigned To AMSTUTST	t Name that name - at least not in the Activity Type Inbound Call Third Party	office. Activity Sub-Type Voice Mail Received		Completed 8/22/2012 04:38:40 PM	Description
comments This is a business line. The synda Eichorst/PAR/ATX Confidential Comments Contact Last Name Comments Comments Comments Comments Comments Comments Comments Comments	Created By AMSTUTST	Contact First working here by the Assigned To AMSTUTST	t Name that name - at least not in the Activity Type Inbound Call Third Party	office. Activity Sub-Type Voice Mail Received		Completed 8/22/2012 04:38:40 PM	Description
comments. his is a business line. If ynda Eichorst/PAR/ATX confidential Comments created t/22/2012 04:38:11 PM	Created By AMSTUTST	Contact First working here by the Assigned To AMSTUTST	t Name that name - at least not in the Activity Type Inbound Call Third Party	office. Activity Sub-Type Voice Mail Received		Completed 8/22/2012 04:38:40 PM	Description

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Activities

eated 22/2012 01:19:01 PM	Created By MERCADTO	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 8/22/2012 01:19:01 PM	Description Service Request Ownership has
intact Last Name		Contact First		Account		BAC Code	changed FROM: AGUILAA4 TO: EICHORLY
mments							1
infidential Comments					-		
eated	Croated By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/2012 01:18:45 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	8/23/2012 10:23:05 AM	See outbound email.
ntact Last Name		Contact Firs	t Name	Account		BAC Code	
morenis nda Eichorst/PAR/ATX		<u>.</u>					i
onfidential Comments							I
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
22/2012 01:18:41 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	8/22/2012 05:51:49 PM	No dir contact required.
ontact Last Name		Contact Firs	I Name	Account		BAC Code	
omments							
o Initial Contact require	ed. Vehicle has r	not been to deal	er in two years.				
rnda Eichorst/PAR/ATX	(
onfidential Comments		-					

Report Generated for toporowm

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Activities

Oreated 8/22/2012 01:18:36 PM	Created By MERCADTO	Assigned To EICHORLY	Activity Type BRC PAR	Activity Sub-Type	Status Done	Completed 8/23/2012 03:57:28 PM	Description called
Contact Last Nama		Cantant Euro	* Name	Account	·····	BAC Code	UTC: 8/22 at 5:53, 8/23 at 10:20 AM
Comments							1

Crs verified customer contact information.

Cust, states: All the buttons on the driver's side stopped working about 1 month ago. Cust opened the door panel and noticed a burn hole inside the window module. Cust can smell the burn. Cust took the part to the dir and was advised their was no recall on the veh currently. Cust did not have veh repaired due to price. It would cost \$300 for parts plus labor.

Original owner? Used, 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? n/a

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

Greated 8/22/2012 01:18:27 PM Contact Last Name	Created By MERCADTO	Activity Type BRC PAR	Activity Sub-Type Acknowledgement Account	Status Done	Completed 8/22/2012 05:54:30 PM BAC Code	Description	- business phone
Comments CRS left vm. Continued in Initial	-					l	
Lynda Eichorst/PAR/ATX Confidential Comments						l ,	

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Activities

AOU VIGOS							
reated /22/2012 01:18:22 PM	Created By MERCADTO	Assigned To EICHORLY	Activity Type Research	Activity Sub-Type	Status Done	Completed 8/23/2012 04:07:00 PM	Description Research
			ne	Account		BAC Code	
ummary:							l
R's and VIN: No other	files found for a	cust or vin in GV	νM.				
ecalls: No open or clos	sed recalls foun	d in GWM.					
randed: No							
Varranty Block: No							
Repairs: No related repa	airs found in GV	VM.					
esearch complete							
Lynda Eichorst/PAR/ATX	(
Confidential Comments							1
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/22/2012 01:18:14 PM	MERCADTO		Notify CRM		Done	8/22/2012 05:48:15 PM	File assinged to Lynda Eichorst @ x31093
Contact Last Name		Contact Fir	et Name	Account		BAC Code	X31083
20mment2							i
Configential Comments							l
Created	Created By		Activity Type	Activity Suh-Type	Status	Completed	Description
8/22/2012 01:17:58 PM	MERCADTO		BRC PAR	Case Assigned	Done	8/22/2012 05:48:12 PM	File assinged to Lynda Eichorst @ x31093
Contact Last Name		Contact Fir	el Name	Account		BAC Code	X31093
comments							Į.
Confidential Comments							-
John Jenna Commenta							i

Report Generated for toporowm

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Activities

Created 8/22/2012 01:17:57 PM Contact Last Name Comments Confidential Comments	Created By MERCADTO	Assigned To AGUILAA4 Contact First	Activity Type SR Opened Name	Activity Sub-Type	Status Done	Completed 8/22/2012 01:17:57 PM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Greated 8/22/2012 01:17:55 PM Contact Last Name	Created By MERCADTO	Assigned To AGUILAA4 Contact First	Activity Type SR Closed - Dissatisfied Name	Activity Sub-Type Account	Status Done	Completed 8/22/2012 01:17:55 PM BAC Code	Description Service Request has been Closed Dissatisfied.
Created 8/21/2012 05:13:31 PM Contact Last Name	Created By AGUILAA4	Assigned To AGUILAA4 Contact First	Activity Type Scheduled Follow-up	Activity Sub-Type Account	Status Done	Completed 8/22/2012 01:17:23 PM BAC Code	Description f/up
Confidential Comments Created 8/21/2012 02:06:08 PM Contact Last Name Confidential Comments	Created By AGUILAA4	Assigned To AMSTUTST	Activity Type Notify CRM I Name	Activity Sub-Type Account	Status Done	Cempleted 8/22/2012 01:17:50 PM BAC Code	Description door handle caught fire Received and Assigned in PAR Stacy/ATX/PAR

Report Generated for toporowm

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Activities

 Created
 Created By

 8/21/2012 02:02:57 PM
 AGUILAA4
 Created By Assigned To Activity Type Activity Sub-Type Status Description AGUILAA4 Inbound Call Customer 8/21/2012 02:06:07 PM Door Handle Caught Fire Complex Request Done Account BAC Code

omments

was curious about a recall heard about it and checked it online
effective date was the 15th of this month
it caught on fire
the motor windshield motor thing it was like that a little piece caught fire i took it out because of the smell

crs advised would like anothert department to look into this

*cust disconnected while transferring to PAR

Angel/ CAC TIER 1/ MAN/ Lvl 1 Empowered Confidential Comments

UCC Information

UCC Code C10 N40 Symptom No Symptom Indicated Thermal Event Description Body - Door Handles / Locks / Hinges Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 8/28/2012

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Logout

August 28, 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: 1GNDT13S672

Warranty Block: No

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No Branded Title: 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

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

XM Equipped: Y OnStar Vehicle Diagnostics: N XM Radio ID: T2JGL0R7

OnStar Status: Inactive

XM Status: Inactive

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighte	ed.	
---------------------------------	-----	--

Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
Powertrain Limited Warranly	02/21/2010	01/22/2007	0 MI	01/22/2012	100,000 M
Corrosion Limited Warranty	02/21/2010	01/22/2007	0 MI	01/22/2013	100,000 M
Bumper to Bumper Limited Warranty	02/21/2010	01/22/2007	0 MI	01/22/2010	36,000 MI
Emission Select Component Ltd Wty	02/21/2010	01/22/2007	O MI	01/22/2015	80,000 MI
	Powertrain Limited Warranty Corrosion Limited Warranty Bumper to Bumper Limited Warranty Emission Select	Powertrain Limited Warranty Corrosion Limited Warranty Bumper to Bumper Using the Warranty Emission Select 02/21/2010	Date Date Date	Date Date Odometer	Description Date Date Odometer Date Powertrain Limited Warranty 02/21/2010 01/22/2007 0 MI 01/22/2012 Corrosion Limited Warranty 02/21/2010 01/22/2007 0 MI 01/22/2013 Bumper to Bumper Limited Warranty 02/21/2010 01/22/2007 0 MI 01/22/2010 Emission Select 02/21/2010 01/22/2007 0 MI 01/22/2015

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

Service Contract

Vehicle has no current record of service contracts.

ransactio	on History				View Deta
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/30/2009	040562	ZREGRegular Vehicle Transaction		D0890 - Blower Motor Control Module Replacement	55,872 MI
10/30/2009	040562	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	55,872 MI
09/21/2009	039466	ZREGRegular Vehicle Transaction		J6050 - Pump, Secondary Air Injection - Replace	55,872 MI
09/21/2009	039466	ZREGRegular Vehicle Transaction		J6085 - Secondary Air Injection Check Valve Replacement	55,872 Mi
08/22/2006	A34156	ZPDIPre-Delivery Inspection		27000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

0

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: 1GNDT13S672 Service Contract: No

Branded Title: No

Warranty Block: No

Model: CT15506-2007 TRAILBLAZER 4WD

August 28, 2012

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KHTMQV Bulid Date: 08/22/2006

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 refer to the original vehicle invoice or window sticker.

16U - GRAYSTONE

METALLIC

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

6FB - COMP FRT LH COMPUTER SEL SUSP

8UY - COMPONENT RR LH COMPUTER SEL

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AU0 - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

C49 - REAR WINDOW DEFROSTER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

FE9 - FEDERAL EMISSIONS

GT4 - REAR AXLE, 3.73 RATIO

B33 - REAR COLOR KEYED FLOOR MATS

28H - LIGHT GRAY

AJ1 - GLASS, DEEP TINTED

1SZ - PREFERRED

EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK

GRAY

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

ATS - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING **AXP - MPV VIN IDENT**

POSITION

B32 - FLOOR MATS,

FRONT/REAR

B86 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT

MORAINE, OHIO EVA - EVAP EMISSION

REQUIREMENT G80 - DIFFERENTIAL,

LOCKING REAR

JF8 - BRAKE VAC POWER, 4 JJB - PT DRESS SUBASSY NOT INSTALLED WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP LL8 - ENGINE, VORTEC 4.2L SFI I6

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

M30 - TRANSMISSION, 4 SPD N40 - POWER STEERING

AUTOMATIC

N75 - 17" ALUMINUM

NP8 - 2-SPEED ACTIVE TRANSFER CASE

WHEELS

TIER 2

NT7 - EMISSION SYS FED - NZ3 - 16" FULL SIZE SPARE WHEEL

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

QTR - WOL ON/OFF ROAD TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6Q - OPTION PKG NOT

R6P - SPECIAL PAINT

DESIRED

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE

TB4 - LIFTGATE

IDENT NUMBER

U2K - XM SATELLITE RADIO - U73 - FIXED MAST ANTENNA SERVICE FEE EXTRA. 1ST 3

MONTHS INCL.

UA6 - THEFT DETERRENT

UB0 - AM/FM STEREO W/CD

ALARM SYSTEM

UE1 - 1 YR ONSTAR SAFE & UJ6 - TIRE PRESSURE MONITOR

SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

HARNESS

UY7 - TRAILER WIRING

V1K - LUGGAGE RACK CROSS-BARS

V73 - STATEMENT OF

VK3 - FRONT LICENSE PLATE BRACKET

VEHICLE CERT.-U.S. /CANADA

LABEL

VXS - COMPLETE VEHICLE X88 - CHEVROLET CONVERSION

YD3 - BASE AXLE

YD5 - BASE FRONT SPRING

YD6 - BASE REAR SPRING ZNF - SPARE, ALL-SEASON TIRE ZW7 - PREMIUM RIDE

ZY1 - SOLID PAINT

SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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Logout

August 28, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

Vehicle Information

VIN: 1GNDT13S672 Service Contract: No

Branded Title: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Model: CT15506-2007 TRAILBLAZER 4WD

Traceability: 608080626

Time Scanned: 08:06:00

Part / Number Broadcast: A1Z

Traceability: 001282276

Traceability: OBL428011

Part / Number Broadcast: FK

Traceability: 44492002

Part / Number Broadcast: NAX

Warranty Block: No

PDI Status: No

Scan Station: 01

Vehicle Component

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

Date Scanned: 08/22/2006

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Date Scanned: 08/22/2008

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned: 08/22/2006

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 08/22/2006

Component Code: 61-TRANSMISSION

Part / Number Broadcast: 7TDD

Time Scanned: 08:14:00 Scan Station: 02

Time Scanned; 08:09:00 Scan Station: 05

Time Scanned: 08:18:00 Scan Station: 03

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

HUB ASSEMBLIES Source Plant: G-

Date Scanned: 08/22/2006

Traceability: B2N56306 Part / Number Broadcast

UK3

Time Scanned: 09:08:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 08/22/2008

Traceability: 212110438

Part / Number Broadcast: AA5

Time Scanned: 08:29:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 08/22/2006

Traceability: 00038214

Part / Number Broadcast: 5724

Time Scanned: 09:59:00 Scan Station:

Scan Station: 06

Scan Station: 04

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 08/22/2006

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 08/22/2006

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

Source Plant: -

Date Scanned: 08/16/2006

Part / Number Broadcast: 1ZZ

Traceability: 1GWV01F

Traceability: 5ABAA81

Time Scanned: 08:02:00

Part / Number Broadcast: 2395 Time Scanned: 12:17:00

Part / Number Broadcast: 5521

Time Scanned: 03:01:00 Scan Station:

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

Traceability: 3035812

Traceability: 0370526

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

Source Plant: -

Dale Scanned: 08/18/2006

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

Source Plant: -

Date Scanned: 08/21/2006

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

Source Plant: -

Date Scanned: 08/21/2006

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

Source Plant: -

Date Scanned: 08/21/2006

Part / Number Broadcast: 1WW

Time Scanned: 15:27:00 Scan Station:

Traceability: 3035703

Part / Number Broadcast: 1PT

Time Scanned: 13:54:00 Scan Station:

Traceability: 3035573

Part / Number Broadcast: 1PH

Time Scanned: 21:40:00 Scan Station:

Traceability: 3035526
Part / Number Broadcast: 1GB

Time Scanned: 22:20:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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E Logout



August 28, 2012

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

View Vehicle Transaction History Detail

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

Vehicle Information

VIN: 1GNDT13\$672

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Odometer Reading: 55,872 MI

Authorization Code: AE

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Number: 040562

Job Card Date: 10/30/2009

Repair Service Agent: 113392

DIEPHOLZ CHEVROLET, BUICK, GMC, CAD

631 W LINCOLN AVE CHARLESTON IL 61920-2497

2173480141

Process Date: 11/11/2009 Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Calegory:

Policy

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims Labour Op D0890-Blower Motor Control Module Replacement

Job Card Number: 040562

Odometer Reading: 55,872 MI

Cause Code: 0000-Converted Claims

Authorization Code: A

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/30/2009

Repair Service Agent: 113392

DIEPHOLZ CHEVROLET, BUICK, GMC, CAD

631 W LINCOLN AVE

CHARLESTON IL 61920-2497

2173480141

Process Date: 11/14/2009

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Policy

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment:

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/21/2009

Job Card Number: 039466

For this vehicle:

13

→ View Vehicle Summary

→ Service Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build

_ <u>View Vehicle</u>

Component Summary

View Vehicle

→ Transaction History Detail

View Vehicle Delivery

Information

Repair Service Agent: 113392 DIEPHOLZ CHEVROLET, BUICK, GMC, CAD 631 W LINCOLN AVE CHARLESTON IL 61920-2497 2173480141

Odomeler Reading: 55,872 MI

Authorization Code:

Process Date: 10/16/2009

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 J6050-Pump, Secondary Air Injection - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/21/2009

Job Card Number: 039466

Repair Service Agent: 113392

Odometer Reading: 55,872 MI Authorization Code:

DIEPHOLZ CHEVROLET, BUICK, GMC, CAD

631 W LINCOLN AVE

CHARLESTON IL 61920-2497

2173480141

Process Date: 10/16/2009

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Policy

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J6085-Secondary Air Injection Check Valve Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/22/2006 Job Card Number: A34156

Repair Service Agent: 113267 MILES CHEVROLET, INC. 150 W PERSHING RD DECATUR IL 62526-3243

Odometer Reading: 0 MI Authorization Code:

8666123613

Process Dale: 08/25/2006

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 Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Title

→ Warranty Block

View Vehicle Delivery

→ View Vehicle Build View Vehicle Component Summary View Vehicle → Transaction History

Detail

Information



Logout

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

INTERFACE WITH CUSTOMER

13

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	Infor	mation
---------	-------	--------

VIN: 1GNDT13S672

Model: CT15506-2007 TRAILBLAZER 4WD

August 28, 2012

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: 113267 MILES CHEVROLET, INC. 150 W PERSHING RD

DECATUR IL 62526-3243 8666123613

Invoice Date: 08/22/2006

Ship to Information

Ship to Service Agent: 113267 MILES CHEVROLET, INC. 150 W PERSHING RD

DECATUR IL 62526-3243 8666123613

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 113267 MILES CHEVROLET, INC. 150 W PERSHING RD

DECATUR IL 62526-3243 8666123613

, Delivery Date: 01/22/2007 Delivery Type: 010---INDIVIDUAL Delivery Odomeler: 0

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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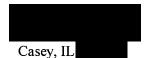
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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit. MI 48265-3000 800.888.0164 tel 313.665.0911 fax

Kelly Kufel Claims Administrator

8/29/12



RE: Claimant:

Our File No.: 746769

Our Client: General Motors LLC

Date/Event: 7/16/12

Subject vehicle: 2007 Chevrolet <u>Trailblazer</u>

VIN: 1GNDT13S672

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:

- 1. Please provide <u>color copies</u> of photos taken. Please do not send originals, as they may not be returned.
- 2. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
- 3. 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,

Kelly Kufel
Claims Administrator

Service Request Detail BRC Type PAR SR No. 71-1100488540 Ref No. Goodwill No Goodwill Offered Account Site **GW SubType** Bus. Unit BRC Last Name Not Initiated PAR First Name Area Approval Daytime # Evening # UCC Electrical - Power Window Motor / Sub-Area ESIS Escalation Address City Bolse involved Dir Safety Updated State Ð ZipCd Phone 8/29/2012 10:29:53 AM Con Acct Source RANGELD Serial #/VIN 1GNDS13\$872: Model Year Priority Medium Owner 2007 License # Make Chevrolet Warr. Start 12/20/2006 Status Open Opened 8/23/2012 02:02:38 PM TrailBlazer Model Mileago Sub-Status Closed Abstract (esWindow / Electrical - Thermal Event Electrical - Power Window Motor / Switch / Wiring / Regulator Gustomer

Customer This is a BRC Par Case. Do not assume case. Description Forward any inquiries to Dalla at ext 11350

Pre-PAR

PAR Notifier		Injuries #Other Veh	#People in Veh Ro:	ad Surface	Road (Police Report#
Owner	10/23/2011 02:05:07 PM	N 0		ncrete	Wet	n/a	π/a
Driver Last Na	ame	Driver First Name	Height	DCB	Disabil		
			unknow		unknov		
u/s	ent cast Manie	insurance/Agent Fire	t Name Phone :	#	insurance n/a	Agency	
				··			
incident Loc	driving on 27th in Boise ID (exa	ict address not avail)		incident Desc	was driving v	vindow open a little bit bc i	Is raining then it happened
Component	wilndow switch						
Vehide Loc	cust has veh			Damage Desc Add'l Info	unknown		
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	•	
Vehicle Speed		Weather Condition	raining	P	rop Owner	n/a	Property n/a Type
Last Service Date	•	Loc Last Service			roperty ocation	n/a	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost		Spec Equiş İnstaller	•		rop Damage escription	n/a	
Primary Veh Use	Personal	Inspection Type	Thermal Event	lr	rspected By	Inspection Not Performed	i Inspection Date/Time
Veh Damage Description	unknown			E	xplain Other	escalate to esis	

Report Generated for toporowm

on 8/30/2012

Page 1 of 10

Activities

Greated 8/29/2012 10:27:28 AM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alan	Completed	Poscription check if file has been plu by esis
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
THIS IS NOT A CALLBA Confidential Comments	CK TO CUST.D	O NOT ADVISE	CUST OF THIS				1
Obtaindertalet Comments							l
Created	Crealed By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/29/2012 10:25:22 AM	RANGELD	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		thermal event
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							1
Cust sts had flames com	ing from the do	or switch.					
thermal event							
Dalia Rangel/par/atx							_
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 10:24:14 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	8/29/2012 10:25:20 AM	case assessment
Contact Last Name		Contact Fire	^t Name	Account		BAC Code	l
Comments							1
Cust sis had flames con							
Crs escalated file to esis	due to thermal	event					
Dalia Rangel/par/atx							_
Confidential Comments							

Report Generated for toporowm on 8/30/2012 Page 2 of 10

Activities

Groated 8/28/2012 04:41:08 PM	Created By WALKERLY	Assigned To RANGELD	Activity Typo Notify CRM	Activity Stib-Typo Letter Approved	Status Done	Gompleted 8/29/2012 10:23:26 AM	Description Letter approved.
Contact Last Name		Contact First	Name	Account		BAC Code	Lynne Walker RS/DTW
Comments							(NODIVI
Confidential Comments							

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 01:26:29 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	8/28/2012 01:28:29 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
V							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/28/2012 01:27:10 PM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm	1	check if esis uto letter has been
Contact Last Name		Contact First	Name	Account		BAC Code	approved
Comments							
							•
Confidential Comments							i
OOMINGTHIS OF THE HIS			•				

Report Generated for toporowm on 8/30/2012 Page 3 of 10

Activities

eated 28/2012 01:23:40 PM	Created By RANGELD	Assigned To WALKERLY	Activity Type Submit for Approval	Activity Sub-Type Letter (Non Goodwill)	Status Done	Completed 8/28/2012 04:41:24 PM	Description esis uto letter
ontact Last Name	TOTAGEED	Contact First		Account	50.10	BAC Code	And His Little
ommenta				_			
s called cust on following	ng dates/times						
27/12 @ 11:52 am @ 5:56 pm 28/12 @ 1:14 p,							
s was not able to make	contact w/cus	t					
slia Rangel/par/atx							1
onfidential Comments							
reated	Crealed By	Assigned To		Activity Sub-Type	Status	Completed	Description
28/2012 01:22:04 PM	RANGELD	RANGELD	Correspondence		Done	8/28/2012 01:22:04 PM	Created:8RCPAR_PA0041. SR#71- 1100488540
		C	t Name	Account	•	BAC Code	,100,00010
ominents.							
onfidential Comments							Ī
reated 28/2012 01:12:04 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Outbound Call Customer	Activity Sub-Typo Left Message	Status Done	Completed 8/28/2012 D1:14:23 PM	Description called
onfact Last Name	RANGELD	Contact Fire		Account	Dulla	BAC Code	Carica
omments							
irs advsd			· · · · · · · · · · · · · · · · · · ·				
eed to gather add info o	•	n.					
rs left mess w/contact i	inta						
laiia Rangel/par/atx				-	***		•
confidential Comments							

Report Generated for toporowm on 8/30/2012 Page 4 of 10

Activities

Created 8/27/2012 05:56:22 PM	Created By RANGELD	Assigned To RANGELD	Activity Typo Scheduled Outbound Call	Activity Sub-Type Final Attempt	Status Done	Completed 8/28/2012 01:12:01 PM	Description called
			Cust	* ************************************	;-		
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
gather pre par info							
Dalia Rangel/par/alx							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
8/27/2012 05:53:21 PM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	8/27/2012 05:56:16 PM	called
Contact Last Name		Contact First	Name	Account		BAC Code	
Oommento							•
Crs adved need to gather add info o Cust was not avail Crs left mess w/contact in	•	s W/your veh.					
Dalia Rangel/par/alx						,	
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:52:42 AM	RANGELD	RANGELD	Scheduled Outbound Call Cust		Done	8/27/2012 05:53:01 PM	called
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							•
gather pre par							•
Dalia Rangel/par/alx							
Confidential Comments		•—					1
							•

Report Generated for toporowm

on 8/30/2012

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Activities

Greated 8/27/2012 11:50:08 AM	Created By RANGELD	Assigned To RANGELD	Activity Typo Outbound Call Customer Name	Activity Sub-Typo Left Message Account	Status Done	Completed 8/27/2012 11:52:31 AM BAC Code	Description called
Crs advsd calling to gather add info Cust was not avail. Crs left mess w/contact is	•	n w/your veh.					
Dalla Rangel/parlatx Confidential Comments							I
Preside 8/24/2012 05:18:37 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Outbound Call Cust	Activity <u>Sub-Typo</u>	Status Done	Completed 8/27/2012 11:50:05 AM	Doscription called
Contact Last Name		Contact Firs	t Name	Account		BAC Code	l L
gather pre par Dalia Rangel/pariatx Confidential Comments							I
Created 8/24/2012 10:30:03 AM	Created By MERCADTO	Assigned To	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 8/24/2012 10:30:04 AM	Poscription Service Request Ownership has
Contact Last Name		Contact Firs		Account	_	BAC Code	changed FROM: ACEDERÁN TO: RANGELD
Confidential Comments							- I

Report Generated for toporowm

on 8/30/2012

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Activities

	MERCADTO	Assigned To RANGELD	Activity Type BRC PAR	Activity Sub-Type Initial Contact - Field	Status Done	Completed 8/27/2012 11:58:58 AM	Description e-mail to dma Cindy Jo Edwards
nicel Lock Massa		P	Name	Account		BAC Code	
nfidential Comments		-					
	Treated By	Assigned To RANGELD	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 8/27/2012 11:54:29 AM	Description "No initial Contact required, Vehicle h
ontact Last Name	WERCADIO	Contact First		Account	Done	BAC Code	not been to dealer in two years."
							•
onfideritial Comments		_					
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
		RANGELD	BRC PAR	Initial Contact- Phone	Done	8/24/2012 05:17:18 PM	called
nntant Laet Namo		Contact Lug	t Name	Account		BAC Code	l
							I
bavbs an	noming.						
an call you on Monday m ust sts							

Report Generated for toporowrn on 8/30/2012 Page 7 of 10

Activities

Croated	Created By	Assigned To	Activity Typs	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:43 AM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	8/24/2012 05:16:50 PM	called
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

Cust sts: can you call me back in about 1 hr and a half.

Continued In Initial

Dalia Rangel/par/atx Confidential Comments

Croated	Created By		Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
8/24/2012 10:29:38 AM MERCADTO RANGELD Not			Notify CRM	Account	Done	8/24/2012 05:12:56 PM BAC Code	File assigned
Considence							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:31 AM	MERCADTO	RANGELD	Research		Done	8/24/2012 05:12:51 PM	1GNDS13S872
Contact Last Namo		Contact Eiro		Account		BAC Code	

no prev sr #s associated w/cust name or vin

no recalls

no prev repairs related to allegation

Dalla Rangelipariatx
Confidential Comments

Page 8 of 10 Report Generated for toporowm on 8/30/2012

Activities

reated 24/2012 10:28:53 AM	Created By MERCADTO	Assigned To RANGELD	Activity Typo BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 8/24/2012 05:10:26 PM	Description File assigned to Dalia Rangel @ ext
ontact Last Name		Contact First		Account		BAC Code	11350
mments							I
onfidential Comments							I
reated 24/2012 10:27:39 AM	Created By		Activity Typo	Activity Sub-Typo	Status	Completed 8/24/2012 10:27:39 AM	Description SR in Status of Closed has been Re-
otact Last Name	MERCADIO	ACEDERAN Control First	SR Opened	Account	Done	BAC Code	Opened by MERCADTO
							•
JIMINES (S							
infidential Comments		_					
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
24/2012 10:27:37 AM	MERCADTO		SR Closed - Dissatisfied	Rotterty Odd-Type	Done	8/24/2012 10:27:38 AM	Service Request has been Closed
ontact Last Name		Contact First	Mame	Account		BAC Code	Dissalisfied,
							l
infidential Comments							1
roated	Created By	Assigned To		Activity Sub-Typo	Status	Campleted	Description
23/2012 02:04:06 PM entact Last Name	ACEDERAN	MERCADTO Contact First	Notify CRM	Account	Done	8/24/2012 10:27:33 AM BAC Code	Assigning activity to PAR QUEUE Received and assigned in PAR
		Common Firs	1 Martie	Account		BAC Code	Tonie/BRC PAR/ATX
RS advised that a pers	on from the PAI	R Denartment w	ill contact the customer withi	in 2 bosiness davs			
onfidential Comments		sparacount W					

Report Generated for toporowm on 8/30/2012 Page 9 of 10

Activities

Created C	realed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 02:03:38 PM A	CEDERAN	ACEDERAN	Inbound Call Customer	Complex Request	Done	8/23/2012 02:11:36 PM	Window / Electrical - Thermal Event
Contact Last Name		Contact First	Namo	Account		BAC Code	l

Name: David / Tel#:

cust sis / sks:

Veh Concern: Y - the window already was caught on fire, it happened abt 3x (on each other windows), was driving window open a little bit be its raining then it happened; it happened back 10/2011

GM Concern: Y - ive heard that theres a recall for the windows catching fire

Dir Concern: N Other Concern: N

crs adv: apologized; gathered info from the cust, cust said that she cant remember the exact date but it was raining that day & she was driving on 27th in Boise ID when it happened

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

Resources Used: CAC PAR Procedures Document ID: d_108767

ANNA/MLA/CAC T1/AUTH L1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	No Symptom Indicated	Electrical - Power Window Motor / Switch / Wiring / Regulator

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Bumper to Bumper Limited Warranty

Emission Select Component Ltd Wty 08/05/2011

08/05/2011

12/20/2006

12/20/2006

10 MI

10 MI

12/20/2009

12/20/2014

38,010 Mi

80,010 MI

View Vehicle Build
 View Vehicle
 Component Summary

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

•							
हम <u>'</u> G	lobalWarrant	y		August	30, 2012		
Global Warranty Management; Main > Interface With Customer > View Vehicle Summary							
CUSTOM							
View V	ehicle Summary					②	
Applicable	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)						
Vehicl	e Informa <u>tion</u>						
	NDS13S872	T.U. M. 184			ALBLAZER SU		
	Contract: No Branded ppe: 50 - FLEET	Title: No Wa	erranty Block	NO	PDI Status: I	NO	
Field Ac	bons <u>O Open</u>				•		
					 		
Requi	red Field Actions			Op	en field actions	are highlighted	
Vehict	e has no current record of	required field ac	ctions.				
Branded Title The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever Vehicle has no current record of branded titles.							
Warra	nty Block			·	_		
Vehici	e has no current record of	f warranty block.				_	
	e Information has no current record o	f outstanding sea	rvice informa	tion,			
OnSta	r and XM Satellite R	adio Informat	noi:			-	
Vehicle has no current record of OnStar / XM Radio information.							
Applicable Warranties Valid warranties are highlighted							
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometor	
	Special Coverage 10054	08/05/2011	12/20/2006	10 MI	12/20/2016	120,010 MI	
	Powertrain Limited Warranty	08/05/2011	12/20/2006	10 MI	12/20/2011	100,010 MI	
	Corrosion Limited Warranty	08/05/2011	12/20/2008	10 MI	12/20/2012	100,010 MI	

Lonout

Service Contract	
Vehicle has no current record of service contracts.	
Transaction History	
Vehicle has no current record of transaction history.	
Slobal Warranty Management: Site Map	
Privacy Policy Terms of Lise	2005 General Motors. All rights reserved

@ @lobalWarranty

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 1GNDS13S872 Service Contract: No

Branded Title: No

Warranty Block No.

Model: CS15506-2007 TRAILBLAZER SUV 2WD

August 30, 2012

PDI Status No

Order Type 50 - FLEET Field Actions 0 Open

Vehicle Build

Model C\$15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight 2,520

Order Number, KNTBST

Build Date: 12/19/2006 Build Plant 2

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 or window sticker

1SE - LT PREFERRED EQUIPMENT GROUP 2: * SEATS, 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 OSRY MIRRORS * FRONT HEATED SEATS * PWR MIRRS-LEATEDTIEN SUBMI **HEATED/TURN SIGNAL**

282 - LIGHT GRAY

41U - BLACK

7AB - FRONT SPRING

9UX - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUD - REMOTE KEYLESS ENTRY

80X - GM PRODUCTION WEEK #52

832 - FLOOR MATS, FRONT/REAR

B42 - REVERSIBLE CARGO MAT

C49 - REAR WINDOW DEFROSTER

CJ2 - AUTOMATIC CLIMATE CONTROL

DO7 - INSIDE REARVIEW MIRROR, AUTO DIMMING,

COMPASS

DK7 - OVERHEAD CONSOLE

DT4 - ASHTRAY AND LIGHTER

FCH - HERTZ RENT A CAR

FLT - FLEET PROCESSING OPTION

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

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6AC - SUSPENSION

8UY - COMPONENT RR LH COMPUTER

SEL

AAB - MEMORY DRIVER CONVENIENCE

PKG

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

ATB - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DS3 - POWER OSRV MIRRORS, HEAT,

TURN SIGNALS

EVA - EVAP EMISSION REQUIREMENT

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT

INSTALLED

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N74 - 17" BRIGHT ALUMINUM WHEELS

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

NT7 · EMISSION SYS FED - TIER 2

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

R6F · IDENTIFY B CODE USERS

R6P - SPECIAL PAINT

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER

TFD · RETAIL AMENITY DELETE

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

UG1 - UNIVERSAL HOME REMOTE

UKB - REAR SEAT RADIO & HVAC CONTROLS

V1K - LUGGAGE RACK CROSS-BARS

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

VN9 - DAILY RENTAL REPURCHASE PROGRAM

X88 - CHEVROLET CONVERSION

YO3 - BASE AXLE

YO6 - BASE REAR SPRING

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND

HVAC CTRLS. LEATHER STRG WHL W/CONTL

ZY1 - SOLID PAINT

NZ3 - 16" FULL SIZE SPARE WHEEL QTR - WOL ON/OFF ROAD TIRES

R8K - ONSTAR TURN-BY-TURN NAVIG

AVAIL

R7M - ONSTAR DELETE

STW - LEATHER WRAPPED STG WHL

W/CONTR

T95 - FOG LAMPS TB4 - LIFTGATE

TGA - LANGUAGE CONTROL ENG, FR,

SPAN

U73 - FIXED MAST ANTENNA

UBO - AM/FM STEREO W/CD

UJ5 - TIRE PRESSURE MONITOR

UY7 - TRAILER WIRING HARNESS V40 - PWR SEAT ADJ-PASSENGER, 8 WAY

POWER LUMBAR, FRONT PASSENGER

VK3 - FRONT LICENSE PLATE BRACKET

VXS - COMPLETE VEHICLE LABEL

YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS WITURN SIGNAL * HEATED FRONT SEATS * ETR AMJEM STEREO WICASS., CD RDS.

THEFT DETERRENT (REPLACES STD/OPT

PKG RADIO)

YD5 - BASE FRONT SPRING

ZNF · SPARE, ALL-SEASON TIRE

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Global Warranty Management: Site Map

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四 @lobalWarranty

Logopt

August 30, 2012

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

CUSTOMER

View Vehicle Component Summary

0

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

Vehicle information

VIN 1GND\$13\$872 Service Contract: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD

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

Order Type 50 - FLEET Field Actions <u>0 Open</u>

Vehicle Component

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

Date Scanned 12/18/2006

Traceability, 612130099 Part / Number Broadcast. NAX

Time Scanned 22:41:00

Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 12/18/2006

Traceability, 000753496

Part / Number Broadcast A2C Time Scanned, 23:31:00 Scan Station, 05

Traceability: 45141417

Traceability 340111436

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 12/18/2006

Part / Number Broadcast: 7SDD

Time Scanned, 22:49:00 Scan Station 02

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

Date Scanned: 12/18/2006

Part / Number Broadcast ZM4

Time Scanned: 23:23:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00070957

Part / Number Broadcast 3172

Date Scanned 12/19/2006 Time Scanned 07:44:00 Scan Station.

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned. 12/19/2008

Traceability 1G0PC0G Part / Number Broadcast 2395

Time Scanned' 09:40:00 Scan Station. 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 12/18/2006

Traceability 4AACP54

Part / Number Broadcast 8435

Time Scarined. 23:22:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 12/12/2008

Traceability 1140878 Part / Number Broadcast: 122

> Time Scanned: 03:01:00 Scan Station

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

Source Plant. -

Date Scanned 12/15/2008

Traceability 3108590

Part / Number Broadcast 1WW

Time Scanned: 12:32:00 Scan Station

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

Source Plant .

Date Scanned 12/18/2006

Traceability: 3108506 Part / Number Broadcast 1PT

Time Scanned 11:09:00 Scan Station

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 12/18/2006

Traceability 3108055

Part / Number Broadcast 1PH

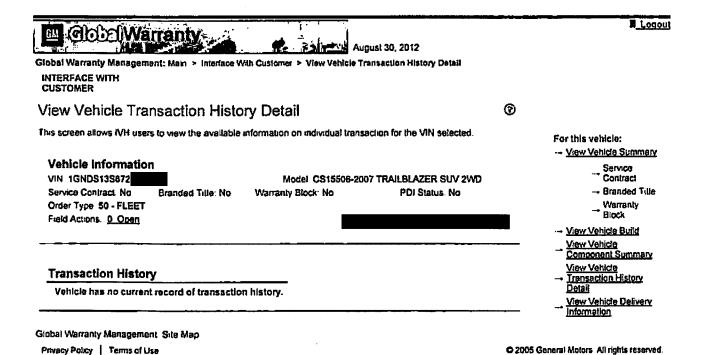
Time Scanned 18:41:00 Scan Station

For this vehicle:

- View Vehicle Summary
 - Service Contract

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

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant: -	Traceability: 3108132 Part / Number Broadcast: 1GB		
Date Scanned: 12/18/2006	Time Scanned 19:10:00	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 <u>ଡ଼ିପ</u>ିଆ Warranty August 30, 2012 Global Warranty Management: Main > tnierface With Customer > View Vahicle 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 For this vehicle: the ultimate customer. Not all sections will be populated for all VINs → View Vehicle Summary - Service Contract Vehicle Information VIN 1GNDS135872 Model CS15506-2007 TRAILBLAZER SUV 2WD - Branded Title Service Contract. No Branded Title: No Warranty Block No. PDI Status, No - Warranty Block Order Type: 50 - FLEET Field Actions: 0 Open → <u>View Vehicle Build</u> View Vehicle Component Summary View Vehicle Transaction History Invoice Information Detail Invoking Service Agent. 112243 JAMES WOOD CHEVROLET BUICK GMC 2111 S HWY 287 Invoice Date: 12/19/2008 View Vehicle Delivery Information DECATUR TX 76234-2722 9408272177 Ship to Information Ship to Service Agent: 145005 HERTZ CORPORATION 19025 MAPLEDALE AVE Ship to Date N/A **CLEVELAND OH 44135-0000 Delivery Information** Delivery Date: 12/20/2006 Delivery Type 020-DAILY RENTAL Delivery Service Agent 112243
JAMES WOOD CHEVROLET BUICK GMC 2111 S HWY 287 Delivery Odometer 10 DECATUR TX 76234-2722 9406272177 In Service Information In Service Date N/A In Service Type 0000 Invoicing Service Agent In Service Odometer 0 Registration Information

Global Warranty Management Site Map

Registration Service Agent N/A

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Registration Date N/A

Registration Number N/A Registration Odometer 0



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

9/6/12



RE: Claimant:

Our File No.: 746893

Our Client: General Motors LLC

Date/Event: 10/23/11

Subject vehicle: 2007 Chevrolet <u>Trailblazer</u>

VIN: 1GNDS13S872

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 <u>color copies</u> of photos taken of your vehicle and the damage. 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 a repair estimate or copies of receipts for repairs
- 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,

Yvette Young

Claims Administrator

Yvette Young

Service Request Detail SR No. 71-1102360023 No Goodwill Offered BRC Type PAR Ref No. Goodwill Account GW SubType Bus. Unit BRC Site Last Name Not Initiated PAR First Name Approval Area Daytime # Sub-Area ESIS Escalation Evening # NCC Electrical - Power Window Motor / Address Bridgeville City Involved Dir Safety Yes DE ZipCd Updated 8/30/2012 03:26:55 PM State Con Acct Source Phone Serial #/VIN 1GKDS13S372 KINZERTH Model Year Priority Medium License# GMC Owner Opened Make GMC Status Open 8/29/2012 01:42:34 PM Warr. Start 06/11/2007 Model Envoy Mileage Sub-Status Satisfied Closed Abstract · (ESIS) Power Windows Switch - Thermal Event

Customer

This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039 Description

Pre-PAR

PAR Notifier		njuries # 0	Olher Veh	# People in			Road (Police	Report#
Owner	8/1/2012 05:00:00 PM	N	0	0	Aspha		Wet	n/a	π/a	
Driver Last N	ame		rst Name		Height	DOB	Disabil	lies		
π/a		n/a			n/a		n/a			
u/a	ent Last Name		e Agent Firs	il Name	Phone #		n/a - not i	<u> </u>		
		ก/a								
incident Loc	parking fot - Red Hot & Blue - 2 21409	00 Old Mill	Bottom S R	d - Annapolis,		ncident Jesc		een parked and when he ret p the drivers door panel and I		not open - after returning home switch had burned
Component	Companent power window switch in drivers door panel									
Vahide	with customer	•				Damage Desc	power windo	w switch circuit burned		
Loc					A	vđd'i info				
Emgcy Svc Names	n/a					Jaint I am	l-dd4			
5450						laint Loc	independent			
PAR De	tan									
Collision	Non Collision		Property Damage	N Therr	mai Evt	Y S	pec Equip	None		
Vehicle Speed	0		Weather Condition	raining		P	rop Owner	πia	Property Type	n/a
Last Service Date			Loc Last Service				roperty ocation	r/a	Prop Est Repair Cost	
Veh Est Repair Cost			Spec Equip Installer	n/a			rop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thermal Ever	nt	le	nspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	power window switch circuit by	umed				E	Explain Other	file forwarded to ESIS		

Report Generated for toporowm

on 8/31/2012

Page 1 of 10

Activities

Greated 8/30/2012 11:13:35 AM Contact Last Name	Created By KINZERTH	Assigned To KINZERTH	Activity Type Scheduled Follov-up Name	Activity Sub-Typo Account	Status Scheduled Alarm	Campleled BAC Code	Dostription ESIS
Confidential Comments							
Greated 8/30/2012 11:13:20 AM Gentaet Last Name Comments	Created By KINZERTH	Assigned To ESISBIQU	Activity Typo Escalation I Name	Activity Sub-Type ESIS-Thermal Event Account	Status In Progress	Completed BAC Code	Doscription ESIS - Thermal Event
Customer claims themse Forwarding file to ESIS Thaddeus Kinzer/PAR/A Confidential Comments		ng fram power v	rindow switch in drivers door p	anel			
Created 8/30/2012 11;12:40 AM Contact Last Name	Created By KINZERTH	Assigned To KINZERTH	BRC PAR	Activity Sub-Type Business Case Account	Status Done	Completed 8/30/2012 11:13:18 AM BAC Code	Description Business Case
8/30/2012 11:12:40 AM Contact Last Name	KINZERTH	KINZERTH Contact Fire	BRC PAR	Business Case Account		8/30/2012 11:13:18 AM	
8/30/2012 11:12:40 AM Contract Last Name Customer claims therms Forwarding file to ESIS Thaddeus Kinzer/PAR/A	KINZERTH	KINZERTH Contact Fire	BRC PAR I Name Vindow switch in drivers door p	Business Case Account		8/30/2012 11:13:18 AM	

Report Generated for toporowm on 8/31/2012 Page 2 of 10

Activities

Ownership Escalated to BRC
•
Description
(DE) 71-1102360023 PAR Case Sent
ÉSIS · No Action Required
ı

DOM:

A product allegation claim has been made in your region. The customer is alleging thermal event originating from the power window switch in the drivers door panel. This case is being escalated to ESIS because it is a thermal event.

Customer.
2007 GMC Envay
1GKDS13S372
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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/30/2012 10:45:05 AM	KINZERTH	KINZERTH	Outbound Call Customer	Reached Wrong No./Disconnect	Done	8/30/2012 10:45:40 AM	Called	
Contact Last Name		Contact First	Name	Account		BAC Code		
Comments								
Attempted to reach custo	mer - line ansv	vered then disco	nected				•	
Thaddeus Kinzer/PAR/AT Confidential Comments	X						1	

Report Generated for toporowm

on 8/31/2012

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Activities

Greated 8/30/2012 10:33:13 AM	Created By MERCADTO	Assigned To KINZERTH	Activity Typo Ownership Changed	Activity Sub-Type	Status Done	Completed 8/30/2012 10:33:13 AM	Description Service Request Ownership has
Contact Last Name		Contact Firs	l Name	Account		BAC Code	changed FROM: VERDADMI TO: KINZERTH
Comments							
Confidential Comments							

Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:59 AM MERCADTO	KINZERTH	BRC PAR	Initial Contact - Field	Done	8/30/2012 10:50:14 AM	Fleid notification sent
Contact Last Name	Contact First	Nome	Account		BAC Code	
A product allegation daim has been mad panel. This case is being escalated to E	le in your region SIS because it is	. The customer is a thermal event.	leging thermal event originating from	the power windo	w switch in the drivers door	l

Customer.
2007 GMC Envoy
1GKDS13S372
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

escription
initial contact required - vehicle has
t been to dealer in two years

Report Generated for toporowm on 8/31/2012 Page 4 of 10

Activities

Greated Greated 8/30/2012 10:32:41 AM MERCA		Activity Sub-Type Initial Contact- Phone	Status Done	Completed 8/30/2012 11:11:58 AM	Description Customer called
Contact Last Name	Contact First Name	Account		BAC Code	
Comments					

Spoke with customer

- * Customer claims thermal event originating from the power window switch in drivers door panel

 * Customer states vehicle had been parked and when he returned the window would not open after returning home he opened up the drivers door panel and found the power window switch had burned

 * Verified no injuries and no properly damage

 * Customer currently still driving vehicle no repairs or estimate, no 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	
8/30/2012 10:32:33 AM	MERCADTO	KINZERTH	BRC PAR	Acknowledgement	Done	8/30/2012 10:47:28 AM	Called	
Contact East Name		Contact First	Name	Account		BAC Code		
			<u>-</u>				_	
Comments							l .	
Left voicemail for custom	er							

- Advised file has been received in PAR
 Provided contact information
 Scheduled callback

Thaddeus Kinzer/PAR/ATX Confidential Comments

Report Generated for toporowm on 8/31/2012 Page 5 of 10

Activities

Greated 8/30/2012 10:32:25 AM	Created By MERCADTO	Assigned To KINZERTH	Activity Type Research	Activity Sub-Type	Status Done	Completed 8/30/2012 10:43:23 AM	Doscription Research VIN
Contact Last Name		Contact First		Account		BAC Code	
Comments							1
Open Recalls:None Related Repairs:None Previous SRs:None						. ,	•
Thaddeus Kinzer/PAR/A	ΓX						
Confidential Comments							
Greated 8/30/2012 10:32:17 AM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
Contact Last Name	MERCADTO	KINZERTH Contact Firs	Notify CRM	Account	Done	8/30/2012 10:42:34 AM BAC Code	File assigned
Somodi Edit Name		Contact Fils	Livame	Account		BAC Code	l
Comments							
Confidential Comments							•
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:03 AM Contact East Name	MERCADTO	KINZERTH	BRC PAR	Case Assigned	Done	8/30/2012 10:42:31 AM	Assigned to Thaddeus x41039
Contact Cast Name		Contact Firs	t Name	Account		BAC Code	
Confidential Comments							•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Ŝtatus	Completed	Description
8/30/2012 10:31:53 AM	MERCADTO		SR Opened	,,	Done	8/30/2012 10:31:53 AM	SR in Status of Closed has been Re-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by MERCADTO
Comments							•
Confidential Comments						-	

Report Generated for toporowm

on 8/31/2012

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Activities

Created 8/30/2012 10:31:52 AM Contact Last Name Comments Confidential Comments	Created By MERCADTO	Assigned To VERDADMI Contact First	Activity Typo SR Closed - Dissatisfied Name	Activity Sub-Type	Status Done	Completed 8/30/2012 10:31:52 AM BAC Code	Description Service Request has been Closed Dissatisfied.
Croated 8/30/2012 10:31:32 AM Contact Last Name	Created By MERCADTO		Activity Type Inbound Call Third Party Name	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 8/30/2012 10:31:38 AM BAC Code	Description PAR VIM
71-1102360023 customer phone Aug 29 2:30pm Confidential Comments							1
Croated 8/30/2012 10:31:05 AM Contact Last Name	Created By MERCADTO		Activity Typo Inbound Call Third Party Name	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 8/30/2012 10:31:26 AM BAC Code	Dosctiption PAR V/M
Aug 29 2:25pm Confidential Comments Greated 8/29/2012 07:37:36 PM	Created By	Assigned To VERDADMI	Activity Typo Scheduled Follow-up	Activity Sub-Typo Other	Status	Gompleted 8/30/2012 10:30:13 AM	Description CHECK SR
Confidential Comments	CLIVAGO	Contact Firs		Account	Done	BAC Code	CTEUR OR

Report Generated for toporowm on 8/31/2012 Page 7 of 10

Activities

	reated By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
8/29/2012 02:34:01 PM VI	ERDADMI	KINZERTH	Notify CRM		Done	8/30/2012 10:30:10 AM	Customer claims thermal event (open
Contact Last Name		Contact First	Name	Account		BAC Code	flame, not just smoke).
Comments							
Confidential Comments							

Report Generated for toporowm on 8/31/2012 Page 8 of 10

Activities

Greated 8/29/2012 01:43:02 PM	Created By VERDADMI	Assigned To	Activity Typo Inbound Call Customer	Activity Sub-Typo Complex Request	Status Done	Completed 8/29/2012 02:33:09 PM	Description Power Windows
Contact Last Name		Contact Firs	t Name	Account		BAC Code	l '
NAME: PHONE#:							I

COMPLETE ADD: 8908 Ray Rd Bridge 19933

VIN: 1GKDS13S372 2007 ENVOY 2WD

- CUST STS:

 cust sts that his master switch in the veh is shortered out and its inoperable now?

 the circuit was caught on fire

 the document that he read from the website and the news he heard was the same exact thing that happened to his veh

 he bought the veh used in Maryland a yr ago

 * Cust saw it in the news and he double check it in the website "motor trend"

CUST SKS:

- looking for recall about visibility power windows

- CRS ADV:
 get the cust adress to associate it with the veh
 info cust that there is no open recall regarding the concern.
 have the veh diag to the dir. and well walt for the diag

cust sts:

- cust sts:
 there will be diag fee and labors and I dont have the money to have it repaired/ and it will just be if you guys will pay for it
 its absolutely no sense to me/ just because my veh is not part of the batch that has the part that was deffective im not gonna be covered even if I have the same exact condition that the recall has
 car side panel is smoking and was in fire and you guys wont do anything about it

- us sis:
 we will transfer your call to another department
 provide the cust his SR# and info that someone will call him within 2 days

cust akay

Miles/CAC/Mla/T1/Lvi0 Confidential Comments

Report Generated for toporown on 8/31/2012 Page 9 of 10

UCC Information

UCC Code Symptom Coscription
N40 Inoperative Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 8/31/2012

Page 10 of 10

ESIS/General Motors LLC P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 Sean.z.kelly@gm.com 313.665.3500 tel 313.665.0911 fax

September 5, 2012





RE: Claimant:

Our File No.: 746919

Our Client: General Motors, LLC

Date/Event: 8-1-12

Subject vehicle: 2007 GMC Envoy

Dear

ESIS provides administrative claims handling services to General Motors LLC (GM) for all product liability claims. I have not been able to reach you by phone.

If you are pursuing a product claim against GM, please call me at 313.665.3500 so we can begin an investigation.

Also, if you are pursuing a claim you have an obligation to maintain the subject vehicle in its post-accident condition for as long as the claim is active.

Sincerely,

Sean Kelly

Sean Kelly

@ Global Warranty

E Logout

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)

١	la.	hi	<u>i-1</u>	Δ.	10	ıfc	'n	~	2	Ħ	n	_
									4	ч	u	ы

VIN- 1GKD\$13\$372

Model. T\$15506-2007 ENVOY 2WD (4-DOOR)

August 31, 2012

Service Contract: Yes

Branded Title No

Warranty Block: No

POI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions 0_Open

1100. 110

View Vehicle Build
 View Vehicle

For this vehicle:

- View Vehicle Summary

- Service
Contract
- Branded Title

→ Warranty Block

Component Summary
View Vehicle

Transaction History
Detail

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 verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped Y

XM Equipped Y

XM Radio ID M2UCR00C

OnStar Status: Inactive XM Status: Active DMN Enabled: N

OnStar Vehicle Diagnostics N

Applicable Warranties

Valid warranties	are (high	lighted
------------------	-------	------	---------

							
Valld	Description	Warranty Add Date	Start Dato	Effective Odomoter	End Date	End Odometer	
	Bumper to Bumper Limited Warranty	08/05/2011	06/11/2007	138 MI	06/11/2010	36,138 MI	
	Powertrein Limited Warranty	08/05/2011	06/11 <i>/</i> 2007	138 MI	06/11/2012	100,138 MI	
	Emission Select State Component Lty Wty	08/05/2011	06/11/2007	138 MI	06/11/2014	70,138 MI	
	Emission Limited Warranty	08/05/2011	06/11/2007	138 MI	06/11/2010	50.138 MI	

Special Coverage 10054 Corrosion Limited Warranty Emission Select Component Ltd Wty 08/05/2011 08/05/2011 08/05/2011 06/11/2007 06/11/2007 06/11/2007 138 MI 0 138 MI 0 138 MI 0

06/11/2017 120,138 MI 06/11/2013 100,138 MI 08/11/2015 80,138 MI

Service Contract

Policy Number

nber

Description GMPP 48/48 MAJOR GUARD Effective Date 06/11/2007 Effective Odometer 138 MI Daily Rental Limit 35.00 Owner

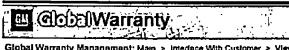
Deductible Amount: 0.00 Expiration Date: 12/23/2010 Expiration Odometer: 42078 MI

Transactio	on History	•			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/16/2010	C27061	ZREG—Regular Vehicle Transaction		Z2081 - ROADSIDE SERVICE (LOCKOUT)	30,000 MI
10/30/2008	160792	ZREGRegular Vehicle Transaction		N0110 • Battery Replacement	14,533 MI
10/29/2008	Y75832	ZREG—Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWNG)	O MI
10/29/2008	Y75831	ZREGRegular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWNG)	O MI
10/28/2008	Y82366	ZREGRegular Vehicle Transaction		Z2083 - ROADSIDE SERVICE (BATTERYJJUMP START)	13,000 MI
03/02/2007	073055	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
02/16/2007	A30715	ZPD1Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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E 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

Order Type 70 - RETAIL - STOCK

VIN 1GKD\$13\$372 Service Contract: Yes

Branded Title No

Warranty Block. No

Model TS15506-2007 ENVOY 2WD (4-DOOR)

August 31, 2012

PDI Status, No.

Field Actions: 6 Open

Vehicle Build

Model: TS15506-2007 ENVOY 2WD (4-DOOR)

Gross Vehicle Weight 2,520

Order Number: KSMH50 Build Date: 02/16/2007 **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 <u>Detail</u>

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

1SZ - OPTION PACKAGE DISCOUNT

41U - ONYX BLACK

481 - EBONY

7AC - COMP FRT RH COMPUTER SEL SUSP 9UX - COMP RR RH COMPUTER SEL SUSP

AJ1 - DEEP TINTED GLASS

ALG - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AT8 - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

B32 - FLOOR MATS, FRONT/REAR C49 - REAR WINDOW DEFROSTER CJ3 - DUAL ZONE CLIMATE CONTROL

DP2 - POWER DUAL OUTSIDE MIRRORS

GU6 - REAR AXLE - 3.42 RATIO

AXP - MPV VIN IDENTIFICATION

JJB - SUBASSEMBLY

K34 - CRUISE CONTROL

LLB - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

QTM · ALL-SEASON TIRES **R6P - SPECIAL PAINT**

R9X - XM STANDARD IDENTIFIER T61 - DAYTIME RUNNING LAMPS

T98 · VIN IDENTIFICATION NUMBER

TFE - SALES INCENTIVE-COMMITMENT PLUS

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR

SAFE & SOUND PLAN

UY7 - HD 7-LEAD TRAIL. WIRING HARNESS

3SA - SLE-1 PACKAGE

48H - EBONY

BAC - COMP FRT LH COMPUTER SEL SUSP **8UY - COMP RR LH COMPUTER SEL SUSP** A50 - DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS WIPASSENGER

SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AUO · REMOTE KEYLESS ENTRY

B30 - COLORED - KEYED CARPETING B33 - FLOOR MATS, FRONT/REAR C4D - GVW RATING - 5,550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT JF8 - 4-WHEEL POWER DISC BRAKES K18 - ELEC AIR INJECTION SYSTEM

KG4 - 150 AMP GENERATOR

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N77 - 17" ALUMINUM WHEELS

NPS - LEATHER WRAP STEERING WHEEL NZ3 - 16" FULL-SIZE SPARE WHEEL

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

RBN - LEATHER SEAT TRIM SLM - STOCK ORDERS **T96 - FRONT FOG LAMPS**

TB4 - LIFTGATE/LIFTGLASS BODY

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

3 MONTHS INCL

U80 - AM/FM STEREO W/CD

UJ6 - TIRE PRESSURE MONITORING SYSTEM

V73 - STATEMENT OF CERT. U.S.

VK3 - FRONT LICENSE PLATE BRACKET

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

288 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION ZY1 - SOLID PAINT

VX\$ - COMPLETE VEHICLE LABEL

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

ZNF - SPARE TIRE, ALL SEASON

Added Option Codes

-80 -

Global Warranty Management: Site Map

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@ Gobal Warranty

August 31, 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

Vehicle Information

VIN 1GKDS13S372
Service Contract: Yes

Branded Tille No

Warranty Block No

Model TS15506-2007 ENVOY 2WD (4-DOOR)

PDi Status, No

Order Type 70 - RETAIL - STOCK

Freid Actions D Open

Vehicle Component

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

Date Scanned 02/15/2007

Traceability, 702050677 Part / Number Broadcast, NAX

Time Scanned 17:33:00 Scan Station 01

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

Date Scanned 02/15/2007

Traceability, 003870407 Part / Number Broadcast F9A

Time Scanned 18:30:00 Scan Station 05

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

Date Scanned: 02/15/2007

Traceability: 45396680
Part / Number Broadcast: 7SDD

Time Scanned: 17:42:00 Scan Station: 02

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

Date Scanned 02/15/2007

Traceability: 033122823 Part / Number Broadcest: ZM4

Time Scanned, 18:13:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast 3172

Traceability: 00095821

Date Scanned. 02/15/2007

Time Scanned 19:34:00 Scan Station

21

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

Date Scanned. 02/15/2007

Traceability: 1H1NR0Q Part / Number Broadcast 2397

Time Scanned: 22:21:00 Scan Station 06

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

Date Scanned 02/15/2007

Traceability: 48ABC51
Part / Number Broadcast: 8434

Time Scanned: 18:21:00 Scan Station: 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 02/08/2007

Traceability: 1450321 Part / Number Broadcast, 12Z

Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Oate Scanned 02/12/2007

Traceability: 3135525 Part / Number Broadcast: 1WW

Time Scanned: 23:33:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant .

Date Scanned 02/14/2007

Traceability: 3135485
Part / Number Broadcast 1PT

Time Scanned 05:53:00 Scan Station

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant .

Date Scanned: 02/15/2007

Traceability 3134977
Part / Number Broadcast 1PH

Time Scanned 10:30:00 Scan Station

For this vehicle:

→ View Vehicle Summary

- Service Contract

Sended T

→ Branded Title Warranty

Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

 Transaction History Detail

View Vehicle Delivery
Information

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant: -	Traceability: 3135101 Part / Number Broadcast, 1GB		
Date Scanned: 02/15/2007	Time Scanned: 12:51:00	Scan Station:	
Complex Asset Installed Company		····	_
Service Agent Installed Component			•
Vehicle has no current record of vehicle componeπt.			
Global Warranty Management Site Map			-
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Job Card Date: 10/29/2008

Logout

August 31, 2012 Global Warranty Management: Mam > Interface With Customer > View Vehicle Transaction History Detail CUSTOMER 1 View Vehicle Transaction History Detail This screen allows IVH users to view the available information on individual fransaction for the VIN selected Vehicle Information VIN 1GKDS13S372 Model T\$15506-2007 ENVOY 2WD (4-DOOR) Service Contract. Yes Branded Title No Warranty Block No PDI Status No Order Type 70 - RETAIL - STOCK Field Actions. O Open Job Card Number: C27061 Job Card Date: 09/16/2010 Odometer Reading: 30,000 MI Repair Service Agent 207453 GM ROADSIDE ASSISTANCE/CCAS Authorization Code AMR ONE CABOT RD MEDFORD MA 02155-5117 Process Date 09/22/2010 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code. 0090-No Customer Complaint - Other Issues Transaction Adjustment. Cause Code 9099-Other - Not Duplicated Labour Op Z2081-ROADSIDE SERVICE (LOCKOUT) Causal Part Number -- See other Parts and/or Net Items Job Card Date: 10/30/2008 Job Card Number: 160792 Repair Service Agent. 168157 Odometer Reading 14,533 MI KERBECK BUICK PONTIAC GMC Authorization Code 401 W VERONA AVE PLEASANTVILLE NJ 08232-2653 6096461500 **Process Date** 11/11/2008 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 Labour Op N0110-Battery Replacement Causal Part Number →See other Parts and/or Net Items

Job Card Number: Y75832

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 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Odometer Reading, 0 MI Authorization Code

Process Date
11/07/2008
Transaction Type
ZREG—Regular Vehicle Transaction
Transaction Expense Category
Customer Enthusiasn
Customer Complaint Code
0000-Converted Cleim

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z2080-ROADSIDE SERVICE (TOWING)

Causal Part Number

Job Card Line # 1

→See other Parts and/or Net Items

Job Card Date: 10/29/2008 Job Card Number: Y75831

Repair Service Agent: 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Odometer Reading: 0 MI Authorization Code

Process Date 11/07/2008 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category.

Transaction Expense Categor Customer Complaint Code: 0000-Converted Claim Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z2080-ROADSIDE SERVICE (TOWING)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/28/2008 Job Card Number: Y82368

Repair Service Agent: 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117 Odometer Reading: 13,000 MI Authorization Code

Process Date: 11/07/2008 Transaction Type ZREG—Regular

ZREG—Regular Vehicle Transaction
Transaction Expense Category

Customer Enthusiasn
Customer Complaint Code

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1 Transaction Adjustment
Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)

Cause Code 0000-Converted Claims

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 03/02/2007 Job Card Number: 073055

Repair Service Agent. 132428 REGAN PONTIAC-BUICK-GMC TRUCK, INC. 43-20 NORTHERN BLVD LONG ISLAND CITY NY 11101-1020 7187060600

Odometer Reading: 3 MI Authorization Code:

Process Date 03/09/2007

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: 02/16/2007 Job Card Number: A30715

Repair Service Agent: 132428 REGAN PONTIAC-BUICK-GMC TRUCK, INC. 43-20 NORTHERN BLVD LONG ISLAND CITY NY 11101-1020

7187060600

Odometer Reading: 0 MI Authorization Code

Process Date: 02/20/2007 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

Causal Part Number

Cause Code: 0000-Converted Claims

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Logout

@lobal Warranty August 31, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information 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 1GKDS13S372 Model TS15506-2007 ENVOY 2WD (4-DOOR) Warranty Block No. Service Contract: Yes Brended Title No PDI Status: No Order Type 70 - RETAIL - STOCK Field Actions 0 Open invoice information Invoicing Service Agent. 132428 REGAN PONTIAC-BUICK-GMC TRUCK, INC. 43-20 NORTHERN BLVD Invoice Date: 02/16/2007 LONG ISLAND CITY NY 11101-1020 7187060600 Ship to information Ship to Service Agent: 132428 REGAN PONTIAC-BUICK-GMC TRUCK, INC. 43-20 NORTHERN BLVD LONG ISLAND CITY NY 11101-1020 7187060600 Ship to Date: N/A **Delivery Information** Delivery Service Agent: 166157 KERBECK BUICK PONTIAC GMC Delivery Date: 06/11/2007
Delivery Type: 015---RETAIL LEASE - INDIVIDUAL 401 W VERONA AVE PLEASANTVILLE NJ 08232-2653 6096461500 Delivery Odometer 138 In Service Information Invaicing 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

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Registration Service Agent N/A

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

Service Request Detail SR No. 71-1099193739 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Bus. Unit BRC Account Site Last Name First Name Approval Not Initiated Area PAR Evening # Daytime # UCC Electrical - Power Door Lock Motor / Sub-Area ESIS Escalation 58 Country Ln Involved Dir Uffring Chevrolet, Inc. Address City East Peoria Safety Yes 8/31/2012 12:43:50 PM State ZipCd Con Acct Source Phone Updated Serial #/VIN 1GNDT135872 Model Year 2007 Priority Medium License # CHEVROL Owner SANCHERI Status Open 8/20/2012 02:48:54 PM Make Chevrolet Warr. Start 08/11/2007 Opened Model TrailBlazer Mileage 120000 Sub-Status Satisfied Closed thermal event electric door controls seeking reimbursement Abstract Customer Description ***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***

Pre-PAR

PAR Notifier	Incident Date/Time		# Olher Veh	#Peo	nle in Veh R			Cond. Fire Report#		Report#
Owner Driver Last N	3/30/2012 10:21:52 AM	82 N	0			sphall	Dry	unknown	NR	
I Invor I ne! N	amo	Drivae	Eirel hiame		Helgh 5 4		Disab	lities		
Insurance Ad	ent Last Name	losuca	nce Agent Fis	st Name		e it	Insurans	e Anenev		
Varnold	411, mg01110	Kyle	noo Agent I it	J. Halli	, thom		State Far			
Incident Loc	memorial drive(east bound re		in peoria IL u	nknown	address	incident Desc	and down o	n there own I had to pull o	over because the smoke was	my windows were moving up filling the cab I called 911 and
Component	door electric controls						they came t	to put out the flames in the	e door , then the next day the	y were repaired my vehicle at
Vehicle	with customer					Damage Desc	e driver interio	or panel		
Loc						Add'i in	fo I dont recall	the number for them		
Emgcy Svc Names	Perola Fire department					Maint L	oc na			
PAR De	tail	-								
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	. Y	Spec Equip	DR		
Vehicle Speed	55		Weather Condition	dea	r		Prop Owner	na	Property Typ e	na
Last Service Date			Loc Last Service				Property Location	па	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip	р па			Prop Damage Description	na		
Primary Veh Use	Personal		inspection Type	Other			Inspected By	Inspection Not Performe	ed Inspection Date/Time	
Veh Damage Description	interior door of driver side						Explain Other	sent to esis - thermal ev	vent in electric door cantrols	

Report Generated for toporowm

on 9/4/2012

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Activities

reated /31/2012 12:43:52 PM	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
ustomer claims thermal onlidential Comments	event originati	ng from control n	nodule in drivers door				1
anilueriilai Constients							
reated	Crealed By	Assigned To		Activity Sub-Type	Status	Completed	Description
/31/2012 11:10:04 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	8/31/2012 11:10:04 AM	Ownership Escalated to BRC
Contact Last Name		Contact Fire	i Mama	Account		BAC Code	
Confidential Comments	_						1
John German John Merris							
Croated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
V31/2012 11:09:07 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alam	1	l/u esis pick up
'ontact Last Numo		Contact Eige	* Name	Account		BAC Code	
ZOMINEMS			-				ı
Confidential Comments							l
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/31/2012 11:08:34 AM	SANCHERI	KINZERTH	Notify CRM		Done	8/31/2012 12:44:24 PM	esis -thermal event
Contact Last Name		Contact Fire	Name	Account		BAC Code	
remments hermal event customer :	seeking reimbu	rsement			_		l
ila sanchez/ATX/PAR	-						
Confidential Comments							

Report Generated for toporowm

on 9/4/2012

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Activities

Confidential Comments

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 11:08:04 AM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	8/31/2012 11:08:31 AM	mason
Contact Last Nama		Postosi Eust	Name	Account		BAC Code	Į.
							_
thermal event - custome	rseeking rekmb	ursement					
rita sanchez/ATX/PAR							

 Created
 By 31/2012 10:58:29 AM
 Assigned To SANCHERI
 Activity Type
 Activity Sub-Type
 Status
 Completed
 Doscription

 Gontact List Name
 SANCHERI
 Oulbound Email
 Done
 8/31/2012 11:01:48 AM
 john.pachucki@gm.com

 Gontact First Name
 Account
 BAC Code

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because customer seeking relimbursement.

Customer Last 2007 Chevrolet Trait Blazer VIN 1GNDT13S872 No involved dealer at this time.

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

Best wishes, Rita Sanchez | CRS

Aditya Biria Minacs | inspired every day 7401 E, Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5800 ext, 31227 | 868-857-3113 | www.minacs.adityabiria.com

Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description

8/30/2012 03:15:03 PM SANCHERI Scheduled Outbound Call Cust Called Prior

Costo Clark Hamp SANCHERI SANCHERI Scheduled Outbound Call Cust Called Prior

Costo Clark Hamp SANCHERI SANCHERI SANCHERI SCHEDULE Prior

BAC Code

BAC Code

BAC Code

Confidential Comments

Report Generated for toporowm on 9/4/2012 Page 3 of 17

Activities

Greated 8/30/2012 03:14:15 PM	Created By SANCHERI	Assigned To SANCHERI	Activity Typo Outbound Call Customer Vame	Activity Sub-Type Left Message Account	Status Done	Completed 8/30/2012 03:15:00 PM BAC Code	Doscription called
called and left a message	a for customer t	call in at 866.7	- 90-5700 v 41345				
rita sanchez/ATX/PAR Confidential Comments					···-	i	
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Campleted	Description
8/29/2012 05:52:58 PM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust		Done	8/30/2012 03:13:17 PM	2nd attempt
Contact Last Name		Contact Firet		Account	-	BAC Code	
Confidential Comments							
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:35:43 AM	MERCADTO	SANCHERI	Ownership Changed	•	Done	8/29/2012 09:35:43 AM	Service Request Ownership has changed FROM: VALDEZRO TO:
Contact Last Name		Contact First	Name	Account		BAC Code	SANCHERI
Comments		_					İ
Confidential Comments							l
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:36:28 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	8/30/2012 03;16:17 PM	Called
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
see outbound email							1
rita sanchez/ATX/PAR							Ī

Report Generaled for toporowm on 9/4/2012 Page 4 of 17

8/29/2012 09:35:09 AM MERCADTO SANCHERI

Activities

Feator 1/29/2012 09:35:18 AM	Created By MERCADTO	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	8/30/2012 03:16:57 PM	Description Called
ontact Last Name		Contact Eve		Account		BAC Code	
							Ī
omments o need to call Dir. Vebi	cie bevond war	anty and has an	t been to dealer in two	VARIE.			
ta Sanchez/PAR/ATX		any and nastro	Coon to desict at two	,00.0.			
onfidential Comments							

Initial Contact-Phone

Done

8/31/2012 10:56:08 AM

BAC Code

Contact Last Name Contact First Name Account

BRC PAR

verified information and allegation

provided esis statement

cust sts i will proceed , my insurance told me that it was not covered so i paid out of pocket

crs sts ok what happened

cust sts i was driving on the hwy and the driver door started to smoke and my windows were moving up and down on there own I had to pull over because the smoke was filling the cab i called 911 and they came to put out the fiames in the door , then the next day they were repaired my vehicle at the dealership, they charged me 843.83 i tried to get that from the insurance and they dont cover that. I was working with NHTSA and they told me that there was a recall on the vehicle and now I am seeking reimbursement.

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

rila sanchez/ATX/PAR Confidential Comments

Report Generated for loporowm Page 5 of 17 on 9/4/2012

Activities

oated	Created By		Activity Typa	Activity Sub-Typo	Status	Completed	Description
29/2012 09:35:01 AM	MERCADTO		BRC PAR	Acknowledgement	Done	8/29/2012 05:52:52 PM	Called
nlact Last Name		Contact First	Name	Account		BAC Code	
minones							
lled and left a message	e for customer t	o call in at 866-7	90-5700 x 41345				
sanchez/ATx/PAR							
onlidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
29/2012 09:34:54 AM	MERCADTO	SANCHERI	Research		Done	8/30/2012 03:17:38 PM	Research VIN 1GNDT13S872
ontact Last Name		Confact First	l Name	Account		BAC Code	
MVIS: I - Found No Op	en Recalls						
N: - Found No Duplic	ate File						
/C History: No Service	History Related	d to Allegation					
la Sanchez/PAR/ATX							
onfidential Comments					_		I
realod	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
29/2012 09:32:11 AM	MERCADTO		Notify CRM	, , , , , , , , , , , , , , , , , , , ,	Done	8/29/2012 05:52:14 PM	File assigned
ontact Last Name		Contact Firs	t Name	Account		BAC Code	l
ominients							l
onfidential Comments							I
					Chalan	Completed	Description
rested 29/2012 09:31:55 AM	Created By MERCADTO	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 8/29/2012 05:52:10 PM	Assigned to Rita x41345
ontact Last Name	MERCAUIU	Contact Fire		Account	Dalla	BAC Code	· mailing to take uttain
United Char While		Contact File	n name	10000111			-
amments							

Report Generated for toporowm

on 9/4/2012

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Activities

Created 8/29/2012 09:31:46 AM Comments	Greated By MERCADTO	Assigned To VALDEZRO	Activity Typo SR Opened Name	Activity Sub-Type Account	Status Done	Completed 8/29/2012 09:31:47 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Greated 8/29/2012 09:31:45 AM Contact Last Name Confidential Comments	Created By MERCADTO	Assigned To VALDEZRO Contact First	Activity Type SR Closed - Satisfied	Activity Sub-Typo Account	Status Done	Completed 8/29/2012 09:31:45 AM BAC Code	Description Service Request has been Closed Satisfied.
Croated 8/29/Z012 09:30:59 AM Contact Last Name	Created By MERCADTO	Assigned To KINZERTH Conlact Firs	Activity Typo Inbound Call Third Party I Name	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 8/29/2012 09:31:20 AM BAC Code	Description PAR V/M

Report Generated for toporowm

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description	
8/28/2012 02:55:17 PM	VALDEZRO	KINZERTH	Notify CRM	Need to Assume SR	Done	8/29/2012 09:30:48 AM	Escalation to PAR	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1	
					<u> </u>		_	
Comments								

Escalation to PAR..

Parameters:

* Customer claims thermal event (open flame)

CAC PAR Procedures Document ID: d_108767

Rob/CAC Tier 1/MNL/Lvl 0 866-790-5600 ext 12761

Confidential Comments

	Created By FONSECCA	Assigned To VALDEZRO Contact First	Activity Typo Nolify CRM Name	Activity Sub-Type Other Account	Status Done	Completed 8/28/2012 02:54:56 PM BAC Code	Description case should of been escalated to PAR due to open fire on cust veh
Comments Confidential Comments	<u>-</u>						[[
Crantad	Crasted By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 10:51:31 AM	FONSECCA	FONSECCA	Inbound Call Customer	Complex Request	Done	8/28/2012 11:03:23 AM	complaint
Contact Last Name		Contact First	Name	Account		BAC Code	I

Cust sts: I want to know why my veh wasn't part of the recall. My veh cought on fire. Yes, there was open flames and working with someone at NHTSA.

Cust seeks: update.

Crs adv: Vin specific. Was it open flames? Okay I will see if I can get PAR on the line. I had to leave a message and they will be in touch with in 48 business hours.

Candie Fonsaca,atx.t1,cac.lvl2
Confidential Comments

Page 8 of 17 on 9/4/2012 Report Generated for toporowm

Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/28/2012 10:37:34 AM	FONSECCA	VALDEZRO	SR Opened		Done	8/28/2012 10:37:34 AM	SR in Status of Closed has been Re-
Contact Last Name		Contact First	l Name	Account		BAC Code	Opened by FONSECCA
Confidential Comments							
Commenter Comments							
Canadad	Constant Du	A(Author Torre	A sale the Costs There	Castro	Completed	2
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/21/2012 10:13:17 PM	MANGLIG1	VALDEZRO	SR Closed - Dissatisfied		Done	8/21/2012 10:13:18 PM	Service Request has been Closed
Control Lori Bloms		N	` Name	Account		BAC Code	Dissatisfied.
Comments							
Confidential Comments							

Report Generated for toporowm on 9/4/2012 Page 9 of 17

Activities

8/21/2012 08:53:15 PM VALDEZRO MANGLIG1 Manager Review	Activity Sub-Type Case Assessment	Status	Completed 8/21/2012 10:13:14 PM	Oescription Closing Dissat
Contact East Name Contact Flist Name	Account		BAC Code	

Closing Dissat

Denial for reimbursement:

- as per dir, the repair was done and its due to age and mileage of the vehi/ normal wear and lear condition
 service manager denied the cust for any goodwill assistance as well
 not a regular GM cust

- * NO recalls or SCs involved in the veh
- * therefore, reimbursement cant be granted
- "it wont fall as PAR case either becithere was no "Flame/Fire" during the incident
- * CRS educated the cust that if the recall has been finalized by GM the we'll start sending notifications to those vehs that are involved, that way, GM can review any reimbursement possible
- * CRS notified I.S to update the address

Rob/CAC Tier 1/MNL/Lvi 0 868-790-5600 ext 12761

Approved

PAUL / MAN /TM

Confidential Comments

Greated 8/21/2012 08:35:53 PM	Created By ZAMARRLI	Assigned To VALDEZRO	Activity Type Notify CRM	Activity Sub-Typo Info Station Response	Status Done	Completed 8/21/2012 08:45:24 PM	Description IS Response
Contact Last Name	Z-WU-WINE:	Contact First		Account	Dule	BAC Code	is response
				Necodin		W 10 270 UC	
Comments							1
Customer info logged							
Confidential Comments							

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Report Generated for toporowm on 9/4/2012

Activities

Created 8/21/2012 08:32:34 PM	Created By VALDEZRO	Assigned To ZAMARRLI	Activity Type CAC to Info Station	Activity Sub-Typo Associate Used VIN	Status Done	Completed 8/21/2012 08:35:44 PM	Description cust called in and gave out an address
Contact Last Name		Contact Firs	t Name	Account		BAC Code	to be saved on file
Original Owner: Yes							
VIN: 1GNDT13\$872							
Correct Name:							
incorrect Name on direct	mail piece: NC	previous name	on file				
Current Address Sireet # City: East Peorla State: 1	1. Zlp:						
Previous/(ncorrect Addre	ss: NO previou	s address on file	e, firs time that the cust g	ave out an address			
Current Phone #: area co	ode and a						
Previous/Incorrect Phone	e #: No previou	s phone onfile					
Current Email: NONE							
Previous/incorrect Email Confidential Comments	: None						l

Report Generated for toporowm

on 9/4/2012

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Activities

Grosted 8/21/2012 07:44:58 PM	Created By VALDEZRO	Assigned To VALDEZRO	Activity Type Outbound Call Customer	Activity Sub-Type Made Contact	Status Done	Completed 8/21/2012 08:25:44 PM	Description	
Contact Last Name		Contact Firs	Name	Account		BAC Code		

- crs sts:

 * its a courtesy call we're doing about the experience you had

 * we gathered all the info we need about the repair done to the veh

 * its considered a normal wear and tear condition and its due to the age and mileage of the veh (124,000 miles)

 * unfortunately, reimbursement cant be granted

- cust sts:

 * Ok, but im not happy with that

 * I thought that there is a recall for this? heard it from the news..

 * GM should reimburse me for that..

- crs sts:

 * recalls are VIN specific and upon checking the VIN, it doesn't have any recalls on it

 * the new that you heard was just an Upcoming Safety Recall announcement

 * GM hasnt finalized it and fully established it as a recall

 * when everything has been finalized then we'll notify the custs via mall if the veh is included

 * that way, we can check possibilifiles for the reimbursement

- cust sts:
 * Ok, then, but I need to talk to my Atty about it
 * thank you though...

Rob/CAC Tier 1/MNL/Lvi 0 866-790-5600 ext 12761 Confidential Comments

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Activities

Groated Greated By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Doscription
8/21/2012 12:41:20 PM VALDEZRO	VALDEZRO Outbound Call Dealer	Made Contact	Done	8/21/2012 07:43:04 PM	Uftring Chevrolet, Inc. (309) 444-3151
Centart Last Name	Contact First Name	Account		BAC Code	
Comments					

Uftring Chevrolet, Inc. (309) 444-3151

- Spoke with: Dwayne service manager dir sts:

 * the starter and the door module went out.

 * veh has 124,000 miles, can be related to the age and mileage of the veh

 * she's not a reg cust here

 * we havent seen her here for 3 years

 * no Goodwill assistance for her

 * no Roudwill assistance for her

 * no Reimbursement for her

 * its just way outside the goodwill parameters

Rob/CAC Tier 1/MNL/Lvl 0 856-790-5500 ext 12761 Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:33:18 PM	VALDEZRO	VALDEZRO	Outbound Call Dealer	Made Contact	Done	8/21/2012 12:41:18 PM	Uffring Chevrolet, Inc. (309) 444-3151
Contact Last Name		Contact First	Name	Account		BAC Code	

Uftring Chevrolet, Inc. (309) 444-3151

Spoke with Todd - service adv
dir sts:

* March 30, veh was here

* DDM door module melled

* we replaced the door module

* there was no record that the veh caught on fire

* it was \$843.88 repair that she paid

* also replaced the starter switch

Rob/CAC Tier 1/MNL/Lvl 0 866-790-5600 ext 12761 Confidential Comments

Report Generated for toporowm on 9/4/2012 Page 13 of 17

Activities

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 07:42:02 PM	VALDEZRO	VALDEZRO	Scheduled Oulbound Call	Follow-up Attempt	Done	8/21/2012 05:52:00 PM	
Contact Last Name			Cust			0.00	
(Garijae Lasi Mame		Contact Firs	Name	Account		BAC Code	
Commante							•
Transminate.							

* update the cust

* Denial? Goodwill?

Rob/CAC Tier 1/MNL/Lyl 0 868-790-5600 ext 12761 Confidential Comments

Created	realed By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/20/2012 07:41:07 PM \	ALDEZRO	VALDEZRO	Scheduled Outbound Call Dir		Done	8/21/2012 12:33:16 PM	Uftring Chevrolet, Inc. (309) 444-3151
Contact Last Name Comments		Contact First	Name	Account		BAC Code]
Uffring Chevrolet, Inc. (309)	444-3151						
* negotiate with the service	manager for	any goodwill/rei	mbursement possibilities				

Rob/CAC Tier 1/MNL/Lvi 0 866-790-5600 ext 12761 Confidential Comments

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on 9/4/2012

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/20/2012 07:37:59 PM	VALDEZRO	VALDEZRO	Outbound Call Customer	Left Message	Done	8/20/2012 07:40:52 PM	
Contact Last Name		Contact Lire	Mame	Account		BAC Code	

Left Detailed Message on VM stating CRS phone number and SR
* we're in the process of gathering all the Info about the veh and the experience you had
* we'll continue to call the dir about it asn we'll call you back to give you the progress of this casefile
* (ee) free to call us back if you need further assistance

Rob/CAC Tier 1/MNL/Lvl 0 866-790-5600 ext 12761 Confidential Comments

Created Created By Assigned To Activity Typo 8/20/2012 05:20:15 PM VALDEZRO VALDEZRO Outbound Call Dealer Activity Sub-Type Description 8/20/2012 05:26:02 PM Made Contact Uffring Chevrolet, Inc. (309) 444-3151 Contact Last Name BAC Code Contact First Nam

Uffring Chevrolet, Inc. (309) 444-3151

Spoke with: Don Downing - service adv

dir sta:

* March 30, veh was here

* DDM door module melled

* we replaced the door module

* there was no record that the veh caught on fire

* we cant determine that the it was on fire

Rob/CAC Tier 1/MNL/Lvi 0 866-790-5600 ext 12761 Confidential Comments

Report Generated for toporowm on 9/4/2012 Page 15 of 17

Activities

Created Created By 8/20/2012 03:00:32 PM VALDEZRO		Activity Type Outbound Call Dealer	Activity Sub-Typo Received No Answer	Status Done	Completed 8/20/2012 03:10:04 PM	Description Ufiring Chevrolet, Inc. (309) 444-3151
Contact Last Name	Contact First N	lamo	Account		BAC Code	
Comments						
Uffring Chevrolet, Inc. (309) 444-3151						•
Spoke with: Shauna - raceptionist dir sts: * all service adv are pretty busy * you may call us back later on						
Rob/CAC Tier 1/MNL/Lvi 0 856-790-5800 ext 12761 Confidental Comments						I

Report Generated for toporowm on 9/4/2012 Page 16 of 17

Activities

Created Created B	y Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 02:56:54 PM VALDEZR	O VALDEZRO inbound Call Customer	Complex Request	Done	8/20/2012 03:26:57 PM	Thermal Event: veh caught on fire I
Contact Last Name	Contact First Name	Account		BAC Code	electrical door failure

Phone Number:
ViN: 1GNDT135872
Vear, Make and Model: 2007 TRaiblazer
Mileage: 124000

Customer sts:

* veh caught on fire on March

* i was driving on the freeway when suddenly thick amoke started to burst out from the doors all the way to the whole cabin

* everything was destroyed inside

* not sure if there was a flame of fire though but its obvious that there a thick smoke

Include it mere was a tame or the mought but as over fire dept came in and took over brought the veh to the dir and have it repaired I paid for 800.00 at UFTRING CHEVROLET, INC. dir wanna get a reimbursement for it i know its a receil from GM

Customer seeks: * reimbursement / address this complaint

CRS advised:

CRS adviseu.

"we'll have to go through the process of GM
we'll get some info from the dir on what happened when you brought the veh in there

"upon chacking the VIN, there is no recall involved yet for this veh about the electrical door issue

CRS called the dir CRS advsed the cust:

* we'll continue to communicate with the dir about it and get all the info from the repairs done and on what happened

* that way, we'll determine if there is a different dept we need to escalate the concern to

cust sts:
* Ok,i'll wait for that

Rob/CAC Tier 1/MNL/Lvl 0 866-790-5600 ext 12761

Confidential Comments

UCC Information

N42 Inoperative Electrical - Power Door Lock Molor / Switch / Wiring	UCC Codo N42	Symptom Inoperative	Description Electrical - Power Door Lock Molor / Switch / Wiring
--	-----------------	------------------------	--

Report Generated for toporowm

on 9/4/2012

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Logout

<u>ti</u> -യ രിരാിWarranty September 4, 2012 Global Worranty 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 Model: CT15506-2007 TRAILBLAZER 4WD VIN 1GNDT13S872 PDI Status No Service Contract: No Branded Title No Warranty Block No. Order Type 70 - RETAIL - STOCK Field Actions 0 Open Open field actions are highlighted Required Field Actions 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 (688.667.8271) and for XM Radio

For this vehicle:

- View Vehicle Summary
 - Samce
 - Contract
 - Branded Title Warranty
 - Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History

OnStar Status Inactive

XM Status: Active

DMN Enabled: N

80,059 MI

- Detail
- View Vehicle Delivery information

Valid warranties are highlighted **Applicable Warranties** Start Effective End End Warranty Add Valid Description Date Odometer Date Odgazeter 120,059 MI 08/11/2017 Special Coverage 10054 08/05/2011 08/11/2007 59 Mi Bumper to Bumper 08/11/2010 36,059 Mi 08/05/2011 08/11/2007 59 MI **Limited Warranty** 100,059 MI Corrosion Limited 08/05/2011 08/11/2007 59 MI 08/11/2013

08/11/2007

59 MI

08/11/2015

XM Radio ID UBTCUOHE

contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

08/05/2011

OnStar Equipped, Y XM Equipped Y

OnStar Vehicle Diagnostics N

Warranty **Emission Select**

Component Ltd Wty

9/4/2012

Powertrain Limited Warranty

08/05/2011

08/11/2007

59 MI

08/11/2012 100,059 MI

Service Contract

Vehicle has no current record of service contracts.

Transacti	on History	<u>/</u>			View Detail
Job Card Dato	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/29/2009	599325	ZREG—Regular Vehicle Transaction		B4010 - Front Side Door Upper Hinge and Lower Hinge Replacement	28,484 MI
01/16/2009	598520	ZREG—Regular Vehicle Transaction		R0760 - Radio Replacement	25,464 Mi
01/16/2009	598520	ZREGRegular Vehicle Transaction		N3315 - Front Side Door Window Regulator Motor Replacement - Left Side	25,464 MI
01/16/2009	598520	ZREGRegular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	25,464 MI
01/16/2009	598520	ZREG—Regular Vehicle Transaction		R0754 - RADIO RECEIVER- RETURN TO AC/DELCO ESC	25,464 MI
06/13/2008	585526	ZREGRegular Vehicle Transaction		87010 - Emblem/Nameplate Replacement	12,810 MI
06/13/2008	585526	ZREGRegular Vehicle Transaction		B8990 - Molding And/Or Pocket, License Plate - R&R Or Replace	12,810 MI
06/13/2008	585526	ZREGRegular Vehicle Transaction		B4156 - Outside Rearview Mirror Replacement - Laft Side	12,810 MI
04/05/2007	559001	ZPDIPre- Delivery Inspection		Z6999 - PDI Related Fluid Adds	4 MI
03/30/2007	A57215	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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Logout

型 @lobal Warranty

September 4, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

@

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

Vehicle Information

VIN 1GNDT13S872

Model CT15506-2007 TRAILBLAZER 4WD Branded Title. No

Service Contract: No

Warranty Block, No.

PDI Status No.

Order Type 70 - RETAIL - STOCK

-- Warrenty Block

→ View Vehicle Summary Service

Contract

- Branded Title

For this vehicle:

Field Actions O Open

Vehicle Build

Model. CT15508-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KVBFB1 Build Date 03/30/2007

Build Plant 2

→ View Vehicle Build View Vehicle

Component Summary View Vehicle

Trensaction History <u>Detail</u>

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

1SE - LT PREFERRED EQUIPMENT GROUP 2: * SEATS, RECLINING FRONT BUCKET, LEATHER APPOINTED SEAT, RR LTHR APPOINT, SPLT SAVINGS 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**

37U - IMPERIAL BLUE METALLIC

481 - INT TRIM EBONY/EBONY

7WN - COMPONENT FRT RH COMPUTER SEL

9UZ - COMPONENT RR RH COMPUTER SEL

AJI - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AP9 - CONVENIENCE NET, CARGO

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP · MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT/REAR

B42 · 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

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHL DISC

1SZ - PREFERRED EQUIPMENT

482 - EBONY

6WN - COMPONENT FRT LH COMPUTER SEL

8UZ - COMPONENT RR LH

COMPUTER SEL

AAB - MEMORY DRIVER

CONVENIENCE PKG

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW

SEAT

AR9 - FRT BUCKET SEAT,

DELUXE

AUO - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR

KEYED

B33 - REAR COLOR KEYED

FLOOR MATS

886 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING,

COMPASS

DK7 - OVERHEAD CONSOLE

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS JF4 · POWER ADJUSTABLE

PEDALS

JJB - PT DRESS SUBASSY NOT

K18 - ELECTRIC AIR INJECTION SYSTEM **K34 - CRUISE CONTROL** KA1 - FRONT HEATED SEATS KG4 - GENERATOR 150 AMP LL8 - ENGINE, VORTEC 4.2L SFI 16 M30 - TRANSMISSION, 4 SPD AUTOMATIC N40 - POWER STEERING N79 - 17" FULL-SIZE SPARE WHEEL NP8 - 2-SPEED ACTIVE TRANSFER CASE NT7 - EMISSION SYS FED - TIER 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/8 DISC PD8 - 18" POLISHED ALUMINUM WHEELS CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) PDC - PWR SEAT ADJUST-DRIVER, 8 WAY **QZD - ALL-SEASON TIRES** RGK - ONSTAR TURN-BY-TURN NAVIG AVAIL R6P - SPECIAL PAINT **R9L - SPRING WHOLESALE FLOORPLAN PLUS R9N - LEATHER SEAT TRIM R9X - XM RADIO STANDARD IDENTIFER** RYJ - CARGO SHADE SLM - STOCK ORDERS STW - LEATHER WRAPPED STG WHL W/CONTR **T61 - DAYTIME RUNNING LIGHTS T98 - FOG LAMPS 198 - STAMPING VEHICLE IDENT NUMBER** TB4 · LIFTGATE TGA - LANGUAGE CONTROL ENG, FR, SPAN U2K - XM SATELLITE RADIO -SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. U68 - DRIVER INFO CENTER DISPLAY U73 - FIXED MAST ANTENNA **UAG - THEFT DETERRENT ALARM SYSTEM** UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) UG1 - UNIVERSAL HOME UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE REMOTE UK6 - REAR SEAT RADIO & HVAC **UJ6 - TIRE PRESSURE MONITOR** CONTROLS UQA - AUDIO SYSTEM-BOSE PREM. SOUND **UY7 - TRAILER WIRING** HARNESS V1K - LUGGAGE RACK CROSS-BARS V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER VK3 - FRONT LICENSE PLATE V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA BRACKET VXS - COMPLETE VEHICLE LABEL X88 - CHEVROLET CONVERSION YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT, OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM YD3 - BASE AXLE STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO) YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR. ZTM - SPARE, ALL-SEASON TIRE AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL **ZW7 · PREMIUM RIDE SUSPENSION** ZY1 - SOLID PAINT Added Option Codes

INSTALLED

~8Q ·

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Global Warranty Management, Site Map

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EL Colonial Warranty

Logout

Global Warranty Management: Wain > 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.

Warranty Block: No

Model CT15505-2007 TRAILBLAZER 4WD

September 4, 2012

PDI Status, No.

Order Type 70 - RETAIL - STOCK Field Actions D Open

Vehicle Component

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

Date Scanned 03/30/2007

Traceability 703220223 Part / Number Broadcast, NAX

Time Scanned: 08:48:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 03/30/2007

Traceability: 000520877

Part / Number Broadcast F9L Time Scenned: 09:20:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 03/30/2007

Traceability: OBN472885 Part / Number Broadcast JN

Time Scanned: 09:09:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 03/30/2007

Traceability 45831370

Part / Number Broadcast 7TDD

Time Scanned 09:06:00 Scan Station 02

Component Code 83-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G-

Traceability, 42L21507

Part / Number Broadcast

Date Scanned 03/30/2007

Time Scanned. 09:48:00 Scan Station:

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

Date Scanned 03/30/2007

Traceability 078072108 Part / Number Broadcast JZ5

Time Scanned: 09:17:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00124689

Part / Number Broadcast 3172

Date Scanned: 03/30/2007

Time Scanned 10:35:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 03/30/2007

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

Source Plant: M-MORTON-THIOKOL Date Scanned 03/30/2007

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant .

Date Scanned: 03/23/2007

Traceability 1H3GRG3

Part / Number Broadcast 2395

Time Scanned 12:45:00 Scan Station 06

Traceability: 48AEW99

Part / Number Broadcast: 8434

Time Scanned 09:12:00

Scan Station 04

Traceability 1750673

Part / Number Broadcast: 1ZZ

Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability: 3163073

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. 03/28/2007

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

Source Plant -

Date Scanned: 03/29/2007

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

Source Plant: -

Date Scanned: 03/29/2007

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

Source Plant -

Date Scanned: 03/29/2007

Part / Number Broadcast, 1WW

Time Scanned: 14:38:00 Scan Station:

Traceability: 3163072

Part / Number Broadcast: 1PT

Time Scanned: 14:26:00 Scan Station:

Traceability 3162297

Part / Number Broadcast. 1PH

Time Scanned: 22:13:00: Scan Station:

Traceability: 3162504

Part / Number Breadcast: 1GB

Time Scanned: 22:47:00 Scan Station:

Service Agent installed Component

Vehicle has no current record of vehicle component.

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@ODD Warranty September 4, 2012 Global Warranty Management: Man > 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 70 - RETAIL - STOCK Field Actions 0 Open Job Card Date: 01/29/2009 Job Card Number: 599325 Odometer Reading, 28,484 MI Repair Service Agent 113311 UFTRING CHEVROLET, INC. Authorization Code 1860 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151 Process Date 03/03/2009 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 B4010-Front Side Door Upper Hinge and Lower Hinge Replacement Causal Part Number Job Card Date: 01/16/2009 Job Card Number: 598520 Odometer Reading: 25,464 MI Repair Service Agent: 113311 UFTRING CHEVROLET, INC. Authorization Code. 1860 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151 Process Date 02/06/2009 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaini Code 0000-Converted Claim

Transaction Adjustment:

<u> Logout</u>

For this vehicle:

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

Job Card Date: 01/16/2009

Labour Op R0760-Radio Replacement

See other Parts and/or Net Items

Job Card Line #. 1

Causal Part Number

Job Card Number: 598520

Repair Service Agent 113311

Odometer Reading. 25,464 MI

Cause Code 0000-Converted Claims

See other Parts and/or Net Items

Job Card Date: 06/13/2008

UFTRING CHEVROLET, INC. Authorization Code 1860 WASHINGTON RD WASHINGTON JL 61571-2193 3094443151 **Process Date** 02/06/2009 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 N3315-Front Side Door Window Regulator Motor Replacement - Left Side Causal Part Number --- See other Parts and/or Net Items Job Card Number: 598520 Job Card Date: 01/16/2009 Repair Service Agent 113311 Odometer Reading: 25,464 MI UFTRING CHEVROLET, INC. Authorization Code: 1860 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151 **Process Date** 02/06/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category: Customer Enthusiasn Customer Complaint Code. 0000-Converted Claim Job Card Line # 3 Transaction Adjustment: Cause Coda: 0000-Converted Claims Labour Op Z7902-2-DAY COURTESY TRANSPORTATION Causal Part Number →See other Parts and/or Net Items Job Card Number: 598520 Job Card Date: 01/16/2009 Odometer Reading. 25,464 MI Repair Service Agent 192113 AJR INTERNATIONAL Authorization Code **300 REGENCY DRIVE** GLENDALE HEIGHTS IL 60139-2283 Process Date: 02/13/2009 Transaction Type
ZREG—Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code: 0000-Converted Claim Cause Code 0000-Converted Claims Job Card Line # 1 Transaction Adjustment: Labour Op R0754-RADIO RECEIVER-RETURN TO ACIDELCO ESC Causal Part Number

Job Card Number: 585526

Repair Service Agent 113311 UFTRING CHEVROLET, INC. 1860 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151

Odometer Reading 12,810 MI Authorization Code:

Process Date 06/20/2008

Transaction Type: ZREG—Regular Vehicle Transaction Transaction Expense Category

Customer Complaint Code. 0000-Converted Claim

Job Card Lme # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B7010-Emblem/Nameplate Replacement

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 06/13/2008

Repair Service Agent. 113311 UFTRING CHEVROLET, INC. 1860 WASHINGTON RD WASHINGTON IL 81571-2193 3094443151

Job Card Number: 585526

Odometer Reading: 12,810 MI

Authorization Code:

Process Date 06/20/2008

Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op 86990-Molding And/Or Pocket, License Plate - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 06/13/2008

Repair Service Agent: 113311 UFTRING CHEVROLET, INC. 1860 WASHINGTON RD WASHINGTON IL 61571-2193

3094443151

Process Date

Job Card Number: 585526

Odometer Reading: 12,810 MI Authorization Code.

06/20/2008 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Calegory

Customer Complaint Code 0000-Converted Claim

Job Gard Line # 3

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 84156-Outside Rearview Mirror Replacement - Left Side

Causal Part Number

Job Card Date: 04/05/2007

Job Card Number: 559001

Repair Service Agent: 113311

Odometer Reading 4 MI

UFTRING CHEVROLET, INC. 1860 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151

Authorization Code:

Process Date 04/20/2007

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

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

Job Card Line #: 1

See other Parts and/or Net items

Job Card Date: 03/30/2007

Job Card Number: A57215

Repair Service Agent: 113311 UFTRING CHEVROLET, INC. 1860 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151 Odometer Reading 0 MI Authorization Code:

Process Date: 04/03/2007 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

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E Logout

데 예이는(Warranty		E_Logo
Global Warranty Management: Main > Interface With INTERFACE WITH	September 4, 2012 Customer > View Vehicle Delivery information	
View Vehicle Delivery Informatio	n	
This screen allows IVH users to view the available in the ultimate customer. Not all sections will be populated	formation for the selected VIN delivered to the Service Agent and led for all VINs	For this vehicle: -• <u>View Vehicle Summary</u>
Vehicle Information VIN 1GNDT13S872 Service Contract No Branded Tale No Order Type 70 - RETAIL - STOCK Field Actions 0 Open	Model. CT1S506-2007 TRAILBLAZER 4WD Warranty Block: No PDI Status No	Service Contract Branded Title Warranty Block View Vehicle Build View Vehicle
Invoice Information Invoicing Service Agent 113311 UFTRING CHEVROLET, INC. 1880 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151	Invoice Date: 03/30/2007	Component Summary View Vehicle → Transaction History Detail View Vehicle Delivery Information
Ship to information Ship to Service Agent: 113311 UFTRING CHEVROLET, INC. 1860 WASHINGTON RD WASHINGTON IL 81571-2193 3094443151	Ship to Date: N/A	
Delivery Information Delivery Service Agent 113311 UFTRING CHEVROLET, INC. 1880 WASHINGTON RD WASHINGTON IL 61571-2193 3094443151	Delivery Date 08/11/2007 Delivery Type 010—INDIVIDUAL Delivery Odometer 59	
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	•

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

Yvette Young
Claims Administrator

9/6/12



RE: Claimant:

Our File No.: 747032

Our Client: General Motors LLC

Date/Event: 3/30/12

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 <u>color copies</u> of photos taken of your vehicle and the damage. 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 a repair estimate or copies of receipts for repairs
- 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,

Yvette Young

Claims Administrator

Yvette Young

Service Request Detail SR No. 71-1099764259 No Goodwill Offered BRC Type PAR Ref No. Goodwill Bus, Unit BRC Account Site **GW SubType** PAR Last Name Approval Not initiated Area First Name Daytime # Evening # UCC Electrical - Power Door Lock Motor / Sub-Area ESIS Escalation Safety Address Involved Dir Gary Lang Chevrolet, Inc & Gary Yes City Crystal Lake State ZipCd **Con Acct** Source Phone Updated 8/31/2012 12:37:57 PM Priority EICHORLY Serial #/VIN 1GKDT13SX72 Medium License # Owner Model Year 2007 Status 8/21/2012 07:27:08 PM Open Make Warr. Start 04/30/2007 Opened Model Envoy Closed Mijeage 82795 Sub-Status Abstract upcoming recall 12180 Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093

Pre-PAR

Pre-PAR	•						
PAR Notifier	Incident Date/Time	lajunes # Other Vel			Road C		Police Report#
Owner	3/30/2010 09:00:00 AM	N 0		phall	Dry	n/a	n/a
Driver Last Na	ame	Driver First Name	Height		Disabit		
not occupied		not occupied	not occ		not occ		
	ent Last Name	Insurance Agent F	irst Name Phone	#	Insurance		
Unknown		Unknown			Assurance	Agency Insurance Co Hartford	
Incident Loc	4709 Valerie Dr. Crystel Lake,	IL 60014		Incident Desc	The doors wo		ked and noticed the smell was coming from the
Component	Electrical door						
Vehici e	with cust			Damage Desc	Driver's Door	module and switch were damaged	d.
Loc				Add'i Info	n/a		
Emgcy Svc Names	n/a			14-1-11	t		
				Maint Loc	indep place		
PAR Def	tail						
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y S	pec Equip	n/a	
Vehicle Speed	0	Weather Conditio	Dry n	P	rop Owner	ı√a	Property n/a Type
Last Service Date		Loc Last Service			roperty ocation	r√8	Prop Est Repair Cost
Veh Est Repair Cost		Spec Eq Installer	ulp n/a		rop Damage lescription	n/a	
Primary Veh Use	Personal	inspection Type	on Thermal Event	ŧn	nspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Driver's Door module and sw	ilch were damaged.		Ε	ixplain Other	n/a	

Report Generated for toporowm

on 9/4/2012

Page 1 of 14

Activities

JCHAIRE2							
Treated /31/2012 12:38:29 PM	Created By BURCHAM	Assigned To	Activity Type	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description thermal event
	BURCHAM		BRC PAR		in Fiodiess	BAC Code	niciueresent
ontact Last Name		Contact First	Name	Account		BAC Code	
omments				···			
onfidential Comments							I
reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/31/2012 12:35:47 PM	BURCHAM	BURCHAM	Ownership Changed	Ownership Escalated to BRC	Done	8/31/2012 12:35:47 PM	Ownership Escalated to BRC
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							ı
Confidential Comments							ı
reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/29/2012 12:39:02 PM	KINZERTH	EICHORLY	Notify CRM		D one	8/31/2012 12:34:30 PM	Rejected
Contact Last Name		Contact Fire	it Name	Account		BAC Code	
Comments				•			
Business Unit Sub-Area Polential safety is alway: BRY type not set to "PAF	shoould be ES s "Yes" for all f R"	SIS escalation PAR files	nd customer as owner (or o	other status as approviate) as approviate for customars de	scription		
lease correct and resul	bmit						
haddeus Kinzer/PAR/A	TX						_
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
3/29/2012 11:05:36 AM		EICHORLY	Scheduled Follow-up	Activity God type	Scheduled Al	arm	ESIS verily file was picked up
Contact Last Name		Contact Fir	of Name	Account	· · · · · · · · ·	BAC Code	
Comments							
							_
Confidential Comments							

Report Generated for toporowm

on 9/4/2012

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Activities

Croated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
8/29/2012 11:05:09 AM EICHORLY KINZERTH Notify CRM Done 8/29/2012 12:39:31 PM Please escalate to ESIS - thermal event
Contact Last Name Contact First Name Account BAC Code

THE STREET

Cust alleges the doors would not unlock. Cust smelled smoked and noticed the smell was coming from the driver's door panel. This happened on 3/30/10. Cust heard their was a recall and is seeking reimbursement of \$348.53.

Lynda Eichorst/PAR/ATX

Confidential Comments

Greated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
8/29/2012 11:03:20 AM EICHORLY EICHORLY BRC PAR Business Case Done 8/29/2012 11:05:01 AM Business Case

Contact Last Name Account BAC Code

BAC Code

Comments

Cust alleges the doors would not unlock. Cust smelled smoked and noticed the smell was coming from the driver's door panel. This happened on 3/30/10. Cust heard their was a recall and is seeking reimbursement of \$348.53.

Lynda Eichorst/PAR/ATX

Confidential Comments

Page 3 of 14

Activities

Greatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 11:01:22 AM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	8/29/2012 11:02:26 AM	Emailed: Matthew Edmiston, DDMA at
Contact Last Name		Contact Line	t Name	Account		BAC Code	matt.edmiston@gm.com

Comments

A product ellegation daim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy 1GKDT13SX72 No dealer involvement

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

if you have further questions, please contact Customer Relationship Specialist Lynda at 868-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birta Minacs | Inspired every day 7401 E. Ben White Bivd, Bidg. F, Austla, TX 78741 Phone 866-790-5800 ext 31093 | Fax 866-393-8086 | www.minacs.adityabirta.com| Follow us on Twitter

Lynda Elchorat/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/29/2012 10:35:46 AM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	8/29/2012 10:37:48 AM	Initials
Contact Last Name		Contact Firs	Name	Account		BAC Code	Called
							· · · · · · · · · · · · · · · · · · ·
Comments			_				
CRS left vm.			•	<u>-</u>	·		-

Lynda ElchorsVPAR/ATX

Confidential Comments

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Activities

Greated 8/28/2012 04:51:11 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 8/29/2012 10:36:10 AM	Doscription initials
Contact Last Name		Contact First	•	Account		BAC Code	
0.61.810							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 06:57:21 PM	EICHORLY	EICHORLY	Scheduled Follow-up		Done	8/28/2012 01:28:40 PM	Initials
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							1
Confidential Comments							
Considerital Comments					•		
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/24/2012 11:46:19 AM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	8/27/2012 08:55:49 AM	Initials
Contact Last Name		Contact First		Account		BAC Code	l
o o ministra							1
Confidential Comments	•						
Connoenna Comments		_		1			1
Created	Crealed By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/24/2012 11:45:02 AM	EICHORLÝ	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	8/24/2012 11:46:18 AM	Initials
Contact Last Name		Contract Girs	t Name	Account		BAC Code	l
Sommento			0.1				Ī
Confidential Comments					•		- 1
Considernial Comments		·					

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on 9/4/2012

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Activities

6/24/2012 11:40:25 AM	Created By EICHORLY	Assigned To	Activity Type Outbound Call Dealer	Activity Sub-Typo Left Message	Status Done	Completed 8/24/2012 11:40:54 AM	Description
Contact Last Name	2101101101	Contact Firs		Account	Dolls	BAC Code	called Gary Lang Chevrolet, Inc & Gary Lang Pontiac-Cadillac-Subaru,Inc (815)
				Viscount		D/10 0000	385-6000 J.R. Amold, Service Manager
Communication of the Communica							J.P. Alfold, Selvice Mallager
CRS left a vm.							
Lynda Eichorst/PAR/ATX	(
Confidential Comments							1

Propled	Created By		Activity Type	Activity Sub-Typo	Status	Completed	Description
B/23/2012 12:08:14 PM	MERCADTO	EICHORLY	Ownership Changed		Done	8/23/2012 12:08:14 PM	Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: BRONJO TO: EICHORLY
							BIORONLI
oinments							

Confidential Comments							

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on 9/4/2012

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Activities

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:07:54 PM MERCADTO	EICHORLY BRC PAR	Initial Contact - Field	Done	8/29/2012 11:01:20 AM	called: Matthew Edmiston, DDMA at
Contact Last Name	Contact First Name	Account		BAC Code	matt.edmiston@gm.com

A product allegation claim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy 1GKDT13SX72 No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Adilya Birla Minacs | inspired every day
7401 E. Ben White Bird, Birdg. F, Austin, TX 78741
Phone 866-790-5600 ext 31093 | Fax 866-393-8066 | www.minacs.adityabirla.com| Follow us on Twitter
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	s	tatus	Completed	Description	
8/23/2012 12:07:48 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	D	one	8/29/2012 10:45:23 AM	No dir contact required.	
Contact Last Name		Contact First	Name	Account			EAC Code		

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

Lynda Eichors//PAR/ATX

Confidential Comments

Report Generated for toporowm on 9/4/2012 Page 7 of 14

Activities

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status ⁻	Completed	Description	
8/23/2012 12:07:43 PM	MERCADTO	EICHORLY	BRC PAR	initial Contact- Phone	Done	8/29/2012 10:46:25 AM	called	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Comments								

Crs verified customer contact information.

Cust. states: The doors would not unlock. Cust smelled smoked and noticed the smell was coming from the driver's door panel. This happened on 3/30/10 and took veh to the dir and got veh back on 4/21/10.

Cust is seeking: Reimbursament for \$348.53.

Original owner? Yes

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? n/a

Are cust/injured party in the medical field?

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 9/4/2012

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Activities

Croated	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/23/2012 12:07:37 PM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	8/24/2012 11:35:21 AM	called	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Comments.								

CRS left vm.

Continued in Initial

Lynda Eichorst/PAR/ATX Confidential Comments

Croated			Activity Type	Activity Sub-Typo	Status	Completed	Description	
8/23/2012 12:07:32 PM	MERCADTO	EICHORLY	Research		Done	8/24/2012 11:44:53 AM	Research	
Contact Last Name		Contact First	Name	Account		BAC Code		
Comments				<u>"</u>				

Summary:

S/R's and VIN: No other files found for cust or vin. Recalls: No open or closed recalls found in GWM.

Branded: No Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Eichorst/PAR/ATX Confidential Comments

Croated 8/23/2012 12:07:28 PM	Created By MERCADTO	Assigned To	Activity Type Notify CRM	Activity Sub-Typo	Status Done	Completed 8/24/2012 11:34:07 AM	Inscription File assigned to Lynda Elchorst @
Contact Last Name Comments		Contact Circl	Name	Account		BAC Code	x31093
Confidential Comments							

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Activities

roated 23/2012 12:07:01 PM	Created By MERCADTO	EICHORLY	Activity Typo BRC PAR	Activity Sub-Typo Case Assigned	Status Done	Completed 8/24/2012 11:34:04 AM	Description File assigned to Lynda Eichorst @
intact Last Name		Contact First	Name	Account		BAC Code	x31093
onfidential Comments				-			
ested 23/2012 12:07:00 PM	Created By MERCADTO	Assigned To BRONJO	Activity Typo SR Opened	Activity Sub-Type	Status	Completed 8/23/2012 12:07:00 PM	Description SR in Status of Closed has been Re
nlact Last Name		Contact Firet		Account		BAC Code	Opened by MERCADTO
onfidential Comments							
reated 23/2012 12:06:58 PM	Created By MERCADTO	Assigned To BRONJO	Activity Typo SR Closed - Dissatisfied	Activity Sub-Type	Status Done	Completed 8/23/2012 12:06:58 PM	Description Service Request has been Closed
ontact East Name	11101010	Contact First		Account	DOISE	BAC Code	Dissatisfied.
onfidential Comments							
reated 22/2012 07:13:55 PM	Created By BRONJO	Assigned To BRONJO	Scheduled Outbound Call	Activity Sub-Typo	Status Done	Completed 8/23/2012 12:06:33 PM	Description awaiting for PAR to assume
ontant Lost Margo oniments		Cantant	Cust ****ame	Account		BAC Code	
is is not committed call	back, please do	nol advise			,		
DCELYN /CAC /MAN/ T 56-790-5600 ext #1309							

Report Generated for toporowm on 9/4/2012 Page 10 of 14

Activities

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/22/2012 06:52:05 PM	BRONJO	AMSTUTST	Notify CRM		Done	8/23/2012 12:06:54 PM	door panel calch on fire about 2 years
Contact Last Nama		Contact Eige	Maron	Account		BAC Cede	ago on the driver side - cust seeking reimbursement
							Received and Assigned in PAR
Comments							Stacy/ATX/PAR
JOCELYN /CAC /MAN/ T	TER 1/ LVL 1						
866-790-5600 ext #1309:	5						
Confidential Comments				~			†

Created 8/22/2012 04:31:21 PM	Created By BRONJO	Assigned To BRONJO	Activity Type Outbound Call Customer	Activity Sub-Typo Made Contact	Status Done	Completed 8/22/2012 06:53:32 PM	Nesceintion
Contact Last Name		Contact First	Name	Account		BAC Code	
(*emments crs adv: *outbound spiel *we dont have final word *however, reviewed the fi *will forward it to PAR, a	ile and Info you	have provided	-2 business days				
cust sts: *alright, thank you							
JOCELYN /CAC /MAN/ 1 866-790-5600 ext #1309 Confidential Comments							1

Report Generated for toporowm

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
3/21/2012 07:45:04 PM	BRONJO	BRONJO	Scheduled Outbound Call Cust	Initial Attempt	Done	8/22/2012 04:31:03 PM	committed
Contact Last Name		Contact First	Name	Account		BAC Code	1
Jommenis							
Name BNTC/BTTC: 815474577 8/22/2012 03:00:00 PM-(and)					•
updates re upcoming re	call 12180						
JOCELYN /CAC /MAN/ T 866-790-5600 ext #1309 Confidential Comments							

Report Generated for toporowm on 9/4/2012 Page 12 of 14

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/21/2012 07:27:27 PM	BRONJO	BRONJO	Inbound Call Customer	Complex Request	Done	8/21/2012 07:56:40 PM	upcoming recall 12180	
Contact Last Name		Contact Fire	Name	Account		BAC Code		

Name
BNTC/BTTC: Cel. no all
VIN: 1GKDT13SX72: Mileage: 82795 MI
Add: on file
Dir Involved: GARY LANG AUTO GROUP

Cust sts:
"we have not recieve a recall letter on my GMC envoy
"we were just wondering whi we need to do?
"I called the dir and it didnt come up as a recall
"door panel catch on fire about 2 years ago on the driver side at GARY LANG AUTO GROUP

crs adv:
*where it was brought in at tht time? how much did you pay?

cust sts:
"my dad saw it on TV
"bought brand new
"we paid \$350, they had to replaced the whole panel
"dir said they pay attention for the recal!

Cust Seeks:
*recall for door panel - reimbursement

CRS advised:

*recalls are VIN specific

*check the VIN, has no recall for the door panel

*however, if veh is included you will be notified

*we dont have any the final word for the recall tht your dad saw on TV, will wall till tomorrow for that

*gave sr#< direct and ext#

*lifu tomorrow bet 3-5 pm est

cust sts: *ok, thank you

JOCELYN ICAC IMANI TIER 1/ LVL 1 Confidential Comments

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UCC Information

UCC Code	Symptom	Description
N42	Noise	Electrical - Power Door Lock Motor / Switch / Wiring

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

E Logout

September 4, 2012

3

This screen allows IVH users to view the Summary of Vehicle 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 1GKDT13SX72 Service Contract No

Branded Title No.

Model TT15506-2007 ENVOY 4WD (4-DOOR)

Warranty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

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

Type	Number	Description	Posted Date
SB	G0000083901	Bulck and GMC May/June Exclusive Service Offer	05/20/2011

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 (877.438.9577 Canada) and in the USA:800-556-3600.

OnStar Equipped Y

XM Equipped Y

XM Radio ID PNWEROMJ

OnStar Status Inactive XM Status Inactive

OnStar Vehicle Diagnostics N

DMN Enabled: N

Applicable Warranties

Valid warranties are h	nghlighted
------------------------	------------

Valld	Description	Warrenty Add Date	Start Date	Effective Odomater	End Date	End Odometer
	Powertrain Limited Warranty	08/05/2011	04/30/2007	8 MI	04/30/2012	100,008 MI
	Special Coverage 10054	08/05/2011	04/30/2007	1M 8	04/30/2017	120,008 MI
	Conosion Limited Warranty	08/05/2011	04/30/2007	1M 8	04/30/2013	100,008 MI
	Bumper to Bumper	08/05/2011	04/30/2007	8 MI	04/30/2010	36,008 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

Emission Salect Component Ltd Wty

08/05/2011

04/30/2007

8 MI

04/30/2015 80,008 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
04/22/2010	387690	ZREG-Regular Vehicle Transaction		F2122 - Differential Carrier Overhaut	50,536 MI
06/12/2009	04695	ZREGRegular Vehicle Transaction		B1308 - Radiator Grille Replacement	36,636 MI
06/12/2009	004695	ZREGRegular Vehicle Transaction		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	36,636 MI
09/13 <i>[</i> 2008	105045	ZREGRegular Vehicle Transaction		J0822 - Camshaft Position Actuator Sciencid Valve Replacement	25,355 MI
03/21/2007	A50957	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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■ Lonout

@lobal Warranty

September 4, 2012

Global Warranty Management: Man > 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 1GKDT13SX72

Model. TT15506-2007 ENVOY 4WD (4-DOOR)

Service Contract. No

Branded Title: No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

PDI Status No

→ View Vehicle Build

View Vehicle

For this vehicle:

- View Vehicle Summary → Service Contract

→ Branded Title

Warranty - Block

Component Summary

View Vehicle Transaction History Detail

View Vehicle Delivery Information

Vehicle Build

Model TT15508-2007 ENVOY 4WD (4-DOOR)

Gross Vehicle Weight: 2,611

Order Number: KTZM3R Build Date: 03/21/2007 **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 varieties invoice or window sticker

1SZ - OPTION PACKAGE

482 - EBONY

DISCOUNT 481 - EBONY

4SA - SLT-1 PACKAGE

6FB - COMP FRT LH

7FB - COMP FRT RH COMPUTER SEL SUSP

COMPUTER SEL SUSP 80U - RED JEWEL TINTCOAT

8UZ - COMP RR LH COMPUTER SEL SUSP

9UZ - COMP RR RH COMPUTER SEL SUSP AAB - DRIVER SEAT MEMORY

AJ1 - DEEP TINTED GLASS

AK5 - DUAL STAGE FRONT AIR BAGS WIPASSENGER SENSING SYSTEM

ALO - SENSOR INDICATOR,

AM9 - REAR SPLIT FOLDING SEAT

INFLATABLE RESTRAINT

AR9 - DELUXE FRONT

ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR

BUCKET SEATS

AT8 - RESTRAINT **AUD - REMOTE KEYLESS ENTRY**

PROVISIONS CHILD, RR SEAT,

RR FACING

AXP - MPV VIN IDENTIFICATION 830 - COLORED - KEYED CARPETING

B32 - FLOOR MATS,

B33 - FLOOR MATS, FRONT/REAR

FRONT/REAR

C49 - REAR WINDOW DEFROSTER

BVE - RUNNING BOARD, ASSIST STEPS

CE4 - HEADLAMP WASHERS

C5N - GVW RATING - 5,750

CF5 - POWER SUNROOF

CJ2 - AUTO DUAL ZONE CLIMATE CNTRL

DAY - ASSEMBLY PLANT

DD7 - ISRV MIRROR WIAUTO DIM

MORAINE, OHIO

DH2 · LIGHTED VANITY VISOR DK7 · OVERHEAD CONSOLE

MIRRORS

DS3 - POWER HEATED/TURN

EVA - EVAP EMISSION REQUIREMENT

SIGNAL MIRROR

G80 - DIFFERENTIAL, LOCKING REAR

FE9 - FEDERAL EMISSIONS

K18 - ELEC AIR INJECTION

GU6 - REAR AXLE - 3.42 RATIO JF4 - POWER ADJUSTABLE PEDALS

JF8 - 4-WHEEL POWER DISC

JJB - SUBASSEMBLY

BRAKES

SYSTEM

K34 - CRUISE CONTROL

KA1 - FRONT HEATED SEATS KG4 - 150 AMP GENERATOR

LLB - ENGINE, VORTEC 4.2L M30 - TRANSMISSION, 4 SPD AUTOMATIC

SFI 18

N40 - POWER STEERING N80 - 17" POLISHED ALUMINUM WHEELS NP8 - ELECTRONIC SHIFT NT7 - FEDERAL EMISSION SYSTEM **AUTOTRAC TRANSFER CASE**

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

OTM - ALL-SEASON TIRES **R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL R6P - SPECIAL PAINT R9L - SPRING WHOLESALE FLOORPLAN PLUS**

R9N - LEATHER SEAT TRIM R9X - XM STANDARD IDENTIFIER SLM - STOCK ORDERS STW - STEERING WHEEL CONTROLS **T61 - DAYTIME RUNNING** 196 - FRONT FOG LAMPS

LAMPS

T98 - VIN IDENTIFICATION NUMBER

TB4 - LIFTGATE/LIFTGLASS BODY

TFE · SALES INCENTIVE-**COMMITMENT PLUS**

TGA - LANGUAGE, SPANISH, FRENCH, ENGLISH

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

U68 - DRIVER INFO CENTER

U73 - FIXED MAST ANTENNA UC6 - AM/FM STEREO W/6

DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

UA6 - CONTENT THEFT ALARM

UE 1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

UG1 - UNIVERSAL HOME

REMOTE

UJ6 - TIRE PRESSURE MONITORING SYSTEM

UK6 - REAR SEAT AUDIO CONTROLS

UQA · AUDIO SYSTEM-BOSE PREM. SOUND

UY? - HD 7-LEAD TRAIL. **WRING HARNESS**

V1K - LUGGAGE RACK CROSS BARS

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER

V73 - STATEMENT OF CERT. U.S.

LUMBAR, FRONT PASSENGER

VK3 - FRONT LICENSE PLATE VXS - COMPLETE VEHICLE LABEL

BRACKET

YC6 - SLT DECOR EQUIPMENT

YD3 - BASE EQUIP FOR SCH GVW PLATE YD5 - FRONT SPRING - BASE YD6 - REAR SPRING - BASE EQUIPMENT

288 - GMC TRUCK NAMEPLATE

ZNF - SPARE TIRE, ALL SEASON

ZQ3 - DRIVER CONVENIENCE ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

PACKAGE

ZY1 - SOLID PAINT

Added Option Codes

-BQ -

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四 @obalWarranty

September 4, 2012

Global Warranty Management: Man > 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 Information

VIN 1GKDT135X72

Model: TT15506-2007 ENVOY 4WO (4-DOOR)

Service Contract: No

Branded Title No

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions. 0 Open

Warranty Block, No.

Vehicle Component

Component Code. 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Date Scanned: 03/20/2007

Traceability, 703130680 Part / Number Broadcast. NAX

> Time Scanned 22:17:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 03/20/2007

Traceability: 001230787

Part / Number Broadcast F9L

Time Scanned 23:03:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 03/20/2007

Traceability 0BN395845 Part / Number Broadcast JN

Time Scanned 22:28:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 03/20/2007

Traceability 45533826 Part / Number Broadcast 7TDD

Time Scanned, 22:25:00 Scan Station 02

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

HUB ASSEMBLIES

Source Plant. G-

Traceability 3EM45087

Part / Number Broadcast UM1

Date Scanned 03/20/2007

Time Scanned. 23:08:00 Scan Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 03/20/2007

Traceability. 065122338

Part / Number Broadcast ZM3

Time Scanned: 22:40:00 Scan Station, 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00117986

Part / Number Broadcast

3172 Time Scanned 07:08:00 Scan Station

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 03/21/2007

Date Scenned: 03/21/2007

Traceability 1H2ZS6A Part / Number Broadcast 2397

Time Scanned: 09:11:00 Scan Station 06

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

Date Scanned 03/20/2007

Traceability. 4BAAT63 Part / Number Broadcast 8434

Time Scanned 22:55:00

Scan Station: 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Date Scanned 03/14/2007

Traceability: 1680729 Part / Number Broadcast: 1ZZ

Time Scanned: 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 3156702

For this vehicle:

- View Vehicle Summary

- Service
 Contract
- → Branded Title
- Warranty

Block

- • View Vehicle Build

<u>View Vehicle</u>

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

Source Plant -

Date Scanned: 03/19/2007

Part / Number Broadcast. 1WW

Time Scanned: 13:53:00 Scan Station:

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

Source Plant -

Date Scanned: 03/20/2007

Traceability: 3156668

Part / Number Broadcast: 1PT Time Scanned: 12:27:00 Scan Station:

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

Source Plant -

Date Scanned 03/20/2007

Traceability 3155915

Part / Number Broadcast 1PH

Time Scanned: 19:53:00 Scan Station:

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

Source Plant -

Traceability: 3158115
Part / Number Broadcast 1GB

Date Scanned 03/20/2007

Time Scanned: 20:45:00 Scan Station:

Component Code DF---

Source Plant Q-

Traceability 4G08X7S
Part / Number Broadcast: 1273

Date Scanned: 03/20/2007 Time Scanned: 22:48:00

Scan Station 15

Component Code: DG---

Date Scanned: 03/20/2007

Source Plant Q-

Traceability. 4G0BWR6
Part / Number Broadcast: 1272

Time \$canned: 22:46:00

Scan Station, 16

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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ල්ල්ත් Warranty

September 4, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

Vehicle Information

VIN 1GKDT13SX72 Service Contract: No

Branded Title No

Warranty Block No.

Model TT15505-2007 ENVOY 4WD (4-DOOR) PDI Status No

Order Type 70 - RETAIL - STOCK

Freld Actions 0 Open

Job Card Date: 04/22/2010

Repair Service Agent 113251 **GARY LANG AUTO GROUP** 1107 S STATE ROUTE 31 MCHENRY IL 60050-8200

Job Card Number: 387690

Odometer Reading 50,536 MI Authorization Code

8153856000

Process Date 04/23/2010

Transaction Type ZREG-Regular Vehicle Transaction

Transaction Expense Calegory Warranty

Customer Complaint Code 0327-Engine/Fuel/Exhaust - Fluid Leaks

Job Card Line #. 1

Transaction Adjustment

Cause Code 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Odometer Reading. 36,636 MI

Authorization Code A4N8V4W8

Labour Op F2122-Differential Carrier Overhaul

Causal Part Number 000000000012471614-SEAL, FRTDIFFDRVP/GR

-- See other Parts and/or Net Items

Job Card Date: 06/12/2009

Job Card Number: 04695

Repair Service Agent: 131166 CRYSTAL LAKE BUICK GMC TRUCKS INC 6305 NORTHWEST HWY

CRYSTAL LAKE IL 60014-7934

8154778600

Process Date: 03/18/2010

Transaction Type ZREG-Regular Vehicle Transaction

Transaction Expense Category

Policy

Customer Complaint Code. 0490-Exterior - Other Issues

Transaction Adjustment Cause Code 6027-Module/Component - Missing

Labour Op B1308-Radiator Grille Replacement

Causal Part Number 0000000000088891902-PLATEASM, RADGRUNA

-See other Parts and/or Net Items

For this vehicle:

②

→ 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: 06/12/2009

Job Card Number: 004695

Repair Service Agent 131166

CRYSTAL LAKE BUICK GMC TRUCKS INC

6305 NORTHWEST HWY CRYSTAL LAKE IL 60014-7934

8154778600

Odometer Reading: 35,636 Mil

Authorization Code

Process Date 06/19/2009

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 L1225-Fuel Tank Fuel Pump Module Replacement - Left Side

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 09/13/2008

Job Card Number: 105045

Repair Service Agent: 131166

Odometer Reading: 25,355 MI

CRYSTAL LAKE BUICK GMC TRUCKS INC 6305 NORTHWEST HWY

CRYSTAL LAKE IL 60014-7934

8154778600

Authorization Code:

Process Date: 09/19/2008

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

Labour Op J0822-Camshaft Position Actuator Solenoid Valve Replacement

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 03/21/2007

Job Card Number: A50957

Repair Service Agent: 131166

CRYSTAL LAKE BUICK GMC TRUCKS INC

6305 NORTHWEST HWY

CRYSTAL LAKE IL 60014-7934

8154778600

Odometer Reading. 0 MI Authorization Code

Process Date 03/27/2007

Transaction Type

ZPD)---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code. 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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For this vehicle:

→ View Vehicle Summary Service Contract

View Vehicle Build

View Vehicle Delivery

View Vehicle Component Summary View Vehicle Transaction History

Detail

Information

→ Branded Title

Warranty Block

Logout

September 4, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

7

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

Order Type 70 - RETAIL - STOCK

VIN 1GKDT13SX72 Service Contract: No

Branded Title No

Warrenty Block No

Model: TT15506-2007 ENVOY 4WD (4-DOOR)

PDI Status No

Field Actions 0 Open

invoice information

Invoicing Service Agent: 131166 CRYSTAL LAKE BUICK GMC TRUCKS INC 6305 NORTHWEST HWY

Invoice Date: 03/21/2007

CRYSTAL LAKE IL 60014-7934 8154778600

Ship to information

Ship to Service Agent 131166 CRYSTAL LAKE BUICK GMC TRUCKS INC 6305 NORTHWEST HWY CRYSTAL LAKE IL 60014-7934 8154778600

Ship to Date: N/A

Delivery Information

Dalivery Service Agent 131165 CRYSTAL LAKE BUICK GMC TRUCKS INC 6305 NORTHWEST HWY CRYSTAL LAKE IL 60014-7934 8154778600

Delivery Date 04/30/2007 Delivery Type 010-INDIVIDUAL Delivery Odometer 8

In Service Information Invaicing 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

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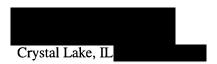
9/4/2012



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 6, 2012



RE: Claimant:

Our File No.: 747050

Our Client: General Motors LLC

Date/Event: 3/30/10

Subject vehicle: 2007 GMC Envoy

VIN: 1GKDT13SX72

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. I tried to contact you on 9/5/12 but was unable to do so. Please contact our office within 15 days.

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,

Eric Wilt

Claims Administrator

Eric Wilt



Stangeland - Gary Lang Service Report - Customer Copy

kwyatplace to: eric.wilt

09/06/2012 04:27 PM

From:

kwyatplace@comcast.net

To:

eric.wilt@gm.com

Case # 747-050

Hi Eric, Attached is the service copy you requested for the "Drivers Master Window Switch" which shorted and was replaced at our expense. \$348.53

As I had mentioned on the phone, my dad heard about this problem on the news. I had also read an article on the internet that this has been a problem and GM is looking into a recall. Thank you for your phone call today and everyone at GM who has been looking into this for us.



Please send a reply that this came through o.k.

thank you - scan0001.jpg

CUSTOMER #: 120150

COLOR

DEL DATE

RED

387666

PONTIAC

1111 SOUTH ROUTE 31 McHENRY, IL 60050 (815) 363-3070

INV. DATE

INVOICE

CRYSTAL LAKE HOME: CONT:N/A BUS: CELL:

07

PAGE 1

www.garylangauto.com SERVICE ADVISOR: 598 TOM GORR MILEAGE IN/ OUT LICENSE TAG TR705 1GKDT13SX72 50499/50499

RATE

PROD. DATE | WARR. EXP. PO NO. WAIT 21APR10 21APR10 30APR07 DD 0.00 CASH

R.O. OPENED OPTIONS: DLR:OTHER ENG:4.2 Liter DOHC

PROMISED

14:11 21APR10 15:13 21APR10

LINE OPCODE TECH TYPE HOURS LIST NET

A SOP-IN (DRIVERS MASTER WINDOW SWITCH) POWER WINDOWS INOPT

CAUSE: DRIVERS DOOR MODULE SHORTED

I REPLACED DRIVER DOOR MODULE

837 ZIZZO, KEVIN LIC#:

MAKE/MODEL

GMC ENVOY

CPG2

110.99

PAYMENT

110.99 222.00

1 25866992 SWITCH 222.00 222.00 ,,,,50499 DRIVERS DOOR MODULE SHORTED 1.00 REPLACED DRIVERS DOOR MODULE

,,,, (MASTER WINDOW SWITCH) AND PROGRAM.

B GM MAINTENCE CERT, GOOD FOR 4 LOF/ROTATE/2

CAUSE: F

Z2236 GM MAINTENCE CERT, GOOD FOR 4 LOF/ROTATE/2

709 APPLEQUIST, LUCAS LIC#: 7613

WG2

1 89017342 FILTER

6 12345615 5W30 OIL

FC: PART#: 89017342 COUNT: 1

CLAIM TYPE: AUTH CODE:



(N/C)(N/C)

(N/C)

,,,,50499 0.30 COMPLETED LOF. TIRE ROTATION NEXT VISIT DUE TO TIME *****

ALL SPECIAL ORDER PARTS AND EXCHANGE UNITS

WILL BE RETURNED TO FACTORY AFTER 30 DAYS

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this connection with the sale of this item/items.

CUSTOMER SIGNATURE





SERVICE HOURS: MONDAY THRU FRIDAY

7:00 A.M. - 7:00 P.M. SATURDAY 8:00 A.M. - 12:00 P.M.

SERVICE PONTIAC DIRECT: (815) 363-3070

PARTS DIRECT: (815) 363-3040

DESCRIPTION	TOTALS
LABOR AMOUNT	110.99
PARTS AMOUNT	222.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP / ENVIRONMENTAL CHARGE	0.00
TOTAL CHARGES	332.99
LESS INSURANCE	0.00
SALES TAX	15.54
PLEASE PAY THIS AMOUNT	348.53

Service Request Detail SR No. 71-1099476189 Goodwill No Goodwill Offered BRC Type PAR Ref No. Bus, Unit BRC GW SubType Site Account Last Name First Name Approval Not Iniliated Area PAR Evening # UCC Electrical - Power Door Lock Motor / Sub-Area ESIS Escalation Daytime # Safety involved Dir Yes Address City 9/4/2012 09:44:09 AM State W ZipC<u>d</u> Con Acct Source Phone Updated Priority Medium License # CHEVROL Owner RANGELD Serial #/VIN 1GNDT13S16 Model Year 2006 Open Status Opened 8/21/2012 11:05:53 AM Make Chevrolet Warr. Start 09/29/2005 TrailBlazer Closed Model Mileage Sub-Status Dissatisfied 130000 (es)PAR thermal event/ RFI Campaign Electrical - Power Door Lock Motor / Switch / Wiring Abstract Customer This is a BRC Par Case. Do not assume case. Description Forward any inquiries to Dalla at ext 11350

Pre-PAR

Pre-PAR									
PAR Notifier	Incident Date/Time		# Olher Veh	# People in Veh R	oad Surface	Road	Cond. Fire Report#	Police unknov	Report#
Owner Driver Last N	a ma a	N	0 First Name	Heigh	DC)B Disabi		GIGIO	1891
unknown	ame	unkno		unkno		unkno	***		
	ent Last Name		nce Agent Fire		#				
unknown	ent Last Name	unkno		Manie Front	, JF -	unknown			
		UTIKITÇ	IWII						
Incident Loc	unknown				incident Desc	unknown			
Component	drivers side door switch								
					Damage Desc	drivers side	door panel and switch		
Vehicle Loc	unknown				Add'i Inf	io unable to m	ake contact w/cust		
Emgcy Svc Names	unknown				Maint Lo	sc บกหกอพก			
PAR De	tail								
Collision	Non Collisio	n Y	Property Damage	N Thermal Evi	. Y	Spec Equip	unknown		
Vehicle Speed			Weather Condition	unknown		Prop Owner	n/a	Property Type	n/a
Last Service Date	ı		Loc Last Service			Property Location	n/a	Prop Est Repair Cost	\$0,00
Veh Est Repair Cost			Spec Equip	unknown		Prop Damage Description	n/a		
Primary Veh Use	Personal		inspection Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	unknown		*-			Explain Other	escalate to esis		

Report Generated for toporowm

on 9/5/2012

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Activities

roated	Created By		Activity Typo: Serveren	Activity Sub-Type			Description
/4/2012 09:43:17 AM	RANGELD	RANGELD Contact First	Scheduled Follow-up	Account	Scheduled Alam	BAC Code	check if file has been p/u by esis
OHIGCI Edsi Maille		Goniaci Firsi	Name	Account		BAC COUS	
HIS IS NOT A CALLBA	CK TO CUST.D	O NOT ADVISE	CUST OF THIS				
onfidential Comments							
reated		Assigned To		Activity Sub-Type		Completed	Description
4/2012 09:41:58 AM ontact Last Name	RANGELD	ESISBIQU Contact Firs	Escalation	ESIS- Thermal Event	In Progress	BAC Code	thermal event
		Contact Firs	eName	Account		BAC COUR	
omments ust sts flames coming :	from the door sy	witch		,			
rs escalated file to esis	due the therma						
alia Rangel/par/atx							
onfidential Comments							
roated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/30/2012 01:38:09 PM	WALKERLY	RANGELD Contact Firs	Notify CRM	Letter Approved Account	Done	9/4/2012 09:40:11 AM BAC Code	Letter approved.
			i Name	Account			Lynne Walker RS/DTW
comments			•				
onlidential Comments			·				ĺ
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed 8/30/2012 12:10:19 PM	Description
/30/2012 12:10:19 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done		Ownership Escalated to BRC
Seatant Lond Moson		A.zezza Fili	l Name	Account		BAC Code	
Comments					,		1
Confidential Comments							•
Officential Confinents							

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Activities

	ealed By Assigned To NGELD RANGELD Contact Firs	Scheduled Follow-up	Activity Sub-Type Account	Status Done	Completed 9/4/2012 09:40:28 AM BAC Code	Description check if esis utc letter has been approved
Comments letter approved						
Dalia Rangel/par/atx Confidential Comments						
	eated By Assigned To NGELD WALKERLY	Submit for Approval	Activity Sub-Typo Letter (Non Goodwill) Account	Status Done	Completed 8/30/2012 01:38:30 PM BAC Code	Description esis utc letter
Comments Crs called cust on following of	iates/times					I
8/27/12@ 3:27 pm 8/28/12 @ 4:53 pm @ 4:53 pm						
Crs was unable to make con Dalia Rangel/par/atx	tact w/cust					
Confidential Comments						I
8/30/2012 12:04:50 PM R	reated By Assigned To ANGELD RANGELD	Correspondence	Activity Sub-Type	Status Done	Completed 8/30/2012 12:04:50 PM	Description Created:BRCPAR_PA0041. SR#71- 1099476189
Contact Last Name Comments	Contact Fir	st Name	Account		BAC Code	10007/0100
Confidential Comments						I

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Activities

Created Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed # A * * * * * * * * * * * * * * * * * *	- Doscription and Court of the contract
8/30/2012 11:56:49 AM RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	8/30/2012 12:00:54 PM	e-mail sent to dma Mary Sontag
Contact Last Name	Contact First	Name	Account		BAC Code	

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

2006 Chevrolet Traiblazer 1GNDT13S16 Dealership, City, State (BAC)no dir involved Dealership Contact, Title/Positioπ

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: 868-790-5800 ext. 11350 Fax: 868-480-3628 www.minacs.adityabirla.com

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 04:49:25 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	8/28/2012 04:53:42 PM	called
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

Crs called cust for initial cust contact.
Person answered phone then hung up after introduction.

Dalia Rangel/par/atx Confidential Comments

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Activities

Greated 8/28/2012 12:29:57 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type Final Attempt	Status Done	- Completed - 64-49:21 PM	Description
Contact Last Name		Contact First		Account		BAC Code	
initial cust contact							
Dalia Rangel/par/atx Confidential Comments							
Greated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/28/2012 12:24:18 PM	RANGELD	RANGELD	Outbound Call Customer	Received No Answer Account	Done	8/28/2012 12:29:47 PM RAC Code	called
Crs advsd I have rec'd lyour file and Phone rang then was dre		,					
Dalia Rangel/par/atx Confidential Comments							I
Croated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/27/2012 03:30:06 PM	RANGELD	RANGELD	Scheduled Outbound Call Gust		Done	8/28/2012 12:24:16 PM	called
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
initial cust contact							1
Dalla Rangel/parlatx Confidential Comments							1

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Activities

Groated Created By 8/27/2012 01:07:22 PM BURCHAM Contact Last Name	Assigned To Activity Type or so an Activity T	Activity Sub-Typo - Status Case Assigned Done Account	Completed 942 8/27/2012 03:28:30 PM BAC Code	Oescription Case Assigned Out
Confidential Commonts				
Groated Greated By 8/27/2012 11:32:27 AM MERCADTO Contact Last Name			Completed 8/27/2012 11:32:42 AM BAC Code	Description PAR Voice Mail
Brittany 71-1039476189 Thermal Event 2006 Chevrolet TraliBlazer Confidential Comments				
Created By 8/27/2012 10:35:58 AM BURCHAM Contact Last Name		Activity Sub-Type Status Done Account	Completed 8/27/2012 10:35:58 AM BAC Code	Description Service Request Ownership has changed FROM: WALKERT3 TO: RANGELD
Confidential Comments			•••	ı
Croated Created By 8/27/2012 10:34:44 AM BURCHAM Contact Last Name		Activity Sub-Typo Status Initial Contact - Field Done Account	Gompleted 8/30/2012 11:53:54 AM BAC Code	Description Case Assigned
Comments called Confidential Comments				l I

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Activities

roated 27/2012 10:34:42 AM ontact Last Name	BURCHAM	Assigned To RANGELD Contact First	Activity Typo BRC PAR Name	Activity Sub-Typo Initial Contact- Dealer Account	Done Done	Completed 8/28/2012 12:31:24 PM BAC Code	Description "No Initial Contact required, Vehicle ha not been to dealer in two years."
onfidential Comments							
reated 27/2012 10:34:39 AM	Created By BURCHAM	Assigned To RANGELD	BRC PAR	Activity Sub-Typo Initial Contact- 10 Day Letter	Status Done	Completed 8/30/2012 11:53:41 AM	Description called
ontact Last Name oniments is called cust on followi	ng dales/limes	Contact Firet	ame	Account		BAC Code	i
27/12@ 3:27 pm 28/12 @ 4:53 pm @ 4:53 pm							
rs was unable lo make alla Rangel/par/atx	contact w/cust						
onfidential Comments	Constant Div			Anticity Cash Tomo	Status	Completed	Description
27/2012 10:34:15 AM	Created By BURCHAM	RANGELD	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Done	8/27/2012 03:27:30 PM	called
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
rs Adv: This is Dalia cal ust was not avail rs left mess w/cust dau	•	M Product Allega	ation Dept. I have receiv	ved your file and do require furthe	r information.		l
alia Rangel/par/alx							1

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Activities

Greated 8/27/2012 10:33:51 AM	Created By 4 BURCHAM	Assigned To RANGELD	- Activity Type - Research	Activity Sub-Typo	Status Done	8/27/2012 03:22:27 PM	Description 16NDT13S162
Contact Last Name		Contact Firs	t Name	Account		8AC Code	
prev sr#s associated w/c 1-440680716 do not cont		n	-				
recalls Product Safety Recall NO	50086 05086	POWER STEER	RING HOSE FRAC	TURE 10/05/2005 Closed			
no prev repairs related to	allegation						
Dalia Rangle/par/atx							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:33:07 AM	BURCHAM	RANGELD	Notify CRM	Activity Sub-1900	Done	8/27/2012 02:53:12 PM	Case Assigned Out
Onesant antilama		0		Account		BAC Code	
Comments							
Confidential Comments							ì
Common Commons							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:31:56 AM	BURCHAM	BURCHAM	BRC PAR	Case Assigned	Done	8/27/2012 10:32:58 AM	Case Assigned Out
Contact Last Name		Contact Fire	it Name	Account		BAC Code	
							I
Case assigned to Dalia R	tangel x 11350						
PennyCrisp-BRC/ADR/A	RBSPEC/ATX	-31368					
Confidential Comments							

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Activities

	Created By BURCHAM	Assigned To WALKERT3	Activity Typo SR Opened Name	Activity Sub-Typo Account	Slatus Done	Completed 8/27/2012 10:31:47 AM BAC Code	Description SR in Status of Closed has been Re- Opened by BURCHAM
	Created By BURCHAM	Assigned To WALKERT3 Contact First	Activity Typo SR Closed - Dissatisfied Name	Activity Sub-Type Account	Status Done	Completed 8/27/2012 10:31:44 AM BAC Code	Description Service Request has been Closed Dissatisfied.
Created 8/24/2012 01:36:14 PM Contact Last Name Received and assigned in PennyCrisp—BRC/ADR/A Confidential Comments		Assigned To BRCPARQ Contact Firs	Activity Typo Notify CRM : Name	Activity Sub-Typo Account	Status Done	Completed 8/27/2012 10:31:28 AM BAC Code	Description NEW PAR SR

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Activities

8/24/2012 01:24:54 PM CLARKBR2 CLARKBR2 Outbound Call Customer Made Contact Done 8/24/2012 01:36:12 PM Contact Last Name Contact First Name Account BAC Code Contact First Name Account BAC Code	
CRS sts: I was calling to the with cust calling on behalf of agent who is out of the office after reviewing file I saw that you said your veh had a thermal event CRS sks: What exactly happend with thermal event? Cust adv: Claim of Thermal Event open flame not just smoke with the door, took it to insurance company and they stated this is manufact concern saw on the news about recall	
CRS sts: I was calling to the with cust calling on behalf of agent who is out of the office after reviewing file I saw that you said your veh had a thermal event CRS sks: What exactly happend with thermal event? Cust adv: Claim of Thermal Event open flame not just smoke with the door, took it to insurance company and they stated this is manufact concern saw on the news about recall	
CRS sts: I was calling to the with cust calling on behalf of agent who is out of the office after reviewing file I saw that you said your veh had a thermal event CRS sks: What exactly happend with thermal event? Cust adv: Claim of Thermal Event open flame not just smoke with the door, took it to insurance company and they stated this is manufact concern saw on the news about recall	
Cust adv: Claim of Thermal Event open flame not just smoke with the door, took it to insurance company and they stated this is manufact concern saw on the news about recall	
news about recall	
and the second s	
crs adv: After what you have told me it seems a separate dept will be handling this concern for you, I would like to put you in contact with that dept now if that is fine	
BrittenyClart/CAC/ATX/T1/L0 Confidential Comments	
Created By Assigned To Activity Type Activity Sub-Type Status Completed Description	
Greated By Assigned To Activity Typo Activity Sub-Typo Status Completed Doscription 8/23/2012 01:16:09 PM HUNTERVI CLARKBR2 Scheduled Outbound Call Cust Cust Completed Doscription 8/24/2012 01:24:51 PM Cust	
Contact Last Name Contact First Name Account BAC Code	
Comments OTS denied	
Customer already had thermal event so why are we not sending this to PAR? Please call customer back and verify all the details.	
Victoria Hunter/CAC/ATX/PC	
Confidential Comments	
Greated Created By Assigned To Activity Type Activity Sub-Typo Status Completed Description	
8/22/2012 01:35:14 PM HUTCHILA WALKERY3 Outbound Cat Customer Laft Message Done 8/23/2012 01:16:00 PM just assisting	
t Name Account BAC Code	
customer didnt answer so I just left a voicemail	
Hutchins, latasha.cac1.atx	
Confidential Comments	

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Activities

3/21/2012 07:04:53 PM		WALKERT3	Notify CRM	Activity Sub-Typo	Done	8/22/2012 01:37:04 PM	Description See Mgr Review
Contact Last Name	HUNTERVI	Contact Firs	•	Account	Done	BAC Code	
Juliaci Lasi Name		Contact Fils	t register	Account		5/10 0000	
Jornments							
							•
Confidential Comments							
						_	
Created		Assigned To		Activity Sub-Type	Status	Completed	Description
8/21/2012 07:04:25 PM	HUNTERVI	WALKERT3	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/22/2012 01:32:25 PM	
Contact Last Name		Contact Firs		Account		BAC Code	ı
							_
∆outiniëuis.							
OTS denied							
Customer already had th Victoria Hunter/CAC/ATX	ermal event so	why are we not	sending this to PAR? Please	call customer back and verify	all the details.		
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	VPC						•
Confidential Comments							•
Coontact	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
						010410040 07:04:00 DI4	Decision Classifications
B/21/2012 11:17:12 AM		WALKERT3	Manager Review	Case Assessment	Done	8/21/2012 07:04:23 PM	Review to Close/Satisfied
B/21/2012 11:17:12 AM			Manager Review	Case Assessment Account	Done	8/21/2012 07:04:23 PM BAC Code	Review to Close/Satisfied
Greated 8/21/2012 11:17:12 AM Contact Last Name		WALKERT3	Manager Review	*	Done		Review to Close/Sallsfied
8/21/2012 11:17:12 AM Contact Last Name	WALKERT3	WALKERT3 Conlact Fire	Manager Review	Account			Review to Close/Sallsfied
8/21/2012 11:17:12 AM Contact Last Name	WALKERT3	WALKERT3 Conlact Fire	Manager Review	Account			Review to Close/Sallsfied
8/21/2012 11:17:12 AM Contact Last Name Cx seeks: is my veh cov Resolution: CRS adv no	WALKERT3 ered under a re	WALKERT3 Contact Fire ecall for the door	Manager Review It Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Satisfied
8/21/2012 11:17:12 AM Contact Last Name Cx seeks: is my veh cov Resolution: CRS adv no CRS adv receils are VIN	WALKERT3 ered under a re	WALKERT3 Contact Fire ecall for the door	Manager Review	Account ne news and I've had that pro			Review to Close/Satisfied
8/21/2012 11:17:12 AM Contact Last Name Cx seeks: Is my veh cov Resolution: CRS adv no CRS adv recals are VIN cx understands	WALKERT3 ered under a re open recalls or I specific and or	WALKERT3 Contact Fire ecall for the door	Manager Review It Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Salisfied
B/21/2012 11:17:12 AM Contact Last Nature Cx seeks: is my veh cov Resolution: CRS adv no CRS adv recalls are Vin cx understands CRS offered further ass	WALKERT3 ered under a re open recalls or I specific and or	WALKERT3 Contact Fire ecall for the door	Manager Review It Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Salisfied
8/21/2012 11:17:12 AM Contact Last Name Cx seeks: is my veh cov Resolution: CRS adv no CRS adv recalls are VIN cx understands CRS offered further assi cx declined	ered under a re open recalls or I specific and or	WALKERT3 Contact Fire ecall for the door n veh yet noe the recall its	Manager Review Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Satisfied
8/21/2012 11:17:12 AM Contact Last Name Cx seeks: is my veh cov Resolution: CRS adv no CRS adv recalls are VIN cx understands CRS offered further ass cx declined	ered under a re open recalls or I specific and or	WALKERT3 Contact Fire ecall for the door n veh yet noe the recall its	Manager Review Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Sallsfied
B/21/2012 11:17:12 AM Contact Last Name Cx seeks: is my veh cov Resolution: CRS adv no CRS adv recalls are Vil cx understands CRS offered further ass cx declined CRS provided contact in	ered under a re open recalls or I specific and or	WALKERT3 Contact Fire ecall for the door n veh yet noe the recall its	Manager Review Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Sallsfied
B/21/2012 11:17:12 AM Frantaci Last Name Cx seeks: is my veh cov Resolution: CRS adv no CRS adv recalls are VIN cx understands CRS offered further ass cx declined CRS provided contact in Resource: GWM	walkert3 ered under a re open recalls or I specific and or istance ifo for the event	WALKERT3 Contact Fire ecall for the door n veh yet noe the recall its	Manager Review Name thermal events? I saw it on the	Account ne news and I've had that pro			Review to Close/Satisfied
8/21/2012 11:17:12 AM Pontact Last Name Cx seeks: Is my veh cov Resolution: CRS adv no CRS adv recalls are VIN cx understands CRS offered further assi cx declined CRS provided contact fr Resource: GWM TaratWalker/CAC/ATX/T OTS denied	walkerts ered under a re open recalls or specific and or istance ifo for the event	WALKERTS Contact First ceali for the door n veh yet note the recall its I that the cx near	Manager Review Nume thermal events? I saw it on the lis released, the affected own de future assistance	Account ne news and I've had that pro	blem.		Review to Close/Satisfied
B/21/2012 11:17:12 AM Pontaci Last Name Cx seeks: is my veh cov Resolution: CRS adv no CRS adv recalls are VIN cx understands CRS offered further ass cx declined CRS provided contact in Resource: GWM TaratWalker/CAC/ATX/T OTS denied Customer already had il	ered under a re open recalls or specific and or istance ifo for the event	WALKERTS Contact First ceali for the door n veh yet note the recall its I that the cx near	Manager Review Name thermal events? I saw it on the	Account ne news and I've had that pro	blem.		Review to Close/Salisfied
3/21/2012 11:17:12 AM tentact Last Name Cx seeks: Is my veh cov Resolution: CRS adv no CRS adv recalls are VIN ex understands CRS offered further assi ex declined CRS provided contact fr Resource: GWM TaraWalker/CAC/ATX/T OTS denied	WALKERTS ered under a re open recalls or specific and or stance if of the event 1/LVL0 hermal event so X/PC	WALKERTS Contact First ceali for the door n veh yet note the recall its I that the cx near	Manager Review Nume thermal events? I saw it on the lis released, the affected own de future assistance	Account ne news and I've had that pro	blem.		Review to Close/Salisfied

Report Generated for toporowm on 9/5/2012

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Activities

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status		Completed	Description
8/21/2012 11:05:56 AM	WALKERT3	WALKERT3	Inbound Call Customer	Campaign/Special Policy	Done		8/21/2012 11:20:45 AM	cx called in
		Cardo of Class	(A)	Assessed		-	BAC Cado	ı

cx states she saw a recall on the news
cx has already had the thermal event
cx replaced the switch and now it doesn't work
VIN: 1GNDT135162
Mileage: 130,000
cx purchased veh used at Chevy dir in Burlington, WI
cx does maint at ind

cx seeks having veh repaired covered by recall

CRS adv that recalls are VIN specific and if the cx's veh is affected, she would recieve paperwork in the mail about it CRS adv that recalls are VIN specific and if the cx's veh is affected, she would recieve paperwork in the cx understands CRS adv that this recall is very new and the exact list of affected vehs hasn't been established yet cx understands CRS adv that once she gets the paperwork she can go to a Chevy dir and they will do the recall work cx understands CRS provided contact information so that cx can contact me if there is any issue with the recall work CRS offered further assistance

cx declined CRS adv i am temporarily closing the case until cx needs further assistance

TaraWalker/CAC/ATX/T1/LVL0
Confidential Comments

UCC Information

UCC Codo	Symptom	Description
N42	No Symptom Indicated	Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm on 9/5/2012 Page 12 of 12

Logout

Coba Warranty	-				_			_
		<u>B77</u> (ම්ල	$\mathfrak{T}\emptyset$	Λai	ran	ty	

September 5, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

@

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

Vehicle Information

VIN 1GNDT13S162 Service Contract: No

Branded Title: No

Model: CT15506-2008 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Order Type. 70 - RETAIL - STOCK

Field Actions: 0 Open

Required Field Actions

Open field actions are highlighted

Type Number

Original

Description

Release Date

Status

Product Safety Recall

NQ50086

05086

POWER STEERING HOSE FRACTURE

10/05/2005

Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty venfication and shall not be used for any other purpase 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:800-558-3600.

OnStar Equipped: Y

XM Equipped: Y

XM Radio IO: ACWQC0HN

OnStar Status inactive

XM Status Inactive

DMN Enabled: N

OnStar Vehicle Diagnostics. N

A

Applic	able Warranties				Valid warranties	are highlighte	eter 9 MI
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Emission Select Component Ltd Wty	10/30/2011	09/29/2005	299 MI	09/29/2013	80,299 MI	
	Bumper to Bumper Limited Warranty	10/30/2011	09/29/2005	299 MI	09/29/2008	36,299 MI	
	Special Coverage 10054	10/30/2011	09/29/2005	299 MI	09/29/2015	120,299 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>Detail</u>
- View Vehicle Delivery Information

Certified Used Limited Warranty	10/30/2011	09/29/2005	299 MJ	12/29/2008	39,299 MI
Corrosion Limited Warranty	10/30 / 2011	09/29/2005	299 MI	09/29/2011	100,299 MI
Certified Used Powertrain Limited Wty	10/30/2011	09/29/2005	299 MI	09/29/2010	10D,299 MI

Service Contract

Vehicle has no current record of service contracts.

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/15/2008	342926	ZREGRegular Vehicle Transaction		J0822 - Camshaft Position Actuator Solenoid Valve Replacement	34,122 MI
03/06 / 2008	334290	ZREG-Regular Vehicle Transaction		F2022 - Seal, Pinion Shaft Oil - Front Differential - Replace	22,900 M
02/15/2008	036421	ZREGRegular Vehicle Transaction		C1137 - Rear Side Door Auxiliary Weatherstrip Replacement - Left Side	22,591 M
02/15/2008	036421	ZREG—Regular Vehicle Transaction		B1785 - Arm, Wiper - Back Glass - Replace	22,591 M
07/02/2007	031487	ZREGRegular Vehicle Transaction		N1592 - Tail Lamp Circuit Board Replacement	16,147 M
01 <i>/</i> 30 <i>/</i> 2006	020362	ZREG—Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	3,082 MI
10/20/2005	018323	ZFAT—Fleid Action Recall		V1415 - 05086 - Inspect Hose(s) Only - No Further Action Required	591 MI
08/16/2005	A25864	ZPDIPre-Delivery Inspection		27000 - Pre-Delivery Inspection - Base Time	0 M1

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Logout

@ @bbalWarranty

September 5, 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 1GNDT13S162 Service Contract: No

Branded Title No.

Model. CT15506-2006 TRAILBLAZER 4WD

Warranty Block: No

PDI Status, No

Order Type 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model. CT15505-2006 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Build Date: 08/16/2005 Build Plant: 2

Order Number: JHPPTS

<u>Information</u>

For this vehicle:

· View Vehicle Summary Service

View Vehicle Build

View Vehicle Delivery

View Vehicle Component Summary View Vehicle Transaction History

<u>Detail</u>

Contract

Warranty - Block

- Branded Title

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

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

27H - LIGHT CASHMERE/EBONY

38U - EMERALD JEWEL METALLIC

7HN - SPRING 9NS - SUSPENSION

AJ1 - TINTED GLASS

ALD - SENSOR INF RESTR. CHILD DETECT AUO - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED B33 - REAR COLOR KEYED FLOOR MATS

C5N - GVW RATING - 5750 LBS **CJ3 - CLIMATE CONTROL** OK7 - OVERHEAD CONSOLE DT4 - ASHTRAY AND LIGHTER FE9 - FEDERAL EMISSIONS

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

KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS WIQVERDRIVE AND

ELECTRONIC CONTROL

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - WHEEL, FULL SIZE SPARE

271 - INT TRIM CASHMERE/EBONY

6HP - SUSPENSION 8NS - SUSPENSION

ASD - FRONT RECLINING BUCKET SEATS WITH

FLOOR CONSOLE

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR

BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

C49 - REAR WINDOW DEFOGGER **CFS - ELECTRIC SUNROOF**

DAY - ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LLB - VORTEC 4200 SFI 16

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

PCR - SUN, SOUND, ENTERTAINMENT PKG: *
POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG

RADIO) * CUSTOM O/H CONSOLE

QNG - P235/75R16 ALL SEASON WOL TIRES **R7U - MISSING OPTION CREDIT UNIT PRODUCED**

QC3 - ALUMINUM WHEELS R6P - PREMIUM PAINT

9/5/2012

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 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &

SOUND PLAN

UY7 · TRAILER WIRING HARNESS

V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VXS - COMPLETE VEHICLE LABEL

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

2V1 - MANUF STATEMENT OF ORIGIN

ZY1 - SOLID PAINT

WITHOUT: ***BODYSIDE MOLDINGS***

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

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

(REPLACES STD/OPT PKG RADIO)

UOA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

~BQ -

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Logout

<u>ම</u> ල්ල්ත්Warranty

September 5, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

@

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

Vehicle Information

VIN 1GNOT13S162 Service Contract. No

Branded Title: No

Model: CT15506-2006 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status, No.

Order Type: 70 - RETAIL - STOCK

Freid Actions: 0 Open

Vehicle Component

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

Date Scanned 08/16/2005

Traceability: 508120912 Part / Number Broadcast: NFS

Time Scanned 06:40:00 Scan Station. 01

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

Date Scanned: 08/16/2005

Traceability: 110402235 Part / Number Broadcast: XWM

Time Scanned: 07:19:00 Scan Station: 05

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned 08/16/2005

Traceability: 0BG522265 Part / Number Broadcast: FK

Time Scanned: 06:53:00 Scan Station: 03

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

Date Scanned: 08/16/2005

Traceability 42435057 Part / Number Broadcast: 6TDD

Scan Station: 02 Time Scanned, 06:50:00

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

HUB ASSEMBLIES

Source Plant: G-

Traceability: B2R19325

Part / Number Broadcast 1127

Date Scanned 08/16/2005

Time Scanned. 07:32:00 Scan Station:

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

Date Scanned. 08/16/2005

Traceability, 216084656 Part / Number Broadcast CNB

Time Scanned: 07:30:00 Scan Station, 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00066415

Part / Number Broadcast

Time Scanned. 08:49:00 Scan Station:

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

Date Scanned 08/16/2005

Date Scanned 08/16/2005

Traceability: 1FHQA9S Part / Number Broadcast: 2395

Time Scanned: 10:46:00 Scan Station 06

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

Date Scanned: 08/16/2005

Traceability: 7ZAFC22 Part / Number Broadcast: 0900

Scan Station: 04 Time Scanned: 07:06:00

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

Source Plant -

Date Scanned: 08/11/2005

Traceability. 0230106 Part / Number Broadcast 122

> Time Scanned: 00:03:00 Scan Station:

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

Traceability: 2027067

For this vehicle:

→ View Vehicle Summary

Service Contract

- Branded Title

-- Warranty Biock

View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

Detail

View Vehicle Delivery

Information

Source Plant: -

Date Scanned: 08/15/2005

Part / Number Broadcast: 1WW

Time Scanned: 01:18:00 Scan Station:

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

Source Plant: -

Date Scanned: 08/15/2005

Traceability: 2028278
Part / Number Broadcast: 1PT

Time Scanned: 18:42:00 Scan Station:

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

Source Plant: -

Date Scanned: 08/16/2005

Traceability: 2026764
Part / Number Broadcast: 1PH

Time Scanned: 00:35:00 Scan Station:

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

Source Plant: -

Traceability: 2026797
Part / Number Broadcast: 1GB

Date Scanned: 08/16/2005

Time Scanned: 02:05:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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<u>യ</u> രിരാവിWarranty September 5, 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 1GNDT13S162 Model CT15506-2006 TRAILBLAZER 4WD Warranty Block: No PDI Status No Service Contract: No Branded Title: No Order Type: 70 - RETAIL - STOCK Field Actions: 0 Open Job Card Date: 09/15/2008 Job Card Number: 342926 Odometer Reading: 34,122 MI Repair Service Agent. 113378 LYNCH CHEVROLET BUICK GMC Authorization Code: 2300 BROWNS LAKE DRIVE BURLINGTON WI 53105-7105 2627637500 Process Date. 09/23/2008 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category. Warranty **Customer Complaint Code** 0000-Converted Claim Cause Code: 0000-Converted Claims Transaction Adjustment Job Card Line # 1 Labour Op J0822-Camshaft Position Actuator Solenoid Valve Replacement Causal Part Number →See other Parts and/or Net Items Job Card Number: 334290 Job Card Date: 03/06/2008 Odometer Reading: 22,900 MI Repair Service Agent: 113378 LYNCH CHEVROLET BUICK GMC Authorization Code: 2300 BROWNS LAKE DRIVE **BURLINGTON WI 63105-7105** 2627637500 Process Date 03/14/2008 Transaction Type:

Logout

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

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 F2022-Seal, Pinion Shaft Oil - Front Differential - Replace Causal Part Number →See other Parts and/or Net Items Job Card Date: 02/15/2008 Job Card Number: 036421

Repair Service Agent: 164782 ROGER MCINTOSH CHEVROLET, L.L.C. 75 N HURON RD LINWOOD MI 48634-9534 9896974444

Odometer Reading: 22,591 MI Authonzation Code:

Process Date. 02/22/2008

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 C1137-Rear Side Door Auxiliary Weatherstrip Replacement - Left Side

Causal Part Number

Job Card Date: 02/15/2008

Job Card Number: 036421

Repair Service Agent: 164782

ROGER MCINTOSH CHEVROLET, LLC.

75 N HURON RD LINWOOD MI 48534-9534

9896974444

Odometer Reading: 22,591 MI Authorization Code:

Process Date 02/22/2008

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 B1785-Arm, Wiper - Back Glass - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 031487 Job Card Date: 07/02/2007

Repair Service Agent 164782

ROGER MCINTOSH CHEVROLET, L.L.C.

75 N HURON RD

Odometer Reading: 16,147 MI Authorization Code:

LINWOOD MI 48634-9534 9896974444

Process Date: 07/06/2007

Transaction Type.
ZREG---Regular Vehicle Transaction

Transaction Expense Calegory:

Customer Complaint Code:

0000-Converted Claim Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op N1592-Tail Lamp Circuit Board Replacement

Causal Part Number

-- See other Parts and/or Net Items

Job Card Number: 020362

Job Card Date: 01/30/2006 Repair Service Agent. 164782

Odometer Reading 3,082 MI

ROGER MCINTOSH CHEVROLET, L.L.C. 75 N HURON RD LINWOOD MI 48634-9534 9896974444

Authorization Code: E

Process Date: 02/03/2006

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 B7876-Molding, Front Door - Left - Side - R&R Or Replace

Causal Parl Number

Job Card Date: 10/20/2005

Job Card Number: 018323

Repair Service Agent: 164782 ROGER MCINTOSH CHEVROLET, L.L.C.

75 N HURON RD

LINWOOD MI 48634-9534 9896974444

Odometer Reading: 591 MI Authorization Code:

Process Date: 10/25/2005

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: 08/16/2005

Job Card Number: A25864

Repair Service Agent. 115188 THOMAS MOTORS, INC. 7586 WHOUGHTON LAKE DR HOUGHTON LAKE MI 48629-9161 Odometer Reading: 0 MI Authorization Code:

9894225126

Process Date: 08/19/2005 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

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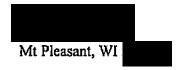
Logout **個の知Warranty** September 5, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information **②** This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. → View Vehicle Summary Service Vehicle Information Contract VIN. 1GNDT13\$162 Model. CT15506-2006 TRAILBLAZER 4WD - Branded Title PDI Status: No Service Contract: No Branded Title: No Warranty Block: No - Warranty Block Order Type: 70 - RETAIL - STOCK Field Actions: 0 Open → View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice Information Detail tavoicing Service Agent: 115188 THOMAS MOTORS, INC. 7586 W HOUGHTON LAKE DR Invoice Date: 08/15/2005 View Vehicle Delivery Information HOUGHTON LAKE MI 48629-9161 9894225126 Ship to information Ship to Service Agent 115188 THOMAS MOTORS, INC. 7586 W HOUGHTON LAKE DR Ship to Date: N/A HOUGHTON LAKE MI 48629-9161 9894225126 **Delivery Information** Dalivery Date: 09/29/2005 Delivery Service Agent: 164782 ROGER MCINTOSH CHEVROLET, LL.C. Delivery Type: 032-RETAIL LEASE* - EMPLOYEE STOCK (GMS) Delivery Odometer: 299 **75 N HURON RD** LINWOOD MI 48634-9534 9896974444 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

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September 5, 2012



RE: Service Request: 71-1099476189

2006 Chevrolet TrailBlazer

Vehicle Identification Number: 1GNDT13S162

Customer Relationship Specialist: Dalia

Dear

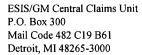
Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on August 27th and 28th.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



800.888.0164 tel 313.665.0911 fax



Bryan Schwartz
Claims Administrator

9/10/12

Mount Pleasant, WI

RE: Claimant:

Our File No.: 747092

Our Client: General Motors LLC

Date/Event: **UNKNOWN - PLEASE PROVIDE**

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S162

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.
- 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



800.888.0164 tel

313.665.0911 fax

Bryan Schwartz Claims Administrator

September 26, 2012

Mount Pleasant, WI

RE: Claimant:

> Our File No.: 747092

Our Client: General Motors LLC

Date/Event: **UNKNOWN - PLEASE PROVIDE**

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S162

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 September 10, 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

Service Request Detail SR No. 71-1102326242 Ref No. BRC Type PAR Goodwill No Goodwill Offered Account Site GW SubType Bus. Unit BRC Last Name First Name Approval Not initiated Area PAR Daytime # UCC Electrical - Power Window Motor / Sub-Area ESIS Escalation Evening# Address City Darien Involved Dir Dan Vaden Chevrolet-Oldsmobile. Safety Yes State GA ZipCd Con Acct Phone Updated 9/4/2012 09:27:39 AM Source Serial #/VIN 1GNDS13S772 License # CHEVROL **EICHORLY** Model Year 2007 Priority Medium Owner Make Chevrolet Warr. Start 09/17/2007 Status Open Opened 8/29/2012 01:38:11 PM Model TrailBlazer Mileage 75430 Sub-Status Unable to Contact Closed (ESIS Letter) thermal event Abstract

Customer This is a BRC PAR I Description

This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093

Pre-PAR

10-1741	•								
PAR Notifier Owner	Incident Date/Time	Injuries N	# Other Veh	#Peo	ple in Veh Ro	ad Surface	e Ro	ad Cond. Fire Report# Unknown	Police Report#
Oriver Last Na	nme		First Name		Height	DO	a Di	abilities	Iva
Unknown		Unkno		,	ricigiti		•	known	
nsurance Age	ent Last Name		nce Agent Fin	st Name	Phone :	#	insun	nce Agency	
Unknown		Unkno	Wn	•			Unkn	OWN	
ncident Loc	n/a					Incident Desc	Cust alle	ges the driver's side door caught	on file causing the panel to melt
Component	Electrical - door								
Vehicle	Unknown					Damage Desc	Driver's	side door panel melted,	
Loc						Add'i Inf	o CRS wa	s unable to contact cust. CRS cor	mpleted BRC Screens based on CAC's doc. incide
Emgcy Svc Names	Unknown						• • • • • • • • • • • • • • • • • • • •	d approx 1 month ago.	
						Maint Lo	c Unknow	<u> </u>	
PAR Det	tail								
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	Unknown	
Vehicl e Sp ee d			Weather Condition		nown		Prop Owner	r√a	Property n/a Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost			Spec Equi	ip Unki	nown		Prop Dama; Description		
Primary Veh Use			Inspection Type	1 Thems	al Event		Inspected E	y Inspection Not Performed	Inspection Date/Time
Veh Damage	Driver's side door panel met	ted					Expiain Oth	er n/a	

Report Generated for toporowm

on 9/5/2012

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Activities

4/2012 04:17:24 PM	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
onlact Last Name		Cantact Fire	t Marme	Account	-	BAC Code	l
omments							1
stomer claims thema	al event originati	ing from control i	module in drivers door pane				
VR has been unable to	reach custome	r to complete PA	AR interview				
onfidential Comments	<u> </u>						l
roated	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/2012 09:26:40 AM	EICHORLY	EICHORLY	Scheduled Follow-up	//	Scheduled Alam		ESIS - Verify file was picked up.
ontact Last Name		Control Sire	+ Name	Account		BAC Code	1
							•
manenis							
onfidential Comments							
annoennar Comments							
aniideniiai Cdirineriis							
realod		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
roatod	Created By EICHORLY	Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Typo	Status Done	Completed 9/4/2012 04:20:47 PM	Doscription Please escalate to ESIS
	Created By		Notify CRM	Activity Sub-Type Account			
mated 4/2012 09:25:31 AM ontact East Name	Created By	KINZERTH	Notify CRM			9/4/2012 04:20:47 PM	
roated 4/2012 09:25:31 AM ontact Last Name	Created By EICHORLY	KINZERTH Contact Fire	Notify CRM at Name	Account	Done	9/4/2012 04:20:47 PM	
mated 4/2012 09:25:31 AM ontact Last Name ontact Last Name ontact Rast Name Rast Name Name	Created By EICHORLY	KINZERTH Contact Fire	Notify CRM at Name		Done	9/4/2012 04:20:47 PM	
roated 4/2012 09:25:31 AM collect East Name connents RS was unable to con TC:	Created By EICHORLY	KINZERTH Contact Fire	Notify CRM at Name	Account	Done	9/4/2012 04:20:47 PM	
reated 4/2012 09:25:31 AM potaget hast Name somments RS was unable to cont TC: 30 at 1:58 31 at 2:20	Created By EICHORLY	KINZERTH Contact Fire	Notify CRM at Name	Account	Done	9/4/2012 04:20:47 PM	
reated 4/2012 09:25:31 AM onlact Last Name connents RS was unable to con TC: 30 at 1:58	Created By EICHORLY	KINZERTH Contact Fire	Notify CRM at Name	Account	Done	9/4/2012 04:20:47 PM	
ostod 4/2012 09:25:31 AM onlact Linkt Name onatients RS was unable to con FC: 30 at 1:58 31 at 2:20 4 at 8:57	Created By EICHORLY tack cust, CRS (KINZERTH Control Size Contro	Notify CRM at Name	Account	Done	9/4/2012 04:20:47 PM	
reated 4/2012 09:25:31 AM conact Last Name canned to sell Name can	Created By EICHORLY tact cust, CRS is	KINZERTH Construction and a message of	Notify CRM I Name I the following dates and tin according to CAC doc.	Account	Done assages.	9/4/2012 04:20:47 PM	
reated 4/2012 09:25:31 AM colored Last Name PRS was unable to conf C: 30 at 1:58 31 at 2:20 4 at 8:57 RS wrote business cau ust alleges the driver's	Created By EICHORLY tact cust, CRS is	KINZERTH Construction and a message of	Notify CRM I Name I the following dates and tin according to CAC doc.	Account nes, Cust has not returned mo	Done assages.	9/4/2012 04:20:47 PM	
reated 4/2012 09:25:31 AM conact Last Name canned to sell Name can	Created By EICHORLY tact cust, CRS I see and complete side door caug	KINZERTH Construction and a message of	Notify CRM I Name I the following dates and tin according to CAC doc.	Account nes, Cust has not returned mo	Done assages.	9/4/2012 04:20:47 PM	

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Activities

Proated	Constant						
/4/2012 09:24:26 AM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to	Status Done	Gompleted 9/4/2012 09:24:26 AM	Doscription Ownership Escalated to BRC
		2.0.101121	Outrosal outrider	BRC	Daite	31412012 QB.24.2Q AQI	Ownership Escalated to BRG
ontact Last Name		Contact Fire	t Name	Account		BAC Code	
omments							l
Confidential Comments							1
							•
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/4/2012 09:21:58 AM	EICHORLY	EICHORLY	Correspondence		Done	9/4/2012 09:21:58 AM	Created:BRCPAR_PA0041, SR#71
Antari Last Nama		Contact Ele	^* Name	Account		BAC Code	1102326242
							-
							•
Confidential Comments							•
	-		_				•
reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:09:19 AM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	9/4/2012 09:12:59 AM	Business Case
Contact Last Name		Contact Eur	st Name	Account		BAC Code	1
							_
CRS was unable to con	act out CDC	-0	- the fellowing dates and the	mes. Cust has not returned me			i
DITO WES GREENE TO COLL	ieu wst. Und i	en a message o	n cue ionoming detes and fi	mes. Cust has not returned me	ssages.		
JTC:							
3/30 at 1:58 3/31 at 2:20							
9/4 at 8:57							
RS wrote business ca	se and complet	ed BRC screens	s according to CAC doc.				
				b is surranthy balan secolary at	o Charmini dan		
nat muden nie nitati	eva noni cant	hir ou the canzil	A nie bauei to meir i ue Ae	h is currently being repaired at	a chevrolet dea	ier.	

Report Generated for toporowm

Lynda Eichorat/PAR/ATX
Confidential Comments

on 9/5/2012

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Activities

Groated 9/4/2012 09:00:20 AM Contact Last Name Comments CRS laft vm.	Greated By EICHORLY	Assigned To EICHORLY Contact First	Outbound Call Customer	Activity Sub-Typo Left Message Account	-Status Done	Completed 9/4/2012 09:02:45 AM BAC Code	Description Initials Called
Lynda EichorsUPAR/ATA Confidential Comments	· · · · · · · · · · · · · · · · · · ·						ļ.
9/4/2012 08:58:02 AM	Created By EICHORLY	EICHORLY	Activity Type Outbound Call Customer	Activity Sub-Type Reached Wrong No./Disconnect	Status Done	Completed 9/4/2012 09:00:14 AM	Description initials Called:
Contact Last Name		Canana Fire	l Name	Account		BAC Code	
Genfidential Comments Greated 9/4/2012 08:54:18 AM	Created By EICHORLY	Assigned To EICHORLY	Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 9/4/2012 08:57:53 AM	Description Initials
Contact Last Name Comments CRS left a message with		Contact Firs		Account		RAC Code	Called:
Confidential Comments	i. Juli nowe.						l
Prostod 8/31/2012 02:30:28 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Typo Scheduled Outbound Call Cust	Activity Sub-Type Cancelled - Completed Early	Status Done	Completed 9/4/2012 08:53:20 AM	Description Initials
Contact Last Name Final attempt.		Contact Fire	t Name	Account		BAC Code	
EST Time zone Confidential Comments							I

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
8/31/2012 02:21:46 PM	EICHORLY	EICHORLY	Oulbound Email	DVM/CAM/Field	Done	8/31/2012 02:25:41 PM	Emailed: Dave Casey, DDMA at
Contact Last Name		Contact First	Name	Account		BAC Code	david.m.casey@gm.com

Comments

A product allegation claim has been made in your region. The customer is alleging the driver's door panel caught on fire. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer 1GNDS13S772 No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Elchorst

Aditya Birla Minacs | inspired every day 7401 E. Ben White Bird, Bidg, F, Austin, TX 78741 Phone 865-790-5600 ext 31093 | Fax 866-393-8086 | www.mhacs.adityabirla.com[Follow us on Twitter

Lynda Elchorat/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/31/2012 02:19:29 PM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Don e	8/31/2012 02:20:21 PM	Called:	
Contact Last Name		Contact First	Name	Account		BAC Code		
Comments								
CRS left a vm.								
Lynda Elchors//PAR/ATX								
Confidential Comments								

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Activities

Groated - 8/31/2012 02:17:57 PM	Created By EICHORLY	Assigned To EICHORLY	Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 8/31/2012 02:19:00 PM	Description Called
Contact Last Name		Contact First	Nanje	Account		BAC Code	
CRS left a vm,							
Lynda Eichors/PAR/ATX Confidential Comments							
Created 8/31/2012 02:16:41 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Outbound Call Customer	Activity Sub-Typo Reached Wrong No./Disconnect	Status Done	Completed 8/31/2012 02:17:11 PM	Description Called:
Contact Last Name		Contact Eirot	мзше	Account		BAC Code	•
Phone rang then disconn	ecled.						
Lynda Eichorst/PAR/ATX Confidential Comments							I
Croated 8/30/2012 01:58:55 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 8/31/2012 02:15:54 PM	Description Initials
Contact Last Name Comments		Contact Fire		Account		BAC Code	! !
Confidential Comments							ı
Created 8/30/2012 09:41:46 AM	Created By MERCADTO	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type	Ștatus Done	Completed 8/30/2012 09:41:46 AM	Description Service Request Ownership has
Contact Last Name Comments		Contact First	Name	Account		BAC Code	changed FROM: LOZADARO TO: EICHORLY
Confidential Comments							- [

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Activities

Greated 8/30/2012 09:41:33 AM Contact Last Name	Created By MERCADTO	Assigned To EICHORLY	BRC PAR	Activity Sub-Typo Initial Contact - Field Account	Status Done	Gompleted 8/31/2012 02:21:45 PM BAC Code	Description See oulbound email.
Confidential Comments							
Crosted 8/30/2012 09:41:23 AM	Created By MERCADTO	Assigned To	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Dealer	Status Done	Completed 8/30/2012 01:56:53 PM	Description No dir contact required.
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Lynda Elchors/PAR/ATX Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
8/30/2012 09:41:13 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- 10 Day Letter	Done	9/4/2012 09:05:27 AM	Called
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
CRS left vm for cust on t	he following dat	es and times. C	ust has not returned m	essages.			İ
8/30/12 at 1:58 PM 8/31/12 at 2:20 PM 9/4/12 at 8:57 AM							
Lynda Eichorst/PAR/ATX [Confidential Comments							ı

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Activities

Groated Greated By Assigned To Activity Type 8/30/2012 09:41:05 AM MERCADTO EICHORLY BRC PAR Activity Sub-Type Acknowledgement Status Description Completed 8/30/2012 01:58:29 PM Done Called Contact Last Name BAC Code Contact First Nan Account

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

Cust sts: No, CRS will need to contact me back in an hour of wife can contact CRS.

Lynda Elchorat/PAR/ATX Confidential Comments

	eated By Assigned To ERCADTO EICHORLY	Activity Typo Research	Activity Sub-Type	Status Done	Completed 8/31/2012 02:30:06 PM	Description Research VIN
Contact Last Name	Contact Fire	Mame	Account		BAC Code	

Summary:

S/R's and ViN: prev sr#s associated cust name or vin 71-640492751 oil life rest 71-1102326242 duplicate

Recalls: No open recalls found in GWM.

Branded: No

Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Elchorst/PAR/ATX Confidential Comments

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Activities

reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/30/2012 09:40:49 AM	MERCADTO		Notify CRM		Done	8/30/2012 01:59:44 PM	File assigned
onraci i ast Nama		Contact First	Namo	Account	· · · · · · · · · · · · · · · · · · ·	BAC Code	
omments							•
•			-				•
onfidential Comments							I
	Carela I Da				G. A		
705(0d) 30/2012 09:40:33 AM	Created By MERCADTO	Assigned To EICHORLY	Activity Typo BRC PAR	Activity Sub-Typo Case Assigned	Status Done	Sampleted 8/30/2012 01:59:41 PM	Description Assigned to Lynda x31093
ontact Last Name	MEROPETO	Contact First		Account	Done	BAC Code	Lagina (o Cyriua xo 1000
billoci edal Malilo		COMBATTIS	, ivanic	Account		DAG COME	
omments							1
onfidential Comments							•
omments			l				
reated	Created By		8 a 82 - 24 a - 22 a a a		C		Doscription
/30/2012 09:40:01 AM	MERCADTO	Assigned To LOZADARO	Activity Type SR Opened	Activity Sub-Type	Status Done	8/30/2012 09:40:01 AM	SR in Status of Closed has been Re-
entact Last Name	MERCHAN	Contact First		Account	Date	BAC Code	Opened by MERCADTO
				Tibbouti		5,10 000,	•
emments							
Confidential Comments					_		•
ormacimal Comments	•						
reated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
/30/2012 09:39:55 AM	MERCADTO		SR Closed - Satisfied		Don e	8/30/2012 09:39:55 AM	Service Request has been Closed Satisfied.
Contract Lact Name		Character Cim	* Name	Account		BAC Code	dausticu.
Comments							7
							•
Confidential Comments							t

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Activities

B/30/2012 09:39:35 AM	Greated By MERCADTO	Assigned To KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 8/30/2012 09:39:51 AM	Description PAR V/M
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments 71-1102326242							
customer							
2007 TrailBlazer Ihermal event from driver	s door						
asl 8 72192358 Aug 29 2:28pm							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
B/29/2012 02:34:37 PM	ORONAMA	LOZADARO	Notify CRM	Customer Called	Done	8/29/2012 05:52:17 PM	please check IBCC
^		151	Name	Account		BAC Code	
Confidential Comments							
Created	Created By		Activity Type	Activity Sub-Typo	Status	Completed	Description
5/29/2012 02:32:28 PM	ORONAMA	ORONAMA	inbound Call Customer	Complex Request	Done	8/29/2012 02:34:35 PM	**assisting**
Contact Last Name		Contact First	Name	Account		BAC Code	
cust called back						· · · · · · · · · · · · · · · · · · ·	
sts her sister	contact phor	ne# is	cust had to go, adv we v	vill notify OCRS			
cust thanked		`					
Maithew - BA - CAC - T1	M 1						

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Activities

ı

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 02:25:04 PM	BOCARRA	KINZERTH	Notify CRM	Customer Called	Done	8/30/2012 09:39:25 AM	Customer claims thermal event
Contact Lact Maria		/*	9	Account		BAC Code	I
Comments							
*Driver side door was ca	ught on fire; pa	nel even melled		•	*		-

*veh is at a chevy dir

Rain/ CAC Tier 1/ MAN/ Lvl 1 Empowered Confidential Comments

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Activities

Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 02:16:58 PM BOCARRA	BOCARRA	Inbound Call Customer	Complex Request	Done	8/29/2012 02:25:01 PM	Cust called
Contact Last Name	n	Name	Account		BAC Code	

Customer Seeks: - Veh caught on fire

- Cust sis:

 Calling in behalf of my sister

 I spoke w/ Rosalyn

 She has a 2007 trailblazer

 reg a recall on your veh

 the driver aide door caught on fire

 this happened a month ago

 good thing firemen was able to be there in time

 The veh is at a Chevy dir being serviced for an AC issue

 they are the same dir that fix the issue

 DAN VADEN CHEVROLET-CADILLAC-BUICK-ISUZU121 ALTIMA CONNECTOR

 BRUNSWICK, GA 31525-1881

 Phone: (912) 285-3540

 she is now afraid to drive the veh even if its repair already

- CRS Advises:
 advised that veh is clear of recalls
 explained that recalls are VIN specific
 advised that for door module recall its an upcoming safety
 apologized for the issue
 gaid everyones okay
 will address this accordingly
 have documented everything here
 will forward this to PAR dept
 gave SR# and ext

- 12180 Upcoming Safety Recall or Special Coverage Media Statement Document ID: d_1345489426070

-CAC PAR Procedures Document ID: d_108767

Confidential Comments

Rain/ CAC Tier 1/ MAN/ Lvl 1 Empowered

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Activities

Created Creat	ed By Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
8/29/2012 01:40:08 PM LOZA	DARO LOZADARO	Inbound Call Customer	Complex Request	Done	8/29/2012 05:52:35 PM	Recall inquiry	
Contact Last Name	Pentrick Lie	t Name	Account		BAC Code		
Comments							
(caller)							
Callery							

- cust
 Issue with the door
 Its mu sisters weh her son saw on the news about the recall for Tralibizer and the neighbor was able to pull it up in the internet recall on Iralibizer inquiry
 I don't have the VIN
 2007 Tralibiazer

- crs
 I can definitely check if your sisters veh is included on that recall but we need the VIN bec it is VIN spec even you have the same YMM not all veh is affected or included on that recall
 so I need the VIN

cust - will just call back later

crs provide direct line

Rosalyn/CAC/T1/MAN/Lv1 866-790-5700 ext 42749

Confidential Comments

UCC Information

UCC Codo	Symptom	Description
N40		
1440	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

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Logout

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, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

Vehicle Information	Vehicle	Infon	matior
---------------------	---------	-------	--------

VIN 1GNDS13S772

Model: CS15506-2007 TRAILBLAZER SUV 2WD

September 5, 2012

Service Contract. Yes

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

Order Type: 70 - RETAIL - STOCK

Field Actions. O 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 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped, Y

XM Radio ID

OnStar Status: Active XM Status: NA

XM Equipped N OnStar Vehicle Diagnostics N

DMN Enabled. N

Applic	cable Warranties				Valid warranties	are highlighted
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	09/17/2007	11 ML	09/17/2013	100,011 MI
	Emission Select Component Ltd Wky	08/05/2011	09/17/2007	11 MI	09/17/2015	80,011 MI
	Special Coverage 10054	08/05/2011	09/17/2007	11 MI	09/17/2017	120,011 MI
	Powertrain Limited Warranty	08/05/2011	09/17/2007	11 MI	09/17/2012	100,011 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

Bumper to Bumper
Limited Warranty

O8/05/2011

O9/17/2007

11 MI

O9/17/2010

36,011 MI

Service Contract

Policy Number 99999999

Owner: Aftermit Nori-GM Contract

Description Aftermit Nori-GM Contract

Deductible Amount: 0.00

Effective Date 08/27/2011

Expiration Date: 12/31/9999

Effective Odometer: 0 MI

Daily Rental Limit: 0.00

Transactio	on History	<i>!</i>			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/16/2010	780217	ZREGRegular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compertment - R&R Or Replace	36,991 MI
05/20/2010	778807	ZREGRegular Vehicle Transaction		E3807 - Front Shock Absorber Replacement - Both Sides	35,668 MI
04/19/2010	776895	ZREGRegular Vehicle Transaction		J6400 - Evaporative Emission Canister Purge Solenoid Valve Replacement	34,332 MI
11/29/2006	A92358	ZPDtPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI .

Global Warranty Management Site Map

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ৰিচিত্ৰ/Warranty 117 E Logout

Global Warranty Management: Main > 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 1GNDS13S772

Model CS15506-2007 TRAILBLAZER SUV 2WD

September 5, 2012

Service Contract Yes

Branded Title No.

Order Type 70 - RETAIL - STOCK

Field Actions: 0 Open

Warranty Block No.

PDI Status: No

Vehicle Build

Model. CS15508-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: KPFFSG Bulid Date: 11/29/2006 **Build Plant 2**

For this vehicle:

- → View Vehicle Summary
 - <u>Service</u> Contract
 - -- Branded Title
 - -- Warranty Block
- View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle Transaction History
- <u>Detail</u>
- 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 roller to the original vehicle invoice or window sticker

1SA - LS PREFERRED EQUIPMENT GROUP 1

28H - LIGHT GRAY

32U - MOONDUST METALLIC

7AB - FRONT SPRING

9UX - 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

830 - FULL CARPET-COLOR KEYED C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

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

FEG - FEDERAL EMISSIONS

GU8 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

QTR - WOL ON/OFF ROAD 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- UJ6 - TIRE PRESSURE MONITOR

BY-TURN UPGRADE)

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

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

ASF - HEAD CURTAIN SIDE AIRBAGS

FRONT/REAR

83N - FLOOR MATS, FRONT/REAR DELETE

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT G80 - DIFFERENTIAL, LOCKING REAR

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

UBD - AM/FM STEREO W/CD

VK3 - FRONT LICENSE PLATE BRACKET **X88 - CHEVROLET CONVERSION**

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

ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT	
Added Option Codes ~8Q -		
Global Warranty Management: Site Map		
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ELL Global Warranty

E Logout

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

View Vehicle Component Summary

1

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

Vehicle Information

VIN 1GNDS13\$772 Service Contract: Yes

Branded Title: No

Warranty Block: No

Model, CS15508-2007 TRAILBLAZER SUV 2WD

September 5, 2012

PDI Status: No

Order Type. 70 - RETAIL - STOCK

Field Actions: 0 Open

→ View Vehicle Build

View Vehicle Component Summary

For this vehicle:

-- View Vehicle Summary Service

Contract

- Warranty Block

- • Branded Title

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

View Vehicle Delivery

Information

Vehicle Component

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

Date Scanned: 11/29/2006

Part / Number Broadcast: NAX Time Scanned: 13:05:00

Scan Station: 01

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

Date Scanned 11/29/2008

Traceability. 002283256 Part / Number Broadcast. A1Z

Tenceability: 611200426

Time Scanned: 13:44:00 Scan Station: 05

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

Date Scanned: 11/29/2006

Traceability: 44973393 Part / Number Broadcast: 7SDD

> Time Scanned: 13:13:00 Scan Station: 02

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

Date Scanned: 11/29/2006

Traceability, 320071523 Part / Number Broadcast: ZM3

Time Scanned 13:30:00 Scan Station: 11

Traceability: 00054497

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast

Date Scanned. 11/29/2008

3172 Time Scanned 14:52:00 Scan Station:

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

Date Scanned 11/29/2006

Traceability 1G06VA0 Part / Number Broadcast 2395

Time Scanned: 17:39:00 Scan Station. 05

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

Date Scanned. 11/29/2006

Traceability: 5ABQF05 Part / Number Broadcast: 5521

> Time Scanned: 13:36:00 Scan Station: 04

Component Code: AP-RH SIDE IMPACT AIRBAG MODULE Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 11/29/2006

Traceability: 5F086JW Part / Number Broadcast: 2261

Time Scanned: 13:23:00 Scan Station. 16

Companent Code: AQ-LH SIDE IMPACT AIRBAG MODULE Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 11/29/2006

Traceability 5F08BDY Part / Number Broadcast 2260

Time Scanned 13:22:00 Scan Station: 15

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

Date Scanned 11/21/2006

Traceability: 1020126 Part / Number Broadcast: 1ZZ

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Date Scanned 11/27/2006

Time Scanned: 03:01:00 Scan Station:

Traceability 3095786 Part / Number Broadcast: 1WW

Time Scanned: 08:50:00 Scan Station:

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

Source Plant: -

Date Scanned: 11/28/2008

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

Source Plant -

Date Scanned: 11/29/2006

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

Source Plant: -

Date Scanned: 11/29/2006

Traceability 3095626

Part / Number Broadcast, 1PT

Time Scanned: 05:50:00 Scan Station:

Traceability: 3095655
Part / Number Broadcast: 1PH

Time Scanned: 07:14:00 Scan Station:

Traceability: 3095661

Part / Number Broadcast: 1GB

Time Scanned: 08:29:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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	Series and description	de de la constante de la const	September 5, 2012
bal Warranty Management: M ITERFACE WITH	fain > Interface VV	th Customer > View Var	IICIS (LEUZSCROU MIZIOLÀ DAMIII
USTOMER			
iew Vehicle Transa	ction Histor	ry Detail	
s screen allows IVH users to vi	ew the available (nformation on individua	I transaction for the VIN selected
Vehicle Information VIN 1GNDS13S77 Service Contract: Yes Br Order Type: 70 - RETAIL - STC Field Actions: 0 Open	onded Title No OCK	Model. CS159 Warranty Block: No	508-2007 TRAILBLAZER SUV 2WD PDI Status: No
Job Card Date: 06/18/2010		Job	Card Number: 780217
Repair Service Agent: 114745 PALM CHEVROLET BUICK GI 1901 S TAMIAMI TRL PUNTA GORDA FL 33950-59 9416391155	MC, INC.		Odometer Reading 36,991 Authorization Code
Process Date. 08/17/2010			
Transaction Type: ZREGRegular Vehicle Trans	saction		
Transaction Expense Category	<i>t</i>		
Policy Customer Complaint Code	,		
Policy Customer Complaint Code 0822-Interior - Console		uon Adiusiment. Ca	use Code 1025-Surface (exterior) - Loo
Policy Customer Complaint Code	Transac		use Code : 1025-Surface (exterior) - Loc Replace
Policy Customer Complaint Code 0822-Interior - Consola Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000	Transac ir Pad, Console C 000025998847-A	ompartment - R&R Or F	Replace
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O	Transac ir Pad, Console C 000025998847-A	ompartment - R&R Or F	Replace
Policy Customer Complaint Code 0822-Interior - Consola Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000 See other Parts and/or N	Transac Ir Pad, Console C 000025998847-A et Items	ompartment - R&R Or F RMRESTASM-F/FLRC	Replace NSL
Policy Customer Complaint Code 0822-Interior - Consola Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010	Transac or Pad, Console C 000025998847-A ot Items	ompartment - R&R Or F RMRESTASM-F/FLRC	Replace NSL Number: 778807
Policy Customer Complaint Code 0822-Interior - Consola Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000 See other Parts and/or N	Transac or Pad, Console C 000025998847-A ot Items	ompartment - R&R Or F RMRESTASM-F/FLRC	Replace NSL
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010 Repair Service Agent: 114745 PALM CHEVROLET BUICK G 1901 S TAMIAMI TRL PUNTA GORDA FL 33950-5:	Transac or Pad, Console C 000025998847-A ot Items	ompartment - R&R Or F RMRESTASM-F/FLRC	Replace NSL Number: 778807 Odometer Reading 35,668
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010 Repair Service Agent: 114745 PALM CHEVROLET BUICK G 1901 S TAMIAMI TRU PUNTA GORDA FL 33950-5: 9416391155 Process Date	Transac or Pad, Console C 000025998847-A ot Items	ompartment - R&R Or F RMRESTASM-F/FLRC	Replace NSL Number: 778807 Odometer Reading 35,668
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010 Repair Service Agent: 114745 PALM CHEVROLET BUICK G 1901 S TAMIAMI TRI. PUNTA GORDA FL 33950-5: 9416391155 Process Date 05/21/2010 Transaction Type: ZREG—Regular Vehicle Transaction Expense Categor Warranty	Transactic Pad, Console Ci 1000025998847-Ai 1000025998847-Ai 1000000000000000000000000000000000000	ompartment - R&R Or F RMRESTASM-F/FLRC	Replace NSL Number: 778807 Odometer Reading 35,668
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010 Repair Service Agent: 114745 PALM CHEVROLET BUICK G 1901 S TAMIAMI TRL PUNTA GORDA FL 33950-5: 9416391155 Process Date 05/21/2010 Transaction Type: ZREGRegular Vehicle Transaction Expense Categor Warranty Customer Complaint Code 0123-Drivability - Steering	Transac or Pad, Console Co coco25998847-A et Items	ompartment - R&R Or F RMRESTASM-F/FLRCi Job Card I	Replace NSL Number: 778807 Odometer Reading 35,668 Authorization Cod
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010 Repair Service Agent: 114745 PALM CHEVROLET BUICK G 1901 S TAMIAMI TRL PUNTA GORDA FL 33950-5: 9416391155 Process Date 05/21/2010 Transaction Type: ZREGRegular Vehicle Transaction Expense Categor Warranty Customer Complaint Code	Transactic Pad, Console Ci 1000025998847-Ai 1000025998847-Ai 1000000000000000000000000000000000000	ompartment - R&R Or F RMRESTASM-F/FLRCi Job Card I	Replace NSL Number: 778807 Odometer Reading 35,668
Policy Customer Complaint Code 0822-Interior - Console Job Card Line #: 1 Labour Op C2740-Door And/O Causal Part Number 000000See other Parts and/or N Job Card Date: 05/20/2010 Repair Service Agent: 114745 PALM CHEVROLET BUICK G 1901 S TAMIAMI TRL PUNTA GORDA FL 33950-5: 9416391155 Process Date 05/21/2010 Transaction Type: ZREGRegular Vehicle Transaction Expense Categor Warranty Customer Complaint Code 0123-Drivability - Steering	Transaction Ack	ompartment - R&R Or F RMRESTASM-F/FLRCi Job Card I Job Card I Jjustment: Cause cement - Both Sides	Replace NSL Number: 778807 Odometer Reading 35,668 Authorization Cod Code 4061-Interfece (Gasket, Seal, Ho Weld) - Lea

Logout

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

Job Card Date: 04/19/2010

Repair Service Agent: 114745 PALM CHEVROLET BUICK GMC, INC.

1901 S TAMIAMI TRL PUNTA GORDA FL 33950-5917

9416391155

Job Card Number: 776895

Odometer Reading: 34,332 MI

Authorization Code

Process Date 04/20/2010 Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0321-Engine/Fuel/Exhaust - "Check

Engine" Light

Job Card Line #. 1

Transaction Adjustment

Cause Code: 4081-Interface (Gasket, Seal, Hose, Weld...) - Leaks

Labour Op J6400-Evaporative Emission Canister Purge Solenoid Valve Replacement Causal Part Number 000000000025950499-VALVEASM-EVAPEMISCNSTRVENT

-See other Parts and/or Net Items

Job Card Date: 11/29/2006

Job Card Number: A92358

Repair Service Agent. 114775 BILL BUCK CHEVROLET, INC. 2324 S TAMIAMI TRL VENICE FL 34293-5056 9414935000

Odometer Reading: 0 MI Authorization Code:

Process Date

12/05/2006

Transaction Type.

ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Coda:

0000-Converted Claim Job Card Line #. 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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@ Globel Warranty 100 September 5, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER ② 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 Service Contract Vehicle Information Model. CS15508-2007 TRAILBLAZER SUV 2WD VIN 1GNDS13S772 → Branded Title Warranty Block No Warranty Block PDI Status. No Service Contract Yes Branded Title No Order Type 70 - RETAIL - STOCK → View Vehicle Build Field Actions 0 Open View Vehicle Component Summary View Vehicle Transaction History Detail Invoke information Involving Service Agent. 114775 BILL BUCK CHEVROLET, INC. 2324 S TAMIAMI TRL Invoice Date: 11/29/2006 View Vehicle Delivery Information VENICE FL 34293-5056 9414935000 Ship to Information Ship to Service Agent 114775 BILL BUCK CHEVROLET, INC. 2324 S TAMIAMI TRL Ship to Date: N/A VENICE FL 34293-5058 9414935000 Delivery information Delivery Date: 09/17/2007
Delivery Type 010—INDIVIDUAL
Delivery Odometer 11 Delivery Service Agent. 114775 BILL BUCK CHEVROLET, INC. 2324 S TAMIAMI TRL VENICE FL 34293-5058 9414935000 In Service Information In Service Date: N/A Invaicing Service Agent In Service Type CDDD In Service Odometer 0 Registration Information Registration Date: N/A Registration Service Agent N/A Registration Number N/A

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Registration Odometer 0



August 27, 2012

Esis Gm Central Claims Unit PO Box 300 Msc 482c19b61 Detroit MI 48265-3300 State Farm Claims P.O. Box 2371 Bloomington IL 61702-2371

RECEIVED

SEP 0 5 2012

Certified Mail-Return Receipt Requested

FSIS-GM CLAIMS UNIT

RE:

Claim Number:

Date of Loss:

Our Insured:

May 09, 2012

Vehicle:

Chev TRAILBLAZER 4X4 LS

VIN:

1GNDT13S262

Mileage:

PMR MILEAGE

Your File Number:

THEIR FILE NUMBER

Attn Claims:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by a defective door switch wheir resulted in vehicle fire. Related to NHTSA Bulletin PE-12-003.

Our investigation indicates that General Motors Corp is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to General Motors Corp. for reimbursement of \$1,079.31.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

In order to assist you in evaluating and processing the 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.

If you have any questions or need additional information, please call me at the number listed below. If I am not available, any other member of my team may assist you.



RBZ00070

State Farm Mutual Automobile Insurance Company

Auto Payments by Participant/COL

Route To: Stephanie Peters

BASIC CLAIM INFORMATION

Claim Number:

Date of Loss: 05-09-2012

Policy Number: Named Insured:

Named Insured(s) / 312 - COMP

C denotes consolidated payment

E denotes EFT payment

P previously converted payment from CAT/CMR

Payment Numb<u>er</u>

104323959K E

Issued

Date 05-29-2012

Payee

Payable COL

312

Pay Cd

<u>Status</u> Paid

Auth Amount ID

Rsn <u>Cd</u>

\$918.27 GZEG

KEN

Total:

\$918.27

Named Insured(s) / 501 - RENT

C denotes consolidated payment

E denotes EFT payment

P previously converted payment from CAT/CMR

Payment Number

Issued

Date <u>Payee</u> Payable COL

Pay <u>Cd</u>

<u>Status</u> Paid

Auth Amount ID

Rsn Cd

\$161.04 GZEG

104324123K E

05-29-2012 HERTZ LOCAL EDITION

AUTO CARE EXPERTS BY

501

Total:

\$161.04

Date: 08-29-2012



RBZ000MD

State Farm Mutual Automobile Insurance Company

Auto Rental Bills

Route To: Stephanle Peters

BASIC CLAIM INFORMATION

Claim Number:

Date of Loss: 05-09-2012

Policy Number:

Named Insured:

KNIGHT, AMANDA

BILL SUMMARY

Bill Information

Invoice Number:

Insured Name: Renter Name:

Rental Start Date: 05-16-2012 Renter End Date: 05-23-2012

Rental Start

05-16-2012

Rental Vendor: HERTZ LOCAL EDITION

Rental End

05-23-2012

Claim Number:

Date of Loss: 05-09-2012 Received From Renter:

Billed To Others:

Amount Due:

Make

Amount Paid To Date:

\$84.71

<u>Model</u>

N/L COROLLA

Page 1

\$161.04 \$161.04

Current Bill Status

Primary Status

Reviewed

Secondary Status

Primary Reason(s)

Secondary Reason(s)

Assnd Class

Paid

<u>Vehicle</u>

01

Ve	hic	ie in	form	ation

Appr Class

		Invoice Detai	ls	Rate	Percent	Extended
Vehicle	Description	Billed Party	Quantity	(%) (\$)	Covered	Amount
01	Daily Rental Rate	State Farm	8	18.99	100.000	\$151.92
01	Collision Damage Waiver (CDW)	Renter	8	9.99	100.000	\$79.92
01	Sales Tax	State Farm	151.92	6.000	100.000	\$9.12
01	Sales Tax	Renter	79.92	6.000	100.000	\$4.79

Subtotal Less Taxes:

Total Taxes:

\$231.84 \$13.91

Received From Renter:

Amount Due From State Farm:

\$84.71 \$161.04

Date: 08-29-2012



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

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GN02, CCC Data Date 5/9/2012, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2012 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

United Globe Auto Body 8640 Flower Ave

Takoma Park, MD 20912

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

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

ID #1641903

FederalTaxID: 26-0571628 Registration Number: 3261

Color Ext. / Int Vehicle Info 2006 GMC Envoy SLT 4 Door Utility

License (St.) | Miles In / Out

4WD

Owner

Estimator

Zak Dosunmu

Takoma Park MD

ell Phone:		Price	Otv	Labor	Paint	Other
Description	Part #	PIICE	Grey			
RONT DOOR \ INTERIOR TRIM		7 30 37 45 57	4			
Replace L FRT DOOR MOISTURE SHIELD	25779163	\$137.57	1	0.2 Body hrs.		
Replace L FRT DOOR RADIO SPEAKER	10366739	\$139.78	1	0.7 Body hrs.		
Replace L FRT DOOR TRIM PANEL ASSY	ORDER FROM DEALER	\$290.06		0.7 Bbdy 1110.		
THE ROOF INCIDE HANDLE BETEL	25809851	\$30.46	1	0 0 D - d - h - h - n		
Replace L FRT DOOR INSIDE HANDLE BEZEL Replace L FRT DOOR POWER WINDOW SWITCH	ORDER FROM	\$490.15	1	0.3 Body hrs.		
Replace LFRI DOOR FOVER VIII.	DEALER		1			
Replace L FRT DOOR TRIM PANEL RETAINER,	11519031		1			
Included in L FRT DOOR TRIM PANEL ASST						
RONT DOOR \ HARDWARE	ORDER FROM	\$96.07	1	3.0 Body hrs.		
Replace L FRT DOOR WIRING HARNESS	DEALER	000.0				
	25965490	\$57.14	1	0.2 Body hrs.	TACKS OF LINE	
Replace L FRT DOOR INSIDE HANDLE						C SEARCH A
FRONT DOOR \ GLASS & PARTS	15944000	\$260.81	1	0.9 Body hrs.		
Replace L FRT DOOR POWER GLASS REGULATOR	20041000	9/5/25/24				
FRONT SEAT \ DRIVER SIDE MANUAL	88948981	\$225.97	1	0.7 Body hrs.		
Panlace DRIVER SIDE SEAT CUSHION COVER	88948972	\$615.26		0.6 Body hrs.		
Poplace DRIVER SIDE SEAT BACK COVER	ORDER FROM	\$83.01		0.4 Body hrs.		
Replace DRIVER SIDE SEAT HEADREST COVER	DEALER					
THE OLDE CEAT BACK FRAME	89043616	\$230.95		0.6 Body hrs.		
Replace DRIVER SIDE SEAT BACK FRAME	89043623	\$130.57		0.7 Body hrs.		
Replace DRIVER SIDE SEAT FRAME	89039524	\$77.00				
Replace DRIVER SIDE SEAT BRACKET Replace OTR DRIVER SIDE SEAT ADJUSTER	88949324	\$41.05	5 1			
Replace OTR DRIVER SIDE SEAT ADVOCATION OF THE COVER		e20.20	9 1			
Replace L DRIVER SIDE SEAT GUIDE	88949375	\$28.39		Market and the property of the second second second second	THE RESIDENCE OF THE PARTY OF T	

Totals

	Hours	Rate (\$/hr)	Total	Taxable
Туре	1100.0		\$2,939.87	V
OEM Parts	8.3	\$36.00	\$298.80	
Body Labor Body Supplies	8.3	\$9.00	\$74.70	_
			\$3,014.57	
Taxable Amount Tax 5.000%			\$150.78	
Tax 5.000% Nontaxable Amount			\$298.80	
			\$3,464.10	
Net Total				

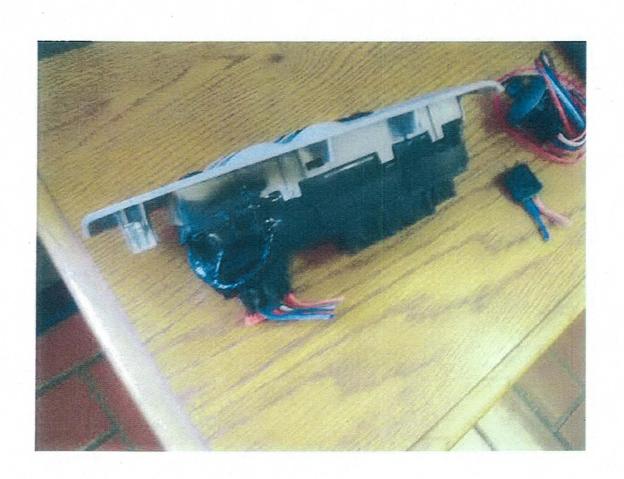
United Globe Auto Body 8640 Flower Ave Takoma Park, MD 20912 Cell Phone: 202-256-0596 Estimate

ID #1641903





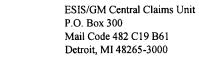












800.888.0164 tel 313.665.0911 fax



Bryan Schwartz
Claims Administrator

September 10, 2012

State Farm Insurance PO Box 2371 Bloomington, IL 61702-2371 Attn: Claim 22-132C-000

RE: Claimant:

Our File No.: 747097

Our Client: General Motors LLC

Date/Event: 5/9/12

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S262

Dear Sir/Madam:

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

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

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



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- 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



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

September 20, 2012

State Farm Insurance PO Box 2371 Bloomington, IL 61702-2371 Attn: Claim 22-132C-000

RE: Claimant:

Our File No.: 747097

Our Client: General Motors LLC

Date/Event: 5/9/12

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S262

Dear Sir/Madam:

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 Michigan is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 2/27/06, and this statute would have expired on 2/27/10. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Gehwartz