

**Service Request Detail**

SR No.	71-1069837285	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account	[REDACTED]	Site	GW SubType		Bus. Unit	BRC	
Last Name	[REDACTED]	First Name	Approval	Not Initiated	Area	PAR	
Daytime #	[REDACTED]	Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation	
Address	[REDACTED]	City	Involved Dir	Bill Cramer Chevrolet Cadillac Buick	Safety	Yes	
State	FL ZipCd [REDACTED]	Con Acct	Source	Phone	Updated	5/25/2012 12:09:09 PM	
Serial #/VIN	1GNDT13S372 [REDACTED]	Model Year	2007	Priority	Medium License #	Owner	RANGELD
Make	Chevrolet	Warr. Start	10/31/2006	Status	Open	Opened	5/22/2012 03:51:25 PM
Model	TrailBlazer	Mileage	167000	Sub-Status	Dissatisfied	Closed	
Abstract	(es)prepar - thermal event Electrical - Power Window Motor / Switch / Wiring / Regulator						
Customer Description	This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalia at ext 11350						

**Pre-PAR**

PAR Number	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	5/15/2012 07:30:00 PM	N	0	4	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'3"		wears glasses				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		All State Insurance					
Incident Loc	Hwy 77 in Linhaven,FL	Incident Desc	I was driving and the lights on dash started to flash and the locks started to act up. I noticed smoke coming from the door switch and the switch stopped working					
Component	door switch	Damage Desc	no damage					
Vehicle Loc	cust has veh	Add'l Info	n/a					
Emgcy Svc Names	n/a	Maint Loc	unknown					

**PAR Detail**

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	40	Weather Condition	clear	Prop Owner	n/a	Property Type	n/a		
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost		Spec Equip Installer	n/a	Prop Damage Description	n/a				
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						

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2012 12:09:20 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event

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

Veh experienced a thermal Event from the power window

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 01:26:44 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	5/23/2012 01:26:44 PM	Ownership Escalated to BRC

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 01:25:13 PM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been p/u by esis

Contact Last Name	Contact First Name	Account	BAC Code
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THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 01:24:46 PM	RANGELD	AMSTUTST	Notify CRM		Done	5/25/2012 12:09:19 PM	escalate to esis

Contact Last Name	Contact First Name	Account	BAC Code
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escalate to esis due to

thermal event

Dalla Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

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

#### 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.

Mailbox  
2007 Chevrolet TrailBlazer  
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,  
Dalia Rangel | CRS

Aditya Biria Minacs | Inspired every day  
7401 E. Ben White Blvd. Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 31117 | Fax: 866-775-9478 | www.minacs.adityabiria.com

Confidential Comments

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

#### Comments

Cust sis  
I am returning your call.  
Crs advsd  
I rec'd your file. Need add info

see initial cust contact

Dalia Rangel/parfax

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 11:02:33 AM	RANGELD	RANGELD	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	5/23/2012 01:18:48 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Initial cust contact

Dalia Rangel/par/lab

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:44:58 AM	MERCADTO	RANGELD	Ownership Changed		Done	5/23/2012 10:44:58 AM	Service Request Ownership has changed FROM: DOMINGJE TO: RANGELD

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
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 Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:44:18 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	5/23/2012 01:17:10 PM	"No Initial Contact required. Vehicle has not been to dealer in two years."

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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
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**Comments**  
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 advsd  
I will need to escalate file to our Central Claims dept. Someone will contact you 7-10 business days.

Dalia Rangel/par/abx

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

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:43:56 AM	MERCADTO	RANGELD	Research		Done	5/23/2012 10:58:14 AM	1GNDT13S372

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

no prev sr #'s associated w/cust name or vin

no recalls

prev repairs related to allegation

02/03/2010 133537 ZSCT—Service Contracts C0183 - Front Side Door Window Regulator Replacement - Left Side 88,882 KM

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:43:50 AM	MERCADTO	RANGELD	Notify CRM		Done	5/23/2012 10:54:41 AM	File assigned to Dalia Rangel @ x11350

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
5/23/2012 10:43:30 AM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	5/23/2012 10:54:37 AM	File assigned to Dalia Rangel @ x11350

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:43:28 AM	MERCADTO	DOMINGJE	SR Opened		Done	5/23/2012 10:43:29 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/23/2012 10:43:27 AM	MERCADTO	DOMINGJE	SR Closed - Dissatisfied		Done	5/23/2012 10:43:27 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2012 05:02:58 PM	DOMINGJE	AMSTUTST	Notify CRM	Need to Assume SR	Done	5/23/2012 10:43:22 AM	cust complaining about thermal event Recieved and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2012 03:58:36 PM	DOMINGJE	DOMINGJE	Inbound Call	Customer	Complex Request	Done	5/22/2012 03:59:09 PM prepar - thermal event

Contact Last Name	Contact First Name	Account	BAC Code
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1GNDT13S372 170000 kms

panama city FL

**cust aka:**

- driver side window module switch catch fire and it was inoperative , have smoke all over the veh
- the dr 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 aka:**

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





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Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

**INTERFACE WITH CUSTOMER**

**View Vehicle Summary**

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

For this vehicle:

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

**Vehicle Information**

VIN 1GNDT13S37 XXXXXXXXXX Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract **Yes** Branded Title No Warranty Block: No PDI Status No  
 Order Type: 50 - FLEET  
 Field Actions [Q Open](#) XXXXXXXXXX

**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: N XM Radio ID: 3DGXN0HA OnStar Status: NA  
 XM Equipped Y DMN Status: Inactive  
 OnStar Vehicle Diagnostics N DMN Enabled: N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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
	Bumper to Bumper Limited Warranty	08/05/2011	10/31/2006	10 KM	10/31/2009	60,010 KM

Corrosion Limited Warranty      08/05/2011    10/31/2008    10 KM    10/31/2012    180,010 KM

**Service Contract**

Policy Number [REDACTED]

Owner [REDACTED]

Description: OPTIMUM T-PLUS 80/120

Deductible Amount: 100.00

Effective Date: 09/21/2007

Expiration Date: 10/21/2011

Effective Odometer: 20236 KM

Expiration Odometer: 120000 KM

Daily Rental Limit: 40.00

**Transaction History**

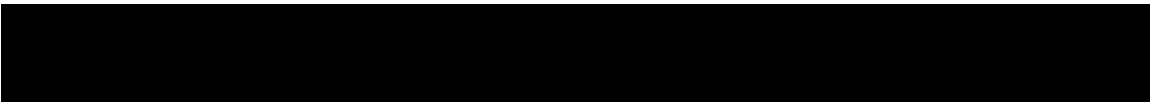
[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/03/2010	133537	ZSCT—Service Contracts		C0163 - Front Side Door Window Regulator Replacement - Left Side	88,882 KM
02/03/2010	133537	ZSCT—Service Contracts		N3660 - Windshield Washer Pump Replacement	88,892 KM
08/14/2007	098121	ZREG—Regular Vehicle Transaction		X4421 - ODOMETER CONVERSION FROM US TO CANADIAN BY ESC	19,656 KM

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May 29, 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 1GNDT13S372  
 Service Contract: Yes    Branded Title: No    Warranty Block: No    PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: 0 - Open

For this vehicle:

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

### Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD    Order Number: KNGCBZ  
 Gross Vehicle Weight: 2,811    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.

- |  |                                      |
|--|--------------------------------------|
| 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 | 1SZ - PREFERRED EQUIPMENT SAVINGS    |
| 28H - LIGHT GRAY   | 28I - INT TRIM LT GRAY/DK GRAY       |
| 50U - SUMMIT WHITE   | 6FB - COMP FRT LH COMPUTER SEL SUSP  |
| 7FB - COMP FRT RH COMPUTER SEL SUSP  | 8UY - COMPONENT RR LH COMPUTER SEL   |
| 9UY - COMPONENT RR RH COMPUTER SEL   | AJ1 - GLASS, DEEP TINTED             |
| AK5 - DUAL STAGE FRONT AIR BAGS  | AL0 - SENSOR INF RESTR, CHILD DETECT |
| AM9 - 65/35 FOLDING 2ND ROW SEAT   | AR9 - FRT BUCKET SEAT, DELUXE        |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING   | AU0 - REMOTE KEYLESS ENTRY           |
| AXP - MPV VIN IDENT POSITION   | B30 - FULL CARPET-COLOR KEYED        |
| B32 - FLOOR MATS, FRONT/REAR   | B33 - REAR COLOR KEYED FLOOR MATS    |
| B86 - MOLDING B/S COLOR  | B8T - GM PRODUCTION WEEK #44         |
| C49 - REAR WINDOW DEFROSTER  | CSN - GVW RATING - 5750 LBS          |
| CJ3 - CLIMATE CONTROL  | 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 RATIO           |
| JF8 - BRAKE VAC POWER, 4 WHL DISC  | JJB - PT DRESS SUBASSY NOT INSTALLED |
| K18 - ELECTRIC AIR INJECTION SYSTEM  | K34 - CRUISE CONTROL                 |
| KCV - VANGUARD RAC   | KG4 - GENERATOR 150 AMP              |

LL8 - ENGINE, VORTEC 4.2L SFI I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	PDC - PWR SEAT ADJUST- DRIVER, 8 WAY
QTM - ALL-SEASON TIRES	R8F - IDENTIFY B CODE USERS
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6P - SPECIAL PAINT
R60 - OPTION PKG NOT DESIRED	R7M - ONSTAR DELETE
R9N - LEATHER SEAT TRIM	T81 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	T84 - LIFTGATE
TFD - RETAIL AMENITY DELETE	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U73 - FIXED MAST ANTENNA	UA8 - THEFT DETERRENT ALARM SYSTEM
UB0 - AM/FM STEREO W/CD	UJ6 - TIRE PRESSURE MONITOR
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VN9 - DAILY RENTAL REPURCHASE PROGRAM
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD8 - BASE REAR SPRING	YT1 - DAILY RENTAL FLAT RATE DEPREC.
ZNF - SPARE, ALL-SEASON TIRE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	

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#### Added Option Codes

-80 -

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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

For this vehicle:

[View Vehicle Summary](#)

[Service Contract](#)

[Branded Title](#)

[Warranty Block](#)

[View Vehicle Build](#)

[View Vehicle](#)

[Component Summary](#)

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[View Vehicle Delivery](#)

[Information](#)

#### Vehicle Information

VIN 1GNDY13S372	Model CT16506-2007 TRAILBLAZER 4WD
Service Contract <u>Yes</u>	Branded Title: No
Order Type 50 - FLEET	Warranty Block: No
Field Actions: <u>Open</u>	PDI Status: No

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability: 610180699
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 10/30/2006	Time Scanned: 17:23:00 Scan Station: 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability: 004752968
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 10/30/2006	Time Scanned: 17:55:00 Scan Station: 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BM165092
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 10/30/2006	Time Scanned: 17:35:00 Scan Station: 03
Component Code 61-TRANSMISSION	Traceability: 44981598
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 10/30/2006	Time Scanned: 17:32:00 Scan Station: 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: EHL51046
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 10/30/2006	Time Scanned: 18:22:00 Scan Station: 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability: 29810438
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 10/30/2006	Time Scanned: 17:51:00 Scan Station: 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00041458
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 10/30/2006	Time Scanned: 18:21:00 Scan Station: 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability: 1GZ62DY
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 10/30/2006	Time Scanned: 21:39:00 Scan Station: 08
Component Code AL-IR-MODULE ASM-I/P	Traceability: 5ABM150
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 10/30/2006	Time Scanned: 17:48:00 Scan Station: 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0840300
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 10/20/2006	Time Scanned: 03:02:00 Scan Station:
Component Code CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3079902

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 10/26/2006	Time Scanned: 23:41:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3079782
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 10/27/2006	Time Scanned: 23:07:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3079487
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 10/30/2006	Time Scanned: 12:11:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3079546
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 10/30/2006	Time Scanned: 13:41:00 Scan Station:

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**Service Agent Installed Component**

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Vehicle has no current record of vehicle component.

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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 1GNDT13S372 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract Yes Branded Title No Warranty Block No PDI Status No  
 Order Type 50 - FLEET  
 Field Actions Open [REDACTED]

For this vehicle:

- > [View Vehicle Summary](#)
- > [Service Contract](#)
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- > [View Vehicle Transaction History Detail](#)
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Job Card Date: 02/03/2010

Job Card Number: 133537

Repair Service Agent 158727  
 TRUE NORTH CHEVROLET CADILLAC LTD.  
 1370 SEYMOUR STREET  
 NORTH BAY ON P1B 8G4  
 7054721210

Odometer Reading 88,882 KM  
 Authorization Code

Process Date 02/05/2010

Transaction Type:  
 ZSCT---Service Contracts  
 Transaction Expense Category  
 Service Contract

Customer Complaint Code  
 0424-Exterior - Glass

Job Card Line # 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op C0183-Front Side Door Window Regulator Replacement - Left Side

Causal Part Number 00000000020930663-REGULATORASM-FRTS/DWDO

--See other Parts and/or Net Items

Job Card Date: 02/03/2010

Job Card Number: 133537

Repair Service Agent 158727  
 TRUE NORTH CHEVROLET CADILLAC LTD.  
 1370 SEYMOUR STREET  
 NORTH BAY ON P1B 8G4  
 7054721210

Odometer Reading 88,882 KM  
 Authorization Code

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-Windshield Washer Pump Replacement

Causal Part Number 00000000010388722-PUMP,WSWA

--See other Parts and/or Net Items

Job Card Date: 08/14/2007

Job Card Number: 098121

Repair Service Agent: 184414  
CUSTONE ELECTROMOTIVE INC.  
1150 CHAMPLAIN AVENUE  
WHITEBY ON L1N 8K8  
90566826640000

Odometer Reading: 19,856 KM  
Authorization Code:

---

Process Date:  
08/17/2007  
Transaction Type:  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category:  
Customer Complaint Code:  
0000-Converted Claim  
Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op X4421-ODOMETER CONVERSION FROM US TO CANADIAN BY ESC  
Causal Part Number  
--See other Parts and/or Net Items

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Global Warranty Management Site Map  
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May 29, 2012

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Delivery Information



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

### Vehicle Information

VIN 1GNDY13S372 XXXXXXXXXX Model: GT15508-2007 TRAILBLAZER 4WD  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: Open XXXXXXXXXX

### Invoice Information

Invoicing Service Agent: 112174 Invoice Date: 10/30/2008  
 PROSPECT MOTORS, INC.  
 11361 PROSPECT DRIVE  
 JACKSON CA 95642-9311 2092231740

### Ship to Information

Ship to Service Agent: 147051 Ship to Date: N/A  
 NATIONAL CAR RENTAL  
 METROPOLITAN AIRPORT  
 NASHVILLE TN 37217-0000

### Delivery Information

Delivery Service Agent: 112174 Delivery Date: 10/31/2008  
 PROSPECT MOTORS, INC. Delivery Type: 020—DAILY RENTAL  
 11361 PROSPECT DRIVE Delivery Odometer: 10  
 JACKSON CA 95642-9311 2092231740

### 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

### 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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**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

May 31, 2012

[REDACTED]  
Panama City, FL [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 743353  
Our Client: General Motors LLC  
Date/Event: 5/15/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S372 [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in 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*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-1079039963	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Royersford	Involved Dir		Safety	Yes
State	PA ZipCd	Con Acct		Source	Phone	Updated	6/28/2012 10:50:47 AM
Serial #/VIN	1GNDY13SX72	Model Year	2007	Priority	Medium License #	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	11/11/2006	Status	Open	Opened	6/19/2012 05:10:06 PM
Model	TrailBlazer	Mileage	50000	Sub-Status	Dissatisfied	Closed	
Abstract	thermal event window regulator						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Stacy Amstutz at ext. 41022						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	6/4/2012 10:12:40 AM	N	0	0	Concrete	Dry	na	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5 2		na				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unk	unk	(800) 892-8877	harleysville insurance					
Incident Loc	387 north lewis rd royersford PA	Incident Desc	sunday night i went to my glove box and i got my information i placed some airfrasher 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					
Component	window component	Damage Desc	driverside inside door panel					
Vehicle Loc	387 north lewis rd royersford PA	Add'l Info						
Emgcy Svc Names	nones	Maint Loc	na					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal 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	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	na	Prop Damage Description	na	Inspected By	Inspection Not Performed	Inspection Date/Time
Primary Veh Use	Personal	Inspection Thermal Event Type		Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	interior driver door	Explain Other	sent to esis					

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 02:39:03 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

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

Customer claims thermal event originating from window regulator

Thaddeus Kinzen/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 10:50:47 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	6/28/2012 10:50:47 AM	Ownership Escalated to BRC

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 10:49:01 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		tu esis pick up

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 10:47:52 AM	SANCHERI	KINZERTH	Notify CRM		Done	6/28/2012 02:39:41 PM	esis - thermal event

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

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 10:47:06 AM	SANCHERJ	SANCHERJ	BRC PAR	Business Case	Done	6/28/2012 10:47:50 AM	

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

thermal event - internal window component

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 09:51:17 AM	SANCHERJ	SANCHERJ	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	6/28/2012 10:12:21 AM	call customer 3rd attempt

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

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/28/2012 09:36:10 AM	SANCHER	SANCHER	Outbound Email		Done	6/28/2012 09:50:12 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 [REDACTED]  
2007 Chevrolet Trailblazer  
VIN 1GNDS13S572 [REDACTED]  
No involved dealer at this time.

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

Best wishes,  
Rita Sanchez | CRS

Aditya Biria 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.adityabirda.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/27/2012 11:09:16 AM	SANCHER	SANCHER	Outbound Call Customer	Left Message	Done	6/27/2012 11:10:01 AM	[REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

called and left message for customer to call in regarding the 2007 chevrolet trail blazer

866-790-5600 x 31227

rita.sanchez@ATxPAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 10:42:51 AM	KINZERTH	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	6/21/2012 10:43:05 AM	PAR VM
Contact Last Name	Contact First Name	Account	BAC Code				

Window parts catching thermal event 71-1079039963  
Jun 20 4:12pm

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 10:26:28 AM	MERCADTO	AMSTUTST	Ownership Changed		Done	6/21/2012 10:26:28 AM	Service Request Ownership has changed FROM: ANDERSJ2 TO: AMSTUTST
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:55:37 AM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact - Field	Done	6/28/2012 09:36:05 AM	called denise.zobel@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

see outbound email

rita sanchez/ATx/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:55:29 AM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	6/27/2012 11:07:27 AM	No call made
Contact Last Name	Contact First Name	Account	BAC Code				

Veh. hasn't been to a GM dlr. in over 2 years per GWM

William Duffy/PAR/ATX

Confidential Comments

## Service Request Detail

### 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 10:48:58 AM	call to

Contact Last Name Contact First Name Account BAC Code

#### Comments

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 airfreshener 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 look 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 smell 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

crs 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:55:06 AM	MERCADTO	AMSTUTST	BRC PAR	Acknowledgement	Done	6/27/2012 11:09:46 AM	call to

Contact Last Name Contact First Name Account BAC Code

I/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



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:54:58 AM	MERCADTO	AMSTUTST	Research		Done	6/27/2012 11:05:37 AM	Research
Contact Last Name	Contact First Name	Contact Last Name	Account			BAC Code	

#### Comments

S/R's: 71-1028560081 1-13-12 alt. owner, fuel lever sensor complaint

Recalls: Service Update Bulletins N060091 06091 ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM \*\*EXTENDED TO NOVEMBER 30, 2006\*\* 08/30/2006 Closed

Branded: No

Warranty Block: No

Repairs: No

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:54:51 AM	MERCADTO	AMSTUTST	Notify CRM		Done	6/27/2012 11:00:35 AM	File assigned to Stacy Amstutz @ x41022
Contact Last Name	Contact First Name	Contact Last Name	Account			BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 @ x41022
Contact Last Name	Contact First Name	Contact Last Name	Account			BAC Code	

#### Comments

c

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:54:24 AM	MERCADTO	ANDERSJ2	SR Opened		Done	6/21/2012 09:54:24 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/21/2012 09:54:22 AM	MERCADTO	ANDERSJ2	SR Closed - Dissatisfied		Done	6/21/2012 09:54:23 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2012 05:18:40 PM	ANDERSJ2	ANDERSJ2	Scheduled Follow-up		Done	6/21/2012 09:53:14 AM	ffup on brc pick up

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2012 05:12:17 PM	ANDERSJ2	AMSTUTST	Notify CRM		Done	6/21/2012 09:53:35 AM	Please review Recieved and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2012 03:58:59 PM	ANDERSJ2	ANDERSJ2	Outbound Call Customer	Made Contact	Done	6/20/2012 05:09:35 PM	2nd attempt

Contact Last Name	Contact First Name	Account	BAC Code

exec s/s-calling to discuss concerns with vehicle, will need to sent this to our par team to work.

exec s/s-Info.

cust adv-something crawled into the door and caught on fire, I so I had the repairs done at an independent, they did supply all the failed parts back to me.

jakenya anderson/exec/atx

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2012 05:23:08 PM	ANDERSJ2	ANDERSJ2	Scheduled Outbound Call Cust		Done	6/20/2012 03:58:57 PM	2nd attempt

Contact Last Name	Contact First Name	Account	BAC Code

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2012 05:20:36 PM	ANDERSJ2	ANDERSJ2	Outbound Call Customer	Left Message	Done	6/19/2012 05:23:08 PM	cust

Contact Last Name	Contact First Name	Account	BAC Code

exec s/s-calling to discuss concerns with reim, try to see how we can assist.

lt msg.

jakenya anderson/exec/atx

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2012 05:12:09 PM	SADMIN	ANDERSJ2	Inbound White Mail		Done	6/19/2012 05:12:25 PM	Scanned: 2012-08-19-10.28.14.000000, SourceDocNum: 00072EEA, worklist : EXECUTIVE SR Status: Open
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

### UCC Information

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



June 29, 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)

For this vehicle:

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

### Vehicle Information

VIN 1GNDT13SX72 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060091	06091	ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2006**	08/30/2006	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 block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active  
 XM Equipped: Y XM Radio ID TRZ5L00D XM Status: Active  
 OnStar Vehicle Diagnostics: Y DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	11/11/2006	20 MI	11/11/2012	100,020 MI
	Bumper to Bumper Limited Warranty	08/05/2011	11/11/2006	20 MI	11/11/2009	36,020 MI

Powertrain Limited Warranty	08/05/2011	11/11/2006	20 MI	11/11/2011	100,020 MI
Special Coverage 10054	08/05/2011	11/11/2006	20 MI	11/11/2016	120,020 MI
Emission Select Component Ltd Wty	08/05/2011	11/11/2006	20 MI	11/11/2014	80,020 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
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	ZREG—Regular 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
08/09/2006	A26173	ZPDI—Pre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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June 29, 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 1GNDT13SX72 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KFWV30  
 Gross Vehicle Weight: 2,611 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.

- |   |   |
|---|---|
| <p>1SB - LS PREFERRED EQUIPMENT GROUP 2: *<br/>                 POWER DUAL OUTSIDE MIRRORS * FLOOR MATS,<br/>                 FRONT/REAR * REAR WINDOW DEFROSTER *<br/>                 GLASS, DEEP TINTED * BODY SIDE MOLDING,<br/>                 BODY COLOR * LUGGAGE RACK CROSS BARS *<br/>                 WIRE HARNESS, TRAILER * REMOTE KEYLESS<br/>                 ENTRY * THEFT DETERRENT SYSTEM</p> <p>28H - LIGHT GRAY</p> <p>41U - BLACK</p> <p>7FB - COMP FRT RH COMPUTER SEL SUSP</p> <p>9UY - COMPONENT RR RH COMPUTER SEL</p> <p>AJ1 - GLASS, DEEP TINTED</p> <p>AL0 - SENSOR INF RESTR, CHILD DETECT</p> <p>AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT,<br/>                 RR FACING</p> <p>AXP - MPV VIN IDENT POSITION</p> <p>B32 - FLOOR MATS, FRONT/REAR</p> <p>B86 - MOLDING B/S COLOR</p> <p>C5N - GVW RATING - 5750 LBS</p> <p>CJ3 - CLIMATE CONTROL</p> <p>DK7 - OVERHEAD CONSOLE</p> <p>EVA - EVAP EMISSION REQUIREMENT</p> <p>GU6 - REAR AXLE 3.42 RATIO</p> <p>JJB - PT DRESS SUBASSY NOT INSTALLED</p> <p>K34 - CRUISE CONTROL</p> <p>LL8 - ENGINE, VORTEC 4.2L SFI I6</p> <p>N40 - POWER STEERING</p> <p>NP8 - 2-SPEED ACTIVE TRANSFER CASE</p> <p>NZ3 - 16" FULL SIZE SPARE WHEEL</p> | <p>1SZ - PREFERRED EQUIPMENT SAVINGS</p> <p>281 - INT TRIM LT GRAY/DK GRAY</p> <p>6FB - COMP FRT LH COMPUTER SEL SUSP</p> <p>8UZ - COMPONENT RR LH COMPUTER SEL</p> <p>A50 - FRT BUCKET SEATS &amp; FLR CONSOLE</p> <p>AK5 - DUAL STAGE FRONT AIR BAGS</p> <p>AM9 - 65/35 FOLDING 2ND ROW SEAT</p> <p>AU0 - REMOTE KEYLESS ENTRY</p> <p>B30 - FULL CARPET-COLOR KEYED</p> <p>B33 - REAR COLOR KEYED FLOOR MATS</p> <p>C49 - REAR WINDOW DEFROSTER</p> <p>CF5 - POWER SUNROOF (INCLUDES OVERHEAD<br/>                 CONSOLE)</p> <p>DAY - ASSEMBLY PLANT MORAIN, OHIO</p> <p>DP2 - POWER QSRV MIRRORS</p> <p>FE9 - FEDERAL EMISSIONS</p> <p>JF8 - BRAKE VAC POWER, 4 WHL DISC</p> <p>K18 - ELECTRIC AIR INJECTION SYSTEM</p> <p>KG4 - GENERATOR 150 AMP</p> <p>M30 - TRANSMISSION, 4 SPD AUTOMATIC</p> <p>N75 - 17" ALUMINUM WHEELS</p> <p>NT7 - EMISSION SYS FED - TIER 2</p> <p>PCR - SUN, SOUND, ENTERTAINMENT PKG: *<br/>                 POWER SUNROOF * AUDIO SYSTEM-BOSE PREM.<br/>                 SOUND * XM SATELLITE RADIO - SERVICE FEE<br/>                 EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6<br/>                 DISC CD PLAYER, AUTOTONE CONTROL, RADIO<br/>                 DATA SYSTEM (REPLACES STD/OPT PKG RADIO) *<br/>                 OVERHEAD CONSOLE</p> |
|---|---|



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June 29, 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 1GNDT13SX72 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD Order Number KFWV30  
 Gross Vehicle Weight 2,611 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.

- |  |  |
|--|--|
| <p>1S8 - 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</p> <p>28H - LIGHT GRAY<br/>                 41U - BLACK<br/>                 7FB - COMP FRT RH COMPUTER SEL SUSP<br/>                 9UY - COMPONENT RR RH COMPUTER SEL<br/>                 AJ1 - GLASS, DEEP TINTED<br/>                 AL0 - SENSOR INF RESTR, CHILD DETECT<br/>                 AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING<br/>                 AXP - MPV VIN IDENT POSITION<br/>                 B32 - FLOOR MATS, FRONT/REAR<br/>                 B86 - MOLDING B/S COLOR<br/>                 C5N - GVW RATING - 5750 LBS</p> <p>CJ3 - CLIMATE CONTROL<br/>                 DK7 - OVERHEAD CONSOLE<br/>                 EVA - EVAP EMISSION REQUIREMENT<br/>                 GU6 - REAR AXLE 3.42 RATIO<br/>                 JJB - PT DRESS SUBASSY NOT INSTALLED<br/>                 K34 - CRUISE CONTROL<br/>                 LL8 - ENGINE, VORTEC 4.2L SFI I6<br/>                 N40 - POWER STEERING<br/>                 NP8 - 2-SPEED ACTIVE TRANSFER CASE<br/>                 NZ3 - 16" FULL SIZE SPARE WHEEL</p> | <p>1SZ - PREFERRED EQUIPMENT SAVINGS</p> <p>28I - INT TRIM LT GRAY/DK GRAY<br/>                 6F8 - COMP FRT LH COMPUTER SEL SUSP<br/>                 8UZ - COMPONENT RR LH COMPUTER SEL<br/>                 A60 - FRT BUCKET SEATS &amp; FLR CONSOLE<br/>                 AK5 - DUAL STAGE FRONT AIR BAGS<br/>                 AM9 - 65/35 FOLDING 2ND ROW SEAT<br/>                 AU0 - REMOTE KEYLESS ENTRY</p> <p>B30 - FULL CARPET-COLOR KEYED<br/>                 B33 - REAR COLOR KEYED FLOOR MATS<br/>                 C49 - REAR WINDOW DEFROSTER<br/>                 CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)<br/>                 DAY - ASSEMBLY PLANT MORAIN, OHIO<br/>                 DP2 - POWER OSRV MIRRORS<br/>                 FE9 - FEDERAL EMISSIONS<br/>                 JF8 - BRAKE VAC POWER, 4 WHL DISC<br/>                 K18 - ELECTRIC AIR INJECTION SYSTEM<br/>                 KG4 - GENERATOR 150 AMP<br/>                 M30 - TRANSMISSION, 4 SPD AUTOMATIC<br/>                 N75 - 17" ALUMINUM WHEELS<br/>                 NT7 - EMISSION SYS FED - TIER 2<br/>                 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</p> |
|--|--|



QTM - ALL-SEASON TIRES	R4Y - TIRE BRAND-GOODYEAR
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6P - SPECIAL PAINT
R9N - LEATHER SEAT TRIM	SLM - STOCK ORDERS
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
T84 - LIFTGATE	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL
U73 - FIXED MAST ANTENNA	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UJ6 - TIRE PRESSURE MONITOR	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
UJ7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - SPARE, ALL-SEASON TIRE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	

---

### Added Option Codes

-BQ -

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June 29, 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 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 607260686
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 08/09/2006	Time Scanned: 07:07:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 004312126
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 08/09/2006	Time Scanned: 07:55:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BL323537
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 08/09/2006	Time Scanned: 07:18:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44488121
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 08/09/2006	Time Scanned: 07:15:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: AJJ28096
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 08/09/2006	Time Scanned: 07:58:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 208072821
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 08/09/2006	Time Scanned: 07:56:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00026489
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 08/09/2006	Time Scanned: 09:33:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GVK5GE
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/09/2006	Time Scanned: 12:00:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AAYK41
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 08/09/2006	Time Scanned: 07:43:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0260527
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 08/02/2006	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3027226

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 08/04/2006	Time Scanned: 16:37:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3027124
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 08/07/2006	Time Scanned: 16:41:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3027049
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 08/08/2006	Time Scanned: 08:20:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3027457
Source Plant: -	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.

---

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June 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 1GNDT13SX72 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 11/20/2007

Job Card Number: 142081

Repair Service Agent: 113793  
 CARFAGNO CHEVROLET  
 1230 E RIDGE PIKE  
 PLYMOUTH MEETING PA 19462-2754  
 6102750507

Odometer Reading: 8,563 MI  
 Authorization Code:

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  
 CARFAGNO CHEVROLET  
 1230 E RIDGE PIKE  
 PLYMOUTH MEETING PA 19462-2754  
 6102750507

Odometer Reading: 1,151 MI  
 Authorization Code:

Process Date:  
12/22/2006

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 Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/11/2006

Job Card Number: 133454

Repair Service Agent: 113793  
 CARFAGNO CHEVROLET

Odometer Reading: 1,151 MI  
 Authorization Code: B

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

Odometer Reading 1,013 MI

CARFAGNO CHEVROLET

Authorization Code:

1230 E RIDGE PIKE

PLYMOUTH MEETING PA 19462-2754

6102750507

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

Job Card Number: 133336

Repair Service Agent: 113793

Odometer Reading 1,013 MI

CARFAGNO CHEVROLET

Authorization Code:

1230 E RIDGE PIKE

PLYMOUTH MEETING PA 19462-2754

6102750507

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 Date: 08/09/2006

Job Card Number: A26173

Repair Service Agent: 113793

Odometer Reading 0 MI

CARFAGNO CHEVROLET

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:  
08/15/2008

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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June 29, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information



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

For this vehicle:

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

#### Vehicle Information

VIN 1GNDT13SX72 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title: No Warranty Block No [REDACTED] PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent: 113793 Invoice Date: 08/09/2006  
 CARFAGNO CHEVROLET  
 1230 E RIDGE PIKE  
 PLYMOUTH MEETING PA 19462-2754 6102750507

#### Ship to Information

Ship to Service Agent: 113793 Ship to Date: N/A  
 CARFAGNO CHEVROLET  
 1230 E RIDGE PIKE  
 PLYMOUTH MEETING PA 19462-2754 6102750507

#### Delivery Information

Delivery Service Agent: 113793 Delivery Date: 11/11/2006  
 CARFAGNO CHEVROLET Delivery Type: 010--INDIVIDUAL  
 1230 E RIDGE PIKE Delivery Odometer: 20  
 PLYMOUTH MEETING PA 19462-2754 6102750507

#### 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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Attention : Daniel Akerson CEO

I own a 2007 Trail 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

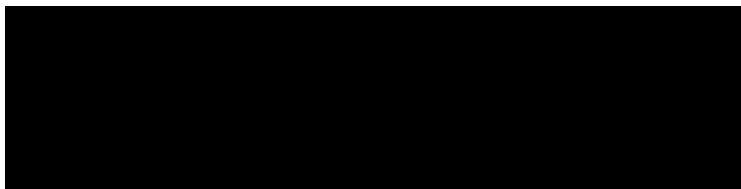
I did contact my dealership Carfagno Chevrolet same day on 6/4/2012 spoke to Scott Walter to find out if I had missed a recall on my vehicle. Scott advised me that I did not & to keep an eye out for a recall. I did find an article posted in Boston Globe describing what I had reported to the owner or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



Royersford Pa

Home

Cell

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 new Chevrolet 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

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

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### Cause sought for TrailBlazer f

February 14, 2012



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 an

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

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AdChoices



The agency has received 12 complaints of smoke 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 plastic should contact their dealer, GM said.

Ads by Google

### Cabot Greek-Style Yogurt

A richer, smoother, creamier yogurt that's available at [www.cabotcheese.coop](http://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

INVOICE

Print Date : 06/05/2012

[Redacted]  
 Royersford, PA  
 Home [Redacted] Cellular [Redacted]  
 Cust ID : 149 Ref #:

2007 Chevrolet - TrailBlazer  
 4.2L, In-Line6, VIN (S)  
 Lic #: [Redacted]  
 Unit #:  
 Vin #: 1GNDT13SX72 [Redacted]  
 Hat #:

Odometer In : 43210

D. V. REMOND

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
WINDOW SWITCH - Front, Left -	1.00	306.77	306.77	CHECK WINDOW SWITCH SMOKING REPLACE DRIVERS SWITCH REPLACE BLOWN FUSE REPROGRAM NEW SWITCH	111.88

*Paul ct  
 B. H. 1706*

[ Technicians : Haines, Kevin; Haines, Kevin ]

[ Payments - ]

*Thank you for your business!*

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

Labor:	111.88
Parts:	306.77
Sublet:	0.00
Sub:	418.65
Tax:	25.12
Total:	443.77
Bal Due:	\$443.77

SIGNATURE.....

Date.....

Time.....

Written By: Haines, Kevin



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

July 6, 2012

[REDACTED]  
[REDACTED]  
Royersford, PA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 744523  
Our Client: General Motors LLC  
Date/Event: 6/4/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDDT13SX72 [REDACTED]

Dear [REDACTED]

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

Sincerely,

*Eric Wilt*

Eric Wilt  
Claims Administrator

## Service Request Detail

SR No.	71-1087428725	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	East Brunswick	Involved Dir		Safety	Yes
State	NJ	ZipCd		Source	Email	Updated	7/25/2012 05:09:37 PM
Serial #/VIN	1GKDT13S872	Model Year	2007	Priority	Medium	License #	
Make	GMC	Warr. Start	11/15/2006	Status	Open	Owner	SANCHER
Model	Envoy	Mileage	123000	Sub-Status	Satisfied	Opened	7/16/2012 12:13:34 PM
Abstract	thermal event window regulator						
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	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/15/2012 04:55:52 PM	N	0	3	Asphalt	Dry	na	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5 10	6/6/1968	na				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unk	unk	(800) 841-3000	geico					
Incident Loc	route 18 going north marbrol NJ	unknown address	Incident Desc	I was driving my kids home i was adjusting my mirror and i wanted to know why it was not moving and my son said that the door was smoking i pulled over and wedged the window open and i was disconnecting it and i saw a flame that i put out with water				
Component	window component		Damage Desc	driver side door				
Vehicle Loc	686 Old Bridge Tpke East Brunswick NJ 08816		Add'l Info	no claim filed with them				
Emgcy Svc Names	none		Maint Loc	na				

## PAR Detail

Collision	N	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	na
Vehicle Speed	55			Weather Condition	clear			Prop Owner	na
Last Service Date				Loc Last Service				Property Location	na
Veh Est Repair Cost	\$0.00			Spec Equip Installer	na			Prop Damage Description	na
Primary Veh Use	Personal			Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	driver side door thermal event							Inspection Date/Time	
				Explain Other	sent to esis				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/26/2012 04:54:42 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event

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

cust claims veh experienced a thermal event from the window regulator

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/26/2012 09:34:19 AM	SANCHERI	SANCHERI	Scheduled Follow-up	Scheduled Alarm	Scheduled Alarm		f/u esis - pick up

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/26/2012 09:33:55 AM	SANCHERI	AMSTUTST	Notify CRM		Done	7/26/2012 04:54:40 PM	Esis - thermal event

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/26/2012 09:32:45 AM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	7/26/2012 09:33:53 AM	

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

thermal event - window regulator

rita sanchez/ATX/PAR

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/25/2012 05:09:37 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	7/25/2012 05:09:37 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
7/25/2012 05:07:42 PM	SANCHERI	SANCHERI	Scheduled Outbound Email		Done	7/26/2012 10:53:53 AM	send email

Name	Account	BAC Code
------	---------	----------

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/25/2012 05:07:31 PM	SANCHERI	SANCHERI	Outbound Email		Done	7/26/2012 09:32:33 AM	christopher.lmunger@gm.com

Account	Account	BAC Code
---------	---------	----------

Comments

Christopher,

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

Customer Last Name [REDACTED]  
2007 GMC Envoy  
VIN 1GKDT13S872 [REDACTED]  
No involved dealership 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 Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/25/2012 10:24:43 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	7/25/2012 03:49:01 PM	call customer

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 05:10:53 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Initial Attempt	Done	7/25/2012 11:00:18 AM	call customer

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 02:01:21 PM	KINZERTH	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	7/24/2012 02:01:32 PM	PAR V/M

Contact Last Name      Contact First Name      Account      BAC Code

Comments

71-1087428725 customer phone customer claims thermal event  
Jul 23 3:29pm

Thaddeus/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:14:14 AM	MERCADTO	SANCHERI	Ownership Changed		Done	7/24/2012 10:14:14 AM	Service Request Ownership has changed FROM: DELAGUNI TO: SANCHERI

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:13:37 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	7/25/2012 05:07:30 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

see outbound email

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:13:16 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	7/25/2012 04:54:11 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

No need to call Dlr. Vehicle beyond warranty and has not been to dealer in two years.

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:13:00 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Phone	Done	7/25/2012 05:06:28 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

verified information and allegation

provided esis statement

cust sts i will proceed

crs sts what happened

cust sts as driving my kids home i was adjusting my mirror and i wanted to know why it was not moving and my son said that the door was smoking i pulled over and wedged the window open and i was disconnecting it and i saw a flame that i put out with water

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

cust sts ok thanks

rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:12:11 AM	MERCADTO	SANCHERI	BRC PAR	Acknowledgement	Done	7/25/2012 10:24:42 AM	Called [REDACTED]

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

called spoke with customer and customer requested to be contacted between 2-4 this after noon

rita sanchez/ATX/PAR

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:11:48 AM	MERCADTO	SANCHERI	Research		Done	7/25/2012 10:23:49 AM	Research VIN 1GKDT13S872 [REDACTED]

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

**Comments**

CRS Performed VIN Scan  
GMVIS: - Found No Open Recalls

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:11:40 AM	MERCADTO	SANCHERI	Notify CRM		Done	7/25/2012 10:23:11 AM	File assigned

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

**Comments**

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:11:24 AM	MERCADTO	SANCHERI	BRC PAR	Case Assigned	Done	7/25/2012 10:23:07 AM	Assigned to Rita x41345

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

Confidential Comments: [REDACTED]

Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:11:16 AM	MERCADTO	DELAGUNI	SR Opened		Done	7/24/2012 10:11:16 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:11:14 AM	MERCADTO	DELAGUNI	SR Closed - Satisfied		Done	7/24/2012 10:11:14 AM	Service Request has been Closed Satisfied.

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 04:26:55 PM	DELAGUNI	DELAGUNI	Scheduled Follow-up		Done	7/24/2012 10:11:11 AM	waiting for updates

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:31:47 PM	RESURRR1	RESURRR1	Other		Done	7/23/2012 03:32:24 PM	additional notes

Contact Last Name      Contact First Name      Account      BAC Code

Comments

crs unable to contact par

crs adv the cust of sr number and adv of 2 business days

cust ok

Rafael/CAC/MAN/Lvl1 Empowered  
866 790 5700 ext 22831

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:31:13 PM	RESURRR1	KINZERTH	Notify CRM	Need to Assume SR	Done	7/24/2012 10:11:06 AM	veh caught fire

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:26:22 PM	RESURRR1	RESURRR1	Inbound Call Customer	Complex Request	Done	7/23/2012 03:30:46 PM	veh caught on fire

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Cust sts:  
just wanted to know if there's a recall on the veh regarding this

Cust Seeks:  
complaint vehicle/rfi recall

Agt advised:  
will xfer you to PAR

updated phone number, vin and mileage, no involved dealership  
cust is the owner of the veh

Rafael/CAC/MAN/Lvl1 Empowered  
866 790 6700 ext 22831

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:20:26 PM	RESURRR1	DELAGUNI	SR Opened		Done	7/23/2012 03:20:26 PM	SR in Status of Closed has been Re-Opened by RESURRR1

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/21/2012 08:32:59 PM	DELAGUNI	DELAGUNI	SR Closed - Satisfied		Done	7/21/2012 08:32:59 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/21/2012 08:32:00 PM	DELAGUNI	DELAGUNI	SR Closed - Satisfied		Done	7/21/2012 08:32:53 PM	closing file satisfied

Contact Last Name	Contact First Name	Account	BAC Code

Reasons for closing file satisfied

-as per email 5 day UTC rule

Nikkie Del Agua.CAC T1,MLA,LVL 1

Confidential Comments

## Service Request Detail

### 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 First Name	Account			BAC Code		

Service Request: 71-1087428725  
Customer Relationship Specialist: Nikkie

Dear [REDACTED]

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.

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

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2012 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
Contact Last Name	Contact First Name	Account			BAC Code		

Comments

7/21/2012 5-7 pm ET

-gather additional information

Nikkie Del Agua/CAC T1/MLA/LVL 1

### Confidential Comments



## Service Request Detail

### Activities

Created	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 First Name	Account	BAC Code				

Service Request: 71-1087428725  
Customer Relationship Specialist: Nikkie

Dear [REDACTED]

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 reply 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-H2BOMQ]

—Original Message—

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

<html>  
<head>  
<meta ht...



## Service Request Detail

### UCC Information

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



**Warranty**

July 27, 2012

[Logout](#)

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

INTERFACE WITH CUSTOMER

**View Vehicle Summary**

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

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

**Vehicle Information**

VIN: 1GKDT13S872 [REDACTED] Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [D Open](#) [REDACTED]

**Required Field Actions**

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060091	06091	ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2006**	08/30/2006	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 block.

**Service Information**

Vehicle has no current record of outstanding service information.

**OnStar and XM Satellite Radio Information**

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

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

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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 Wly	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

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

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/08/2008	182542	ZREG---Regular Vehicle Transaction		N6632 - Vehicle Entertainment Wiring and/or Connector Repair or Replacement	27,492 MI
04/08/2008	182542	ZREG---Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	27,492 MI
03/27/2008	182217	ZREG---Regular Vehicle Transaction		J6085 - Secondary Air Injection Check Valve Replacement	26,839 MI
03/27/2008	182217	ZREG---Regular Vehicle Transaction		R0240 - Radio Antenna Base Replacement	26,839 MI
05/15/2007	172830	ZREG---Regular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	7,705 MI
03/12/2007	170905	ZREG---Regular Vehicle Transaction		Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	4,022 MI
02/28/2007	170564	ZREG---Regular Vehicle Transaction		N6614 - Interior/Rear Compartment Lighting Wiring and/or Connector Repair or Replacement	4,020 MI
02/28/2007	170564	ZREG---Regular Vehicle Transaction		B4000 - Front Side Door Adjustment	4,020 MI
12/22/2008	188740	ZREG---Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	907 MI
12/22/2008	188740	ZREG---Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	907 MI
10/24/2006	167155	ZREG---Regular Vehicle Transaction		Y0105 - 06091 Product Enhancement - Reprogram Powertrain Control Module (ECM/PCM)	5 MI
06/22/2006	A10339	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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July 27, 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: 1GKDT13S872  
 Service Contract: No      Branded Title: No      Warranty Block: No      PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

**For this vehicle:**

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

#### Vehicle Build

Model: TT15506-2007 ENVOY 4WD (4-DOOR)      Order Number: KDJJQQ  
 Gross Vehicle Weight: 2,611      Build Date: 06/22/2006  
 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.

- |   |  |
|---|--|
| 1SZ - OPTION PACKAGE DISCOUNT                           | 28H - LIGHT GRAY   |
| 28I - LIGHT GRAY  | 3SA - SLE-1 PACKAGE  |
| 54U - GRAPHITE METALLIC                                 | 6FB - COMP FRT LH COMPUTER SEL SUSP                        |
| 7FB - COMP FRT RH COMPUTER SEL SUSP                     | 8NT - COMP RR LH COMPUTER SEL SUSP                         |
| 9NS - COMP RR RH COMPUTER SEL SUSP                      | A50 - DELUXE CLOTH RECLINING BUCKETS                       |
| AJ1 - DEEP TINTED GLASS                                 | AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM |
| AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT            | AM9 - REAR SPLIT FOLDING SEAT                              |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING    | AU0 - REMOTE KEYLESS ENTRY                                 |
| AXP - MPV VIN IDENTIFICATION                            | B30 - COLORED - KEYED CARPETING                            |
| B32 - FLOOR MATS, FRONT/REAR                            | B33 - FLOOR MATS, FRONT/REAR                               |
| C49 - REAR WINDOW DEFROSTER                             | C5N - GVW RATING - 5,750 LBS                               |
| CJ3 - DUAL ZONE CLIMATE CONTROL                         | DAY - ASSEMBLY PLANT MORaine, OHIO                         |
| DP2 - POWER DUAL OUTSIDE MIRRORS                        | DT4 - ASHTRAY AND LIGHTER                                  |
| EVA - EVAP EMISSION REQUIREMENT                         | FE9 - FEDERAL EMISSIONS                                    |
| GU6 - REAR AXLE - 3.42 RATIO                            | JF8 - 4-WHEEL POWER DISC BRAKES                            |
| JJB - SUBASSEMBLY                                       | K18 - ELEC AIR INJECTION SYSTEM                            |
| K34 - CRUISE CONTROL                                    | KG4 - 150 AMP GENERATOR                                    |
| LL8 - ENGINE, VORTEC 4.2L SFI I6                        | M30 - TRANSMISSION, 4 SPD AUTOMATIC                        |
| N40 - POWER STEERING                                    | N77 - 17" ALUMINUM WHEELS                                  |
| NP5 - LEATHER WRAP STEERING WHEEL                       | NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE              |
| NT7 - FEDERAL EMISSION SYSTEM                           | NZ3 - 18" FULL-SIZE SPARE WHEEL                            |
| QTM - ALL-SEASON TIRES                                  | R4Y - TIRE BRAND GOODYEAR                                  |
| R6J - CUSTOMER DIALOG NETWORK                           | R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL                      |
| R6M - NEW JERSEY COST SURCHARGE                         | R6P - SPECIAL PAINT  |
| R9N - LEATHER SEAT TRIM                                 | R9Z - POMS EXPEDITE-SOLD ORDERS/TSE                        |
| SLM - STOCK ORDERS                                      | T61 - DAYTIME RUNNING LAMPS                                |
| T96 - FRONT FOG LAMPS                                   | T98 - VIN IDENTIFICATION NUMBER                            |
| TB4 - LIFTGATE/LIFTGLASS BODY                           | TFE - SALES INCENTIVE-COMMITMENT PLUS                      |
| U73 - FIXED MAST ANTENNA                                | UB0 - AM/FM STEREO W/CD                                    |
| UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN | UJ6 - TIRE PRESSURE MONITORING SYSTEM                      |
| UY7 - HD 7-LEAD TRAIL WIRING HARNESS                    | V73 - STATEMENT OF CERT. U.S.                              |

VK3 - FRONT LICENSE PLATE BRACKET  
YC5 - SLE DECOR  
YD5 - FRONT SPRING - BASE EQUIPMENT  
Z88 - GMC TRUCK NAMEPLATE  
ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

VXS - COMPLETE VEHICLE LABEL  
YD3 - BASE EQUIP FOR SCH GVW PLATE  
YD6 - REAR SPRING - BASE EQUIPMENT  
ZNF - SPARE TIRE, ALL SEASON  
ZY1 - SOLID PAINT

**Added Option Codes**

-BQ-

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July 27, 2012

[Logout](#)

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

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

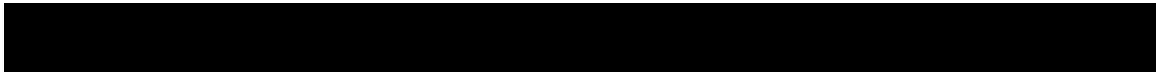
#### Vehicle Information

VIN: 1GKDT13S872  
 Service Contract: No    Branded Title: No    Warranty Block: No    PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 606190082
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 06/22/2006	Time Scanned: 00:21:00    Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 003071716
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 06/22/2006	Time Scanned: 00:53:00    Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BK872509
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 06/22/2006	Time Scanned: 00:35:00    Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44403890
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 06/22/2006	Time Scanned: 00:31:00    Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 7DK47406
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 06/22/2006	Time Scanned: 01:24:00    Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 163121829
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 06/22/2006	Time Scanned: 01:22:00    Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00012232
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 06/22/2006	Time Scanned: 02:50:00    Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GUL4BB
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2397
Date Scanned: 06/22/2006	Time Scanned: 05:20:00    Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AATW63
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 06/22/2006	Time Scanned: 00:46:00    Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0130545
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 06/16/2006	Time Scanned: 00:03:00    Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3010906
Source Plant: -	Part / Number Broadcast: 1WW





Date Scanned: 06/20/2006

Time Scanned: 21:09:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 06/21/2006

Traceability: 3010857  
Part / Number Broadcast: 1PT  
Time Scanned: 11:13:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 06/21/2006

Traceability: 3010825  
Part / Number Broadcast: 1PH  
Time Scanned: 19:49:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 06/21/2006

Traceability: 3010745  
Part / Number Broadcast: 1GB  
Time Scanned: 20:16:00 Scan Station:

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

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# Warranty

[Logout](#)

July 27, 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: 1GKDT13S872 XXXXXXXXXX Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0](#) [Open](#)

For this vehicle:

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

---

Job Card Date: 04/08/2008 Job Card Number: 182542  
 Repair Service Agent: 115550 Odometer Reading: 27,492 MI  
 FREEHOLD BUICK-GMC, INC. Authorization Code:  
 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 Part Number

---

Job Card Date: 04/08/2008 Job Card Number: 182542  
 Repair Service Agent: 115550 Odometer Reading: 27,492 MI  
 FREEHOLD BUICK-GMC, INC. Authorization Code:  
 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 #: 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: 03/27/2008 Job Card Number: 182217  
 Repair Service Agent: 115550 Odometer Reading: 26,839 MI  
 FREEHOLD BUICK-GMC, INC. Authorization Code:  
 4404 ROUTE 9 SOUTH  
 FREEHOLD NJ 07728-8311  
 7324620847

---

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  
Causal Part Number  
→ See other Parts and/or Net Items

---

---

Job Card Date: 03/27/2008                      Job Card Number: 182217  
Repair Service Agent: 115550                      Odometer Reading: 28,839 MI  
FREEHOLD BUICK-GMC, INC.                      Authorization Code:  
4404 ROUTE 9 SOUTH  
FREEHOLD NJ 07728-8311  
7324620847

---

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  
Repair Service Agent: 115550                      Odometer Reading: 7,705 MI  
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  
Labour Op J6354-Powertrain Control Module Engine Reprogramming with SPS  
Causal Part Number

---

---

Job Card Date: 03/12/2007                      Job Card Number: 170905  
Repair Service Agent: 115550                      Odometer Reading: 4,022 MI  
FREEHOLD BUICK-GMC, INC.                      Authorization Code:  
4404 ROUTE 9 SOUTH  
FREEHOLD NJ 07728-8311  
7324620847

---

Process Date:  
03/23/2007  
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 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  
7324620847Odometer Reading: 4,020 MI  
Authorization Code: EProcess 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  
7324620847Odometer Reading: 4,020 MI  
Authorization Code:Process Date:  
03/09/2007

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 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  
7324620847Odometer 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 #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op E0722-Tire Pressure Indicator Sensor Replacement

Causal Part Number

---See other Parts and/or Net Items

---

Job Card Date: 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)

Causal Part Number

---See other Parts and/or Net Items

---



---

Job Card Date: 10/24/2006	Job Card Number: 167155
Repair Service Agent: 115550 FREEHOLD BUICK-GMC, INC. 4404 ROUTE 9 SOUTH FREEHOLD NJ 07728-8311 7324620847	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 Part Number

---



---

Job Card Date: 06/22/2006	Job Card Number: A10339
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 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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# Warranty

July 27, 2012

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Delivery Information

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

For this vehicle:

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

### Vehicle Information

VIN: 1GKDT13S872 [REDACTED] Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0](#) [Open](#) [REDACTED]

### Invoice Information

Invoicing Service Agent: 208908 Invoice Date: 06/22/2006  
 GIANCOLA PONTIAC-GMC-BUICK  
 1915 N SECOND ST  
 MILLVILLE NJ 08332-1915 8568257070

### Ship to Information

Ship to Service Agent: 208908 Ship to Date: N/A  
 GIANCOLA PONTIAC-GMC-BUICK  
 1915 N SECOND ST  
 MILLVILLE NJ 08332-1915 8568257070

### Delivery Information

Delivery Service Agent: 115550 Delivery Date: 11/15/2006  
 FREEHOLD BUICK-GMC, INC. Delivery Type: 010--INDIVIDUAL  
 4404 ROUTE 9 SOUTH Delivery Odometer: 148  
 FREEHOLD NJ 07728-8311 7324620847

### In Service Information

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

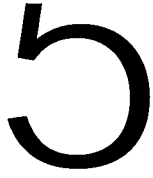
### Registration Information

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*

**Dawn McGuin**  
Claims Administrator

August 2, 2012

[REDACTED]  
East Brunswick, NJ [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 745595  
Our Client: General Motors LLC  
Date/Event: July 15, 2012  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDT13S872 [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in New 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*

Dawn McGuin  
Claims Administrator



## Service Request Detail

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

### Pre-PAR

PAR Number	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	2/24/2011 12:30:00 PM	N	0	1	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'3"		none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unk	unk		State Farm Insurance					
Incident Loc	Houma La - highway 24	Incident Desc	p/s door panel burned up					
Component	electrical	Damage Desc	frt d/s door					
Vehicle Loc	w/cust	Add'l Info	claim info at residence - at work right now					
Emgcy Svc Names	Terrabaunt Parish FD	Maint Loc	Firestone and GM dlr					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	35		Weather Condition	dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date			Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a	Prop Damage Description	n/a			
Primary Veh Use	Personal		Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	frt d/s door		Explain Other	being sent to ESIS					

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 05:30:35 PM	SADMIN	GARCIAJR	Inbound White Mail		Done	8/10/2012 05:33:24 PM	Scanned: 2012-08-10-16.36.22, SourceDocNum: GAR5025397, worklist : BRC PAR SR Status: Open

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
8/10/2012 02:00:48 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pickk up

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
8/10/2012 01:59:47 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - Insurance Involvement - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

05 Chevrolet TrailBlazer - thermal event

Insurance Involvement

State Farm Insurance

Unk claim info - has it at house and he is at work right now.

Joe GPARATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 01:59:16 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	8/10/2012 01:59:45 PM	Business Case

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

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

Joe G/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 01:54:22 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAMField	Done	8/10/2012 01:54:56 PM	FYI email sent to DDMA

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

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

2008 Chevrolet TrailBlazer  
1GNES16S866  
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 Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 01:28:01 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	8/10/2012 01:28:01 PM	Ownership Escalated to BRC

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:40:14 AM	MERCADTO	GARCIAJR	Ownership Changed		Done	8/10/2012 10:40:14 AM	Service Request Ownership has changed FROM: ZARATERY TO: GARCIAJR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:39:18 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Field	Done	8/10/2012 12:18:25 PM	email attached to the file
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

FYI email sent to DDMA.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:39:08 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	8/10/2012 01:27:55 PM	no dir ct needed
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Joe G/PAR/ATX

Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:39:00 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	8/10/2012 01:59:15 PM	made initial ct w/cust

Contact Last Name	Contact First Name	Account	BAC Code

Called daytime/cell phone #.

Crm stated calling to fu w/cust re 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 parking lot (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 verifd 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 fu w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe GIPAR/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 Name	Contact First Name	Account	BAC Code

Comments  
see initial ct activity

Joe GIPAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:38:44 AM	MERCADTO	GARCIAJR	Research		Done	8/10/2012 01:27:31 PM	Research

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

##### Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - 71-936398535, not related to allegation

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:38:34 AM	MERCADTO	GARCIAJR	Notify CRM		Done	8/10/2012 12:17:08 PM	File assigned to Joe garcia @ x11291

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:38:07 AM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	8/10/2012 12:17:08 PM	File assigned to Joe garcia @ x11291

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:38:06 AM	MERCADTO	ZARATERY	SR Opened		Done	8/10/2012 10:38:06 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 10:38:05 AM	MERCADTO	ZARATERY	SR Closed - Dissatisfied		Done	8/10/2012 10:38:05 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2012 07:54:10 PM	ZARATERY	ZARATERY	Scheduled Follow-up	Other	Done	8/10/2012 10:37:41 AM	F/up

Contact Last Name	Contact First Name	Account	BAC Code

ap:

- until PAR takes over the case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/9/2012 05:15:35 PM	ZARATERY	AMSTUTST	Notify CRM		Done	8/10/2012 10:38:01 AM	PAR window control module/driver door caught fire Received and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 05:08:12 PM	ZARATERY	ZARATERY	Inbound Call Customer	Complex Request	Done	8/9/2012 05:15:34 PM	PAR window control module/driver door caught fire

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

#### Comments

##### Cust Sls:

- april 2011 experience fire on driver door / window control module  
- 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 dlr, no record of that  
- recently read an article, NHTSA has upgraded fire door investigation  
- wasnt 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 dlr when veh got repaired

SERVICE CHEVROLET, INC.4313 CAMERON ST  
LAFAYETTE, LA 70508-1403  
Phone: (337) 234-9411

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

##### Cust Sls:

- PAR window control module/driver door caught fire

##### CRS Adv:

- emphasized  
- offered to transfer file with PAR  
- gave file #

Cre called but want thru umbrella

Report Generated for toporowm

on 8/13/2012



## Service Request Detail

### UCC Information

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



August 13, 2012

[Logout](#)

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)

### Vehicle Information

VIN 1GNES16S866 [REDACTED] Model CS15806-2006 TRAILBLAZER EXT 2WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

For this vehicle:

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

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

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	12/10/2005	164 MI	12/10/2008	38,164 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.

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/07/2007	409839	ZREG---Regular Vehicle Transaction		C6555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	20,069 MI
09/13/2008	397964	ZREG---Regular Vehicle Transaction		C0531 - Glass, Quarter Swing Out - Left - Replace	12,044 MI
09/13/2008	397984	ZREG---Regular Vehicle Transaction		B4401 - Rear Side Door Up/Down Adjustment - Left Side	12,044 MI
09/13/2008	397964	ZREG---Regular Vehicle Transaction		Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	12,044 MI
08/29/2005	A13660	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Please wait



August 13, 2012

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

INTERFACE WITH CUSTOMER

**View Vehicle Summary**



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

For this vehicle:

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

**Vehicle Information**

VIN 1GNES16S866 [REDACTED] Model CS15806-2006 TRAILBLAZER EXT 2WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [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.

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

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	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.

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/07/2007	408639	ZREG—Regular Vehicle Transaction		C6555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	20,069 MI
08/13/2008	397964	ZREG—Regular Vehicle Transaction		C0531 - Glass, Quarter Swing Out - Left - Replace	12,044 MI
08/13/2006	397964	ZREG—Regular Vehicle Transaction		B4401 - Rear Side Door Up/Down Adjustment - Left Side	12,044 MI
08/13/2006	397964	ZREG—Regular Vehicle Transaction		Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	12,044 MI
08/29/2005	A13660	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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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 [REDACTED] Model CS15806-2006 TRAILBLAZER EXT 2WD  
 Service Contract No [REDACTED] Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 508190461
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 08/29/2005	Time Scanned: 16:47:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000592295
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWF
Date Scanned: 08/29/2005	Time Scanned: 12:24:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 42293078
Source Plant: Y-HYDRAMATIC TOLEDO, OH/O	Part / Number Broadcast: 6SDD
Date Scanned: 08/29/2005	Time Scanned: 16:53:00 Scan Station: 02
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 2523332PA
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: YMSR
Date Scanned: 08/30/2005	Time Scanned: 00:22:00 Scan Station: 04
Component Code: 87-BODY CONTROL MODULE	Traceability: 152355UJT
Source Plant: M-	Part / Number Broadcast: 5466
Date Scanned: 08/30/2005	Time Scanned: 00:22:00 Scan Station: 08
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FJGYN1
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/29/2005	Time Scanned: 22:02:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-UP	Traceability: 7ZAKF21
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 0901
Date Scanned: 08/29/2005	Time Scanned: 12:21:00 Scan Station: 03
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 523208N01
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: 5629
Date Scanned: 08/29/2005	Time Scanned: 16:35:00 Scan Station: 07
Component Code: BN-LIFTGATE ELECTRONIC CONTROL MODULE	Traceability: 251776VTT
Source Plant: Y-	Part / Number Broadcast: 2757
Date Scanned: 08/30/2005	Time Scanned: 00:22:00 Scan Station: 09
Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability: 052311SP0
Source Plant: Y-	Part / Number Broadcast: 9870
Date Scanned: 08/30/2005	Time Scanned: 00:22:00 Scan Station:

10

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability: 05234HB0S	
Source Plant: Z-	Part / Number Broadcast: 8905	
Date Scanned: 08/30/2005	Time Scanned: 00:22:00	Scan Station: 11
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0060505	
Source Plant: -	Part / Number Broadcast: 1ZZ	
Date Scanned: 08/19/2005	Time Scanned: 05:16:00	Scan Station:
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0460914	
Source Plant: -	Part / Number Broadcast: 1WW	
Date Scanned: 08/25/2005	Time Scanned: 11:01:00	Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0456036	
Source Plant: -	Part / Number Broadcast: 1TT	
Date Scanned: 08/26/2005	Time Scanned: 10:25:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 0454632	
Source Plant: -	Part / Number Broadcast: 1GA	
Date Scanned: 08/29/2005	Time Scanned: 10:03:00	Scan Station:

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.



Logout

August 13, 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 1GNES16S868  
 Service Contract No      Branded Title No      Warranty Block No      PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#)

For this vehicle:

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

Job Card Date: 03/07/2007

Job Card Number: 409639

Repair Service Agent: 114310  
 BILLY NAVARRE CHEVROLET CADILLAC OF  
 1300 E COLLEGE ST  
 LAKE CHARLES LA 70607-1948  
 3374741999

Odometer Reading: 20,069 MI  
 Authorization Code:

Process Date: 03/13/2007

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 C6555-Panel, Front Seat Cushion Outer Finish - Left - Replace  
 Causal Part Number  
 --See other Parts and/or Nel Items

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: 09/18/2006

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 C0531-Glass, Quarter Swing Out - Left - Replace  
 Causal Part Number

Job Card Date: 09/13/2006

Job Card Number: 397964

Repair Service Agent: 114310  
 BILLY NAVARRE CHEVROLET CADILLAC OF

Odometer Reading: 12,044 MI  
 Authorization Code:



1300 E COLLEGE ST  
LAKE CHARLES LA 70607-1948  
3374741999

Process Date  
09/19/2006

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

Customer Complaint Code:  
0000-Converted Claim

Job Card Line # 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op B4401-Rear Side Door Up/Down Adjustment - Left Side  
Causal Part Number

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:  
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



[Logout](#)

August 13, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information ?

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

**Vehicle Information**

VIN 1GNES16S866	Model: CS15806-2006 TRAILBLAZER EXT 2WD
Service Contract: No	Branded Title: No
Warranty Block: No	PDI Status: No
Order Type: 70 - RETAIL - STOCK	
Field Actions: <a href="#">0 Open</a>	

**For this vehicle:**

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

**Invoice Information**

Invoicing Service Agent: 114838 STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST PEARLAND TX 77581-7899 2814851495	Invoice Date: 08/29/2005
--	--------------------------

**Ship to Information**

Ship to Service Agent: 114838 STRICKLAND CHEVROLET, INC. 5719 BROADWAY ST PEARLAND TX 77581-7899 2814851495	Ship to Date: N/A
--	-------------------

**Delivery Information**

Delivery Service Agent: 114310 BILLY NAVARRE CHEVROLET CADILLAC OF 1300 E COLLEGE ST LAKE CHARLES LA 70607-1948 3374741999	Delivery Date: 12/10/2005 Delivery Type: 010--INDIVIDUAL Delivery Odometer: 164
---	---

**In Service Information**

Invoicing Service Agent:	In Service Date: N/A In Service Type: 0000 In Service Odometer: 0
--------------------------	---

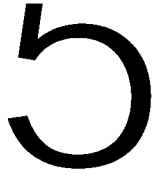
**Registration Information**

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*

Kelly Kufel  
Claims Administrator

August 23, 2012

[REDACTED]  
Lafayette, LA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746216  
Our Client: General Motors LLC  
Date/Event: 2/24/11  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNES16S866 [REDACTED]

Dear [REDACTED]

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*

Kelly Kufel  
Claims Administrator



[Redacted] : File #746216  
to: kelly.kufel

08/29/2012 04:17 PM

From: [Redacted]  
To: kelly.kufel@gm.com

History: This message has been replied to.

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.

[Redacted]

[Redacted] (cell)

[Redacted]

(home)



- WP\_000032.jpg





Re: [REDACTED]: File #746216  
[REDACTED] to: kelly.kufel

09/12/2012 03:39 PM

From: [REDACTED]  
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.

[REDACTED]  
[REDACTED] cell)  
[REDACTED] home)

---

**From:** "kelly.kufel@gm.com" <kelly.kufel@gm.com>  
**To:** [REDACTED]  
**Sent:** Thu, September 6, 2012 1:27:03 PM  
**Subject:** Re: [REDACTED]: File #746216

Hi [REDACTED]

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: [REDACTED]  
To: kelly.kufel@gm.com  
Date: 09/06/2012 01:56 PM  
Subject: Re: [REDACTED] 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.

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**REQUEST:**

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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.

[REDACTED]  
[REDACTED] (cell)  
[REDACTED] (home)

---

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

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

[REDACTED]

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: [REDACTED]  
To: kelly.kufel@gm.com  
Date: 09/04/2012 07:02 PM  
Subject: Re: [REDACTED] File #746216

Did you hear from Joe Garcia today?

[REDACTED]

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

[REDACTED] wrote:

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

[REDACTED]

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

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Re: [REDACTED]: File #746216  
to: kelly.kufel

09/13/2012 12:23 PM

From: [REDACTED]

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.

[REDACTED]

(cell)  
(home)

---

**From:** "kelly.kufel@gm.com" <kelly.kufel@gm.com>  
**To:** [REDACTED]  
**Sent:** Thu, September 13, 2012 6:36:24 AM  
**Subject:** Re: [REDACTED]: 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: [REDACTED]  
To: kelly.kufel@gm.com  
Date: 09/12/2012 03:39 PM  
Subject: Re: [REDACTED] 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.

[REDACTED]  
[REDACTED] (cell)  
[REDACTED] (home)

---

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

**To:** [REDACTED]

**Sent:** Thu, September 6, 2012 1:27:03 PM

**Subject:** Re: [REDACTED] 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!

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**Date:** 09/06/2012 01:56 PM  
**Subject:** Re: [REDACTED] File #746216

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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.

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REQUEST:

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

[REDACTED]  
[REDACTED] (cell)  
[REDACTED] (home) .

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

**To:** [REDACTED]

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

**Subject:** Re: [REDACTED] File #746216

[REDACTED]

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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

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

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



Re: [REDACTED] File #746216  
[REDACTED] to: kelly.kufel

09/13/2012 02:10 PM

From: [REDACTED]

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.

[REDACTED]  
[REDACTED] (cell)  
[REDACTED] (home)

---

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

**To:** [REDACTED]

**Sent:** Thu, September 13, 2012 11:28:36 AM

**Subject:** Re: [REDACTED] File #746216

Hi [REDACTED]

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!

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From: [REDACTED]

To: kelly.kufel@gm.com

Date: 09/13/2012 12:23 PM

Subject: Re: [REDACTED] File #746216

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**Sent:** Thu, September 13, 2012 6:36:24 AM  
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From: [REDACTED]  
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## Service Request Detail

SR No.	71-1098889328	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Scio	Involved Dir	Cabot, Inc.	Safety	Yes
State	OH ZipCd	Con Acct		Source	Phone	Updated	8/20/2012 05:51:32 PM
Serial #/VIN	1GNDT13S862	Model Year	2006	Priority	Medium License # CHEVROL	Owner	SANCHERI
Make	Chevrolet	Warr. Start	09/30/2005	Status	Open	Opened	8/20/2012 08:17:47 AM
Model	TrailBlazer	Mileage	78000	Sub-Status	Dissatisfied	Closed	
Abstract	thermal event electrical window components						
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	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	8/17/2012 08:31:57 AM	N	0	3	Asphalt	Wet	na	na	
Driver Last Name	Driver First Name	Height	DOB	Disabilities					
		54		na					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency						
unk	unk	(800) 325-1190	Cincinnati to currently - GMAC						
Incident Loc	going down Hwy 376 about 10 minutes from Robinson and noon township in Pittsburg PA				Incident Desc	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			
Component	Interior door electrical parts				Damage Desc	driver door panel			
Vehicle Loc	87800 Havenick Rd Scio Ohio				Add'l Info	no claim has been made at this time			
Emgcy Svc Names	none				Main Loc	na			

### PAR Detail

Collision	Non Collision	Property Damage	N	Thermal Evt	Y	Spec Equip	na		
Vehicle Speed	60	Weather Condition	raining	Prop Owner	an	Property Type	na		
Last Service Date		Loc Last Service		Property Location	na	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	na	Prop Damage Description	na	Inspection Date/Time			
Primary Veh Use	Personal	Inspection Thermal Event Type		Inspected By	Inspection Not Performed				
Veh Damage Description	driver door concern				Explain Other	sent to esis			



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

September 26, 2012

[REDACTED]  
Scio, OH [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746503  
Our Client: General Motors LLC  
Date/Event: 8/17/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDDT13S862 [REDACTED]

Dear [REDACTED]

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*

Bryan Schwartz  
Claims Administrator



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

9/5/12

[REDACTED]  
Scio, OH [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746503  
Our Client: General Motors LLC  
Date/Event: 8/17/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDT13S862 [REDACTED]

Dear [REDACTED]

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

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

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

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



**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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



[Logout](#)



August 21, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Summary ?

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

For this vehicle:

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

#### Vehicle Information

VIN 1GNDT13S882 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No XXXXXXXXXX Branded Title No XXXXXXXXXX Warranty Block No XXXXXXXXXX PDI Status No XXXXXXXXXX  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) XXXXXXXXXX

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060022	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 block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

OnStar Equipped Y		OnStar Status Inactive
XM Equipped Y	XM Radio ID: G2CQC009	XM Status Active
OnStar Vehicle Diagnostics N		DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	09/30/2005	25 MI	08/30/2011	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 Wty	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.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/31/2007	148283	ZREG---Regular Vehicle Transaction		J0890 - Belt Idler Pulley Replacement	27,593 MI
10/25/2006	131167	ZREG---Regular Vehicle Transaction		N2117 - Switch - Switch Module, Front Door - Left - Replace	13,994 MI
10/25/2006	131167	ZREG---Regular Vehicle Transaction		Y0880 - SB 06022 Product Enhancement - Reprogram Driver's Seat Memory Module	13,994 MI
09/09/2005	A51183	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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August 21, 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).

For this vehicle:

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

#### Vehicle Information

VIN 1GNDT13S86: [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

#### Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number JKGDDG  
 Gross Vehicle Weight 2,811 Build Date: 09/09/2005  
 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             | 1SE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROLS * REVERSIBLE CARGO MAT |
| 1SZ - PREFERRED EQUIPMENT SAVINGS    | 482 - EBONY  |
| 481 - INT TRIM EBONY/EBONY           | 6HP - SUSPENSION   |
| 7HP - SUSPENSION                     | 8NT - SUSPENSION   |
| 9NS - SUSPENSION                     | AAB - MEMORY DRIVER CONVENIENCE PKG  |
| AJ1 - TINTED GLASS                   | AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG   |
| AL0 - SENSOR INF RESTR, CHILD DETECT | AM9 - SPLIT FOLDING REAR SEAT BACK   |
| AR9 - FRT BUCKET SEAT, DELUXE        | AU0 - KEYLESS REMOTE DOOR LOCK   |
| AXP - MPV VIN IDENT POSITION         | B30 - CARPETING, COLOR-KEYED   |
| B32 - FLOOR MATS, FRONT AND REAR     | B33 - REAR COLOR KEYED FLOOR MATS  |
| B42 - REVERSIBLE CARGO MAT           | B88 - MOLDING B/S COLOR  |
| C49 - REAR WINDOW DEFOGGER           | C5N - GVW RATING - 5750 LBS  |
| CF5 - ELECTRIC SUNROOF               | CJ2 - AUTOMATIC CLIMATE CONTROL  |
| DAY - ASSEMBLY PLANT MORAIN, OHIO    | DD7 - ISRV MIRROR W/COMPASS& AUTO DIM  |
| DH2 - LIGHTED LH & RH VISOR MIRRORS  | DK7 - OVERHEAD CONSOLE   |
| DNR - DEALER INSTALLED EQUIPMENT     | DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS   |
| DT4 - ASHTRAY AND LIGHTER            | EVA - EVAP EMISSION REQUIREMENT  |
| FE9 - FEDERAL EMISSIONS              | GUB - REAR AXLE 3.42 RATIO   |
| JF8 - BRAKE VAC POWER, 4 WHL DISC    | JJB - PT DRESS SUBASSY NOT INSTALLED   |

K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
KA1 - HEATED FRONT SEATS	KG4 - GENERATOR 150 AMP
LL8 - VORTEC 4200 SFI 18	M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL
N40 - POWER STEERING	N74 - 17" BRIGHT ALUMINUM WHEELS
N79 - FULL SIZE SPARE	NP8 - 2-SPEED ACTIVE TRANSFER CASE
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 CD/CASSETTE RADIO)
PDC - SEAT, 8-WAY POWER DRIVER	PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL
QTR - P245/65R17 ON/OFF ROAD WOL TIRES	R6P - PREMIUM PAINT
R9N - LEATHER SEAT TRIM	SLM - STOCK ORDERS
STW - LEATHER WRAPPED STG WHL W/CONTR	T61 - DAYTIME RUNNING LIGHTS
T86 - FRONT FOG LAMPS	T98 - STAMPING VEHICLE IDENT NUMBER
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	U88 - DRIVER INFO CENTER DISPLAY
U73 - FIXED MAST ANTENNA	UA8 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - HOMELINK	UK6 - REAR SEAT RADIO & HVAC CONTROLS
UQA - BOSE PREMIUM SOUND SYSTEM	UY7 - TRAILER WRING HARNESS
V1K - LUGGAGE RACK CROSS-BARS	V40 - POWER PASSENGER SEAT PROVISIONS
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	VHS - TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***
VK3 - LICENSE PLATE FRAME, FRONT	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 STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)
YD3 - BASE EQUIP FOR SCH GVV PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

---

**Added Option Codes**

-BQ-

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August 21, 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

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

#### Vehicle Information

VIN 1GNDY13S862 [REDACTED] Model CT15506-2008 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 509071448
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 09/09/2005	Time Scanned: 10:44:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001732435
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWF
Date Scanned: 09/09/2005	Time Scanned: 12:35:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BG976637
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 09/09/2005	Time Scanned: 10:55:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 42628318
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 09/09/2005	Time Scanned: 10:52:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: C5O50385
Source Plant: G-	Part / Number Broadcast: UP7
Date Scanned: 09/09/2005	Time Scanned: 11:58:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 243075815
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 09/09/2005	Time Scanned: 11:57:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00056195
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 09/09/2005	Time Scanned: 13:27:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FJTQXC
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 09/09/2005	Time Scanned: 15:28:00 Scan Station: 08
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZAKP49
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 0900
Date Scanned: 09/09/2005	Time Scanned: 12:28:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0392119
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 09/02/2005	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2052955

Source Plant -	Part / Number Broadcast: 1WW
Date Scanned: 09/08/2005	Time Scanned: 05:19:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2054140
Source Plant -	Part / Number Broadcast: 1PT
Date Scanned: 09/08/2005	Time Scanned: 22:54:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2052537
Source Plant -	Part / Number Broadcast: 1PH
Date Scanned: 09/09/2005	Time Scanned: 09:07:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2052581
Source Plant -	Part / Number Broadcast: 1GB
Date Scanned: 09/09/2005	Time Scanned: 09:37:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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August 21, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Transaction History Detail



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

#### Vehicle Information

VIN 1GNDT13S862 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 10/31/2007

Job Card Number: 148283

Repair Service Agent: 207590  
 SWEENEY CHEVROLET  
 8010 MARKET ST  
 YOUNGSTOWN OH 44512-6239  
 3307587521

Odometer Reading: 27,593 MI  
 Authorization Code:

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

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 10/25/2006

Job Card Number: 131187

Repair Service Agent: 207590  
 SWEENEY CHEVROLET  
 8010 MARKET ST  
 YOUNGSTOWN OH 44512-6239  
 3307587521

Odometer Reading: 13,994 MI  
 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 # 1 Transaction Adjustment Cause Code 0000-Converted Claims

Labour Op N2117-Switch - Switch Module, Front Door - Left - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 10/25/2006

Job Card Number: 131187

Repair Service Agent: 207590

Odometer Reading: 13,994 MI

SWEENEY CHEVROLET  
8010 MARKET ST  
YOUNGSTOWN OH 44512-6239  
3307587521

Authorization Code:

Process Date:  
12/01/2008

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op Y0080-SB 06022 Product Enhancement - Reprogram Driver's Seat 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 MI  
Authorization Code:

Process Date:  
09/13/2005

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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Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

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

#### Vehicle Information

VIN 1GNDT13S862 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD

Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]

Order Type 70 - RETAIL - STOCK

Field Actions: [Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent 207590 Invoice Date: 09/09/2005

SWEENEY CHEVROLET

8010 MARKET ST

YOUNGSTOWN OH 44512-6239 3307587521

#### Ship to Information

Ship to Service Agent 207590 Ship to Date N/A

SWEENEY CHEVROLET

8010 MARKET ST

YOUNGSTOWN OH 44512-6239 3307587521

#### Delivery Information

Delivery Service Agent 207590 Delivery Date 09/30/2005

SWEENEY CHEVROLET Delivery Type: 032--RETAIL LEASE\* - EMPLOYEE STOCK (GMS)

8010 MARKET ST Delivery Odometer: 25

YOUNGSTOWN OH 44512-6239

3307587521

#### 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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## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 05:52:01 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
veh experienced a thermal event from the drivers door							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:03:36 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	8/20/2012 09:03:36 AM	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
8/20/2012 09:01:24 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esls pick up
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
8/20/2012 09:00:48 AM	SANCHERI	AMSTUTST	Notify CRM		Done	8/20/2012 08:52:00 PM	esls - thermal event
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
interior electrical door components driver side only							
rita sanchez/ATX/PAR							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:59:58 AM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	8/20/2012 09:00:46 AM	

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

#### Comments

vehicle experienced a thermal event in the driver door panel  
no injuries, no insurance involvement

rita sanchez/ATX/PAR

Confidential Comments

Created	Created 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

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

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

Customer Last Name: [REDACTED]

2006 Chevrolet Trail Blazer

VIN 1GNDDT13S862 [REDACTED]

No involved dealer at this time.

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

Best wishes,

Rita Sanchez | CRS

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Phone 866-780-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:48:43 AM	SANCHERI	SANCHERI	BRC PAR	Initial Contact - Field	Done	8/20/2012 08:53:31 AM	called customer

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

see outbound email

rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:48:39 AM	SANCHER	SANCHER	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

No need to call Dir. Vehicle beyond warranty and has not been to dealer in two years.

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:48:20 AM	SANCHER	SANCHER	BRC PAR	Initial Contact- Phone	Done	8/20/2012 08:52:44 AM	called customer

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

verified information and allegation

provided ests 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 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

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

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:30:25 AM	SANCHERI	SANCHERI	Research		Done	8/20/2012 08:31:36 AM	vin 1GNDY13S862

First Name Account BAC Code

Comments  
GMVIS: Found an Open Recall - Service Update Bulletin N060022 06022 SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES W/BASE WARRANTY 03/20/2008 Closed  
Noncompliance Recall N050109 05109 TIRE & LOADING INFORMATION LABEL 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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:29:19 AM	SANCHERI	SANCHERI	BRC PAR	Acknowledgement	Done	8/20/2012 08:30:24 AM	called

Contact Last Name Contact First Name Account BAC Code

Comments  
see initial

rita sanchez/ATX/PAR

Confidential Comments

Created	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

Contact Last Name Contact First Name Account BAC Code

Comments  
rita sanchez/ATX/PAR  
Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	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 changed FROM: CRELENRO TO: SANCHERI
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:18:11 AM	CRELENRO	CRELENRO	Inbound Call Customer	Complex Request	Done	8/20/2012 08:26:14 AM	Customer claims thermal event

Contact Last Name	Contact First Name	Account	BAC Code

**CUSTOMER COMMENTS:**  
-2008 Trailblazer  
-fri, driving, veh caught on fire, window starts going up and down, all smoke pouring down my door, called dirships, call GMC  
-this is an issue  
-husband took out door panel, the computer on the door melted  
-we will leave for vacation non Fri  
-74054  
-vin: 62  
-mileage: 78000 miles  
-address:  
Scio, OH  
-purchased used 4 yrs ago  
-we do the oil change and never had repair  
-was not taken to a GM dirship

CUST SKS: initiate PAR

CRS ADV:  
-transfer call to PAR  
-provide SR#

Roselle/Mia/CAC T1/Emp Lvl 1

Confidential Comments

### UCC Information

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

## Service Request Detail

SR No.	71-1098955380	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account		Site	GW SubType		Bus. Unit	BRC	
Last Name		First Name	Approval	Not Initiated	Area	PAR	
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation	
Address		City	Warwick	Involved Dir	Balise C, L.L.C.	Safety	Yes
State	RI	ZipCd		Source	Phone	Updated	8/20/2012 10:01:17 AM
Serial #/VIN	1GKDT13S2623	Model Year	2006	Priority	Medium	License #	GMC
Make	GMC	Warr. Start	09/27/2006	Status	Open	Owner	SANCHERU
Model	Envoy	Mileage	78123	Sub-Status	Satisfied	Opened	8/20/2012 08:29:09 AM
Abstract	thermal event door electrical components						Closed
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	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/11/2012 09:16:24 AM	1	0	1	Asphalt	Dry	na	na
Driver Last Name		Driver First Name		Height		Disabilities		
				5'10"		na		
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
horton		ann		(401) 353-4447		Nation wide		
Incident Loc	T F Green airport, post road in Warwick RI unknown address				Incident Desc	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	Interior door electrical connections				Damage Desc	interior driver door panel electrical		
Vehicle Loc	68 Arnolds neck drive warwick ri				Add'l Info	no claim was filed with the insurance		
Emgcy Svc Names	na				Maint Loc	na		

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	vent shades and hood protector
Vehicle Speed	40		Weather Condition	clear			Prop Owner	na
Last Service Date			Loc Last Service				Property Location	na
Veh Est Repair Cost	\$0.00		Spec Equip Installer	self			Prop Damage Description	na
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	interior driver door						Explain Other	sent to esis
								Inspection Date/Time



## Service Request Detail

### PAR Injuries

Last Name	First Name	DOB	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 Arnolds Neck Dr		Warwick	RJ	02886-7305			

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 05:59:23 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
cust claims thermal event from the door							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	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 First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
door panel components - thermal event seeking reimbursement -							
rita sanchez/ATX/PAR							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:58:42 AM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	8/20/2012 09:59:35 AM	

Contact Last Name Contact First Name Account BAC Code

#### Comments

allegation - door lock components - thermal event  
minor injury no medical attention

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:57:09 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	8/20/2012 09:57:09 AM	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
8/20/2012 09:54:06 AM	SANCHERI	SANCHERI	Outbound Email		Done	8/20/2012 09:55:18 AM	reggie.warren@gm.com

Contact Last Name Contact First Name Account BAC Code

#### Comments

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

Customer Last Name  
2008 Chevrolet Trail 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 | CRS

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

Confidential Comments

## Service Request Detail

### Activities

Created	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 changed FROM: DUROBE TO: SANCHERI

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:14:37 AM	SANCHERI	SANCHERI	BRC PAR	Initial Contact - Field	Done	8/20/2012 09:42:28 AM	call dealer

Contact Last Name      Contact First Name      Account      BAC Code

Comments

see outbound email

rfa sanchez/ATx/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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 First Name	Account	BAC Code
-------------------	--------------------	---------	----------

#### Comments

verified information and allegation

provided esis statement

cust sts 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 sts ok thanks

rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:14:01 AM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	8/20/2012 09:50:27 AM	call dealer

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

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

Ray Green - Service Advisor

crs sts I needed the history on the vehicle

dlr sts I have not seen this vehicle in 3 years it was here twice then for - 7/2009 was for door moldings and concerns we could not verify, buzzing from speaker and ac button not illuminating , lights on door switches not working we couldnt 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

cust sts ok

rita sanchez/ATx/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 First Name	Account	BAC Code
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#### Comments

see initial

Rita Sanchez/ATx/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:13:03 AM	SANCHERI	SANCHERI	Research		Done	8/20/2012 09:15:53 AM	vin 1GKDT13S2823

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

GMVIS: - Found No Open Recalls

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:11:44 AM	SANCHERI	SANCHERI	BRC PAR	Case Assigned	Done	8/20/2012 09:12:26 AM	cased received and reviewed by 41345

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
8/20/2012 09:08:47 AM	TINGZOGL	TINGZOGL	Outbound Call Third Party	Made Contact/Engineering Own	Done	8/20/2012 09:09:18 AM	PAR

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

able to speak with Rita:

> wam transferred the customer to her

Gwen/CAC Tier 1/Mia/ Level 1

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:57:30 AM	TINGZOGL	TINGZOGL	Outbound Call Dealer	Left Message	Done	8/20/2012 08:06:43 AM	verify

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

Comments

VM:

- > 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

## Service Request Detail

### Activities

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

cust sts:

- > wants to speak to upper level, case number 71-1098955380
- > he almost bum 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
- > this happened August 15, he took the veh to dealership trying to have the switch replaced but they are charging him \$300, went to another facility to buy the part instead, part number 25886992
- > 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 asks: reimbursement

crs adv:

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

Gwen/CAC Tier 1/Mia/ Level 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:45:54 AM	DUROBE	BRCPARQ	Outbound Call Third Party	Left Message	Done	8/20/2012 09:08:09 AM	PAR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

8/20/2012  
8,40  
72455

Beatrice contacted PAR dept and left vm with the SR #

Beatriz E. Duro / BA / CAC T1 / Auth Lvl 1  
18667905800 Ext. 12454

Confidential Comments



## Service Request Detail

### 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 Name	Account	BAC Code
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#### Comments

Cust called and sts 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 sts he 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 dlr because it was too expensive, but bought this part in an alternate parts dlr, 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 dlr 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

Beatriz 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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August 21, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary ?

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

For this vehicle:

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

### Vehicle Information

VIN 1GKDT13S262 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Type	Number	Description	Posted Date
SB	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 OnStar Status: Active  
 XM Equipped Y XM Radio ID T86TH0MT XM Status: Active  
 OnStar Vehicle Diagnostics Y DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Lty Wty	08/05/2011	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 Wty	08/05/2011	09/27/2006	16 MI	09/27/2014	80,016 MI

Bumper to Bumper Limited Warranty	08/05/2011	09/27/2008	16 MI	09/27/2009	38,016 MI
Corrosion Limited Warranty	08/05/2011	09/27/2008	16 MI	09/27/2012	100,016 MI
Emission Limited Warranty	08/05/2011	09/27/2008	16 MI	09/27/2009	50,016 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/11/2012	M07370	ZREG—Regular Vehicle Transaction		Z8023 - ONSTAR - FUEL	75,000 MI
12/04/2009	662756	ZREG—Regular Vehicle Transaction		Z8023 - ONSTAR - FUEL	28,500 MI
10/26/2009	284366	ZREG—Regular Vehicle Transaction		B7986 - 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	ZREG—Regular 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 - Electrical	20,709 MI
05/30/2008	V50902	ZREG—Regular Vehicle Transaction		Z2084 - ROADSIDE SERVICE (FLAT TIRE)	14,705 MI
11/06/2007	073781	ZREG—Regular Vehicle Transaction		N0781 - 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	ZREG—Regular Vehicle Transaction		B9612 - Front Fog Lamp Replacement	3,202 MI
10/02/2006	058596	ZREG—Regular Vehicle Transaction		N6622 - Occupant Information Systems Wiring and/or Connector Repair or Replacement	468 MI
04/20/2006	A30108	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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NU5 - EMISSION SYSTEM CALIFORNIA	PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE * POWER SUNROOF * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/8 DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)
OTM - P245/65R17 ALS BW TIRES	R4W - TIRE BRAND MICHELIN
R6J - CUSTOMER DIALOG NETWORK	R6P - PREMIUM PAINT
R8K - *****	R9N - LEATHER SEAT TRIM
R9U - GM ACCESS-AUTOBOOK IDENTIFIER	RYJ - CARGO SHADE
SLM - STOCK ORDERS	STW - STEERING WHEEL CONTROLS
T61 - DAYTIME RUNNING LAMPS	T98 - FRONT FOG 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	UA6 - CONTENT THEFT ALARM
UC6 - AM/FM STEREO, W/8 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - REAR SEAT AUDIO CONTROLS
UQA - BOSE PREMIUM SOUND SYSTEM	UY7 - HD 7-LEAD TRAIL WIRING HARNESS
V1K - LUGGAGE RACK CROSS BARS	V40 - POWER FRONT PASSENGER SEAT
V73 - STATEMENT OF CERT. U.S.	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	YC6 - SLT DECOR
YD3 - BASE EQUIP FOR SCH GVV PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT
YD6 - REAR SPRING - BASE EQUIPMENT	Z88 - GMC TRUCK NAMEPLATE
ZQ3 - DRIVER CONVENIENCE PACKAGE	ZW7 - PREMIUM SMOOTH RIDE SUSPENSION
ZY1 - SOLID PAINT	

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#### Added Option Codes

-80 -

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Global Warranty Management Site Map

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August 21, 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 1GKDT13S282 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 604120621
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 04/20/2008	Time Scanned: 12:34:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001130986
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: XWF
Date Scanned: 04/20/2008	Time Scanned: 13:27:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BK045792
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 04/20/2008	Time Scanned: 12:47:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44095803
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 04/20/2008	Time Scanned: 12:42:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 52U38486
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 04/20/2008	Time Scanned: 13:35:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 097083029
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 04/20/2008	Time Scanned: 12:59:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00278446
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 04/20/2008	Time Scanned: 14:18:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GSSCJB
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2397
Date Scanned: 04/20/2008	Time Scanned: 16:13:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AAFP18
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 04/20/2008	Time Scanned: 13:19:00 Scan Station: 04
Component Code: AP-RH SIDE IMPACT AIRBAG MODULE	Traceability: 5F03W3S
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2261
Date Scanned: 04/20/2008	Time Scanned: 13:10:00 Scan Station: 16
Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE	Traceability: 5F03Z12

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: 1610223  
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

Traceability: 2240811  
Part / Number Broadcast: 1WW  
Time Scanned: 10:27:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date 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.

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August 21, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Transaction History Detail](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Transaction History Detail



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

For this vehicle:

- [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

- [View Vehicle Build](#)

[View Vehicle Component Summary](#)

[View Vehicle](#)

- [Transaction History Detail](#)

- [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 1GKDT13S262  
 Service Contract No      Branded Title No      Warranty Block No      PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#)

Job Card Date: 02/11/2012

Job Card Number: M07370

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

Odometer Reading 75,000 MI  
 Authorization Code BMR

Process Date  
02/15/2012

Transaction Type  
 ZREG—Regular Vehicle Transaction  
 Transaction Expense Category  
 Warranty

Customer Complaint Code  
 0090-No Customer Complaint - Other Issues

Job Card Line # 1      Transaction Adjustment Cause Code 9099-Other - Not Duplicated

Labour Op Z8023-ONSTAR - FUEL

Causal Part Number

[See other Parts and/or Net Items](#)

Job Card Date: 12/04/2009

Job Card Number: 662756

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

Odometer Reading 28,500 MI  
 Authorization Code A

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      Transaction Adjustment Cause Code 9099-Other - Not Duplicated

Labour Op Z8023-ONSTAR - FUEL

Causal Part Number

[See other Parts and/or Net Items](#)

Job Card Date: 10/26/2009

Job Card Number: 284366

Repair Service Agent 117960

Odometer Reading 26,938 MI



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

Authonzation Code AR

Process Date  
11/30/2009

Transaction Type:  
ZREG---Regular Vehicle  
Transaction

Transaction Expense Category  
Policy

Customer Complaint Code  
0421-Exterior - Fit/Finish

Job Card Line # 8                      Transaction Adjustment                      Cause Code 1049-Surface (exterior) -  
Warped/Wavy/Wrinkled

Labour Op B7966-Molding, Rear Door - Right - Side - R&R Or Replace  
Causal Part Number 00000000010362707-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  
4017516000

Odometer Reading: 26,938 MI  
Authonzation Code: A

Process Date  
11/30/2009

Transaction Type:  
ZREG---Regular Vehicle  
Transaction

Transaction Expense Category  
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 Part Number 00000000015207813-MOLDINGASM-RRS/DUPR(CHROME  
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  
4017516000

Odometer Reading: 26,938 MI  
Authonzation Code: A

Process Date  
11/30/2009

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Policy

Customer Complaint Code  
0780-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 00000000015845093-CONTROLASM-HTR&VC  
See other Parts and/or Net Items

Job Card Date: 10/28/2009

Job Card Number: 284386

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

Customer 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 00000000015207812-MOLDINGASM-RRS/DUPR(CHROME)

- See other Parts and/or Not Items

Job Card Date: 06/30/2009

Job Card Number: 276876

Repair Service Agent 117960  
HURD AUTOMALL, LLC  
1705 HARTFORD AVE  
JOHNSTON RI 02819-3203  
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 N8995-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  
ONE CABOT RD  
MEDFORD MA 02155-5117

Odometer Reading 14,705 MI  
Authorization Code: C

Process Date  
06/10/2008

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 Z2084-ROADSIDE SERVICE (FLAT TIRE)

Causal Part Number

-See other Parts 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  
 4018224400

Odometer Reading: 11,844 MI  
 Authorization Code

Process Date  
 11/13/2007

Transaction Type:  
 ZREG—Regular Vehicle Transaction  
 Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

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

Job Card Number: 066620

Repair Service Agent 115425  
 FIORE PONTIAC, INC.  
 525 QUAKER LANE  
 WEST WARWICK RI 02893-7623  
 4018224400

Odometer Reading 7,184 MI  
 Authorization Code

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 N0440-Bulb, 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  
 4018224400

Odometer Reading: 5,193 MI  
 Authorization Code

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 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: 061176

Repair Service Agent 115425  
 FIORE PONTIAC, INC.  
 525 QUAKER LANE  
 WEST WARWICK RI 02893-7623  
 4018224400

Odometer Reading 3,202 MI  
 Authorization Code

Process Date  
 12/06/2006

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 B9612-Front Fog Lamp Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 10/02/2006

Job Card Number: 058596

Repair Service Agent 115425  
 FIORE PONTIAC, INC.  
 525 QUAKER LANE  
 WEST WARWICK RI 02893-7623  
 4018224400

Odometer Reading 468 MI  
 Authorization Code: E

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  
 4018224400

Odometer Reading: 0 MI  
 Authorization Code:

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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August 21, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)INTERFACE WITH  
CUSTOMERView 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 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

→ [View Vehicle Summary](#)

- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)

→ [View Vehicle Build](#)→ [View Vehicle Component Summary](#)→ [View Vehicle Transaction History Detail](#)→ [View Vehicle Delivery Information](#)

## Invoice Information

Invoicing Service Agent: 115425 Invoice Date: 04/20/2006  
 FIORE PONTIAC, INC.  
 525 QUAKER LANE  
 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 Delivery Date: 09/27/2006  
 FIORE PONTIAC, INC. Delivery Type: 010--INDIVIDUAL  
 525 QUAKER LANE Delivery 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  
 Registration Number: N/A  
 Registration Odometer: 0

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[Redacted] 2006 Envoy DDM Fire  
to: Paul.olle

08/23/2012 01:19 PM




From: [Redacted]  
To: <Paul.olle@gm.com>

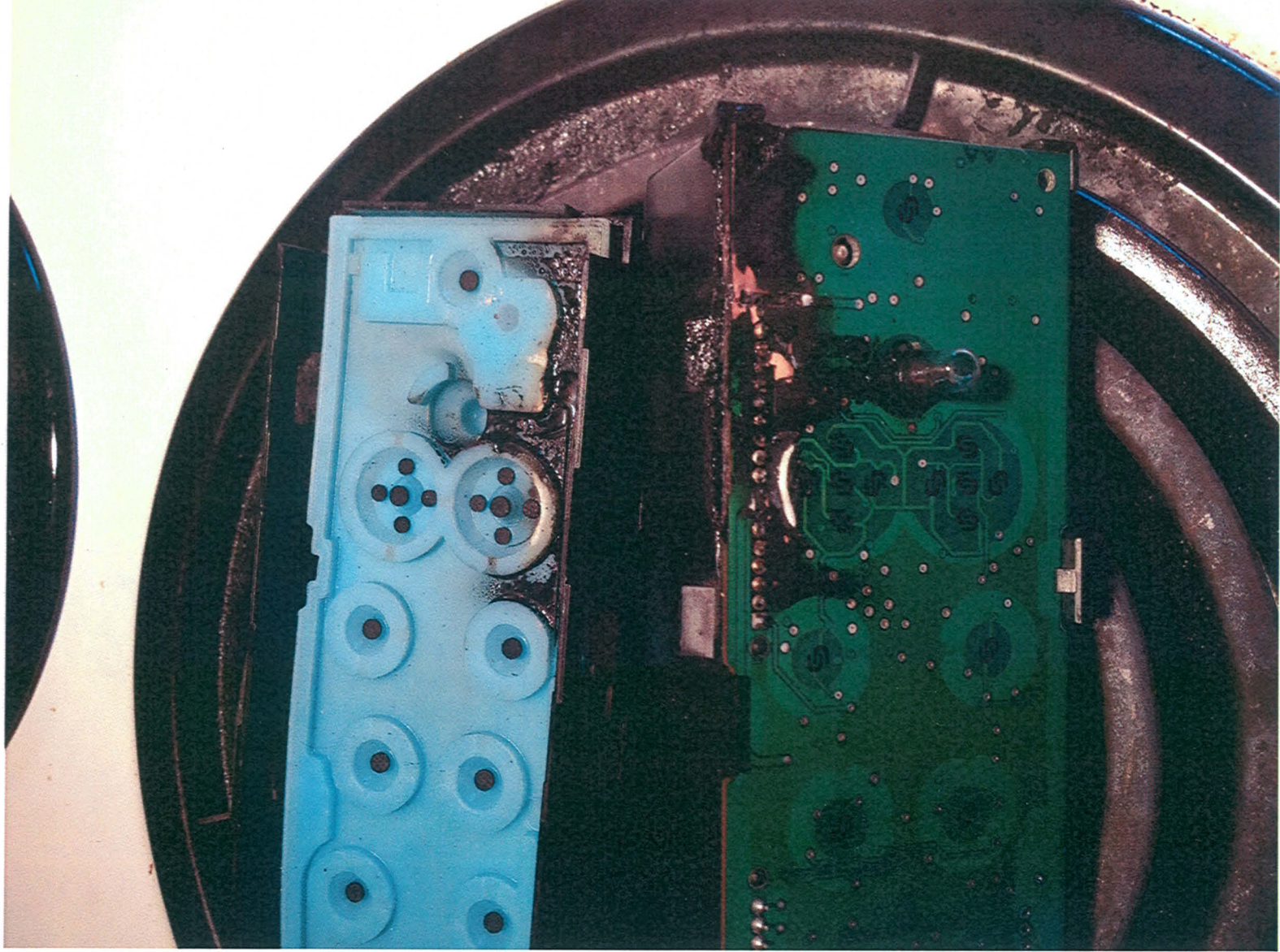
Hi Paul;

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

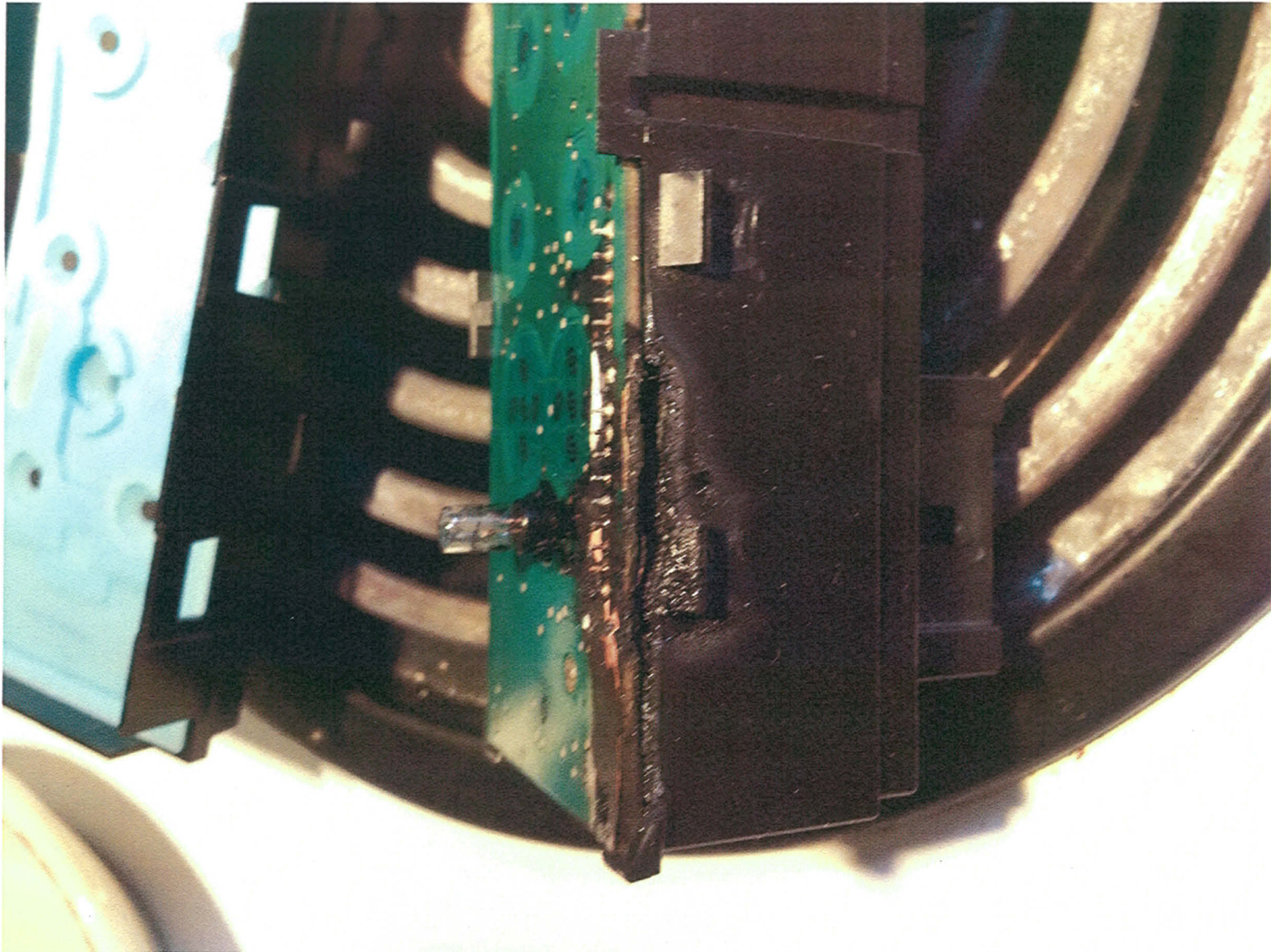
[Redacted]  
Warwick, RI [Redacted]

[Redacted]

 - IMG\_0325.jpg  - IMG\_0327.jpg  - IMG\_0330.jpg







0395740

6993 11046 LC01 GR. 16.263

ACD # **D 1 4 5 4 G**

MADE IN USA

GM # **2 5 8 6 6 9 9 2**

QTY. **1**

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www.acdelco.com



7 07773 45244 8



2006 GMC Envoy [REDACTED] (746518)  
Paul F Olle to: [REDACTED]

08/30/2012 09:13 AM

From: Paul F Olle/C/US/GM/GMC  
To: [REDACTED]

[REDACTED]

Attached are a release and a release letter. Please sign and date the release and have your 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.



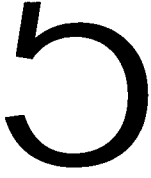
Release letter - [REDACTED] (746518).pdf



Release [REDACTED] (746518).pdf

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

[REDACTED]  
WARWICK, RI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746518  
Our Client: General Motors LLC  
Date/Event: 8/11/2012  
Subject vehicle: 2006 GMC Envoy  
VIN: 1GKDT13S262 [REDACTED]

Dear [REDACTED]

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

Sincerely,

*Paul Olle*

Paul Olle  
Claims Administrator

## Service Request Detail

SR No.	71-1099895281	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Cole-Valley Motor Company	Safety	Yes
State	OH ZipCd	Con Acct	Source	Phone	Updated	8/22/2012 11:10:38 AM
Serial #/VIN	1GNDS13S672	Model Year	Priority	Medium License #	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	Status	Open	Opened	8/22/2012 10:09:30 AM
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal event - 07 Chevrolet TrailBlazer					
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.					

## Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/23/2012 03:00:00 PM	N	0	0	Asphalt	Wet	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
not	occupied			none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
		(800) 628-0250	Manover Insurance					
Incident Loc	cust's res -	Warren OH	Incident Desc	veh was parked when noticed smoke inside, door panel , headliner, seats and carpeting has burned				
Component	electrical		Damage Desc	smoke dmg, d/s fit door panel, carpeting				
Vehicle Loc	Cole-Valley Motors		Add'l Info	n/a				
Emgcy Svc Name	Warren FD		Maint Loc	Midas				

## PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition	rain	Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspected By	Inspection Not Performed
Primary Veh Use	Personal		Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	smoke dmg, d/s fit door panel, carpeting		Explain Other	being sent to ESIS				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 04:30:25 PM	AMSTUTST	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	8/22/2012 04:30:41 PM	PAR VM
Contact Last Name	Contact First Name	Account	BAC Code				

Good Morning this is Michelle from Chev CAC< SR 71-1099895281, this is regarding the thermal event with the drivers side door panel, thank you

8/22/2012 10:23 AM

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 11:06:02 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up	Scheduled Alarm			Waiting for ESIS to pick up
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
8/22/2012 11:02:53 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - Insurance Involvement - ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

07 Chevrolet TrailBlazer - thermal event

Insurance Involvement

Hanover Insurance  
Robert Fontana - dalm rep  
(800) 628-0250  
ANV944376200 - pol #

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### 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 Name	Account	BAC Code				

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

Joe G/PAJATX

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	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 TrailBlazer  
1GND513S672  
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 Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:53:33 AM	GARCIAJR	GARCIAJR	Ownership Changed		Done	8/22/2012 10:53:34 AM	Service Request Ownership has changed FROM: REHFELMI TO: GARCIAJR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:45:42 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact - Field	Done	8/22/2012 10:52:00 AM	email attached to the file
Contact Last Name	Contact First Name		Account			BAC Code	

Comments  
FYI email sent to DDMA

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 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 First Name		Account			BAC Code	

Comments  
Called dlr @ (330) 372-1665:

Crn stated calling to get any details on cust's veh.

Svc adv, George Showen, stated the veh was sublet out to a body shop for the thermal event. Svc adv stated he has very little information other than the fact that the door caught on flames.

Joe G/PAR/ATX

Confidential Comments



## Service Request Detail

### 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 First Name	Account	BAC Code				

#### Comments

Caller transferred from CAC:

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

Crm stated understand that veh was involved in a collision 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 verif 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 ct activity

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:45:09 AM	GARCIAJR	GARCIAJR	Research		Done	8/22/2012 10:48:13 AM	Research vin
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - 71-862358114, not related to allegation

Joe G/PAW/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:44:55 AM	GARCIAJR	GARCIAJR	BRC PAR	Case Assigned	Done	8/22/2012 10:46:03 AM	File assigned to Joe Garcia x11291
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:44:27 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	8/22/2012 10:44:27 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:44:14 AM	GARCIAJR	REHFELMI	SR Opened		Done	8/22/2012 10:44:14 AM	SR in Status of Closed has been Re-Opened by GARCIAJR

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:44:12 AM	GARCIAJR	REHFELMI	SR Closed - Dissatisfied		Done	8/22/2012 10:44:12 AM	Service Request has been Closed Dissatisfied.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 10:23:33 AM	REHFELMI	REHFELMI	Outbound Call Third Party	Left Message	Done	8/22/2012 10:24:50 AM	call PAR - vm

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

Comments

CRS Left Message

- gave SR #
- had a thermal event in the veh's driver side door panel

Michelle/ CAC Tier 1/ MAN/ Lvl 0 Empowered

Confidential Comments

## Service Request Detail

### 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 First Name	Account	BAC Code
-------------------	--------------------	---------	----------

Name: [REDACTED]  
Phone / Alternate: [REDACTED]  
YMK/MDL: 2007 Trailblazer  
Mileage: 62 000  
Dealer Involved:  
COLE-VALLEY MOTOR COMPANY 4111 ELM ROAD NE  
WARREN, OH 44483-2849  
Phone: [REDACTED]

Customer Sits:  
- the driver side door panel back fire  
- it's catches fire  
- it's completely burned off  
- veh is at the dlr  
- 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

warm xfer to PAR

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



[Logout](#)

August 23, 2012

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary ?

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

For this vehicle:

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

### Vehicle Information

VIN: 1GNDS13S872 [REDACTED] 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](#) [REDACTED]

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active  
 XM Equipped: Y XM Radio ID: ALPXU04E XM Status: Active  
 OnStar Vehicle Diagnostics: Y DMN Enabled: Y

### Applicable Warranties

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 Warranty	10/30/2011	07/19/2007	16 MI	07/19/2011	48,016 MI

Emission Select      10/30/2011    07/19/2007      16 MI      07/19/2015    80,016 MI  
 Component Ltd Wty

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/05/2011	83423	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	39,493 MI
05/24/2010	78841	ZREG---Regular Vehicle Transaction		C0400 - Window/Channel Assembly, Rear Door Stationary Glass - Right - Replace	33,893 MI
03/18/2010	77433	ZREG---Regular Vehicle Transaction		B4051 - Link Or Spring, Front Door Hold Open - Left - Replace	33,223 MI
03/18/2010	77433	ZREG---Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	33,223 MI
03/18/2010	77433	ZREG---Regular Vehicle Transaction		N0410 - Bulb, Back-Up Lamp (Right) - Replace	33,223 MI
12/19/2008	245332	ZREG---Regular Vehicle Transaction		N0760 - Tail Lamp Bulb Replacement	19,846 MI
07/06/2007	053858	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI
08/21/2007	A05488	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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August 23, 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: 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: [Open](#)

For this vehicle:

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

#### Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD    Order Number: KZXBH1  
 Gross Vehicle Weight: 2,520    Build Date: 06/21/2007  
 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 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 | 1SZ - PREFERRED EQUIPMENT SAVINGS               |
| 28H - LIGHT GRAY   | 28I - INT TRIM LT GRAY/DK GRAY                  |
| 67U - SILVERSTONE METALLIC   | 6AC - SUSPENSION                                |
| 7AC - SUSPENSION   | 8UZ - COMPONENT RR LH COMPUTER SEL              |
| 9UY - COMPONENT RR RH COMPUTER SEL   | AJ1 - GLASS, DEEP TINTED                        |
| AK5 - DUAL STAGE FRONT AIR BAGS  | AL0 - SENSOR INF RESTR, CHILD DETECT            |
| AM9 - 65/35 FOLDING 2ND ROW SEAT   | AR9 - FRT BUCKET SEAT, DELUXE                   |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING   | AU0 - REMOTE KEYLESS ENTRY                      |
| AXP - MPV VIN IDENT POSITION   | B30 - FULL CARPET-COLOR KEYED                   |
| B32 - FLOOR MATS, FRONT/REAR   | B33 - REAR COLOR KEYED FLOOR MATS               |
| B86 - MOLDING B/S COLOR  | C49 - REAR WINDOW DEFROSTER                     |
| C4D - GVW RATING - 5550 LBS  | CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE) |
| CJ3 - CLIMATE CONTROL  | DAY - ASSEMBLY PLANT MORAIN, OHIO               |
| DK7 - OVERHEAD CONSOLE   | DP2 - POWER OSRV MIRRORS                        |
| EVA - EVAP EMISSION REQUIREMENT  | FE9 - FEDERAL EMISSIONS                         |
| GU6 - REAR AXLE 3.42 RATIO   | JF8 - BRAKE VAC POWER, 4 WHL DISC               |
| JJB - PT DRESS SUBASSY NOT INSTALLED   | K18 - ELECTRIC AIR INJECTION SYSTEM             |
| K34 - CRUISE CONTROL   | KG4 - GENERATOR 150 AMP                         |
| LL8 - ENGINE, VORTEC 4.2L SFI I6   | M30 - TRANSMISSION, 4 SPD AUTOMATIC             |
| N40 - POWER STEERING   | N75 - 17" ALUMINUM WHEELS                       |
| NT7 - EMISSION SYS FED - TIER 2  | NZ3 - 16" FULL SIZE SPARE WHEEL                 |
| PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF *   | 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 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  
 U73 - FIXED MAST ANTENNA  
 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.

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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: 1GNDS13S672 [REDACTED] 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](#)

For this vehicle:

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

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 706120727
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 06/21/2007	Time Scanned: 14:30:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001411647
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: F9A
Date Scanned: 06/21/2007	Time Scanned: 14:45:00 Scan Station: 05
Component Code: 81-TRANSMISSION	Traceability: 45821965
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 06/21/2007	Time Scanned: 14:38:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 163121006
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: ZM4
Date Scanned: 06/21/2007	Time Scanned: 14:35:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00170283
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 06/21/2007	Time Scanned: 16:52:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1HBHZ55
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 06/21/2007	Time Scanned: 18:59:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 4BATY14
Source Plant: M-MORTON-THIOLKOL	Part / Number Broadcast: 8435
Date Scanned: 06/21/2007	Time Scanned: 14:36:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 2381239
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 06/13/2007	Time Scanned: 03:02:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3214454
Source Plant: -	Part / Number Broadcast: 1WWW
Date Scanned: 06/19/2007	Time Scanned: 21:43:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3214444
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 06/20/2007	Time Scanned: 20:43:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3213431
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 06/21/2007	Time Scanned: 11:09:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/21/2007

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.

---

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August 23, 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: 1GND513S67[REDACTED] 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](#) [REDACTED]

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

Job Card Date: 01/05/2011 Job Card Number: 83423  
 Repair Service Agent: 263273 Odometer Reading: 39,493 MI  
 JEFF SMITH CHEVROLET Authorization Code:  
 211 CHAPMAN RD  
 BYRON GA 31008-7004  
 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 00000000019178477-SENSORKIT,FUELLVL  
 → [See other Parts and/or Net Items](#)

Job Card Date: 05/24/2010 Job Card Number: 78841  
 Repair Service Agent: 166348 Odometer Reading: 33,893 MI  
 JERRY BARKER CHEVROLET-HUMMER Authorization Code:  
 211 CHAPMAN RD  
 BYRON GA 31008-7004  
 4789565000

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, Weld..) - Leaks  
 Labour Op C0400-Window/Channel Assembly, Rear Door Stallionary Glass - Right - Replace  
 Causal Part Number 00000000025949488-WINDOW,RRS/DSTA(WRRS/DWDO  
 → [See other Parts and/or Net Items](#)



---

Job Card Date: 12/19/2008

Job Card Number: 245332

Repair Service Agent: 113627  
DIANE SAUER CHEVROLET, INC.  
700 NILES ROAD  
WARREN OH 44483-5951  
3303731800

Odometer Reading: 19,846 MI  
Authorization Code:

---

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  
SPITZER AUTOWORLD LORDSTOWN,LLC  
10535 MAHONING AVE  
NORTH JACKSON OH 44451-9791  
3305382286

Odometer Reading: 1 MI  
Authorization Code:

---

Process Date:  
07/13/2007

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: 06/21/2007

Job Card Number: A05488

Repair Service Agent: 163629  
SPITZER AUTOWORLD LORDSTOWN,LLC  
10535 MAHONING AVE  
NORTH JACKSON OH 44451-9791  
3305382286

Odometer Reading: 0 MI  
Authorization Code:

---

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

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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August 23, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information



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

#### Vehicle Information

VIN: 1GNDS13S672 XXXXXXXXXX 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: [Open](#) XXXXXXXXXX

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

#### Invoice Information

Invoicing Service Agent: 163629 Invoice Date: 06/21/2007  
 SPITZER AUTOWORLD LORDSTOWN,LLC  
 10535 MAHONING AVE  
 NORTH JACKSON OH 44451-9791 3305382286

#### Ship to Information

Ship to Service Agent: 163629 Ship to Date: N/A  
 SPITZER AUTOWORLD LORDSTOWN,LLC  
 10535 MAHONING AVE  
 NORTH JACKSON OH 44451-9791 3305382286

#### Delivery Information

Delivery Service Agent: 163629 Delivery Date: 07/19/2007  
 SPITZER AUTOWORLD LORDSTOWN,LLC Delivery Type: 032--RETAIL LEASE\* - EMPLOYEE STOCK (GMS)  
 10535 MAHONING AVE  
 NORTH JACKSON OH 44451-9791 Delivery Odometer: 16  
 3305382286

#### In Service Information

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

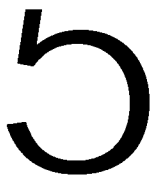
#### Registration Information

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



Warren OH

RE: Our File No.: 746633  
Our Client: General Motors LLC  
Date/Event: 8/23/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDS13S672 [REDACTED]

Dear [REDACTED]

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

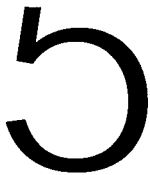
As we discussed on Friday, the subject vehicle has been repaired by your insurance company, however you are looking to GM for reimbursement of your deductible. You stated you could forward to me a copy of the repair order and proof of your out of pocket deductible. Please forward copies of the documents 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 **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.






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

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

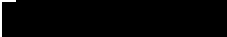
Sincerely,

*Nikki Jackson*  
Nikki Jackson  
Claims Administrator



**Re: File No. 746633**   
Neatrice Jackson to: M4768  
Bcc: Neatrice Jackson

09/20/2012 05:28 PM

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

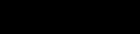
Sir,

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.

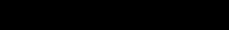
I understand about not being able to speak on the phone so just email me back.

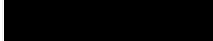
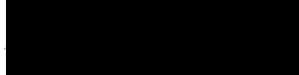
Nikki Jackson  
ESIS/General Motors Company  
300 Renaissance Center  
Mail code 482 C19 B61  
Detroit, MI 48265  
(313) 665-3378



Neatrice, this is  e-mailing you to se...

09/12/2012 11:06:54 AM

From:   
To: Neatrice.Jackson@gm.com  
Date: 09/12/2012 11:06 AM  
Subject: File No. 746633

Neatrice, this is  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: Vehicle  
Claim Type Detail:  
Assignment Type: Assignment  
Date of Loss: 07/19/2012 Time of Loss: 12:00 a.m.  
Date Reported: 07/19/2012 Loss Ref. Id: 14-00-893343-1-1  
Catastrophe Code:  
Injuries: Unknown  
From Company: THE HANOVER INSURANCE GROUP  
Office: CENTRAL CLAIM CENTER  
Theft: Unknown  
Place of Loss:  
Address 1:  
Address 2:  
City:  
State / Province:  
Postal Code:  
Country:  
Facts Of Loss:  
Adjuster Code: 290JR Other:  
Name: RILEY, JOHN Other:  
Phone: 630-521-8467 Claim Unit:

## Party & Claim

### Party

Party: [REDACTED] Owner/Insured/Individual

Title:  
Address Type: Home  
Address 1: [REDACTED]  
WARREN, OH [REDACTED] USA  
Phone: [REDACTED] (Home 1)  
PIN/Pager:  
Email:  
Driver's License Number:  
License State / Province:  
Expiration Date:  
Social Security Number:  
Injuries: Unknown  
Statement:

### Claim

Date Reported: 07/19/2012 Rental In Use: No  
Coverage: Daily Cost:  
Type Of Loss: Comprehensive Ok To Pay: Unknown  
3rd Party Claim Ref. ID:

## Vehicle Details

VIN / Identification Number: 1GNDT13S872 [REDACTED]  
Vehicle Type: Year: 2007

Make: Chevrolet Model: TRAILBL  
Body Style: Engine:  
Interior Color: Exterior Color:  
Odometer / Hours: Vehicle Production Date:  
License Plate / Registration #: State of Registration: Ohio  
License Plate / Registration #  
Expiration Date:

### Vehicle Location

Vehicle Location Indicator: Other  
Name: Michael Sferra  
Address 1: ROAD  
Address 2: ROB  
City: AURORA  
State / Province: Ohio  
Postal Code: 44202  
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: Unknown  
Postal Code Where Vehicle Principally Gargaged:  
Condition:

### Appointment & Recipient

Appointment Date: 08/22/2012 Appointment Time: 08:00 a.m.  
Inspection Type: Field  
Inspection Requirements:

#### Recipient

Recipient: [REDACTED] Recipient Type: Staff  
Recipient Address: [REDACTED] WAY HOWELL Michigan [REDACTED] Recipient Phone: [REDACTED]  
Recipient Drive-In: Field Recipient Company:  
Assigned By: Timothy Scott Date Assigned:  
Instructions to Estimator: , , , 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: ANW9443762  
Policy Effective Date: Policy Expiration Date:  
Deductible: 500.00 Deductible Type:  
Underwriting  
Company:  
Policy Notes:  
Endorsement Notes:

## Agent Details

Agent Last Name:

License:

Address 1:

Address 2:

City:

State / Province:

Postal Code:

Country:

Phone:

Agent ID:

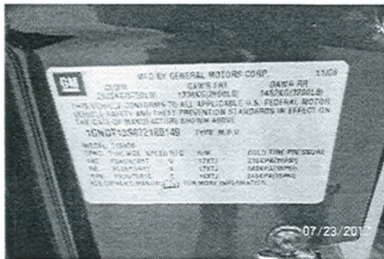
Agent Type:

Extn.



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO1  
 File Date 07/23/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured: [REDACTED] LossDate:07/19/2012|  
 ClaimRepresentative:RILEY| ShopName:C  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator E01



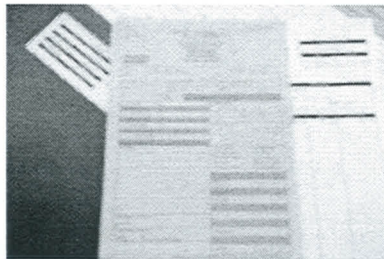
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Claim Reference Id [REDACTED]  
 File Name PHOTO2  
 File Date 07/23/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured: [REDACTED] LossDate:07/19/2012|  
 ClaimRepresentative:RILEY| ShopName:C  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO3  
 File Date 07/23/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured: [REDACTED] LossDate:07/19/2012|  
 ClaimRepresentative:RILEY| ShopName:C  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO4  
 File Date 07/23/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured: [REDACTED] LossDate:07/19/2012|  
 ClaimRepresentative:RILEY| ShopName:C  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator E01



No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO9  
 File Date 07/23/2012  
 Label  
 Note Owner [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured:[REDACTED] LossDate:07/19/2012|  
 ClaimRepresentative:RILEY| ShopName:C  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator E01



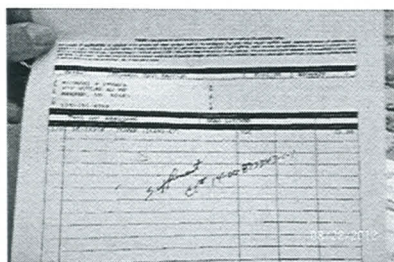
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Claim Reference Id [REDACTED]  
 File Name PHOTO10  
 File Date 07/23/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured:[REDACTED] LossDate:07/19/2012|  
 ClaimRepresentative:RILEY| ShopName:C  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator E01



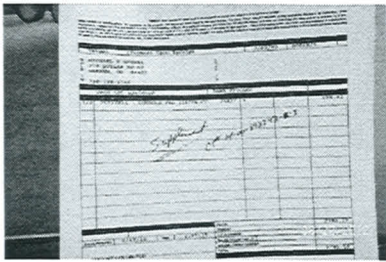
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Claim Reference Id [REDACTED]  
 File Name R1.jpg  
 File Date 07/30/2012  
 Label  
 Note  
 ClaimReferenceID: [REDACTED]  
 Photo Location  
 Photo Taken By Mark Wharton  
 Estimate Indicator



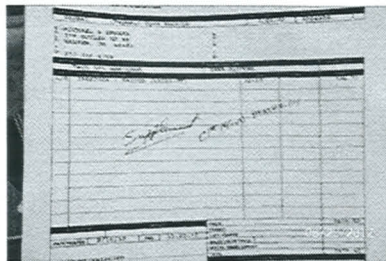
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Claim Reference Id [REDACTED]  
 File Name PHOTO11  
 File Date 08/22/2012  
 Label  
 Note Owner [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured:[REDACTED] LossDate:07/19/2012|  
 PolicyNumber:ANW9443762| ClaimReprese  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator S01



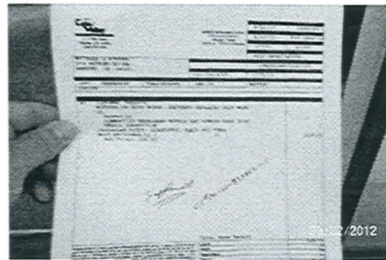
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Claim Reference Id [REDACTED]  
 File Name PHOTO16  
 File Date 08/22/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured: [REDACTED] LossDate:07/19/2012|  
 PolicyNumber: [REDACTED] ClaimReprese  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator S01



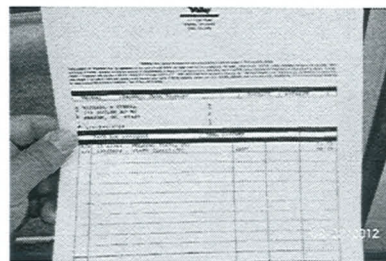
No Label

Claim Reference Id [REDACTED]  
 File Name PHOTO13  
 File Date 08/22/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured: [REDACTED] LossDate:07/19/2012|  
 PolicyNumber [REDACTED] ClaimReprese  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator S01



No Label

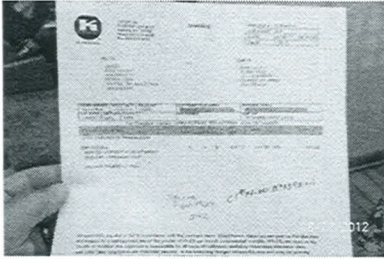
Claim Reference Id [REDACTED]  
 File Name PHOTO14  
 File Date 08/22/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured [REDACTED] LossDate:07/19/2012|  
 PolicyNumber: [REDACTED] ClaimReprese  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator S01



No Label

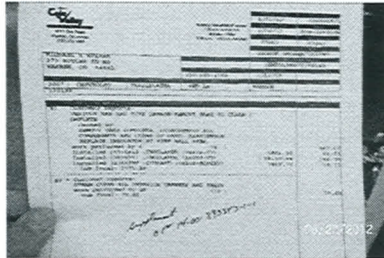
Claim Reference Id [REDACTED]  
 File Name PHOTO17  
 File Date 08/22/2012  
 Label  
 Note Owner: [REDACTED]  
 Style:2007,CHEV,TRAILBLAZER 4X4 LS|  
 Insured [REDACTED] LossDate:07/19/2012|  
 PolicyNumber: [REDACTED] ClaimReprese  
 Photo Location COLE VALLEY  
 Photo Taken By ROBERT FONTANA  
 Estimate Indicator S01





No Label

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



No Label

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

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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: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 07/19/2012 AT 12:00 AM  
WARREN, OH TYPE OF LOSS: COMPREHENSIVE  
EVENING: [REDACTED] 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  
FACILITY: 150 CHESTNUT NE 9 DAYS TO REPAIR  
WARREN, OH 44483 LICENSE # [REDACTED]

2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:  
VIN: 1GNDT13S872 [REDACTED] LIC: [REDACTED] OH PROD DATE: 11/2006 ODOMETER: 67638  
AIR CONDITIONING TILT WHEEL CRUISE CONTROL  
INTERMITTENT WIPERS REAR WINDOW WIPER DUAL MIRRORS  
CONSOLE/STORAGE LUGGAGE/ROOF RACK CLEAR COAT PAINT  
POWER STEERING POWER BRAKES POWER WINDOWS  
POWER LOCKS AM RADIO FM RADIO  
STEREO SEARCH/SEEK CD PLAYER  
ANTI-LOCK BRAKES (4) DRIVER AIR BAG PASSENGER AIR BAG  
4 WHEEL DISC BRAKES STABILITY CONTROL COMMUNICATIONS SYSTEM  
CLOTH SEATS BUCKET SEATS TRAILERING PACKAGE  
AUTOMATIC TRANSMISSION 4 WHEEL DRIVE OVERDRIVE  
ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FENDER					
2	BLND LT	FENDER CHEVROLET					1.1
3		FRONT DOOR					
N 4*	REPL LKQ	LT DOOR ASSY +25%	1	725.00*		1.3	3.4
5		ADD FOR CLEAR COAT					1.4
6	R&I	LT R&I SIDE MLDG				0.3	
7	R&I	LT BELT W'STRIP				0.3	
N 8*	REPL LKQ	LT DOOR TRIM PANEL CHEVROLET GRAY +25%	1	135.00*		INCL.*	
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	

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

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
N 12**	REPL	A/M LT MIRROR ASSY W/POWER W/O HEATED	1	59.00	0.3	0.0*
13		REAR DOOR				
14	BLND	LT OUTER PANEL W/SHORT WHEEL BASE CHEVROLET				1.2
15	R&I	LT R&I SIDE MLDG			0.3	
16	R&I	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	LT FIXED GLASS CHEVROLET, W/SHORT WHEEL BASE TIMTED			0.5	
20	R&I	LT MOVEABLE GLASS GM, W/SHORT WHEEL BASE TINTED			0.5	
21		ROOF				
22	REPL	HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY	1	1448.19	4.5	
23	REPL	SUNSHADE GRAY	1	386.36	0.8	
24	REPL	LT SUNSHADE GRAY	1	140.66	INCL.	
25		CONSOLE				
26	R&I	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*	REPL	LKQ FRONT SEAT +25%	1	193.75*		
31		PILLARS, ROCKER & FLOOR				
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		
36#	REPL	COVER CAR	1	5.00	0.2	
37#	SUBL	CLEAN INTERIOR	1	125.00	T	
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

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

PARTS			3549.96
BODY LABOR	14.7 HRS	@\$ 44.00/HR	646.80
PAINT LABOR	7.1 HRS	@\$ 44.00/HR	312.40
PAINT SUPPLIES	7.1 HRS	@\$ 28.00/HR	198.80
SUBLET/MISC.			125.00
OTHER CHARGES			85.00
-----			
SUBTOTAL			\$ 4917.96
SALES TAX	\$ 4832.96	@ 6.5000%	314.14
-----			
TOTAL COST OF REPAIRS			\$ 5232.10
ADJUSTMENTS:			
DEDUCTIBLE			500.00
-----			
TOTAL ADJUSTMENTS			\$ 500.00
NET COST OF REPAIRS			\$ 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.

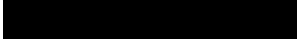
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ESTIMATE OF RECORD  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGN02, 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. RECORDED 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.

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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.

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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		

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

ALTERNATE PARTS SUPPLIERS

KEYSTONE - THG - A (888) 540-8609  
3502 W. MCGILL STREET (574) 294-2600  
SOUTH BEND, IN 46528

KEYSTONE - THG - A (800) 622-0096  
3327 WEST 47TH PLACE (773) 927-9600  
CHICAGO, IL 60632

KEYSTONE - THG - A (800) 525-4639  
849 WHITAKER ROAD (317) 895-0530  
PLAINFIELD, IN 46168

KEYSTONE - THG - A (800) 968-9350  
960 FREEMAN AVENUE SW (616) 452-6066  
GRAND RAPIDS, MI 49503

KEYSTONE - THG - A (800) 968-7509  
1149 S PENNSYLVANIA AVENUE (517) 482-0046  
LANSING, MI 48912

KEYSTONE - THG - A (888) 200-9323  
3535 RENNIE SCHOOL ROAD (231) 947-0202  
TRAVERSE CITY, MI 49684

KEYSTONE - THG - A (814) 459-1300  
901 W. 12TH STREET (888) 566-7844  
ERIE, PA 16501

KEYSTONE - THG - A (800) 696-3064  
1709 7TH STREET  
PARKERSBURG, WV 26101



07/23/2012 AT 12:46 PM  
109259

████████████████████  
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 #: [REDACTED]  
Workfile ID: 2caz00jw

## Supplement of Record 1 Summary

Written By: ROBERT FONTANA, License Number: [REDACTED] 8/22/2012 8:37:00 AM  
Adjuster: RILEY, JOHN, (330) 347-8741 Cellular

Insured: [REDACTED] Policy #: [REDACTED] Claim #: [REDACTED]  
Type of Loss: Comprehensive Date of Loss: 07/19/2012 12:00 AM Days to Repair: 9  
Point of Impact: 23 Interior Burn Deductible: 500.00

<b>Owner:</b> [REDACTED] WARREN, OH [REDACTED] Evening	<b>Inspection Location:</b> COLE VALLEY 150 CHESTNUT NE WARREN, OH 44483 Other (330) 395-4768 Day	<b>Appraiser Information:</b> Email: rfontana@hanover.com Phone: (330) 347-8741	<b>Repair Facility:</b> COLE VALLEY 150 CHESTNUT NE WARREN, OH 44483 (330) 399-2781 Business
---	--	---	--

## VEHICLE

Year: 2007 Color: [REDACTED] Int: [REDACTED] License: [REDACTED] Production Date: 11/2006  
Make: CHEV Body Style: 4D UTV State: OH Odometer: 67638  
Model: TRAILBLAZER Engine: 6-4.2L-FI VIN: 1GNDT13S872 [REDACTED] Condition:  
4X4 LS

### 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

Trailer Package

**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		<b>FENDER</b>					
2	Blnd	LT Fender Chevrolet	12477993				1.1
3		<b>FRONT DOOR</b>					
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>	Incl.	
		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	**	S01 Repl A/M LT Mirror assy w/power w/o heated	GM1320429	1	<u>220.00</u>	0.3	
		NOTE: KEYSTONE					
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.	
15		<b>REAR DOOR</b>					
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 tinted	25949489			0.5	
22	R&I	LT Moveable glass GM, w/short wheel base tinted	15135366			0.5	
23	S01	R&I RT R&I trim panel	25801138			0.6	
24		<b>ROOF</b>					
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		<b>CONSOLE</b>					
29	R&I	Console assy Chevorlet, w/o temp control gray	89045322			1.2	
30	S01	R&I Console assy Chevorlet, w/o temp control gray	89045322			1.2	
31		<b>SEATS &amp; TRACKS</b>					



**Supplement of Record 1 Summary**

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

32		R&I	RT R&I front seat				0.5	
33		R&I	LT R&I front seat				0.5	
34	*	Repl	LKQ Front seat +25%	NOT SERVICED	1	<u>193.75</u>		
			NOTE: LOCATED AT LKQ TRIPLETT QUOTE #1987625					
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	
37	<b>PILLARS, ROCKER &amp; FLOOR</b>							
38		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	#	Repl	COVER CAR		1	5.00	0.2	
43	#	S01	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		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	<b>LIFT GATE</b>							
53		S01	R&I	Lower trim panel cashmere	15224938		0.3	
54		S01	R&I	Upper molding gray	15136323		0.3	
55	<b>INSTRUMENT PANEL</b>							
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	<b>OVERHEAD CONSOLE</b>							
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	<b>QUARTER PANEL</b>							
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	
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

**Supplement of Record 1 Summary**

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

69		OTHER CHARGES		
70	#	Towing	1	85.00
<b>SUBTOTALS</b>			<b>5,264.78</b>	<b>30.4</b>
				<b>7.1</b>

**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
<b>Total Cost of Repairs</b>			<b>7,554.90</b>
Deductible			500.00
<b>Total Adjustments</b>			<b>500.00</b>
<b>Net Cost of Repairs</b>			<b>7,054.90</b>

**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
<b>Changed Items</b>							
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	<u>220.00</u>	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 T		
43	#	S01 Subl CLEAN INTERIOR		1	275.00 T		
<b>Added Items</b>							
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	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		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	<b>LIFT GATE</b>						
53		S01 R&I Lower trim panel cashmere	15224938			0.3	
54		S01 R&I Upper molding gray	15136323			0.3	
55	<b>INSTRUMENT PANEL</b>						
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	<b>OVERHEAD CONSOLE</b>						
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	<b>QUARTER PANEL</b>						
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	

**Supplement of Record 1 Summary**

2007 CHEV TRAILBLAZER 4X4 LS 4D UTV 6-4.2L-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	
				<b>SUBTOTALS</b>		<b>1,504.82</b>	<b>15.7</b>	<b>0.0</b>

**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
<b>Total Supplement Amount</b>			<b>2,322.80</b>
<b>NET COST OF SUPPLEMENT</b>			<b>2,322.80</b>

**CUMULATIVE EFFECTS OF SUPPLEMENT(S)**

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

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.

## Supplement of Record 1 Summary

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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.



**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, GROVEPORT OH 43125	(800) 820-3962	(614) 272-8600	
	11950 MOSTELLAR ROAD, CINCINNATI OH 45206	(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 46528	(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 48912	(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		

07/23/2012 AT 12:46 PM

CLAIM SUMMARY

14-00-893343-1-1

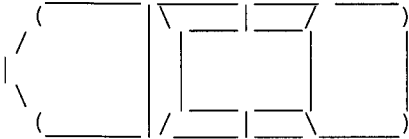
ADJUSTER: RILEY, JOHN  
APPRAISER: FONTANA, ROBERT

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

INSURED: [REDACTED]  
OWNER: [REDACTED]  
ADDRESS: [REDACTED]  
WARREN, OH [REDACTED]

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: [REDACTED] LICENSE: [REDACTED] OH  
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	0% NEGLIGENCE	0.00
APPEARANCE ALLOWANCE	0.00	CALCULATED NET LOSS	\$ -500.00
0% NEGLIGENCE	0.00		
CALCULATED NET LOSS	\$ 4,732.10	VALUATION REQUEST #	
LKQ PARTS INCLUDED			
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

07/23/2012 AT 12:46 PM

CLAIM SUMMARY

OWNER: [REDACTED]  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV

CLAIM #: [REDACTED]

=====

COMMENTS

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

PC TO INSD [REDACTED] 7-23 AT 12:15PM SW [REDACTED] 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.

=====

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.

## Claim Summary

**Owner:** [REDACTED]

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

### Insurance Information

Adjuster: JOHN RILEY

Appraiser: FONTANA, ROBERT

Adjuster License #: [REDACTED]

Appraiser License #: [REDACTED]

Policy #: [REDACTED]

### Vehicle Owner

Insured: [REDACTED]

Loss Type: Comprehensive

Owner: [REDACTED]

Evening: [REDACTED]

WARREN, OH

### Vehicle Information

Year: 2007    Color:    Int:    License: [REDACTED]    Production Date: 11/2006

Make: CHEV    Body Style: 4D UTV    State: OH    Odometer: 67638

Model: TRAILBLAZER    Engine: 6-4.2L-FI    VIN: 1GNDT13S872 [REDACTED]    Condition:

4X4 LS

Primary Impact Point: Interior Burn

Drivable: No

Secondary Impact Point:

### Tire Information

Tire	Manufacturer	Size	Type	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:** [REDACTED]

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

**Estimate to Repair**

<b>Estimate</b>	\$ 7,113.58
<b>Taxable Subtotal</b>	\$ 7,113.58
Tax	441.32
<b>Non-Taxable Subtotal</b>	\$ 7,554.90
Betterment	0.00
Deductible	500.00
Appearance Allowance	0.00
0% Negligence	0.00
<b>Calculated Net Loss</b>	\$ 7,054.90

**Total Loss Valuation**

<b>Vehicle Valuation</b>	\$ 0.00
Supp. Taxable Adjustments	0.00
<b>Taxable Subtotal</b>	\$ 0.00
Tax	0.00
Supp. Non-Taxable Adjustments	0.00
<b>Non-Taxable Subtotal</b>	\$ 0.00
Deductible	500.00
0% Negligence	0.00
<b>Calculated Net Loss</b>	\$ -500.00

- LKQ Parts Included
- A/M Parts Included
- Opt OEM Parts Not Included
- Recond Parts Not Included

**Vehicle Valuation Request#**
**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**

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.

## Claim Summary

**Owner:** [REDACTED]

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 created.
7/23/2012	12:46 PM	Image workfile created.
7/23/2012	12:46 PM	Workfile copy in Out Box.
7/23/2012	12:46 PM	Claim Summary file created.
7/23/2012	2:03 PM	Workfile in Out Box.
8/22/2012	6:27 AM	On Demand request of Recycled Part data 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 # : [REDACTED]

Policy # : [REDACTED]

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

# Rule uses median part price and includes 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 :

Inspection Location :

Address1 : COLE VALLEY

Address2 : 150 CHESTNUT NE

City/State/Zip : WARREN, OH 44483

Daytime Contact : (330)395-4768

Evening Contact :

Appraisal Platform : CCC - Pathways

Inspection Type : OTHER

Vehicle Owner : [REDACTED]

Address1 : [REDACTED]

Address2 :

City/State/Zip : WARREN OH [REDACTED]

Daytime Contact : (330)395-4768

Evening Contact : (330)395-4768

Vehicle Information : 2007 CHEV TRAILBLAZER 4X4 LS

VIN : 1GNDT13S872 [REDACTED]

License : [REDACTED]

Odometer : 67638

Days to Repair : 9

Driveable : NO

Production Date : 11/06

Point of Impact : 23. Interior Burn

# 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 : \$5,232.10

Total Appraised : \$7,554.90

Total Score : 0

Total Labor Hours : 37.5

Total Variance : 551.42

Claim # : [REDACTED]

Policy # : [REDACTED]

Date of Loss : 07/19/2012

Type of Loss : Comprehensive

### Audit Results

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

# Rule uses median part price and includes 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 : [REDACTED]

Address1 : [REDACTED]

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 [REDACTED]

License : [REDACTED]

Odometer : 67638

Days to Repair : 9

Driveable : NO

Production Date : 11/06

Point of Impact : 23. Interior Burn



# CCC Accumark™ Audit Report

## Replacement Parts Detail

Rule	Line Number	Score	Actual Part Price	Replacement Part Price	Variance	Replacement Part Location	Replacement Part Type	SI
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
Averages			\$220.00	\$81.50	\$138.50			

\*\* 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 Howell MI 48843	Point of Impact	Interior Burn

### 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 4X4 LS 4D UTV	Odometer	67638
VIN	1GNDT13S872 <span style="background-color: black; color: black;">XXXXXXXXXX</span>	Color	
License	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	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	RI	LT Mirror assy w/o power	0	\$0.00	0.3	0
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 tinted	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 Chevrolet, 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	Reinspection
	Total	Total
Labor Subtotal	\$959.20	\$985.60
Parts Subtotal	\$3,674.96	\$3,680.96
Materials Subtotal	\$198.80	\$198.80
Miscellaneous Subtotal	\$85.00	\$85.00
Pre-tax discount	\$0.00	\$0.00
Taxes Subtotal	\$314.14	\$316.25
Manual Exception Subtotal	\$0.00	\$0.00
<b>TOTAL COST OF REPAIRS</b>	<b>\$5,232.10</b>	<b>\$5,266.61</b>
Deductible	\$500.00	\$500.00
Appearance Allowance	\$0.00	\$0.00
Related Prior Damage		
Betterment	\$0.00	\$0.00
Insurer Prepaid	\$0.00	\$0.00
<b>NET TOTALS</b>	<b>\$4,732.10</b>	<b>\$4,766.61</b>

Number of Exceptions	4
Total Additions	\$34.51
Total Subtractions	\$0.00
Actual Difference	\$34.51
Absolute Difference	\$34.51
Satisfactory Dollars	\$5,197.59
Percent Satisfactory	99.34%

Other Charges	Original Estimate		Reinspection	
	Units	Price	Units	Price
Towing	1	\$85.00	1	\$85.00

## Exceptions

Line	Category	Description	Estimate	Reinspection	Net
39	Judgement	Missed Dmg Procedure Clean and retape left side door moldings <sup>1</sup>	\$0.00	\$34.51	\$34.51
40	Alternate Parts	Alt Parts Missed Alt parts missed	\$0.00	\$0.00	\$0.00
40	Alternate Parts	Alt Part Opportunity Alt parts opportunities	\$4.00	\$4.00	\$0.00
40	Ratings	Meets Overall file quality <sup>2</sup>	\$0.00	\$0.00	\$0.00

## Exception Notes

39. The moldings being removed for refinish on the doors will need to be cleaned and retaped.
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

Insurance Company	THE HANOVER INSURANCE 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

Vehicle	2007 CHEV TRAILBLAZER 4X4 LS 4D UTV	Vehicle Owner	[REDACTED]
VIN	1GNDT13S872 [REDACTED]	Odometer	67638
License	ETP1111	Color	

## Reinspection Info

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

## Labor

Category	Reinspection			Supplement			Difference		
	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

Category	Reinspection			Supplement			Difference		
	Units	Rate	Total	Units	Rate	Total	Units	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 Repair		\$0.00			\$0.00		0	\$0.00	\$0.00

## Materials

Materials Category	Reinspection			Supplement			Difference		
	Units	Rate	Total	Units	Rate	Total	Units	Rate	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

Part Type	Reinspection		Supplement		Difference	
		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

Discount or Markup Type	Reinspection		Supplement		Difference	
	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		Supplement		Difference	
	Rate	Total	Rate	Total	Rate	Total
Subtotal Parts Markup	0%	\$0.00	0%	\$0.00	0%	\$0.00

## Taxes

Tax Type	Reinspection		Supplement		Difference	
	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

Charge	Reinspection	Supplement	Difference
	Total	Total	Total
EPC	\$0.00	\$0.00	\$0.00
Towing	\$85.00	\$85.00	\$0.00
Storage	\$0.00	\$0.00	\$0.00

## Totals

Totals	Reinspection	Supplement	Difference
	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			
<b>TOTAL COST OF REPAIRS</b>	<b>\$5266.61</b>	<b>\$7554.90</b>	<b>\$2288.29</b>
Deductible	\$500.00	\$500.00	\$0.00



	<b>Reinspection</b>	<b>Supplement</b>	<b>Difference</b>
<b>Totals</b>	Total	Total	Total
Appearance Allowance	\$0.00	\$0.00	\$0.00
Related Prior Damage	\$0.00	\$0.00	\$0.00
Betterment	\$0.00	\$0.00	\$0.00
Insurer Prepaid	\$0.00	\$0.00	\$0.00
<b>NET TOTALS</b>	<b>\$4766.61</b>	<b>\$7054.90</b>	<b>\$2288.29</b>



CREATED BY: PWAPM. Label: File#

08/22/2012 6:37 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File#
08/22/2012 6:37 AM CST	system	Audit	Audit report added to the Claim Folder. CREATED BY: QAAR. Audit Report
08/22/2012 6:37 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File#
08/22/2012 6:37 AM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File#
08/22/2012 6:37 AM CST	system	Estimate/Supplement	Estimate/Supplement report added to the Claim Folder. CREATED BY: PWAPM. Supplement
08/22/2012 6:37 AM CST	system	Estimate/Supplement	Claim Summary report added to the Claim Folder. CREATED BY: PWAPM. Claim Summary
08/22/2012 6:37 AM CST	system	Estimate/Supplement	Estimate Sent to Mailbox. CREATED BY: PWAPM. Estimate Worksheet
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 Schedule
08/22/2012 6:11 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been updated. Created By Autoverse Active Schedule
08/22/2012 4:14 AM CST	system	Estimate/Supplement	Estimate/Supplement retrieved. CREATED BY: APM. E01 workfile retrieved
08/22/2012 4:10 AM CST	system	Appraisal Assignment	Assignment Retrieved. CREATED BY: APM. Assignment Retrieved
08/22/2012 8:37 AM *	system	Estimate/Supplement	EMS transaction transmitted. CREATED BY: PWAPM
08/21/2012 2:34 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment has been retrieved by the system.

Created By Autoverse Active Schedu

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. Assig method: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. Appc :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 update 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: File
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 folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment is complete Created By Autoverse Active Schedule
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Images	Digital image(s) added to this claim folder. CREATED BY: PWAPM. Label: File
07/23/2012 12:05 PM CST	system	Estimate/Supplement	Claim Summary report added to the Claim Folder. CREATED BY: PWAPM. Claim Summary
07/23/2012 12:05 PM CST	system	Audit	Audit report added to the Claim Folder. CREATED BY: QAAR. Audit Report
07/23/2012 12:05 PM CST	system	Estimate/Supplement	Estimate/Supplement report added to the Claim Folder. 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 Changed. CREATED BY: PWAPM. from Unkn

07/23/2012 9:22 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been updated. Created By Autoverse Active Schedule
07/23/2012 9:22 AM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment status has been updated. Created By Autoverse Active Schedule
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 Retrieved
07/20/2012 2:12 PM CST	system	Parts	1st RPS results in RPS Operational Error CREATED BY: rpsadmin
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Appointment has been retrieved by the system. Created By Autoverse Active Schedule
07/20/2012 2:02 PM CST	system	Appraisal Assignment	Assignment Sent to Mailbox. CREATED BY: APM. Assignment created
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment sent to appraiser. Created By Autoverse Active Schedule
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment dispatched Created By Autoverse Active Schedule
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedule
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedule
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedule Rd
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified. Created By Autoverse Active Schedule
07/20/2012 2:02 PM CST	Autoverse Active Schedule	Appraisal Assignment	Assignment modified.

Created By Autoverse Active Schedu

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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. Appoin :AS134272730454814-00-893343-1-
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

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## Service Request Detail

SR No.	71-1052613388	Ref No.	Goodwill	No Goodwill Offered	BRC Type	N/A		
Account		Site	GW SubType		Bus. Unit	CAC		
Last Name		First Name	Approval	Not Initiated	Area	Complaint Vehicle		
Daytime #		Evening #	UCC	Trim Exterior- Rocker Panel	Sub-Area	Operation or Design		
Address		City	Flint	Involved Dir	Patsy Lou Buick-GMC, Inc.	Safety	No	
State	Mi	ZipCd		Source	Phone	Updated	3/27/2012 07:18:22 PM	
Serial #/VIN	1GNDT13S872	Model Year	2007	Priority	Medium	License #	CHEVROL	
Make	Chevrolet	Warr. Start	08/31/2007	Status	Closed	Owner	PEROLLO	
Model	TrailBlazer	Mileage	64000	Sub-Status	Pend Diag/Cust Act	Opened	3/27/2012 04:13:10 PM	
Abstract	Reporting veh issue only; driver side control panel melted						Closed	3/27/2012 07:18:21 PM

Customer Description

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #	Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
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Driver Last Name	Driver First Name	Height	DOB	Disabilities
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Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
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Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emgcy Svc Names	Maint Loc

### PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip
Vehicle Speed	Weather Condition	Prop Owner	Property Type	
Last Service Date	Loc Last Service	Property Location	Prop Est Repair Cost	
Veh Est Repair Cost	Spec Equip Installer	Prop Damage Description	Inspected By	Inspection Date/Time
Primary Veh Use	Inspection Type	Explain Other		
Veh Damage Description				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 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.

Contact Last Name	Contact First Name	Account	BAC Code

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 04:28:24 PM	PEROLLO	ABELLAH1	Manager Review	Case Assessment	Done	3/27/2012 07:18:18 PM	closing case to pending status

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

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 dir already
- > adv of file #, direct line and ext #
- > cust thankful
- > acknowledged

Lorie/ CAC Tier 1/ MAN/ Lvl 1 Empowered

Approved:

Nanette/Team Lead/MLA/CAC/ T1L1

#### Confidential Comments

## Service Request Detail

### 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
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#### Comments

PATSY LOU CHEVROLET, INC.  
5135 CORUNNA RD  
FLINT, MI 48532-4106  
Certified Internet Manager: Edgar Clarke  
Phone: (810) 600-3379

cust has no money yet for the diag fee

Lorie/CAC Tier 1/MAN/ Lvl 1 Empowered

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/27/2012 04:13:21 PM	PEROLLO	PEROLLO	Inbound Call Customer	Complex Request	Done	3/27/2012 04:26:44 PM	driver side control panel melted

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

##### Cust states:

> calling to report defect on veh:  
driver side control panel melted: minside door; i pulled window down and see it's melted/.inoperative  
: It's under investigation  
> this is a safety issue and a lot of people experience it too  
> just calling to report issue

##### Cust seeks:

> to have the veh issue documented

##### CRS Adv:

> ill take note of this issue on file  
. adv no recalls open; B2b wearmaty already expired  
adv to best take veh to nearmrest dlr; explained advantages  
> adv of nearest dlr: (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 dlr can verify whether it is defect or not

crs encouraged cust to take veh to dlr btu cust refused and mentioned that dlr fees are too expensive; dv all we need is diagnosis to move case forward  
> csut: "i cannot take it yet to dlr 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 dlr already  
> adv of file #, direct line and ext #  
> cust thankful  
> acknowledged

Lorie/ CAC Tier 1/ MAN/ Lvl 1 Empowered

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
C58	No Symptom Indicated	Trim Exterior- Rocker Panel

Report Generated for toporowm

on 8/23/2012

Page 4 of 4

## Service Request Detail

SR No.	71-1099007381	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Flint	Involved Dlr		Safety	Yes
State	MI	ZipCd		Source	Phone	Updated	8/20/2012 06:18:25 PM
Serial #/VIN	1GNDT13S872	Model Year	2007	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	08/31/2007	Status	Open	Opened	8/20/2012 08:16:59 AM
Model	TrailBlazer	Mileage	66985	Sub-Status	Dissatisfied	Closed	

**Abstract** (ESIS) thermal event

**Customer Description** This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner		N	0	0	Concrete	Snowy	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
not occupied	not occupied	not occupied	not occupied	not occupied				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Unknown	(810) 238-4055	Allrisk Insurance Co.					
Incident Loc	The American Hill Hotel on Hill St. in Flint, MI (CRS could not find an exact address in 411.com)			Incident Desc	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.			
Component	Control Panel			Damage Desc	control panel and wires were melted.			
Vehicle Loc	Driving			Add'l info	Cust isn't sure of the incident date and time. Cust stated it was in the winter (Feb or March of 2011). Cust isn't sure of the road surface thinks it was concrete. Incident Location: Cust stated it			
Emgcy Svc Names	n/a			Maint Loc	Discount Tires and Pennzoil.			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	0		Weather Condition		Snowy		Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	control panel and wires were melted. control panel and wires were melted.			Inspection Date/Time			Explain Other	n/a

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 05:08:20 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event

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

#### Comments

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.

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 06:19:15 PM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alarm		ESIS - Verify file was picked up.

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

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 06:18:39 PM	EICHORLY	AMSTUTST	Notify CRM		Done	8/22/2012 05:08:15 PM	Please escalate to ESIS - thermal event.

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

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.

Lynda Eichors/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 06:18:25 PM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	8/20/2012 06:18:25 PM	Ownership Escalated to BRC

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

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 leonard.f.fox@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

A product allegation claim has been made in your region. The customer is alleging 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.

Best wishes

Lynda Eichorst

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

Lynda Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

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

Comments  
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, MI

Lynda Eichors/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: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments  
CRS rec'd the following vm:

Hey Lynda. This is [REDACTED] returning your phone call. Thank you.

Stamped: 8/20/12 at: 3:33 PM

Lynda Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	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: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 04:50:02 PM	ALARINAL	ALARINAL	Inbound Call Customer	Complex Request	Done	8/20/2012 04:51:37 PM	cust called in

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

CUST STS:

-trying to check on my claim

-case # 71-1099007381

-Cell [REDACTED]

CUST SKS:

-case status

CRS ADVSD:

-tried reaching Product Alleg. Specialist but she's not available

-will send her direct notification re your call

CUST STS:

-ok thank you

-BNTC: 8104583115

Aleana | Mia | 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	Done	8/20/2012 06:09:34 PM	Initials

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 11:32:23 AM	MERCADTO	EICHORLY	Ownership Changed		Done	8/20/2012 11:32:23 AM	Service Request Ownership has changed FROM: PEROLLO TO: EICHORLY
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
8/20/2012 11:31:54 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	8/20/2012 06:05:51 PM	See outbound email. Leonard Fox, DDMA at leonard.f.fox@gm.com North Central Region
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Closest dlr to cust:							
APPLGATE CHEVROLET COMPANY 3637 S SAGINAW ST FLINT, MI 48503-4149 Phone: (810) 238-7811							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 11:31:49 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	8/20/2012 01:56:51 PM	No dlr contact required.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
No Initial Contact required. Vehicle has not been to dealer in two years.							
Lynda Eichorst/PAR/ATX							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	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 First 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.

Original owner? No

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	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 Name	Account	BAC Code

CRS left a vm.

Continued in Initial

Lynda Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 11:31:27 AM	MERCADTO	EICHORLY	Research		Done	8/20/2012 05:18:31 PM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

##### Summary:

S/R's and VIN: 1 other file found in GWM:  
71-1052813366 - Control panel. Closed pending diag 3/27/12.

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 11:31:20 AM	MERCADTO	EICHORLY	Notify CRM		Done	8/20/2012 03:25:50 PM	File assigned to Lynda Eichorst @ x31093
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
8/20/2012 11:30:43 AM	MERCADTO	EICHORLY	BRC PAR	Case Assigned	Done	8/20/2012 03:25:46 PM	File assigned to Lynda Eichorst @ x31093
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 11:30:41 AM	MERCADTO	PEROLLO	SR Opened		Done	8/20/2012 11:30:41 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 11:30:39 AM	MERCADTO	PEROLLO	SR Closed - Dissatisfied		Done	8/20/2012 11:30:39 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 09:12:07 AM	PEREZRO	PEROLLO	Notify CRM	Info Station Response	Done	8/20/2012 10:33:48 AM	IS Response

Contact Last Name	Contact First Name	Account	BAC Code

Customer info logged. Update Sent

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:26:15 AM	PEROLLO	AMSTUTST	Notify CRM	Customer Called	Done	8/20/2012 11:30:34 AM	Driver side panel was caught on fire Received and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 08:21:29 AM	PEROLLO	PEREZRO	CAC to Info Station	Change Address	Done	8/20/2012 09:12:07 AM	change address

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

#### Comments

Original owner? No

Name: [REDACTED]

New Address: [REDACTED] St/pt MI [REDACTED]

Old address: [REDACTED] St/pt MI [REDACTED]

Telephone Number: [REDACTED]

Make and Model: 2007 Trailblazer

Mileage: 66985

VIN:1GNDDT13S872 [REDACTED]

Lorie/CAC Tier 1/MAN/ Lvl 1 Empowered

Confidential Comments [REDACTED]

## Service Request Detail

### 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 Name	Account	BAC Code				

#### Comments

##### Cust states:

i just 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

i 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:

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

acknowledged

Lorie/ CAC Tier 1/ MAN/ LM 1 Empowered

#### Confidential Comments

### UCC Information

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



[Logout](#)

August 23, 2012

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary ?

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

For this vehicle:

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

### Vehicle Information

VIN: 1GNDT13S872 [REDACTED] 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](#) [REDACTED]

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Inactive  
 XM Equipped: Y XM Radio ID: 7BN8Q0MK XM Status: Inactive  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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 Warranty	08/05/2011	08/31/2007	406 MI	08/31/2013	100,406 MI



Emission Select      08/05/2011    08/31/2007    406 MI    08/31/2015    80,406 MI  
Component Ltd Wty

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/14/2006	A84363	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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August 23, 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 XXXXXXXXXX Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

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

**Vehicle Build**

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KMZQ9Z  
 Gross Vehicle Weight: 2,611 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.

- |  |  |
|--|--|
| <p>1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE 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</p> <p>28H - LIGHT GRAY</p> <p>67U - SILVERSTONE METALLIC</p> <p>7FB - COMP FRT RH COMPUTER SEL SUSP</p> <p>9UY - COMPONENT RR RH COMPUTER SEL</p> <p>AK5 - DUAL STAGE FRONT AIR BAGS</p> <p>AM9 - 65/35 FOLDING 2ND ROW SEAT</p> <p>AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING</p> <p>AXP - MPV VIN IDENT POSITION</p> <p>B32 - FLOOR MATS, FRONT/REAR</p> <p>B86 - MOLDING B/S COLOR</p> <p>C5N - GVW RATING - 5750 LBS</p> <p>CJ3 - CLIMATE CONTROL</p> <p>DK7 - OVERHEAD CONSOLE</p> <p>EVA - EVAP EMISSION REQUIREMENT</p> <p>G80 - DIFFERENTIAL, LOCKING REAR</p> <p>JF8 - BRAKE VAC POWER, 4 WHL DISC</p> <p>K18 - ELECTRIC AIR INJECTION SYSTEM</p> <p>KG4 - GENERATOR 150 AMP</p> <p>M30 - TRANSMISSION, 4 SPD AUTOMATIC</p> <p>N75 - 17" ALUMINUM WHEELS</p> | <p>28I - INT TRIM LT GRAY/DK GRAY</p> <p>6FB - COMP FRT LH COMPUTER SEL SUSP</p> <p>8UZ - COMPONENT RR LH COMPUTER SEL</p> <p>AJ1 - GLASS, DEEP TINTED</p> <p>AL0 - SENSOR INF RESTR, CHILD DETECT</p> <p>AR9 - FRT BUCKET SEAT, DELUXE</p> <p>AU0 - REMOTE KEYLESS ENTRY</p> <p>B30 - FULL CARPET-COLOR KEYED</p> <p>B33 - REAR COLOR KEYED FLOOR MATS</p> <p>C49 - REAR WINDOW DEFROSTER</p> <p>CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)</p> <p>DAY - ASSEMBLY PLANT MORAIN, OHIO</p> <p>DP2 - POWER OSRV MIRRORS</p> <p>FE9 - FEDERAL EMISSIONS</p> <p>GT4 - REAR AXLE, 3.73 RATIO</p> <p>JJB - PT DRESS SUBASSY NOT INSTALLED</p> <p>K34 - CRUISE CONTROL</p> <p>LL8 - ENGINE, VORTEC 4.2L SFI I6</p> <p>N40 - POWER STEERING</p> <p>NP8 - 2-SPEED ACTIVE</p> |
|--|--|

NT7 - EMISSION SYS FED - TIER 2	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) * OVERHEAD CONSOLE	NZ3 - 16" FULL SIZE SPARE WHEEL
QTR - WOL ON/OFF ROAD TIRES	PDC - PWR SEAT ADJUST- DRIVER, 8 WAY
R6P - SPECIAL PAINT	R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
SLM - STOCK ORDERS	R9N - LEATHER SEAT TRIM
T98 - STAMPING VEHICLE IDENT NUMBER	T61 - DAYTIME RUNNING LIGHTS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	TB4 - LIFTGATE
UA6 - THEFT DETERRENT ALARM SYSTEM	U73 - FIXED MAST ANTENNA
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	UJ6 - TIRE PRESSURE MONITOR
V1K - LUGGAGE RACK CROSS-BARS	UY7 - TRAILER WIRING HARNES
VXS - COMPLETE VEHICLE LABEL	V73 - STATEMENT OF VEHICLE CERT.-U.S./CANADA
YD3 - BASE AXLE	X88 - CHEVROLET CONVERSION
YD6 - BASE REAR SPRING	YD5 - BASE FRONT SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZNF - SPARE, ALL-SEASON TIRE
	ZY1 - SOLID PAINT

**Added Option Codes**

~BQ -

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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: 1GNDT13S872  
 Service Contract: No    Branded Title: No    Warranty Block: No    PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

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

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 611020573
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 11/14/2006	Time Scanned: 09:38:00    Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001443076
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 11/14/2006	Time Scanned: 10:05:00    Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BM284241
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 11/14/2006	Time Scanned: 09:49:00    Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44988579
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 11/14/2006	Time Scanned: 09:46:00    Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: EHN08466
Source Plant: G-	Part / Number Broadcast: UK3
Date Scanned: 11/14/2006	Time Scanned: 10:26:00    Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 291152339
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: AA5
Date Scanned: 11/14/2006	Time Scanned: 10:23:00    Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00047041
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 11/14/2006	Time Scanned: 12:15:00    Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GZKZF1
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 11/14/2006	Time Scanned: 14:12:00    Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABNZ41
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 11/14/2006	Time Scanned: 09:58:00    Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0920401
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 11/01/2006	Time Scanned: 03:02:00    Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3087625

Source Plant: -  
Date Scanned: 11/09/2006

Part / Number Broadcast: 1WW  
Time Scanned: 13:08:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 11/10/2006

Traceability: 3087502  
Part / Number Broadcast: 1PT  
Time Scanned: 10:12:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 11/10/2006

Traceability: 3087402  
Part / Number Broadcast: 1PH  
Time Scanned: 23:42:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 11/11/2006

Traceability: 3087426  
Part / Number Broadcast: 1GB  
Time Scanned: 00:15:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

---

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August 23, 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: 1GNDT13S872 [REDACTED] 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](#) [REDACTED]

For this vehicle:

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

---

Job Card Date: 11/14/2006 Job Card Number: A84363  
 Repair Service Agent: 191801 Odometer Reading: 0 MI  
 GOOD CHEVROLET BUICK Authorization Code:  
 1250 W MAIN 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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August 23, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information



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

#### Vehicle Information

VIN: 1GNDT13S872  
 Service Contract: No    Branded Title: No    Model: CT15506-2007 TRAILBLAZER 4WD  
 Order Type: 70 - RETAIL - STOCK    Warranty Block: No    PDI Status: No  
 Field Actions: [Open](#)

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

#### Invoice Information

Invoicing Service Agent: 191801    Invoice Date: 11/14/2006  
 GOOD CHEVROLET BUICK  
 1250 W MAIN ST  
 LOWELL MI 49331-1510 6168979294

#### Ship to Information

Ship to Service Agent: 191801    Ship to Date: N/A  
 GOOD CHEVROLET BUICK  
 1250 W MAIN ST  
 LOWELL MI 49331-1510 6168979294

#### Delivery Information

Delivery Service Agent: 115228    Delivery Date: 08/31/2007  
 BEES CHEVROLET, INC.    Delivery Type: 032---RETAIL LEASE\* - EMPLOYEE STOCK (GMS)  
 2100 S US 27    Delivery Odometer: 406  
 ST JOHNS MI 48879-9101 9892242345

#### In Service Information

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

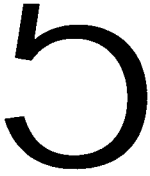
#### Registration Information

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

[REDACTED]  
Flint, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746635  
Our Client: General Motors LLC  
Date/Event: unknown

Dear [REDACTED]

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 [REDACTED] 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

SR No.	71-1099143032	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Non Component GM	Sub-Area	Initiate PAR- Other
Address		City	Involved Dir	Gable Auto & Truck Center, Inc.	Safety	Yes
State	NY ZipCd	Con Acct	Source	Phone	Updated	8/22/2012 04:45:29 PM
Serial #/VIN	1GNDT13SX72	Model Year	Priority	Medium License #	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	Status	Open	Opened	8/20/2012 01:37:55 PM
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal event - 07 Chevrolet TrailBlazer					
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any Inquiries to Joe Garcia at ext 11291.					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/1/2012 11:00:00 AM	N	0	4	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	n/a	5'4"			Insurance Agency did not file claim			
Incident Loc	188 in Duanesburg NY	Incident Desc	d/s door paneling burned up while trying to move electronic mirror					
Component	electrical	Damage Desc	frt d/s door burned					
Vehicle Loc	cust's driveway	Add'l Info	n/a					
Emgcy Svc Names	n/a	Maint Loc	boyfriend					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	0		Weather Condition		dry		Prop Owner	n/a	Property Type n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost \$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	frt d/s door burned		Explain Other	being sent to ESIS					

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 04:44:24 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

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
8/22/2012 04:43:48 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

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

Comments

07 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 04:43:19 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	8/22/2012 04:43:47 PM	Business Case

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

Comments

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

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 04:42:03 PM	GARCIAJR	GARCIAJR	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				

Comments  
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. Cobleskill NY, BAC 119265

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 Type	Activity Sub-Type	Status	Completed	Description
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				

Comments  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:52:27 PM	MERCADTO	GARCIAJR	Ownership Changed		Done	8/21/2012 12:52:27 PM	Service Request Ownership has changed FROM: WHITESCH TO: GARCIAJR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:51:20 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Field	Done	8/21/2012 04:08:26 PM	email attached to the file
Contact Last Name	Contact First Name	Contact Last Name	Account	BAC Code			

#### Comments

FYI email sent to DDMA

Joe G/PAR/ATX

Confidential Comments

Created	Created 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	Contact First Name	Contact Last Name	Account	BAC Code			

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

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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
Contact Last Name	Contact First Name	Contact Last Name	Account	BAC Code			

#### Comments

Called daytime phone #, [REDACTED]

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

Cust stated that is correct, was moving the electric motor when it started to smoking - interior filled up. Cust stated her boyfriend pulled the paneling 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 /u w/cust re the product allegation case.

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:50:53 PM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	8/22/2012 10:26:37 AM	no dir ct needed

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

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

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:50:33 PM	MERCADTO	GARCIAJR	Research		Done	8/22/2012 10:25:42 AM	Research

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

##### Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:50:28 PM	MERCADTO	GARCIAJR	Notify CRM		Done	8/21/2012 04:05:57 PM	File assigned to Joe Garcia @ x11291

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:50:11 PM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	8/21/2012 04:05:54 PM	File assigned to Joe Garcia @ x11291

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 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

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:50:06 PM	MERCADTO	WHITESCH	SR Closed - Dissatisfied		Done	8/21/2012 12:50:07 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 02:20:12 PM	WHITESCH	AMSTUTST	Notify CRM		Done	8/21/2012 12:49:28 PM	Thermal Event Received and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code
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Please Assume

chamainewhite@CAC/ATX/T1/LVLD

Confidential Comments

## Service Request Detail

### 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 First Name	Account	BAC Code				

#### Comments

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 panel off and all the fuses were melted together  
-but all I saw was smoke  
-ok thank you for doing that research

charmalnewhitesell/CAC/ATX/T1/LVLD

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 Name	Contact First Name	Account	BAC Code				

GABLE AUTO & TRUCK CENTER, INC.2431-1 STATE ROUTE 7  
COBLESKILL, NY 12043-5711  
Phone: (518) 234-8870  
-wednesday @2:30

charmalnewhitesell/CAC/ATX/T1/LVLD

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 01:56:49 PM	WHITESCH	WHITESCH	Outbound Call Dealer		Done	8/20/2012 02:02:55 PM	DLR VISIT referred by CAC
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS ADV I have a CUS that need to schedule an appt for diagnosis fro teh recall the media released last night  
- thank you so much  
DLR STS i dont have any information on recall  
but i can schedule the appt.  
- we cant really do anything until we get official listing  
- but i have her down for 2:30 on wednesday

charmalnewhilesell/CAC/ATX/T1/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 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 First Name	Account	BAC Code				

#### Comments

CSU STS heard there was a recall on trailblazers 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 officail listing  
-it should be sending something out soon to let CUS know  
- but we have you scheduled

charmalnewhilesell/CAC/ATX/T1/LVL0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
S96	Chevrolet	Non Component GM





[Logout](#)

August 23, 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).

**Vehicle Information**

VIN 1GNDT13SX72 [REDACTED] Model: GT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

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

**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	OnStar Status: Inactive
XM Equipped: Y	XM Status: Active
OnStar Vehicle Diagnostics: N	DMN Enabled: N
XM Radio ID: 39QBR08K	

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	07/31/2007	210 MI	07/31/2017	120,210 MI
	Emission Select State Component Lty Wty	08/05/2011	07/31/2007	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 Limited 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

Powertrain Limited Warranty	08/05/2011	07/31/2007	210 MI	07/31/2012	100,210 MI
Emission Select Component Ltd Wty	08/05/2011	07/31/2007	210 MI	07/31/2015	80,210 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/17/2009	183212	ZREG—Regular Vehicle Transaction		C1130 - Weatherstrip - Rear Door Opening - Right - Align Or Replace	31,045 MI
02/17/2009	183212	ZREG—Regular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	31,045 MI
12/26/2008	181895	ZREG—Regular Vehicle Transaction		C1130 - Weatherstrip - Rear Door Opening - Right - Align Or Replace	28,141 MI
12/26/2008	181895	ZREG—Regular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	28,141 MI
02/13/2007	601577	ZPDI—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 MI

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Global Warranty

August 23, 2012

[Logout](#)

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Build

INTERFACE WITH  
CUSTOMERView 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 1GNDT13SX72 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

## Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number KQXKHP  
 Gross Vehicle Weight: 2,611 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 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 OSRV MIRRORS * FRONT HEATED SEATS * PWR MIRRORS-HEATED/TURN SIGNAL	1SZ - PREFERRED EQUIPMENT SAVINGS
41U - BLACK	482 - EBONY
481 - INT TRIM EBONY/EBONY	6WN - COMPONENT FRT LH COMPUTER SEL
7WN - COMPONENT FRT RH COMPUTER SEL	8UZ - COMPONENT RR LH COMPUTER SEL
9UZ - COMPONENT RR RH COMPUTER SEL	AAB - MEMORY DRIVER CONVENIENCE PKG
AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AP9 - CONVENIENCE NET, CARGO	AR9 - FRT BUCKET SEAT, DELUXE
ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AUD - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENT POSITION
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B42 - REVERSIBLE CARGO MAT
B86 - MOLDING B/S COLOR	BVE - RUNNING BOARD, ASSIST STEPS
C49 - REAR WINDOW DEFROSTER	C5N - GVW RATING - 5750 LBS
CF5 - POWER SUNROOF	CJ2 - AUTOMATIC CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORaine, OHIO	DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS	EVA - EVAP EMISSION REQUIREMENT
GU5 - REAR AXLE 3.42 RATIO	JF4 - POWER ADJUSTABLE PEDALS
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
KA1 - FRONT HEATED SEATS	KG4 - GENERATOR 150 AMP
LL6 - ENGINE, VORTEC 4.2L SFI I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
N40 - POWER STEERING	M79 - 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 W/CONTR  
 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 WIRING 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  
 ZY1 - SOLID PAINT

NE1 - 50-STATE EMISSIONS  
 NU5 - EMISSION SYSTEM CALIFORNIA  
 PD8 - 18" POLISHED ALUMINUM WHEELS  
  
 OZD - ALL-SEASON TIRES  
 R6M - NEW JERSEY COST SURCHARGE  
 R8N - LEATHER SEAT TRIM  
 SLM - STOCK ORDERS  
 T61 - DAYTIME RUNNING LIGHTS  
 T98 - STAMPING VEHICLE IDENT  
 NUMBER  
 TGA - LANGUAGE CONTROL ENG, FR,  
 SPAN  
 U68 - DRIVER INFO CENTER DISPLAY  
  
 UA6 - THEFT DETERRENT ALARM  
 SYSTEM  
 UG1 - 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  
 VX5 - COMPLETE VEHICLE LABEL  
 YC6 - LT PACKAGE 2 \* MEMORY: DRV  
 SEAT,OSRV MIRROR \* OSRV MIRRORS  
 W/TURN SIGNAL \* HEATED FRONT SEATS  
 \* ETR AM/FM STEREO W/CASS., CD RDS,  
 THEFT DETERRENT (REPLACES STD/OPT  
 PKG RADIO)  
 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

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### Added Option Codes

-BQ -

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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

For this vehicle:

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

### Vehicle Information

VIN 1GNDT13SX72 [REDACTED] Model CT16506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 701160167
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 01/25/2007	Time Scanned: 21:15:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001670247
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A2K
Date Scanned: 01/25/2007	Time Scanned: 21:36:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08M836862
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 01/25/2007	Time Scanned: 21:26:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 45408805
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 01/25/2007	Time Scanned: 21:23:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 0JJ40197
Source Plant: G-	Part / Number Broadcast: UM1
Date Scanned: 01/25/2007	Time Scanned: 22:15:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 017073815
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: JZ5
Date Scanned: 01/25/2007	Time Scanned: 21:50:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00077224
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 01/25/2007	Time Scanned: 23:23:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1H18KPD
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 01/26/2007	Time Scanned: 08:35:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 4AADD58
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 8434
Date Scanned: 01/25/2007	Time Scanned: 21:28:00 Scan Station: 04
Component Code: AP-RH SIDE IMPACT AIRBAG MODULE	Traceability: 5G0A8PK
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2261
Date Scanned: 01/25/2007	Time Scanned: 21:32:00 Scan Station: 16
Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE	Traceability: 5G0A2C4

Source Plant: Q-RIMIR MATAMORS MEXICO  
Date Scanned: 01/25/2007

Part / Number Broadcast: 2280  
Time Scanned: 21:32:00 Scan Station: 15

Component Code: CC-SEQ NUM (FLEX) BODY ASM  
Source Plant: -  
Date Scanned: 01/19/2007

Traceability: 1310812  
Part / Number Broadcast: 1ZZ  
Time Scanned: 03:02:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM  
Source Plant: -  
Date Scanned: 01/24/2007

Traceability: 3123289  
Part / Number Broadcast: 1WW  
Time Scanned: 13:13:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 01/25/2007

Traceability: 3123144  
Part / Number Broadcast: 1PT  
Time Scanned: 11:27:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 01/25/2007

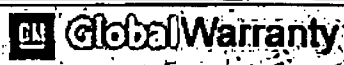
Traceability: 3122595  
Part / Number Broadcast: 1PH  
Time Scanned: 18:53:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 01/25/2007

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.



[Logout](#)

August 23, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail



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

- For this vehicle:
- [View Vehicle Summary](#)
    - > Service Contract
    - > Branded Title Warranty Block
    - > PDI Status No
  - [View Vehicle Build](#)
  - [View Vehicle Component Summary](#)
  - [View Vehicle Transaction History Detail](#)
  - [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 1GNDT13SX72 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

Job Card Date: 02/17/2009 Job Card Number: 183212  
 Repair Service Agent: 111138 Odometer Reading 31,045 MI  
 ARROWAY CHEVROLET CADILLAC OF MT. K Authorization Code:  
 175 NORTH BEDFORD ROAD  
 MOUNT KISCO NY 10549-1513  
 9142327733

Process Date 03/17/2009  
 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 Part Number  
 -See other Parts and/or Net Items

Job Card Date: 02/17/2009 Job Card Number: 183212  
 Repair Service Agent 111138 Odometer Reading 31,045 MI  
 ARROWAY CHEVROLET CADILLAC OF MT. K Authorization Code:  
 175 NORTH BEDFORD ROAD  
 MOUNT KISCO NY 10549-1513  
 9142327733

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  
 Causal Part Number  
 -See other Parts and/or Net Items

Job Card Date: 12/26/2008 Job Card Number: 181895

Repair Service Agent 111138  
 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 Part Number

Job Card Date: 12/26/2008

Job Card Number: 181895

Repair Service Agent 111138  
 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 #: 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 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 Date: 01/26/2007

Job Card Number: A18857



Repair Service Agent: 164465  
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

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Global Warranty

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August 23, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Delivery Information

INTERFACE WITH  
CUSTOMERView 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 1GNDT13SX72 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

## Invoice Information

Invoicing Service Agent 184465 Invoice Date 01/26/2007  
 CLINTON CHEVROLET-CADILLAC, LLC  
 1464 RTE 31  
 CLINTON NJ 08809-0000 9087355135

## Ship to Information

Ship to Service Agent 184465 Ship to Date: N/A  
 CLINTON CHEVROLET-CADILLAC, LLC  
 1464 RTE 31  
 CLINTON NJ 08809-0000 9087355135

## Delivery Information

Delivery Service Agent 111138 Delivery Date: 07/31/2007  
 ARROWAY CHEVROLET CADILLAC OF MT. K Delivery Type 015--RETAIL LEASE - INDIVIDUAL  
 175 NORTH BEDFORD ROAD Delivery Odometer 210  
 MOUNT KISCO NY 10549-1513 9142327733

## 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

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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**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

9/4/12

[REDACTED]  
Delanson, NY [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746649  
Our Client: General Motors LLC  
Date/Event: 8/1/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13SX72 [REDACTED]

Dear [REDACTED]

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

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

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

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



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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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Eric Wilt*

Eric Wilt  
Claims Administrator



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

October 3, 2012

[REDACTED]  
Delanson, NY [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746649  
Our Client: General Motors LLC  
Date/Event: 8/1/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13SX72 [REDACTED]

Dear [REDACTED]

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*

Eric Wilt  
Claims Administrator

## Service Request Detail

SR No.	71-1099682619	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Murrells Inlet	Involved Dir	Safety	Yes
State	SC ZipCd	Con Acct		Source	Phone	Updated
Serial #/VIN	1GNDS13S562	Model Year	2006	Priority	Medium License #	CHEVROL
Make	Chevrolet	Warr. Start	02/24/2006	Status	Open	Owner
Model	TrailBlazer	Mileage	92000	Sub-Status	Dissatisfied	Opened
Abstract	(as)PAR-Recall 12180- thermal event Electrical - Power Window Motor / Switch / Wiring / Regulator					
Customer Description	This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalla at ext 11350					
Closed	8/21/2012 04:14:51 PM					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/7/2012 08:00:00 PM	N	0	0	Concrete	Dry	unknown	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
unknown	unknown	5'5"		wears contacts				
Insurance Agent First Name	Phone #	Insurance Agency						
unknown	unknown	nationwide Insurance						
Incident Loc	45 Cottage Dr Murrells Inlet,NC 29576			Incident Desc	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.			
Component	lft frt door switch			Damage Desc	frt left interior melted,drivers side window broken			
Vehicle Loc	cust has veh			Add'l Info	cust did not have insurance info avail			
Emgcy Svc Names	Murrells Inlet FD and PD			Maint Loc	unknown			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	0		Weather Condition	clear	Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n/a	Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	frt left interior melted,drivers side window broken			Explain Other	escalate to esis			



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

September 27, 2012

[REDACTED]  
Murrells Inlet, SC [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746703  
Our Client: General Motors LLC  
Date/Event: 8/7/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDS13S562 [REDACTED]

Dear [REDACTED]

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 our 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*

Eric Wilt  
Claims Administrator



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

September 4, 2012

[REDACTED]  
Murrells Inlet, SC [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746703  
Our Client: General Motors LLC  
Date/Event: 8/7/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDS13S562 [REDACTED]

Dear [REDACTED]

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





**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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Eric Wilt*

Eric Wilt  
Claims Administrator



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August 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)

For this vehicle:

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

### Vehicle Information

VIN 1GNDS13S502 XXXXXXXXXX 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](#) XXXXXXXXXX

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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 Wty	02/23/2010	02/14/2006	10 MI	02/14/2014	80,010 MI

### Service Contract

Policy Number 818433016

Owner PERY

Description: GMPP 48/48 MAJOR GUARD  
 Effective Date: 01/29/2007  
 Effective Odometer: 11918 MI  
 Daily Rental Limit: 35.00

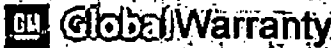
Deductible Amount: 200.00  
 Expiration Date: 01/29/2011  
 Expiration Odometer: 59918 MI

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/06/2008	443885	ZSCT—Service Contracts		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	39,874 MI
05/06/2008	443885	ZSCT—Service Contracts		L1197 - Fuel Level Sensor Replacement	39,874 MI
05/06/2008	443885	ZSCT—Service Contracts		N2328 - Switch - Ignition/Key Warning - Replace	39,874 MI
05/06/2008	443885	ZSCT—Service Contracts		R0760 - Radio Replacement	39,874 MI
05/06/2008	443885	ZSCT—Service Contracts		T2020 - Towing	39,874 MI

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August 27, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Build

INTERFACE WITH  
CUSTOMERView 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 1GND513S562 XXXXXXXXXX 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](#) XXXXXXXXXX

## Vehicle Build

Model CS15506-2006 TRAILBLAZER SUV 2WD Order Number JSXJNP  
 Gross Vehicle Weight 2,520 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 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.

15U - SANDSTONE METALLIC	15B - 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 CASHMERE/EBONY	6HM - FRONT SPRING
7HM - FRONT SPRING	8NS - SUSPENSION
9NR - SUSPENSION	AJ1 - TINTED GLASS
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT FOLDING REAR SEAT BACK	AR9 - FRT BUCKET SEAT, DELUXE
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
B30 - CARPETING, COLOR-KEYED	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B86 - MOLDING B/S COLOR
B9G - GM PRODUCTION WEEK #07	C49 - REAR WINDOW DEFOGGER
C4D - GVWRATING - 5550 LBS	CJ3 - CLIMATE CONTROL
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 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
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 I6

8/27/2012

M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N40 - POWER STEERING
NT7 - EMISSION SYS FED - TIER 2	NZ3 - WHEEL, FULL SIZE SPARE
PDC - SEAT, 8-WAY POWER DRIVER	QC3 - ALUMINUM WHEELS
QNF - P235/75R16 ALS BW TIRES	R6F - IDENTIFY B CODE USERS
R6P - PREMIUM PAINT	R6Q - OPTION PKG NOT DESIRED
R7M - ONSTAR SERVICE NOT INCLUDED	R8K - .....
R6Z - POMS EXPEDITE- SOLD ORDERS/TSE	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	T84 - LIFTGATE
TFD - RETAIL AMENITY DELETE	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UBD - AM/FM STEREO W/CD
UY7 - TRAILER WIRING HARNES	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT. - U.S. /CANADA	VN9 - DAILY RENTAL REPURCHASE PROGRAM
VP6 - NOISE CONTROL	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD8 - BASE REAR SPRING
YT1 - DAILY RENTAL FLAT RATE DEPREC.	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	

---

### Added Option Codes

---

Vehicle has no current record of SAID codes.

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August 27, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Component Summary

INTERFACE WITH  
CUSTOMERView 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

For this vehicle:

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

## Vehicle Information

VIN 1GNDS13S562 XXXXXXXXXX Model CS15506-2006 TRAILBLAZER SUV 2WD  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: Open XXXXXXXXXX

## Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 602010409
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 02/13/2006	Time Scanned: 10:34:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 104070396
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWM
Date Scanned: 02/13/2006	Time Scanned: 11:35:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 43496945
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6SDD
Date Scanned: 02/13/2006	Time Scanned: 10:42:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 031105800
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 02/13/2006	Time Scanned: 10:35:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00265423
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 02/13/2006	Time Scanned: 12:21:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GQGRG3
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 02/13/2006	Time Scanned: 14:24:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZBGE61
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 0900
Date Scanned: 02/13/2006	Time Scanned: 11:03:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1300247
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 02/08/2006	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2179368
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 02/10/2006	Time Scanned: 04:12:00 Scan Station
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2180415
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 02/10/2006	Time Scanned: 22:14:00 Scan Station
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2177972
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 02/13/2006	Time Scanned: 04:08:00 Scan Station

8/27/2012

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 02/13/2006

Traceability: 2178351  
Part / Number Broadcast: 1G8  
Time Scanned: 06:05:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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August 27, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Transaction History Detail

INTERFACE WITH  
CUSTOMERView Vehicle Transaction History Detail ?

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

For this vehicle:

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

## Vehicle Information

VIN 1GNDS13S582 XXXXXXXXXX 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](#) XXXXXXXXXX

Job Card Date: 05/06/2008

Job Card Number: 443685

Repair Service Agent: 166706  
 MYRTLE BEACH CHEVROLET-CADILLAC  
 1785 HWY 501  
 MYRTLE BEACH SC 29577-9751  
 8434483105

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 # 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  
 MYRTLE BEACH CHEVROLET-CADILLAC  
 1785 HWY 501  
 MYRTLE BEACH SC 29577-9751  
 8434483105

Odometer Reading: 39,874 MI  
 Authorization Code B

Process Date:  
 05/27/2008

Transaction Type  
 ZSCT—Service Contracts  
 Transaction Expense Category

Customer Complaint Code  
 0000-Converted Claim

Job Card Line # 2 Transaction Adjustment Cause Code: 0000-Converted Claims

Labour Op L1197-Fuel Level Sensor Replacement  
 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 MI

8/27/2012



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

Job Card Line #: 3                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 05/06/2008

Job Card Number: 443685

Repair Service Agent: 166706  
MYRTLE BEACH CHEVROLET-CADILLAC  
1785 HWY 501  
MYRTLE BEACH SC 29577-9751  
8434483105

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

Labour Op R0760-Radio Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 05/06/2008

Job Card Number: 443685

Repair Service Agent: 166706  
MYRTLE BEACH CHEVROLET-CADILLAC  
1785 HWY 501  
MYRTLE BEACH SC 29577-9751  
8434483105

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 #: 5                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

Labour Op T2020-Towing

Causal Part Number

--See other Parts and/or Net Items



[Logout](#)

August 27, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

For this vehicle:

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

#### Vehicle Information

VIN: 1GNDS13S562 [REDACTED] 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](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent: 111571 Invoice Date: 02/13/2006  
 CAR/TRUCK CITY  
 1405 MAIN ST S  
 PINE CITY MN 55063-9092 3206296751

#### Ship to Information

Ship to Service Agent: 141493 Ship to Date: N/A  
 NATIONAL CAR RENTAL  
 8450 HANGER BLVD  
 ORLANDO FL 32827-5420

#### Delivery Information

Delivery Service Agent: 111571 Delivery Date: 02/14/2006  
 CAR/TRUCK CITY Delivery Type: 020---DAILY RENTAL  
 1405 MAIN ST S Delivery Odometer: 10  
 PINE CITY MN 55063-9092 3206296751

#### 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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## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:20:30 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	8/24/2012 03:20:30 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:15:19 PM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been lpu by esls

Contact Last Name	Contact First Name	Account	BAC Code
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THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:14:28 PM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event

Contact Last Name	Contact First Name	Account	BAC Code
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Cust sls had flames coming from drivers side door switch

thermal event  
cust working w/insurance

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:13:45 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	8/24/2012 03:14:20 PM	case assessment

Contact Last Name	Contact First Name	Account	BAC Code
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Cust sls had flames coming from drivers side door switch  
Crs escalated file to esis due to thermal event

Dalia Rangel/par/abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:09:42 PM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	8/24/2012 03:12:17 PM	e-mail sent to dma Jackie Cates

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
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 Trailblazer  
1GNDS13S562  
Dealership, City, State (BAC) no dir involved  
Dealership Contact, Title/Position

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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 First Name	Account	BAC Code

**Comments**  
Crs advsd  
I rec'd your file and need add info. Do you have a moment to speak w/me?  
Cust sts  
yes.

see initial contact

Dalia Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 09:45:49 AM	RANGELD	RANGELD	Scheduled Outbound Call	Cust	Done	8/24/2012 02:30:33 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
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Initial cust contact

Dalia Rangel/par/atx

Confidential Comments

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 First Name	Account	BAC Code
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Crs called cust for initial contact  
Crs rec'd mess "the mailbox is full and cannot rec any mess at this time".  
Crs was unable to leave mess.

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 06:32:25 PM	RANGELD	RANGELD	Scheduled Outbound Call	Cust	Done	8/24/2012 09:43:38 AM	call

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

initial contact

Dalia Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:45:57 AM	MERCADTO	RANGELD	Ownership Changed		Done	8/23/2012 10:45:57 AM	Service Request Ownership has changed FROM: ZUKERTO TO: RANGELD

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 10:45:23 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	8/24/2012 03:08:42 PM	e-mail sent to dma Jackie Gales

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 10:45:18 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	8/24/2012 09:47:09 AM	"No Initial Contact required. Vehicle has not been to dealer in two years."

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 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
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#### 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 PD 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 w/the 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 currently 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 advsd  
I will need to escalate file to our Central Claims dept. Someone will contact you 7-10 business days.

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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 Last Name	Contact First Name	Account	BAC Code
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Comments  
Crs Adv: This is Dalia 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

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:44:57 AM	MERCADTO	RANGELD	Research		Done	8/24/2012 08:43:19 AM	1GNDS13S562

Contact Last Name                      Contact First Name                      Account                      BAC Code

no prev sr #'s associated w/cust name or vin

no recalls

no prev repairs related to allegation

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:44:49 AM	MERCADTO	RANGELD	Notify CRM		Done	8/23/2012 08:30:52 PM	File assigned to Dalia Rangel @ x11350

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 10:44:23 AM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	8/23/2012 08:30:48 PM	File assigned to Dalia Rangel @ x11350

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 10:44:21 AM	MERCADTO	ZUKERTO	SR Opened		Done	8/23/2012 10:44:21 AM	SR In Status of Closed has been Re-Opened by MERCADTO

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:44:19 AM	MERCADTO	ZUKERTO	SR Closed - Dissatisfied		Done	8/23/2012 10:44:19 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:21:09 PM	ZUKERTO	AMSTUTST	Notify CRM	Need to Assume SR	Done	8/23/2012 10:44:08 AM	**NOTIFY PAR** Received and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code

Left Voicemail to PAR  
-Supplied cust SR# and name

ToriZuker/CAC/Saginaw/gw0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 04:25:56 PM	ZUKERTO	ZUKERTO	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/22/2012 01:18:33 PM	Call Customer

Contact Last Name	Contact First Name	Account	BAC Code

Call customer

ToriZuker/CAC/Saginaw/Gw0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 04:24:11 PM	ZUKERTO	ZUKERTO	Outbound Call Customer	Received No Answer	Done	8/21/2012 04:24:57 PM	No answer.

Contact Last Name	Contact First Name	Account	BAC Code

Received no answer to transfer to PAR

ToriZuker/CAC/Saginaw/Gw0

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 04:14:52 PM	ZUKERTO	ZUKERTO	Inbound Call Customer	Complex Request	Done	8/21/2012 04:24:55 PM	Recall 12180

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

##### Customer

- Reading online about a recall with the driver side door panel
- Tuesday August 7th night recieved a call that our 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.

TortZuker/CAC/Saginaw/Gw0

Confidential Comments

### UCC Information

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

## Service Request Detail

SR No.	71-1101374340	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account		Site	GW SubType		Bus. Unit	BRC	
Last Name		First Name	Approval	Not Initiated	Area	PAR	
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation	
Address		City	Involved Dir		Safety	Yes	
State	MD ZipCd	Con Acct	Source	Phone	Updated	8/27/2012 03:45:01 PM	
Serial #/VIN	1GNDT13S562	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	05/13/2006	Status	Open	Owner	KINZERTH
Model	TrailBlazer	Mileage	130000	Sub-Status	Satisfied	Opened	8/27/2012 08:09:41 AM
Abstract	*† (ESIS) Power Window Switch - Thermal Event						Closed
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/22/2012 05:00:00 PM	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	n/a	n/a	n/a	n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		n/a - not involved					
Incident Loc	9210 Coorporate Blvd Suite 100 - Rockville MD 20850			Incident Desc	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 looked at it later and found the power window / door lock switch and wiring inside the			
Component	power window switch			Damage Desc	wiring inside door panel and power window switch			
Vehicle Loc	with customer			Add'l Info				
Emgcy Svc Names	n/a			Maint Loc	Independent			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None	
Vehicle Speed	0		Weather Condition	clear			Prop Owner	n/a	Property Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	wiring inside door panel and power window switch			Explain Other	file forwarded to ESIS				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 03:44:20 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 03:44:00 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims thermal event originating from power window switch in drivers door panel  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 03:43:18 PM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	8/27/2012 03:43:58 PM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims thermal event originating from power window switch in drivers door panel  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 03:43:06 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	8/27/2012 03:43:06 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 03:41:34 PM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	8/27/2012 03:42:00 PM	(MD) 71-1101374340 PAR Case Sent to ESIS - No Action Required

Contact Last Name	Contact First Name	Account	BAC Code
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Comments  
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: [REDACTED]  
2006 Chevrolet TrailBlazer  
1GNDY13S562 [REDACTED]  
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
8/27/2012 02:27:59 PM	BURCHAM	KINZERTH	Ownership Changed		Done	8/27/2012 02:28:00 PM	Service Request Ownership has changed FROM: DUROBE TO: KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 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
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#### Comments

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: [REDACTED]  
2006 Chevrolet TrailBlazer  
1GNDT13S562 [REDACTED]  
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
8/27/2012 02:27:39 PM	BURCHAM	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	8/27/2012 02:55:24 PM	No initial contact required - vehicle has not been to dealer in two years

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

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:27:32 PM	BURCHAM	KINZERTH	BRC PAR	Initial Contact- Phone	Done	8/27/2012 03:33:14 PM	Called ( [REDACTED] )

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

#### Comments

Spoke with customer [REDACTED]

- \* Customer claims thermal event originating 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 looked at it later and found the power window / door lock switch and wiring inside the door panel burned and melted
- \* 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 [REDACTED]

Created	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 ( [REDACTED] )

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

#### Comments

Initial completed during acknowledgment

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:27:11 PM	BURCHAM	KINZERTH	Research		Done	8/27/2012 02:54:48 PM	Research VIN

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

#### Comments

Open Recalls:None  
Related Repairs:None  
Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:27:06 PM	BURCHAM	KINZERTH	Notify CRM		Done	8/27/2012 02:51:36 PM	Case Received and assigned to PAR agent Thaddeus Kinzer x 41039
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:26:34 PM	BURCHAM	KINZERTH	BRC PAR	Case Assigned	Done	8/27/2012 02:51:33 PM	Case Received and assigned to PAR agent Thaddeus Kinzer x 41039
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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 02:26:14 PM	BURCHAM	DUROBE	SR Opened		Done	8/27/2012 02:26:14 PM	SR in Status of Closed has been Re-Opened by BURCHAM
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
8/27/2012 02:26:10 PM	BURCHAM	DUROBE	SR Closed - Dissatisfied		Done	8/27/2012 02:26:10 PM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 08:22:41 AM	DUROBE	BRCPARQ	Outbound Call Third Party	Received No Answer	Done	8/27/2012 02:25:04 PM	PAR

Contact Last Name      Contact First 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 First Name      Account      BAC Code

#### Comments

Cust sts 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 sts 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 Lvl 1  
18667905600 Ext. 12454

#### Confidential Comments

### UCC Information

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


GlobalWarranty

August 28, 2012

Logout

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

INTERFACE WITH CUSTOMER

## View Vehicle Summary ?

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

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

### Vehicle Information

VIN 1GNDT13S562 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type 50 - FLEET  
 Field Actions: [Open](#) XXXXXXXXXX

### 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 Palk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	05/13/2006	10 MI	05/13/2012	100,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	05/13/2006	10 MI	05/13/2009	36,010 MI
	Special Coverage 10054	08/05/2011	05/13/2006	10 MI	05/13/2016	120,010 MI
	Emission Select Component Lid Wty	08/05/2011	05/13/2006	10 MI	05/13/2014	80,010 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/25/2007	243384	ZREG—Regular Vehicle Transaction		N0734 - Bulbs, Front Side Marker Lamp (Right) - Replace	34,436 MI
09/26/2006	326239	ZREG—Regular Vehicle Transaction		B5910 - Handle, Liftgate Outside - Replace	9,602 MI
09/26/2006	326239	ZREG—Regular Vehicle Transaction		Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	9,602 MI
05/12/2006	A43435	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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[Logout](#)

August 28, 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 1GNDT13S562 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No XXXXXXXXXX Branded Title No Warranty Block. No PDI Status No  
 Order Type: 50 - FLEET  
 Field Actions: [0 - Open](#) XXXXXXXXXX

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

#### Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number: KBBMWG  
 Gross Vehicle Weight 2,611 Build Date 05/12/2006  
 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

- |   |   |
|---|---|
| <p>1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT &amp; REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM</p> <p>28H - LIGHT GRAY</p> <p>41U - BLACK</p> <p>7AA - FRONT SPRING</p> <p>9NR - SUSPENSION</p> <p>AJ1 - TINTED GLASS</p> <p>AL0 - SENSOR INF RESTR. CHILD DETECT</p> <p>AU0 - KEYLESS REMOTE DOOR LOCK</p> <p>B08 - GM PRODUCTION WEEK #20</p> <p>B32 - FLOOR MATS, FRONT AND REAR</p> <p>B86 - MOLDING B/S COLOR</p> <p>C49 - REAR WINDOW DEFOGGER</p> <p>CJ3 - CLIMATE CONTROL</p> <p>DP2 - POWER OSRV MIRRORS</p> <p>FE9 - FEDERAL EMISSIONS</p> <p>GU6 - REAR AXLE 3.42 RATIO</p> <p>JJB - PT DRESS SUBASSY NOT INSTALLED</p> <p>K34 - CRUISE CONTROL</p> | <p>1S2 - PREFERRED EQUIPMENT SAVINGS</p> <p>28I - INT TRIM LT GRAY/DK GRAY</p> <p>6AA - FRONT SPRING</p> <p>8NS - SUSPENSION</p> <p>A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE</p> <p>AK5 - DRIVER &amp; RIGHT FRONT PASSENGER AIR BAG</p> <p>AM9 - SPLIT FOLDING REAR SEAT BACK</p> <p>AXP - MPV VIN IDENT POSITION</p> <p>B30 - CARPETING, COLOR-KEYED</p> <p>B33 - REAR COLOR KEYED FLOOR MATS</p> <p>C1U - ENTERPRISE RENT A CAR</p> <p>C5N - GVW RATING - 5750 LBS</p> <p>DAY - ASSEMBLY PLANT MORaine, OHIO</p> <p>EVA - EVAP EMISSION REQUIREMENT</p> <p>FLT - FLEET PROCESSING OPTION</p> <p>JF8 - BRAKE VAC POWER, 4 WHL DISC</p> <p>K18 - ELECTRIC AIR INJECTION SYSTEM</p> <p>KG4 - GENERATOR 150</p> |
|---|---|

LL8 - VORTEC 4200 SFI I6	AMP
	M30 - 4-SPD AUTO TRANS W/OVERDRIVE 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
R8P - PREMIUM PAINT	R6Q - OPTION PKG NOT DESIRED
R7M - ONSTAR SERVICE NOT INCLUDED	R8D - IDENTIFIER - TIRE CHANGE
R8K - .....	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	T84 - LIFTGATE
TFD - RETAIL AMENITY DELETE	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	U80 - AM/FM STEREO W/CD
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	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 GVV PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZNF - TIRE, FULL SIZE SPARE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

---

### Added Option Codes

-8Q -

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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 1GNDT13S562 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 50 - FLEET  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 605040823
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NFS
Date Scanned 05/11/2006	Time Scanned 22:11:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 004021236
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast A1Z
Date Scanned 05/11/2006	Time Scanned 22:57:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0BK273881
Source Plant N-	Part / Number Broadcast FK
Date Scanned 05/11/2006	Time Scanned 22:21:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 44084797
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 6TDD
Date Scanned 05/11/2006	Time Scanned 22:19:00 Scan Station 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability 69J09196
Source Plant G-	Part / Number Broadcast UK2
Date Scanned 05/11/2006	Time Scanned 23:04:00 Scan Station 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability 116093046
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CN8
Date Scanned 05/11/2006	Time Scanned 22:36:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00338137
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3051
Date Scanned 05/12/2006	Time Scanned 00:02:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1GTL606
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 05/12/2006	Time Scanned 02:04:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability 5AALY83
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5521
Date Scanned 05/11/2006	Time Scanned 22:50:00 Scan Station 04
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 2011144
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 05/08/2006	Time Scanned 00:03:00 Scan Station:
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 2254703

Source Plant: -  
Date Scanned: 05/10/2006

Part / Number Broadcast: 1WW  
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: 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: -  
Date Scanned: 05/11/2006

Traceability: 2253363  
Part / Number Broadcast: 1GB  
Time Scanned: 18:16:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

---

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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 1GNDT13S562	Model CT15506-2006 TRAILBLAZER 4WD
Service Contract No	Branded Title: No
Order Type: 50 - FLEET	Warranty Block: No
Field Actions <a href="#">Open</a>	PDI Status: No

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: 10/25/2007

Job Card Number: 243384

Repair Service Agent 118108  
 IDEAL BUICK-GMC TRUCK  
 5871 URBANA PIKE  
 FREDERICK MD 21704-7238  
 3016633121

Odometer Reading 34,436 MI  
 Authorization Code

Process Date  
11/13/2007

Transaction Type  
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1      Transaction Adjustment:      Cause Code: 0000-Converted Claims

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  
 POHANKA CHEVROLET, INC.  
 13915 LEE-JACKSON HWY  
 CHANTILLY VA 20151-2901  
 7039686677

Odometer Reading 9,602 MI  
 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 # 1      Transaction Adjustment:      Cause Code: 0000-Converted Claims

Labour Op B5910-Handle, Liftgate Outside - 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.  
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

Job Card Number: A43435

Repair Service Agent 113785  
STERLING CHEVROLET, INC.  
46990 HARRY BYRD HWY  
STERLING VA 20184-1816  
7034507500

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 Part Number

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August 28, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

#### Vehicle Information

VIN 1GNDT13S562 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] FDI Status No [REDACTED]  
 Order Type 50 - FLEET  
 Field Actions [Open](#) [REDACTED]

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

#### Invoice Information

Invoicing Service Agent 113785 Invoice Date 05/12/2006  
 STERLING CHEVROLET, INC.  
 48990 HARRY BYRD HWY  
 STERLING VA 20164-1818 7034507500

#### Ship to Information

Ship to Service Agent 113785 Ship to Date: N/A  
 STERLING CHEVROLET, INC.  
 48990 HARRY BYRD HWY  
 STERLING VA 20164-1818 7034507500

#### Delivery Information

Delivery Service Agent: 113785 Delivery Date 05/13/2006  
 STERLING CHEVROLET, INC. Delivery Type 020--DAILY RENTAL  
 46990 HARRY BYRD HWY Delivery Odometer 10  
 STERLING VA 20164-1818 7034507500

#### 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**

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

[REDACTED]  
Woodsboro, MD [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746758  
Our Client: General Motors LLC  
Date/Event: 8/22/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDDT13S562 [REDACTED]

Dear [REDACTED]

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

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

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

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



**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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Eric Wilt*

Eric Wilt  
Claims Administrator



**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

From:

Sent: Tuesday, August 28, 2012 3:06 PM

To:

Subject: Fwd: GM FILE# 746758

----- Forwarded message -----

From: <eric.wilt@gm.commailto: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>

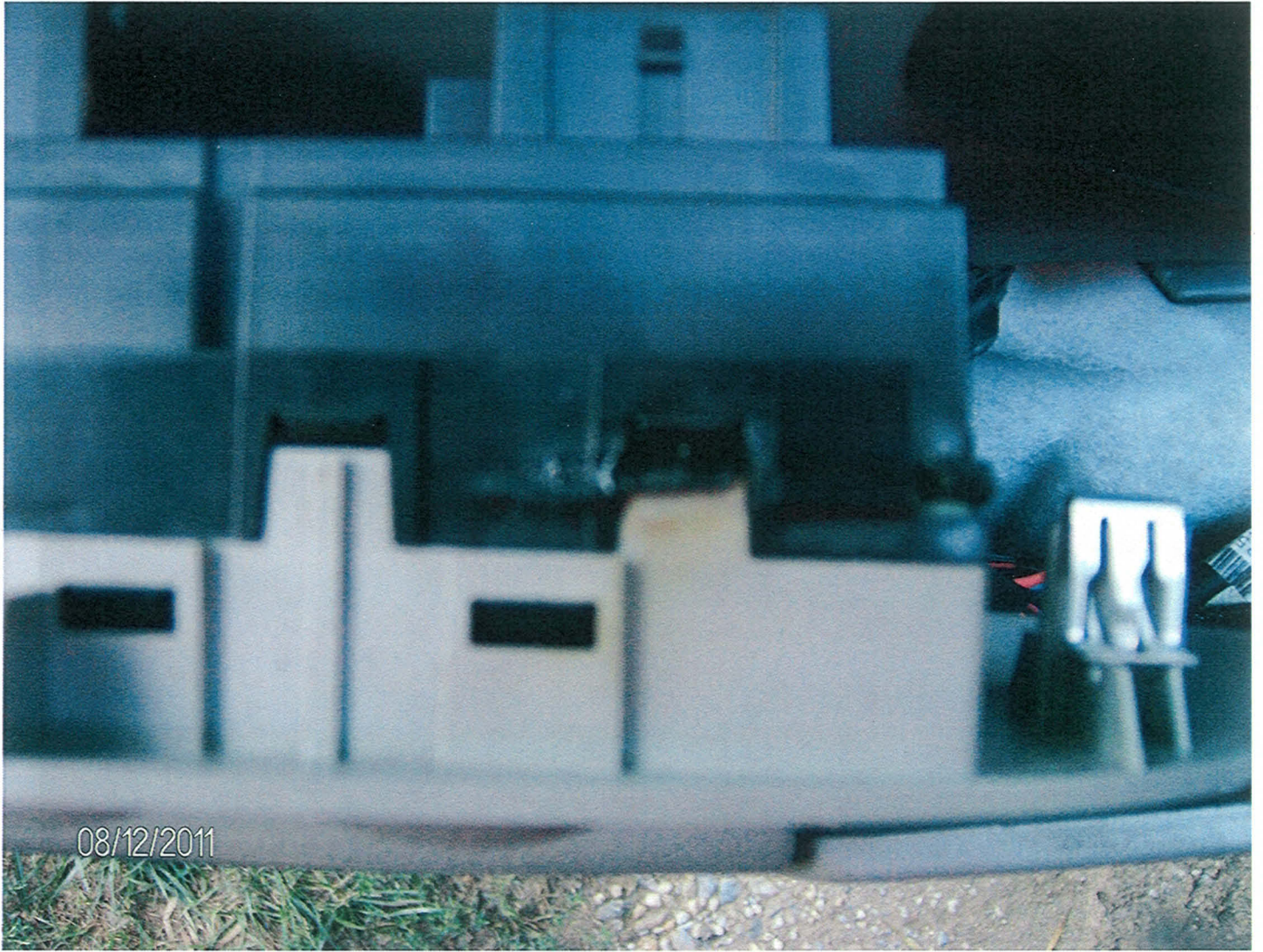
Fax: 313.665.0911<tel:313.665.0911>

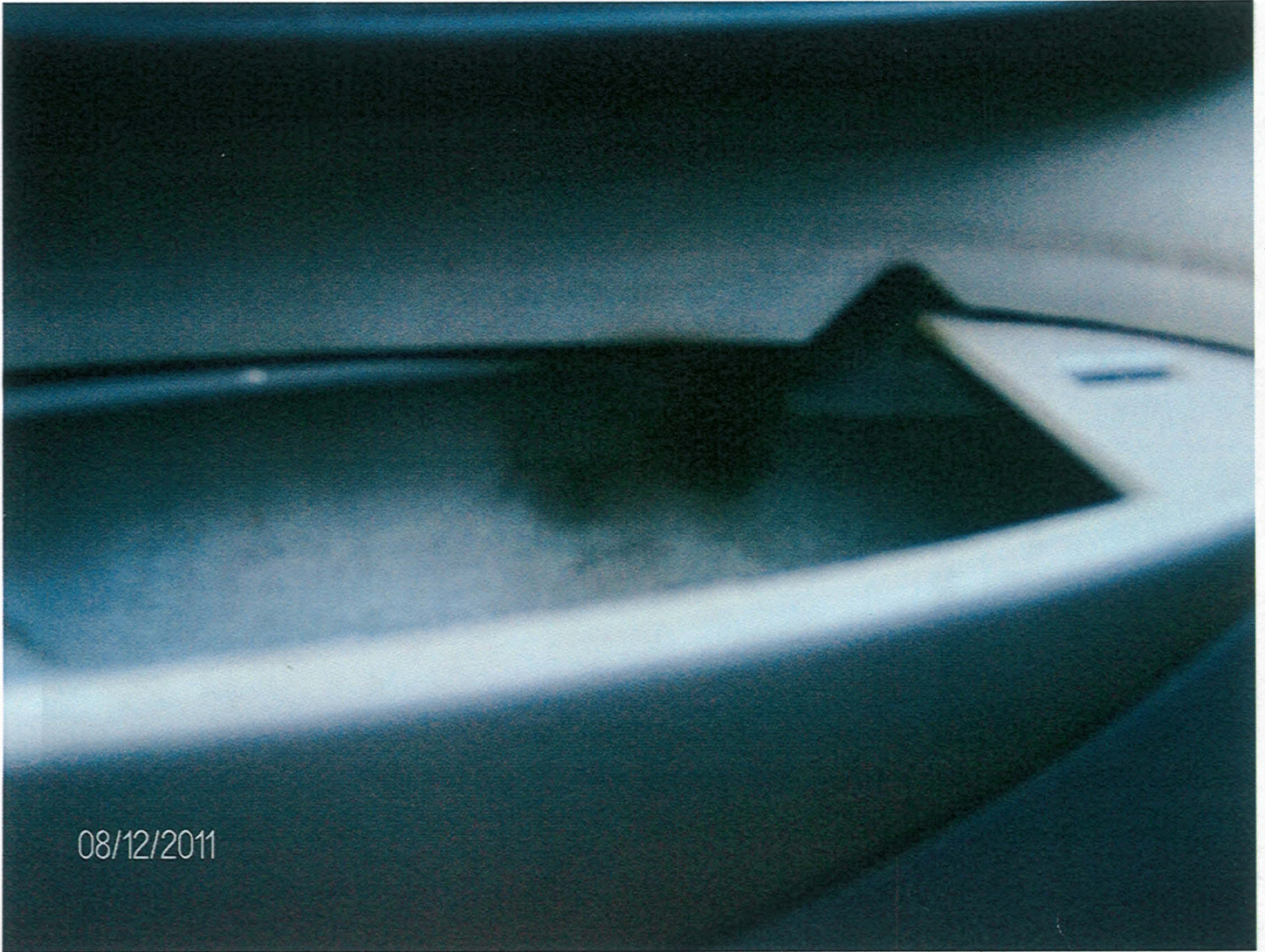
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 - HPIM0850.JPG  - HPIM0851.JPG  - HPIM0853.JPG  - HPIM0854.JPG  -  
HPIM0855.JPG





08/12/2011







08/12/2011



CTCS848010

CTCS848010

# Fitzgerald AUTO MALLS

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MAZDA

SAAB

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CELL: [REDACTED]

CUSTOMER NO. <b>110975</b>	ADVISOR <b>DONALD DAWSON</b>	TAG NO. <b>127830</b>	INVOICE DATE <b>09/07/12</b>	INVOICE NO. <b>CTCS848010</b>
[REDACTED]	LABOR RATE <b>105.00</b>	LICENSE NO.	MILEAGE <b>131,293</b>	COLOR <b>/</b>
WOODSBORO, MD	YEAR/MAKE/MODEL <b>06/CHEVROLET TRUCK/TRAILBLAZER/TRAIL</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. <b>1 G N D T 1 3 S 5 6 2</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>09/07/12</b>	
RESIDENCE PHONE	COMMENTS			MO: <b>131295</b>

**JOB# 1 CHARGES**

**LABOR**  
# 1 44CVZ: BODY ELECTRICAL UNITS 100350 TECHSV 6944 49.47 WARRANTY

CUSTOMER STATES HAD MINOR FIRE IN DOOR, CHECK AND ADVISE LET TSP KNOW SINCE HE HAS TO CALL ON THEY RIPPED THE ELECTRICAL SWITCH THAT WAS SMOKING OUT SMELLING BURNT OUT OF THE DOOR. SITTING ON P/SIDE SEAT TECH FOUND DRIVERS SIDE DOOR MODULE (ALSO KNOWN AS MASTER WINDOW SWITCH) HAS SIGNS OF OVERHEATING AND IS MELTED. TECH REPLACED AND PROGRAMMED DRIVERS SIDE DOOR MODULE. NOTE: CHECK ENGINE LIGHT WAS ON PRIOR TO SERVICE HOWEVER PROGRAM FOR DRIVER SIDE DOOR MODULE INCLUDING CLEARING ALL FAULTS WHICH TECH COMPLETED AND LIGHT DID NOT RETURN AT THIS TIME.

**FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:**

**TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES**

**PAYMENT TERMS:** We only accept cash, check, Visa, MasterCard, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$46.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

**NOTICE TO OUR CUSTOMERS**

Please note that we are not liable to you for any casualty loss you may sustain when it is in our service should it be stolen or damaged by someone employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protection thereof from the damaging acts of third parties not employable by us. Should your vehicle be damaged during our best efforts, your repair will be to your own vehicle insurance provider. Should you wish to know the extent of your insurance coverage for these losses and our repair operations ask your insurance agent, broker, or insurer supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 1000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected in this location and is limited to repair or replacement of the defective parts and labor. No other express warranty is provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and other charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (NHTSA) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or NHTSA. In addition, certain consumer organizations or organizations publish this information, which may be available for free or for a fee.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
	1	25867005	SWITCH 16.263	42.4480	42.4480
<b>JOB# 1 TOTALS</b>					<b>0.00</b>
<b>JOB# 1 JOURNAL PREFIX CTCS</b>					<b>0.00</b>
<b>JOB# 1 TOTAL</b>					<b>0.00</b>

**COMMENTS:**  
SM TO PAY, PER OPEN ESIS CASE

**TOTALS:**

VISIT US AT [www.FitzMall.com](http://www.FitzMall.com)  
FOR CURRENT SERVICE SPECIALS

THANK YOU FOR VISITING FITZGERALD AUTO MALL  
of FREDERICK

You may receive a manufacturer's survey about this visit  
If for any reason you feel that you can not give us the  
highest possible score, please give us the opportunity to  
address your concerns.

**TOTAL LABOR**.... 0.00  
**TOTAL PARTS**.... 0.00  
**TOTAL SUBLET**.... 0.00  
**TOTAL G.O.G.**.... 0.00  
**TOTAL MISC CHG.**.... 0.00  
**TOTAL MISC DISC**.... 0.00  
**TOTAL TAX**..... 0.00

**TOTAL INVOICE \$** 0.00

**\$ 294.27**

\*\*\* PLEASE CONTACT \*\*\*  
301-696-9200

Sylvia Westerlund - Customer Relations Mgr - Domestic x14353  
Alicia UmbeI - Customer Relations Mgr - Import x14330  
Tim Phillips - Service Mgr - x14344

CUSTOMER SIGNATURE

OK FAX  
Eric 313-665-2025 # 9/17/12 3:10pm sk written copy.  
FAX # 313-665-0911

[REDACTED]

**NO CLAIMS WITHOUT THIS INVOICE**  
**THANK YOU**

**CUSTOMER PAYMENT**

( ) CASH ( ) CHECK NO.  
( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE \_\_\_\_\_

PAYMENT DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

CUSTOMER CALLED BY \_\_\_\_\_

DATE \_\_\_\_\_ 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



Release.PDF

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

## Service Request Detail

SR No.	71-1098628021	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Newport News	Involved Dir		Safety	Yes
State	VA	ZipCd		Con Acct		Updated	8/27/2012 02:17:23 PM
Serial #/VIN	1GNET16S766	Model Year	2006	Source	Phone	Owner	KINZERTH
Make	Chevrolet	Warr. Start	12/29/2005	Priority	Medium	License #	CHEVROL
Model	TrailBlazer	Mileage	55769	Status	Open	Opened	8/13/2012 09:48:35 AM
				Sub-Status	Satisfied	Closed	

Abstract • † (ESIS) Power Window Switch - Thermal Event

Customer Description This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039

## Pre-PAR

PAR Number	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/12/2012 09:00:00 AM	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	n/a	n/a	n/a	n/a				
Agent First Name	Phone #	Insurance Agency						
		Allstate						
Incident Loc	parking lot of World Outreach Worship Center - 1233 Shields Rd - Newport News, VA 23608	Incident Desc	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					
Component	power window switch	Damage Desc	drivers door panel burned					
Vehicle Loc	with customer	Add'l Info						
Emgcy Svc Names	n/a	Maint Loc	independent					

## PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None
Vehicle Speed	0	Weather Condition	clear	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost		Spec Equip Installer	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	drivers door panel burned	Explain Other	file forwarded to ESIS					

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:16:57 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:16:40 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Customer claims thermal event originating from power window switch in drivers door panel  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:15:56 PM	KINZERTH	BRC PAR	Business Case		Done	8/27/2012 02:16:38 PM	Business Case

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Customer claims thermal event originating from power window switch in drivers door panel  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 02:15:55 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	8/27/2012 02:15:55 PM	Ownership Escalated to BRC

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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
			First Name	Account		BAC 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: [REDACTED]  
2006 Chevrolet TrailBlazer  
1GNET16S766 [REDACTED]  
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
8/27/2012 01:19:35 PM	CRISPPL	KINZERTH	No - Activity		Done	8/27/2012 01:29:04 PM	Case Assigned
			Contact Last Name	Contact First Name	Account	BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 12:52:50 PM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	8/27/2012 12:53:07 PM	Assigned to Thaddeus x41039
			Contact Last Name	Contact First Name	Account	BAC Code	

Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:30:17 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	8/27/2012 11:30:30 AM	PAR Voice Mail
Contact Last Name		Contact First Name		Account		BAC Code	

#### COMMENTS

Stephen-CAC.  
2006 Trailblazer  
Door panel s potential recall  
71-1096628021  
cory Benjamin  
240-7515

Thermal event occured on driver door side panel - caused by switch for windows, burn marks,  
Notify me to see what can be done about this

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:04:06 AM	BURCHAM	KINZERTH	Ownership Changed		Done	8/27/2012 11:04:06 AM	Service Request Ownership has changed FROM: LAZARTST TO: KINZERTH
Contact Last Name		Contact First Name		Account		BAC Code	

#### COMMENTS

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:03:10 AM	BURCHAM	KINZERTH	BRC PAR	Initial Contact - Field	Done	8/27/2012 02:13:09 PM	Field notification sent
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
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: [REDACTED]  
2006 Chevrolet TrailBlazer  
1GNET16S766 [REDACTED]  
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
8/27/2012 11:03:00 AM	BURCHAM	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	8/27/2012 02:08:21 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

## Service Request Detail

### 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 Name      Contact First Name      Account      BAC Code

#### Comments

Spoke with customer

- \* Customer claims 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 injuries 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	Assigned To	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 First Name      Account      BAC Code

#### Comments

Initial completed during acknowledgment

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:02:13 AM	BURCHAM	KINZERTH	Research		Done	8/27/2012 01:30:37 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Open Recalls:None  
Related Repairs:None  
Previous SRs:  
1-389149289  
1-425061211  
1-425311423  
1-425613538  
1-425712803  
71-983196813  
None related to current issue

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:01:43 AM	BURCHAM	KINZERTH	Notify CRM		Done	8/27/2012 11:06:51 AM	Assigned to Thaddeus x41039

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Case assigned to 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 11:00:52 AM	BURCHAM	CRISPPL	BRC PAR	Case Assigned	Done	8/27/2012 11:04:26 AM	Case Assigned

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Case assigned to Thaddeus Kinzer x 41039

PennyCrisp--BRC/ADR/ARBSPEC/ATX--31368  
\*assisting PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:00:43 AM	BURCHAM	LAZARTST	SR Opened		Done	8/27/2012 11:00:43 AM	SR in Status of Closed has been Re-Opened by BURCHAM

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
8/27/2012 11:00:40 AM	BURCHAM	LAZARTST	SR Closed - Dissatisfied		Done	8/27/2012 11:00:41 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 06:21:27 PM	LAZARTST	LAZARTST	Scheduled Outbound Call Cust	Initial Attempt	Done	8/27/2012 11:00:37 AM	f/up

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
 Stephen/CAC/Tier1/mla/L1  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 03:07:50 PM	LAZARTST	BRCPARQ	Notify CRM		Done	8/27/2012 11:00:16 AM	Door Panel/Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
 Case received and reassigned in PAR  
 PennyCrisp—BRC/ADR/ARBSPEC/ATX—31368  
 \*assisting PAR  
 Confidential Comments

## Service Request Detail

### 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				

#### Comments

crs  
-asking if this case can be considered as a potential PAR issue.  
-issue was caused by a thermal event that may have a connection with the press released recall in the media  
-i would just like to know if this can be considered as a PAR issue  
-please notify me for updates  
-thanks

Stephen/CAC/Tier1/mla/L1

Confidential Comments

## Service Request Detail

### 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				

#### Comments

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 insurance company said that they don't cover the switch that caused the issue  
-i would like to process the reimbursement now

crs  
-adv cust that we need to make sure first about this since the issue that occurred 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/mia/L1

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 08:43:44 PM	NEGRETMI	LAZARTST	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/24/2012 02:48:53 PM	provide update
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

\*update cust on the reimbursement process  
Stephen/CAC/Tier1/mia/L1

#### Confidential Comments

## Service Request Detail

### 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
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
*customer not reached							
*left voicemail message and callback number							
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							



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 02:49:13 PM	LAZARTST	LAZARTST	Outbound Call Dealer	Made Contact	Done	8/22/2012 02:56:23 PM	dealer
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

spoke with Jayson, bodyshop

crs

-status of customer's vehicle

dir

-it looks like the fire originated in the window switch  
-he did mentioned about a recall that he saw on the news  
-i don't usually watch the news  
-does it have one right now?

crs

-we have received calls about the press release from the media  
-but as of now, we don't have any notification yet directly of GM  
-but customers will be notified that the recall is in effect on certain vehicles  
-what will be the next step for his veh?  
-did customer authorize the repair?

dir:

-next up, cust will go with his insurance  
-the estimate that I have is \$1371.66  
-he is still working with his insurance company right now

crs

-i will tell customer that

Stephen/CAC/Tier1/mla/L1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 02:49:03 PM	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				

crs  
-calling back about the issue on your veh  
-as of now we haven't receive any updates abou the issue on your veh  
-that it can be a potential recall soon  
-if you would like to authorize the repair before the recall comes out, you can file for reimbursement if the recall has been released

cust  
-what do i do if i have my insurance company taks care of the repairs?  
-whom shall i go to file for reimbursement?

crs  
-that i would need to clarify  
-i will call you tomorrow about it

cust  
-thanks

Stephen/CAC/Tier1/mia/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 05:59:31 PM	LAZARTST	LAZARTST	Scheduled Outbound Call	Customer	Follow-up Attempt	Done	8/22/2012 02:49:01 PM f/up
Contact Last Name	Contact First Name	Account	BAC Code				

comments  
ap:  
-to update customer on the case  
-ask dealership for status of veh  
Stephen/CAC/Tier1/mia/L1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 05:57:46 PM	LAZARTST	LAZARTST	Outbound Call Customer	Left Message	Done	8/21/2012 06:00:07 PM	cust
Contact Last Name		Contact First Name		Account		BAC Code	

**Comments**

cs  
 -I would like to inform you that there are no updates yet about the issue on the veh if it has been considered as a recall  
 -but if this would be a recall in the future, you can file for reimbursement  
 -please give me a call 8667905600 ext 32796.

Stephen/CAC/Tier1/mia/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:25:29 PM	LAZARTST	LAZARTST	Scheduled Outbound Call Cust	Initial Attempt	Done	8/21/2012 05:51:30 PM	ffup
Contact Last Name		Contact First Name		Account		BAC Code	

**Comments**

Stephen/CAC/Tier1/mia/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 06:11:54 PM	LAZARTST	LAZARTST	Scheduled Outbound Call Cust	Rescheduled - Customer	Done	8/21/2012 12:25:29 PM	cust
Contact Last Name		Contact First Name		Account		BAC Code	

**Comments**

\*rescheduled

Stephen/CAC/Tier1/mia/L1

Confidential Comments

## Service Request Detail

### 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 Last Name	Contact First Name	Account	BAC Code				

#### Comments

crs  
-i received your voicemail  
-i called the bodyshop, and the rep is not available

cust sis  
-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 notification yet about it  
-but we will let you know if the recall has been released for the veh

Stephen/CAC/Tier1/mia/L1

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 12:42:33 PM	LAZARTST	LAZARTST	Outbound Call Dealer	Left Message	Done	8/20/2012 12:44:00 PM	dealer
Contact Last Name	Contact First Name	Account	BAC Code				

\*Bodyshop rep Jayson, not reached  
\*left voicemail message and callback number

Stephen/CAC/Tier1/mia/L1

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 12:24:34 PM	PANGANAN	LAZARTST	Notify CRM	Customer Called	Done	8/20/2012 12:41:53 PM	Informing of contact with the cust
Contact Last Name	Contact First Name	Account	BAC Code				

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 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 in the vehicle
Contact Last Name	Contact First Name	Account	BAC Code				

#### 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 ( GWM ), since the cust asking for it  
- adv about the scheduled callback, cust agreed

ANNE/CAC T1/MAN/LEVEL 0 EMPOWERED

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2012 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 Name	Account	BAC Code				

#### Comments

\*to check if customer went back to the dealership for the door panel controls

Stephen/CAC/Tier1/mla/L1

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2012 12:47:55 PM	LAZARTST	LAZARTST	Outbound Call Customer	Made Contact	Done	8/17/2012 07:08:42 PM	cust

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

Comments  
crs  
-i would like to know if you have contacted the insurance company about the door panels?

cust  
-they are calculating the estimates for it  
-i had the panel diagnosed  
-i checked it, and in the circuit board, it's fried  
-and the wiring system, i need to have that changed  
-insurance company doesn't cover that  
-i may need to have it replaced

crs  
-has the dealership diagnosed the door panel?

cust  
-they just analyzed it  
-they told me to bring it back today after 1:30pm

crs  
-please let me know for updates

Stephen/CAC/Tier1/mla/L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2012 06:37:37 PM	LAZARTST	LAZARTST	Scheduled Outbound Call Cust	Initial Attempt	Done	8/17/2012 12:47:53 PM	cust

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

Comments  
Stephen/CAC/Tier1/mla/L1

Confidential Comments

## Service Request Detail

### 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

#### Comments

crs  
-were you able to go the dealership about the  
cust  
-they will need to take the panel off  
-i will go to the insurance company first  
-and i will wait for their call what to do about this  
-then i will take the veh to Suttle Motor Corp to check on the veh

crs  
-please let me know if the insurance company called you to see what we can do about this

cust  
-i will call you back when i talk to them

Stephen/CAC/Tier1/mia/L1

#### Confidential Comments

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	#up

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Stephen/CAC/Tier1/mia/L1

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2012 02:33:52 PM	AGUILAA2	AGUILAA2	Outbound Call Customer	Received No Answer	Done	8/14/2012 02:34:20 PM	received no answer
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

received no answer

Alfred/ CAC tier 1/ MLA / M 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2012 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 Name	Account	BAC Code				

Stephen/CAC/Tier1/mla/L1

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2012 09:54:43 AM	LAZARTST	LAZARTST	Other		Done	8/13/2012 05:19:03 PM	cont of ibcc
			Name	Account		BAC Code	

\*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 cb number and ext

-when can i expect a call for the update?

cust

-i'll call you tomorrow or Wednesday

-thanks

Stephen/CAC/Tier1/mla/L1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2012 09:51:59 AM	LAZARTST	LAZARTST	Inbound Call Customer	Complex Request	Done	8/13/2012 12:11:10 PM	inside door panel issue
Contact Last Name	Contact First Name	Account	BAC Code				

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
- it blow up
- everything on the driver side blew up
- i didn't know what happened

cust sks

- what to do about the issue

crs

- 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

crs

- 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

## Service Request Detail

### UCC Information

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



August 28, 2012

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary ?

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

For this vehicle:

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

### Vehicle Information

VIN: 1GNET16S766 [REDACTED] Model: CT15808-2006 TRAILBLAZER EXT 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [D\\_Open](#) [REDACTED]

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

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

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/13/2011	310128	ZREG---Regular Vehicle Transaction		T5829 - 10054 - Customer Reimbursement Approved	37,042 MI
08/19/2008	260808	ZREG---Regular Vehicle Transaction		C3541 - Rear Side Door Trim Panel Replacement - Left Side	19,887 MI
08/19/2008	260808	ZREG---Regular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement	19,887 MI
07/30/2008	259915	ZREG---Regular Vehicle Transaction		B4723 - Bezel, Rear Door Inside Locking Knob - Left - Replace	19,757 MI
07/30/2008	259915	ZREG---Regular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	19,757 MI
07/30/2008	259915	ZREG---Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	19,757 MI
07/28/2008	259792	ZREG---Regular Vehicle Transaction		J5645 - Injector, Fuel - Diagnosis	19,745 MI
02/22/2008	252963	ZREG---Regular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	17,638 MI
02/22/2008	252963	ZREG---Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	17,638 MI
12/18/2007	250230	ZREG---Regular Vehicle Transaction		J0667 - Drive Belt Replacement - Accessory	15,042 MI
12/18/2007	250230	ZREG---Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	15,042 MI
10/19/2007	475085	ZREG---Regular Vehicle Transaction		B4358 - Bezel, Front Door Inside Locking Knob - Left - Replace	13,884 MI
08/20/2007	244905	ZREG---Regular Vehicle Transaction		N0145 - 12-Volt Accessory Power Receptacle Replacement	12,202 MI
08/20/2007	244905	ZREG---Regular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	12,202 MI
08/20/2007	244905	ZREG---Regular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	12,202 MI
10/23/2006	230434	ZREG---Regular Vehicle Transaction		C8555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	5,406 MI
09/21/2006	228836	ZREG---Regular Vehicle Transaction		C9207 - Buckle, Seatbelt (Rear Or Row 1 Center) - Replace	5,177 MI
09/21/2006	228836	ZREG---Regular Vehicle Transaction		C3281 - Plate And/Or Escutcheon, Front Door Inside Remote Control Handle Cover - Left - Replace	5,177 MI
09/21/2006	228836	ZREG---Regular Vehicle Transaction		C6576 - Driver or Passenger Seat Adjuster Finish Cover Replacement	5,177 MI
09/14/2006	228482	ZREG---Regular Vehicle Transaction		C8555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	5,102 MI
09/14/2006	228482	ZREG---Regular Vehicle Transaction		C8554 - Driver or Passenger Seat Cushion Outer Finish Panel Replacement	5,102 MI

09/14/2005 A19334 ZPDI---Pre-Delivery Inspection Z7000 - Pre-Delivery Inspection - Base Time 0 MI

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August 28, 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: 1GNET16S766 [REDACTED] 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](#)

For this vehicle:

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

#### Vehicle Build

Model: CT15806-2006 TRAILBLAZER EXT 4WD Order Number: JKRPNG  
 Gross Vehicle Weight: 2,906 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.

- |   |   |
|---|---|
| 15B - 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 | 15Z - PREFERRED EQUIPMENT SAVINGS                     |
| 28H - LIGHT GRAY  | 28I - INT TRIM LT GRAY/DK GRAY                        |
| 62U - DARK GRAY METALLIC  | 6HC - FRONT SPRING                                    |
| 7HC - FRONT SPRING  | 8NF -   |
| 9NF - SUSPENSION COMPONENT  | A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE |
| AJ1 - TINTED GLASS  | AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG          |
| AL0 - SENSOR INF RESTR, CHILD DETECT  | AM7 - FOLDING REAR SEAT                               |
| AM9 - SPLIT FOLDING REAR SEAT BACK  | AU0 - KEYLESS REMOTE DOOR LOCK                        |
| AXP - MPV VIN IDENT POSITION  | B30 - CARPETING, COLOR-KEYED                          |
| B32 - FLOOR MATS, FRONT AND REAR  | B33 - REAR COLOR KEYED FLOOR MATS                     |
| B86 - MOLDING B/S COLOR   | C49 - REAR WINDOW DEFOGGER                            |
| C7H - 6,400 LB GVW RATING   | CJ3 - CLIMATE CONTROL                                 |
| DP2 - POWER OSRV MIRRORS  | DT4 - ASHTRAY AND LIGHTER                             |
| EVA - EVAP EMISSION REQUIREMENT   | FE9 - 50-STATE EMISSIONS                              |
| GU6 - REAR AXLE 3.42 RATIO  | JF8 - BRAKE VAC POWER, 4 WHL DISC                     |
| JJB - PT DRESS SUBASSY NOT INSTALLED  | K34 - CRUISE CONTROL                                  |
| KG4 - GENERATOR 150 AMP   | LL8 - VORTEC 4200 SFI I6                              |
| M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL   | N40 - POWER STEERING                                  |
| N75 - 17" SPORT ALUMINUM WHEELS   | N79 - FULL SIZE SPARE                                 |
| NP8 - 2-SPEED ACTIVE TRANSFER CASE  | NT8 - EMISSIONS, FED TIER 2A                          |

OKL - PLANT - OKLAHOMA CITY

R6P - PREMIUM PAINT

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER

U73 - FIXED MAST ANTENNA

UB0 - 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 GWV 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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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.

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

#### Vehicle Information

VIN: 1GNET16S766 [REDACTED] 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: [Open](#) [REDACTED]

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 509021082
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 09/13/2005	Time Scanned: 20:33:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 106252425
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWM
Date Scanned: 09/13/2005	Time Scanned: 16:45:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BG939025
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 09/13/2005	Time Scanned: 20:44:00 Scan Station: 01
Component Code: 61-TRANSMISSION	Traceability: 42635504
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 09/13/2005	Time Scanned: 20:39:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: BAR40355
Source Plant: G-	Part / Number Broadcast: UP7
Date Scanned: 09/13/2005	Time Scanned: 20:55:00 Scan Station: 02
Component Code: 66-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 252503L0J
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: YMSR
Date Scanned: 09/14/2005	Time Scanned: 07:59:00 Scan Station: 04
Component Code: 67-BODY CONTROL MODULE	Traceability: 152506MNK
Source Plant: M-	Part / Number Broadcast: 5466
Date Scanned: 09/14/2005	Time Scanned: 07:59:00 Scan Station: 06
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FJRY57
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 09/14/2005	Time Scanned: 01:20:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZAZV64
Source Plant: M-MORTON-THIOL	Part / Number Broadcast: 0901
Date Scanned: 09/13/2005	Time Scanned: 16:41:00 Scan Station: 03
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 5249X1BE3
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: 5629
Date Scanned: 09/13/2005	Time Scanned: 20:21:00 Scan Station: 07
Component Code: BN-LIFTGATE ELECTRONIC CONTROL	Traceability: 252258YWL

**MODULE**

Source Plant: Y-	Part / Number Broadcast: 2757	
Date Scanned: 09/14/2005	Time Scanned: 07:59:00	Scan Station: 09
Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability: 052482CJZ	
Source Plant: Y-	Part / Number Broadcast: 9870	
Date Scanned: 09/14/2005	Time Scanned: 07:59:00	Scan Station: 10
Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability: 05246HU1C	
Source Plant: Z-	Part / Number Broadcast: 9905	
Date Scanned: 09/14/2005	Time Scanned: 07:59:00	Scan Station: 11
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0081437	
Source Plant: -	Part / Number Broadcast: 1ZZ	
Date Scanned: 09/02/2005	Time Scanned: 05:16:00	Scan Station:
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0466786	
Source Plant: -	Part / Number Broadcast: 1WW	
Date Scanned: 09/09/2005	Time Scanned: 11:01:00	Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0461930	
Source Plant: -	Part / Number Broadcast: 1TT	
Date Scanned: 09/12/2005	Time Scanned: 23:37:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 0480362	
Source Plant: -	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.

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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: 1GNET16S766 [REDACTED] 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: [Open](#)

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

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

Odometer Reading: 37,042 MI  
 Authorization Code:

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 Nel Items](#)

Job Card Date: 08/19/2008

Job Card Number: 260808

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



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 Date: 07/28/2008

Job Card Number: 259792

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 Date: 02/22/2008

Job Card Number: 252963

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 Date: 02/22/2008

Job Card Number: 252963

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

Job Card Number: 250230

Repair Service Agent: 113751  
HUTCHENS CHEVROLET, INC.  
12920 JEFFERSON AVE  
NEWPORT NEWS VA 23608-1694  
7578748111

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

Job Card Number: 250230

Repair Service Agent: 113751  
HUTCHENS CHEVROLET, INC.  
12920 JEFFERSON AVE  
NEWPORT NEWS VA 23608-1694  
7578748111

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  
7576385450

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

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 #: 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 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: 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

Labour Op Z7903-3-DAY COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/23/2006

Job Card Number: 230434

Repair Service Agent: 113751  
HUTCHENS CHEVROLET, INC.  
12920 JEFFERSON AVE  
NEWPORT NEWS VA 23608-1694  
7578748111

Odometer Reading: 5,406 MI  
Authorization Code: B

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 C8555-Panel, Front Seat Cushion Outer Finish - Left - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 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 #: 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 Date: 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 Date: 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 #: 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  
7578748111

Odometer Reading: 5,102 MI  
Authorization Code: B

Process Date:  
10/03/2006

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 C8555-Panel, Front Seat Cushion Outer Finish - Left - Replace

Causal Part Number

Job Card Date: 09/14/2006

Job Card Number: 228482

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 C8554-Driver or Passenger Seat Cushion Outer Finish Panel Replacement

Causal Part Number

→See other Parts and/or Nel Items

Job Card Date: 09/14/2005

Job Card Number: A19334

Repair Service Agent: 113738

Odometer Reading: 0 MI

HAMPTON CHEVROLET  
1073 W MERCURY BLVD  
HAMPTON VA 23666-3327  
7578385450

Authorization Code:

Process Date:  
09/20/2005

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

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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August 28, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information

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

#### Vehicle Information

VIN: 1GNET16S766 [REDACTED] 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](#) [REDACTED]

For this vehicle:

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

#### Invoice Information

Invoicing Service Agent: 113738 Invoice Date: 09/14/2005  
 HAMPTON CHEVROLET  
 1073 W MERCURY BLVD  
 HAMPTON VA 23666-3327 7578385450

#### Ship to Information

Ship to Service Agent: 113738 Ship to Date: N/A  
 HAMPTON CHEVROLET  
 1073 W MERCURY BLVD  
 HAMPTON VA 23666-3327 7578385450

#### Delivery Information

Delivery Service Agent: 113738 Delivery Date: 12/29/2005  
 HAMPTON CHEVROLET Delivery Type: 010---INDIVIDUAL  
 1073 W MERCURY BLVD Delivery Odometer: 6  
 HAMPTON VA 23666-3327 7578385450

#### 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 EMAIL (CLMT PROOFS REQ) [REDACTED] 746763)  
Sasha Henson to: coretech1

08/29/2012 03:56 PM

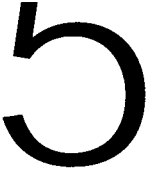
From: Sasha Henson/C/US/GM/GMC  
To: [REDACTED]

[REDACTED]

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) [REDACTED] (746763)\_3849966.PDF  
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



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

[REDACTED]  
Newport News, VA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746763  
Our Client: General Motors LLC  
Date/Event: 8/12/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNET16S766 [REDACTED]

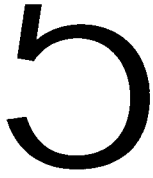
Dear [REDACTED]

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

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

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

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



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

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



**RE: ESIS EMAIL (CLMT PROOFS REQ) - [REDACTED] (746763)** 

Sasha Henson to: [REDACTED]

09/04/2012 03:50 PM

From: Sasha Henson/C/US/GM/GMC

To: [REDACTED]

Thank you [REDACTED] 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: [REDACTED]

To: <sasha.henson@gm.com>

Date: 09/04/2012 03:47 PM

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) [REDACTED] (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/\[attachment "SUV Door Burm.pdf" deleted by Sasha Henson/C/US/GM/GMC\]](http://bncs.samsbiz.com/[attachment \)



**RE: ESIS EMAIL (CLMT PROOFS REQ) - [REDACTED] (746763)**

to: sasha.henson

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://bncs.samsbiz.com/>

To: [REDACTED]

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) - [REDACTED] (746763)

From: sasha.henson@gm.com

Date: Wed, 5 Sep 2012 10:33:42 -0400

Thank you [REDACTED] I 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>

Date: 09/04/2012 04:13 PM

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) [REDACTED] (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: [REDACTED]  
Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) [REDACTED] (746763)  
From: sasha.henson@gm.com  
Date: Tue, 4 Sep 2012 15:50:46 -0400

Thank you [REDACTED] 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: [REDACTED]  
To: <sasha.henson@gm.com>  
Date: 09/04/2012 03:47 PM  
Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) - [REDACTED] (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/\[attachment \"SUV Door Burm.pdf\" deleted by Sasha Henson/C/US/GM/GMC\]](http://bncs.samsbiz.com/[attachment \)

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ESIS EMAIL (CLMT PROOFS REQ) - [REDACTED] (746763)

[REDACTED] to: sasha.henson

09/20/2012 04:18 PM

From: [REDACTED]

To: <sasha.henson@gm.com>

I attach a document file with the information breakdown for the claim  
Claim# [REDACTED]

**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: [REDACTED]

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) - [REDACTED] (746763)

From: sasha.henson@gm.com

Date: Tue, 4 Sep 2012 15:50:46 -0400

Thank you [REDACTED] 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: [REDACTED]

To: <sasha.henson@gm.com>

Date: 09/04/2012 03:47 PM

Subject: RE: ESIS EMAIL (CLMT PROOFS REQ) [REDACTED] (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/>

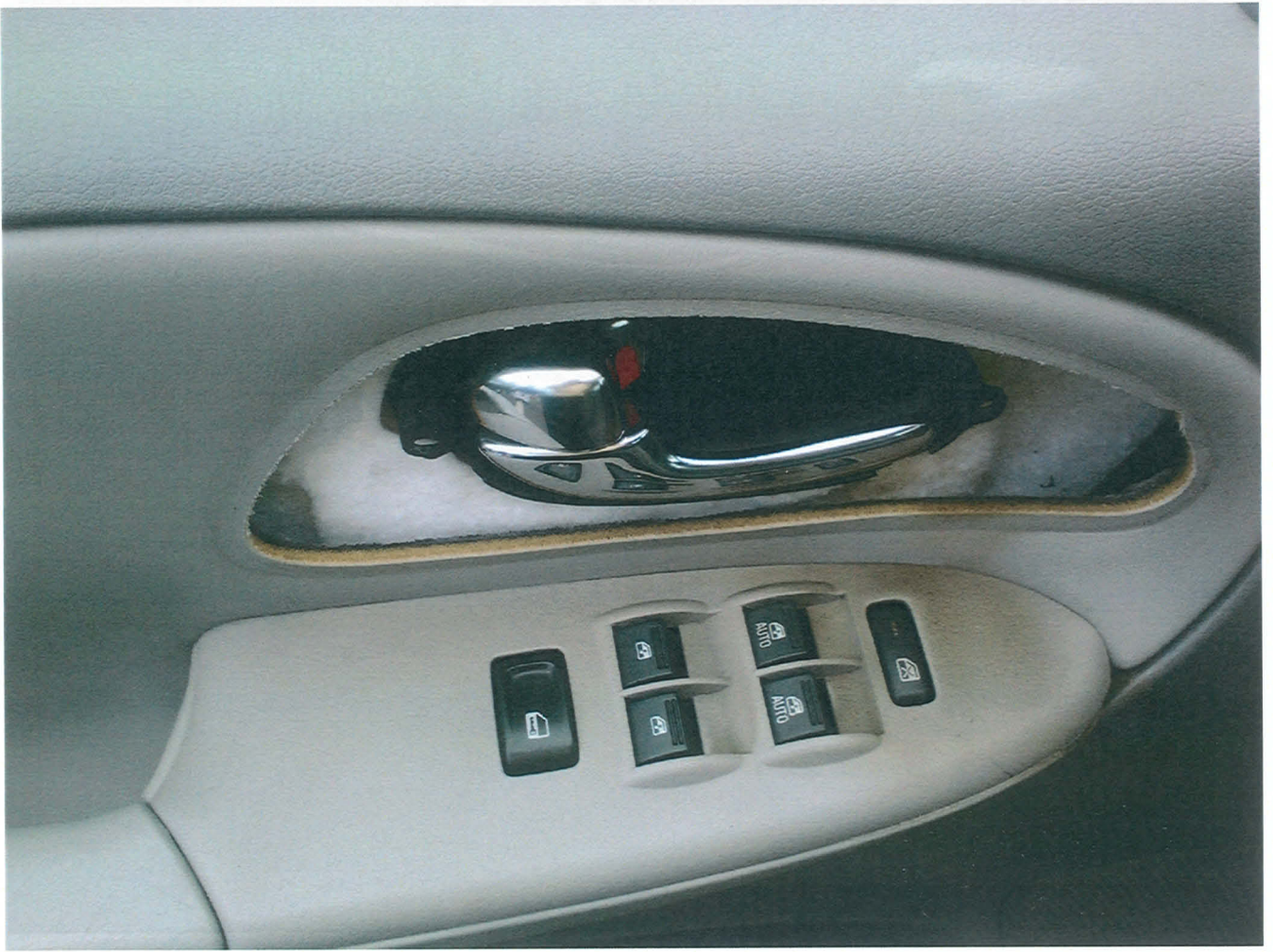
<http://www.wix.com/corenet/thecoreaccounts>

[http://bncs.samsbiz.com/\[attachment \"SUV Door Burm.pdf\" deleted by Sasha Henson/C/US/GM/GMC\]](http://bncs.samsbiz.com/[attachment \)

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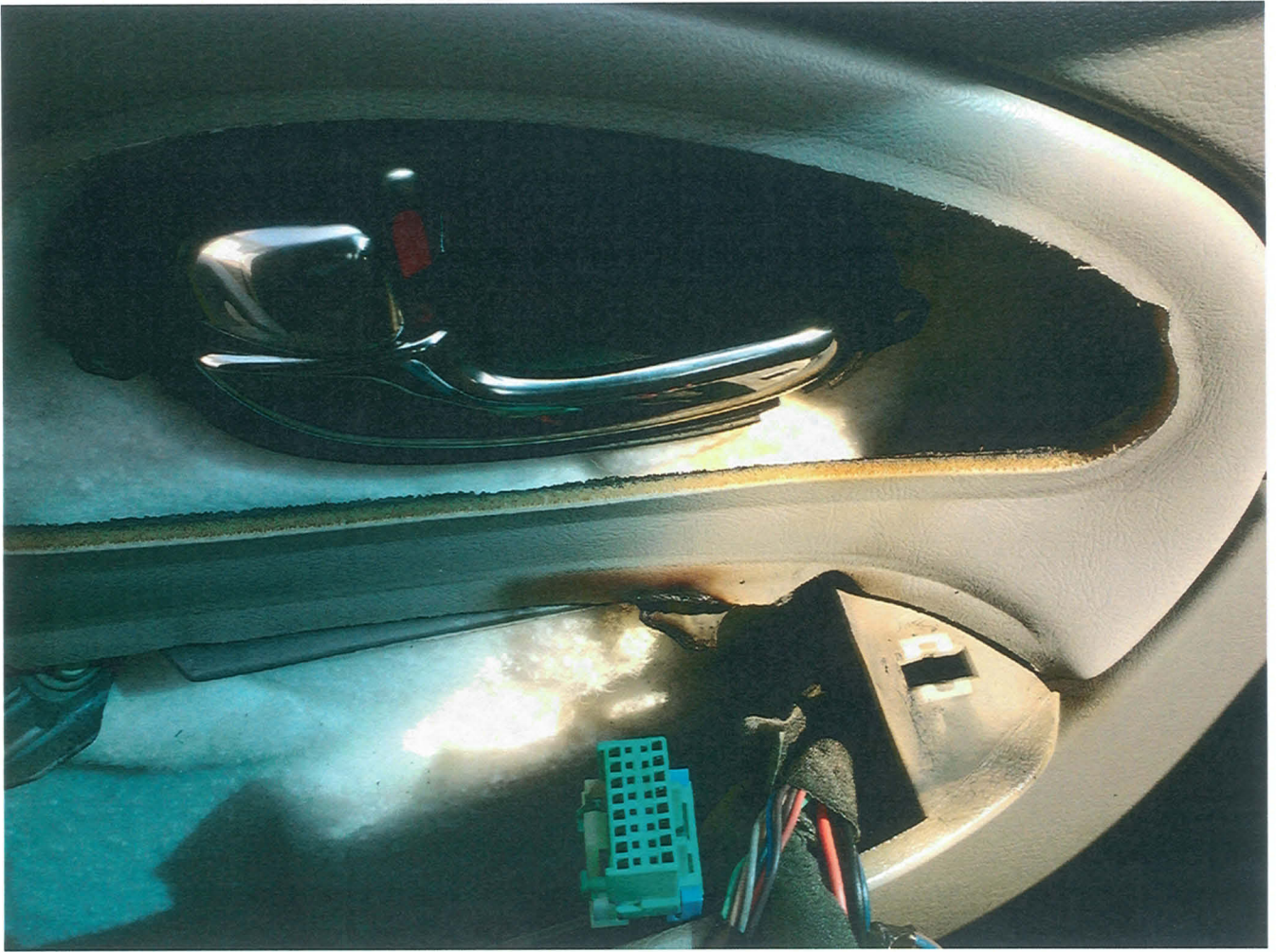


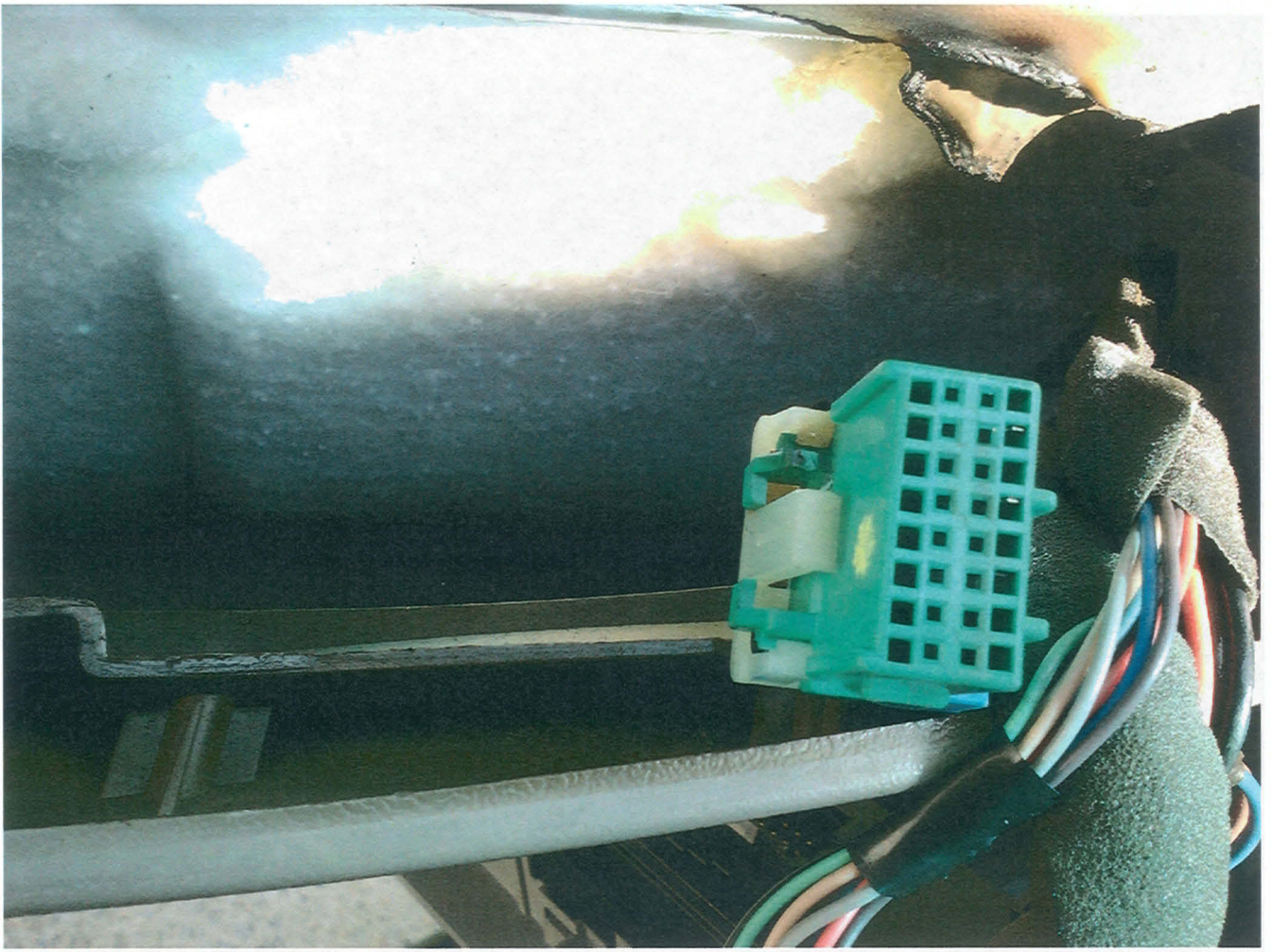


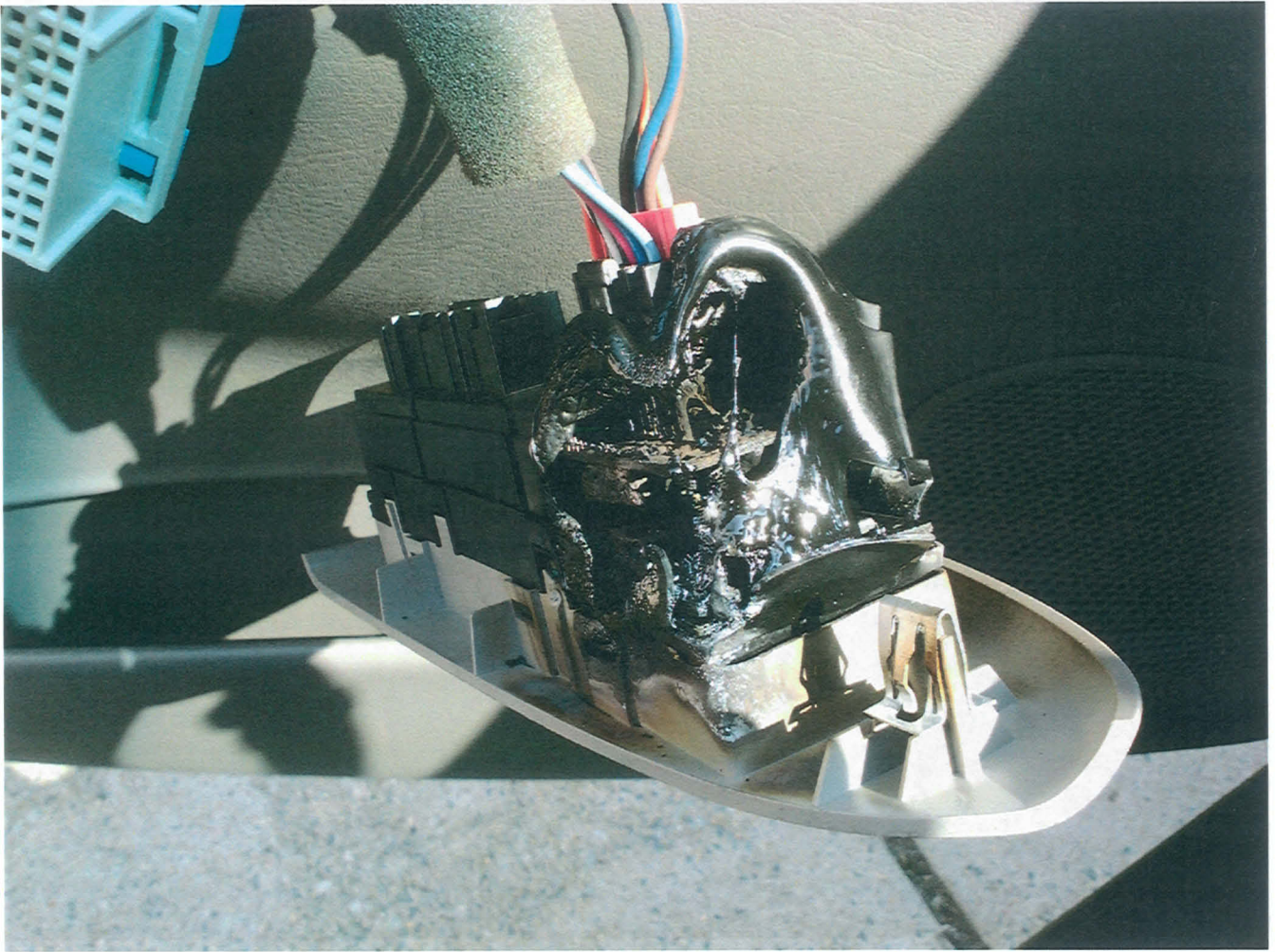


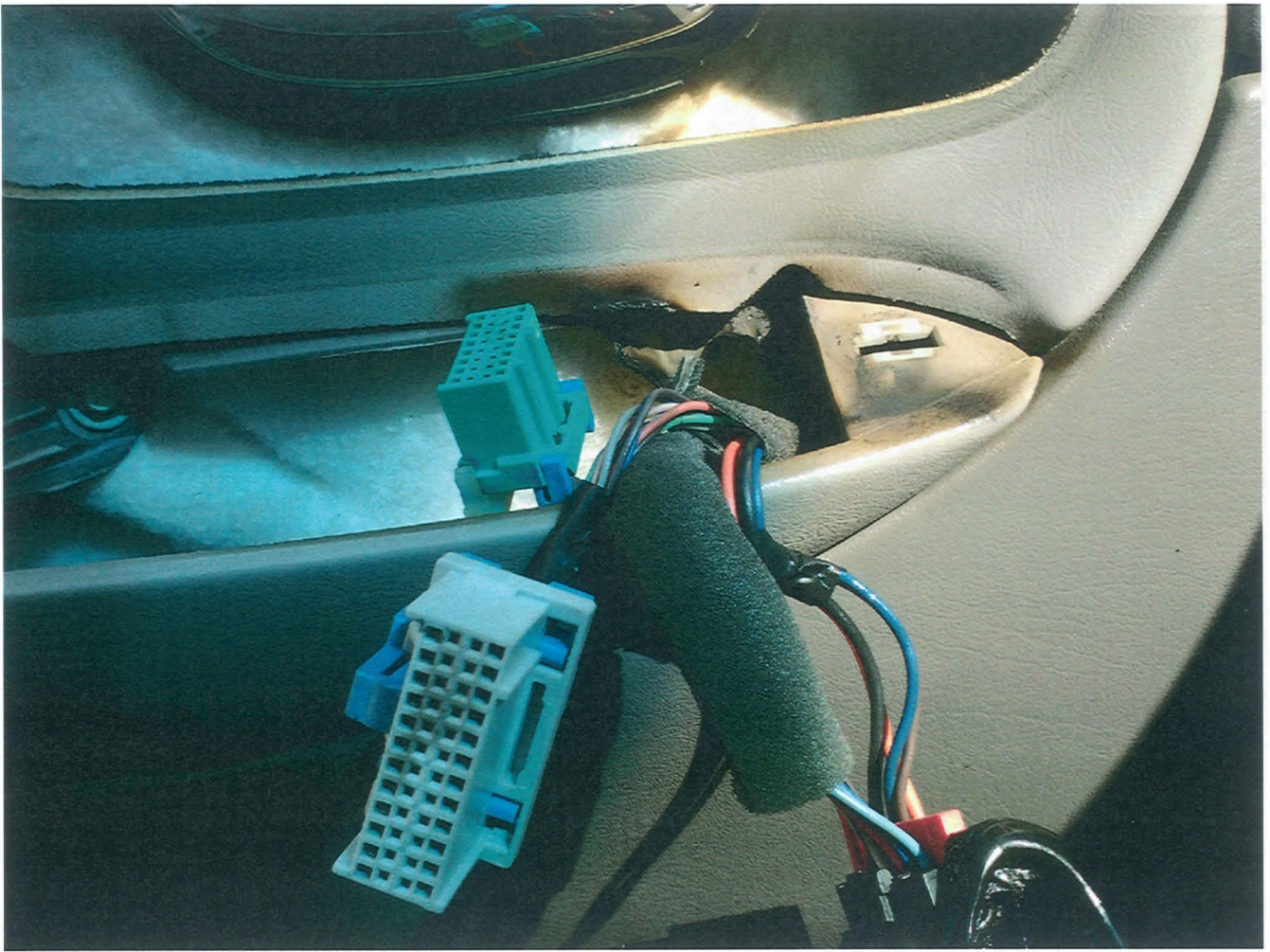












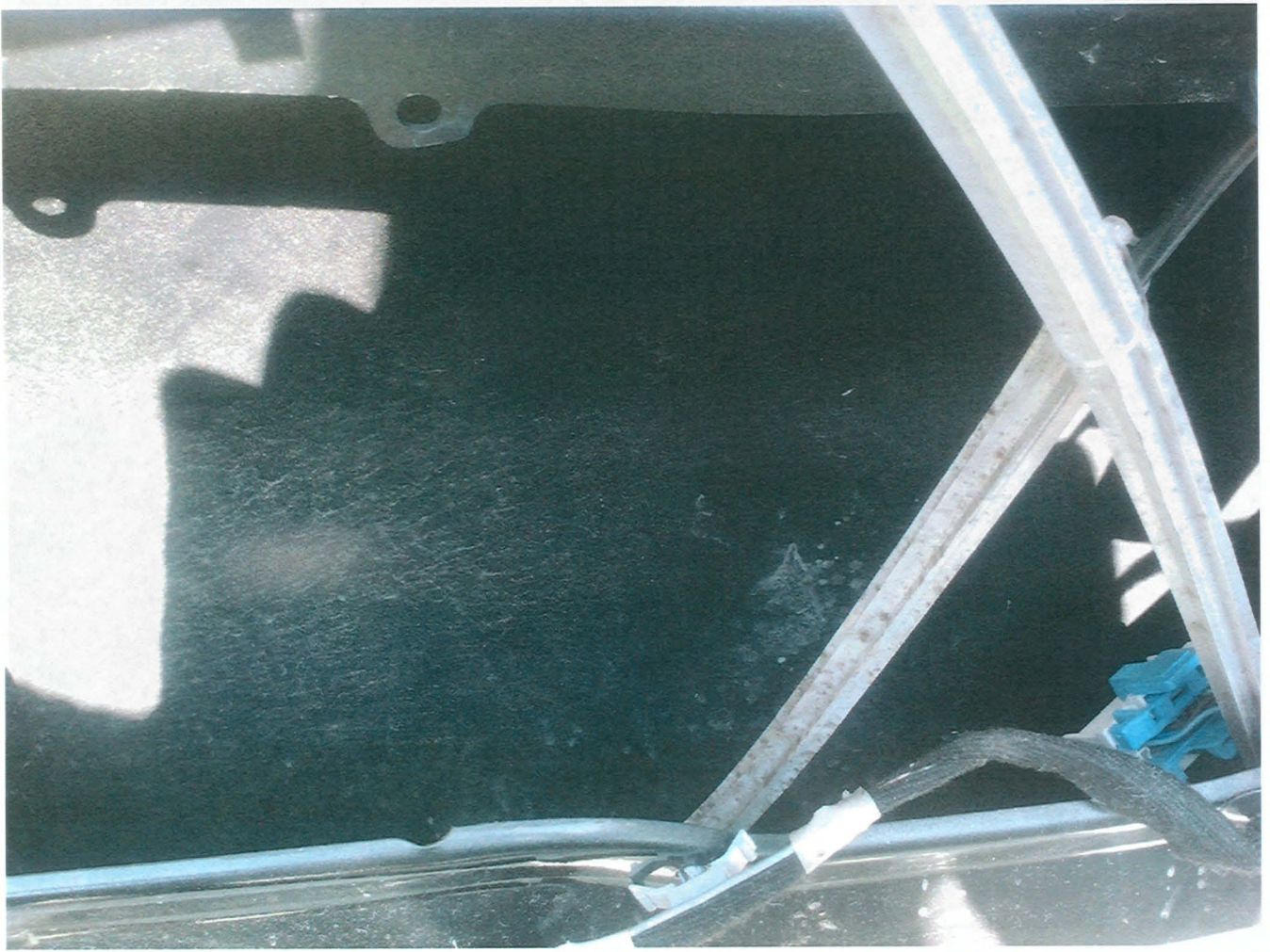


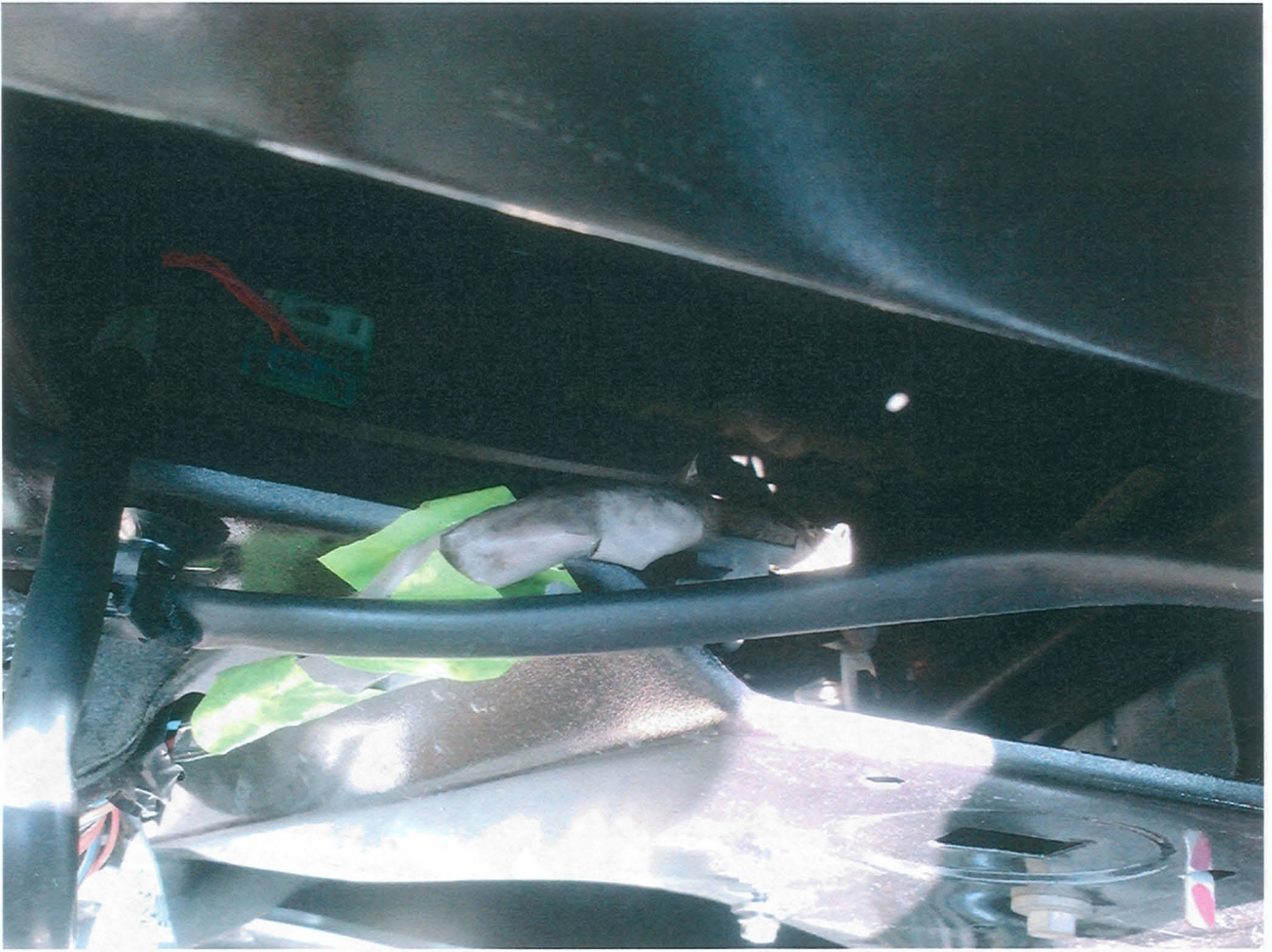














Claim# [REDACTED] 2006 Trailblazer

Customer Number: [REDACTED] Invoice No: 610097

\*INVOICE\*  
DUPLICATE 1  
PAGE 1



1073 W. MERCURY BLVD. - HAMPTON, VA 23666  
(757) 938-5450  
www.hamptonchevy.com

NEWPORT NEWS, VA  
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: EMAIL [REDACTED] HOME

SERVICE ADVISOR: 1888 RON FOXX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DK GRAY	06	CHEVROLET TRAILBLAZE	1GNET16S766 [REDACTED]	[REDACTED]	55882 55882	T9334
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
29DEC05			17:00 06SEP12			CASH
R.O. OPENED	READY	OPTIONS: STK:2623975 DLR:14250 ENG:4.2 Liter MFI DOHC Alum TRN:M30 1)WHITE TEAM 2)NO OUTSIDE WARR 3)GAP7TFL				INV. DATE
09:12 06SEP12	10:49 07SEP12					07SEP12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CLEAN AND DEODERIZE						
	B12 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 all labor, parts and materials necessary to complete the repairs. The undersigned authorizes Hampton Motor Corporation employees to operate the vehicle identified above on the streets, highways or elsewhere for the purpose of testing and inspection.

The undersigned agrees that Hampton Motor Corporation will not be responsible for the loss or damage to vehicle or theft of articles left in vehicle while vehicle is here, and that Hampton Motor Corporation will not be responsible for losses or inconvenience caused by the unavailability of parts or delays in parts shipments by the supplier or transporter.

The undersigned understands that an express mechanic's lien is created on the vehicle identified above to secure the amount of parts, labor and materials used on the vehicle for authorized repairs.

The undersigned agrees to pick up the vehicle identified above in a timely manner and pay for authorized repairs following notification that the repairs have been completed. In the event the vehicle has not been picked up within ten working days following notification of completion, Hampton Motor Corporation, at it's sole option, may assess a daily storage fee. This fee will be ten dollars (\$10.00) each calendar day, and the total amount of storage fees will automatically be included in the express mechanic's lien indicated above.

Hampton Motor 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 comes first. Any specific terms which differ from the foregoing will be stated in writing above.

We gladly accept your check as payment. However, please be advised when paying by check you expressly authorize Hampton 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	\$ 225.00
PARTS AMOUNT	\$ 0.00
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

X SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ENTERPRISE LEASING COMPANY OF NORFOLK/RICHMOND, 906 W MERCURY BLVD, HAMPTON, VA 236664323 (757) 896-0360

RENTAL AGREEMENT REF#  
116273 3L0SKY

**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 FOCUS  
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
REFUELING CHARGE	09/05 - 09/07				\$0.00
YOUNG DRIVER FEE (18-99)	09/05 - 09/07			WAIVED	
<b>Subtotal:</b>					<b>\$66.00</b>
<b>Taxes &amp; Surcharges</b>					
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
<b>Total Charges:</b>					<b>\$73.56</b>
<b>Bill-To / Deposits</b>					
<b>ALLSTATE INS-COLUMBIA MD ARMS**</b>					
TIME & DISTANCE	09/05 - 09/07	3	DAY		
REFUELING CHARGE	09/05 - 09/07				
VEHICLE LICENSE FEE	09/05 - 09/07	3	DAY		
VIRGINIA ADDITIONAL TAX	09/05 - 09/07	1	PERCENT	4%	
VIRGINIA RENTAL FEE	09/05 - 09/07	1	PERCENT	2%	
VIRGINIA RENTAL TAX	09/05 - 09/07	1	PERCENT	4%	
<b>Subtotal:</b>					<b>(\$73.56)</b>

Total Amount Due \$0.00

**PAYMENT INFORMATION**

AMOUNT PAID TYPE CREDIT CARD NUMBER

9/7/2012

Claim# [REDACTED] 2006 Trailblazer

Customer Number: 8748189 Invoice No: 609858

\*INVOICE\*



PAGE 1

NEWPORT NEWS, VA

1073 W. MERCURY BLVD. · HAMPTON, VA 23661

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

(757) 838-5450

www.hamptonchevy.com

Email: [REDACTED] HOME

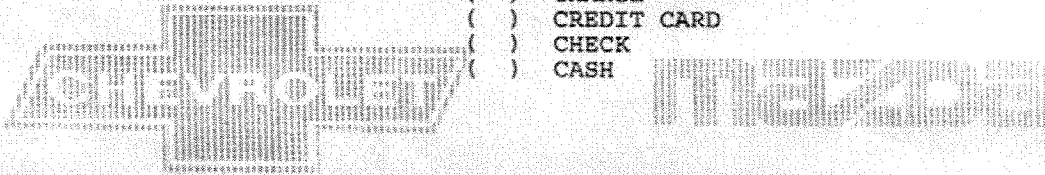
SERVICE ADVISOR: 5 JIM GOSLEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DK GRAY	06	CHEVROLET TRAILBLAZE	1GNET16S766 [REDACTED]	[REDACTED]	55882 55882	GHJ	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29DEC05			WAIT 04SEP12			CASH	04SEP12
R.O. OPENED	READY	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



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We gladly accept your check as payment. However, please be advised when paying by check you expressly authorize Hampton 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: \_\_\_\_\_



Claim#

2006 Trailblazer

Invoice

Freshinkjets.com  
1595 S. Anaheim Blvd  
Unit A  
Anaheim, California 92805  
714-855-1775  
Freshinkjets.com

Order: 10374 (50566)  
Placed: 8/21/2012  
Shipping: Standard Flat Rate

**Ship To**  
The Network  
709 Mainsail Dr  
Newport News, Virginia 23608-4713  
(757) 912-0159  
coregroupnetwork@hotmail.com

**Bill To**  
The Network  
709 Mainsail Dr  
Newport News, Virginia 23608-4713  
(757) 912-0159  
coregroupnetwork@hotmail.com

Item #	Name	QTY	Price	Total
180914843553	New 110V/120V 30W Welding Soldering Iron Heat Pencil Electronic Tool with kit	1	2.99	2.99
			Subtotal:	2.99
			Shipping:	0.60
			Sales Tax:	0.00
			<b>Order Total:</b>	<b>3.59</b>

**Order Information**

**Shipping**  
Shipped on 8/22/2012 using **USPS First Class** 9400111201090312090752

**Notes**  
None

**Thank you!**  
Thank you for your purchase from Freshinkjets.com!  
If you have questions about your order please visit us online at [freshinkjets.com](http://freshinkjets.com) or email us at [sales@freshinkjets.com](mailto:sales@freshinkjets.com).

Claim# [REDACTED] 2006 Trailblazer



**S H I P T**  
THE CORE GROUP NETWORK  
709 MAINSAIL DR  
NEWPORT NEWS, VA 23608-4713

**S O L D T**  
THE CORE GROUP NETWORK  
709 MAINSAIL DR  
NEWPORT NEWS, VA 23608-4713

SHIP VIA		ORDER DATE	PAGE	ORDER NO.	PO NUMBER		
FedEx Ground		08/20/2012	Page 1 of 1	08/20/2012	21317464		
QTY ORDERED	PRODUCT NO	DESCRIPTION		VENDOR SKU	QTY SHIPPED	UNIT PRICE	TOTAL PRICE
1	4216742	BOSS AUDIO SYSTEMS CH6530 CHAO		BOSCH6530	1	17.99	17.99

PLEASE RETAIN THIS FORM FOR YOU RECORDS

*tax 0.90*  
*shipping 18.89*

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 1.58*  
*17.31*

Claim# [REDACTED]

2006 Trailblazer

Gas Receipts for traveling back and forth to Dealer for work to be done.

PL5top  
DLR# 4783726  
MERCURY PIT ST  
HAMPTON VA  
09/07/12 04:19PM  
ACCT#  
AMEX  
[REDACTED]  
INUR 008374  
AUTH# 593731  
PUMP# 05  
Regular  
0.876  
SELF  
PRICE/GAL \$3.659  
FUEL TOTAL \$14.00  
TOTAL \$14.00  
Use your PL5top  
Have a great day!

E&C VA 518, 2036  
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		\$16.00	

THANK YOU FOR YOUR BUSINESS!!!  
PLEASE COME AGAIN!!!  
757-875-6981

E&C VA 518, 2036  
12900 JEFFERSON AVE.  
NEWPORT NEWS, VA 23608

09/07/2012 6:48:24 PM  
Register: 1 Trans #: 6800 Op ID: 18  
Your cashier: donald

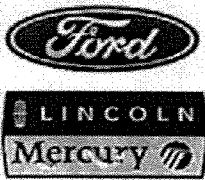
\*\*\* PREPAID RECEIPT \*\*\*

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

Claim# [REDACTED]

2006 Trailblazer



# Astorg Auto.com

ASTORG FORD LINCOLN MERCURY OF PARKERSBURG  
2028 7th Street, Parkersburg, WV 26101  
**(304)485-8585 • 800-2-ASTORG**  
Fax (304) 420-2336

15050COR

Printed: 08/23/12 @ 12:26

DATE | INVOICE NO. | CUST. NO.

8/23/2012 15050 1.WEB

SOLD BY | PAY TYPE | P.O. NO.

JK CASH

Counter Sale  
7-INTERNET

3472294616 WCOMP TYPE: Y WCOMP CODE: R

NO RETURNS ON ELECTRICAL, 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% ANNUUM) ANY AMOUNT UNPAID AFTER 60 DAYS WILL GO TO COLLECTIONS (ALL FEES/COSTS TO CUSTOMER)

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	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 ▶	25867005 SWITCH	CCF	306.77	195.84	195.84
1 ▶	25911640 HOIST	CCF	128.13	84.67	84.67
SUB TOTAL					642.13
FREIGHT					35.16
TAX					.00
PAY THIS AMOUNT					677.29

*SHIPPED SEPARATE*

*[Signature]*

Thank You

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

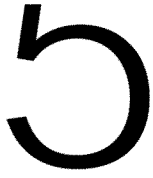
Received By \_\_\_\_\_

Page 1

CUSTOMER COPY

Claim# [REDACTED] [REDACTED] 2006 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>



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

[REDACTED]  
Newport News, VA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746763  
Our Client: General Motors LLC  
Date/Event: 8/12/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNET16S766 [REDACTED]

Dear [REDACTED]

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

Sincerely,

*Sasha Henson*

Sasha Henson  
Claims Administrator

**SUTTLE MOTOR CORP**

A Family Tradition Since 1902  
12525 JEFFERSON AVE, NEWPORT NEWS, VA  
23602  
Phone: (757) 886-1850  
FAX: (757) 886-1860

Workfile ID: 8b77c194  
Federal ID: 54-0504946

**Preliminary Estimate**

**Customer:** [REDACTED]

Written By: Jason Webb

Insured: [REDACTED]  
Type of Loss:  
Point of Impact: 23 Interior Burn

Policy #:  
Date of Loss:

Claim #:  
Days to Repair: 0

**Owner:**

[REDACTED]  
NEWPORT NEWS, VA  
[REDACTED] Evening

**Inspector Location:**  
SUTTLE MOTOR CORP  
12525 JEFFERSON AVE  
NEWPORT NEWS, VA 23602  
Repair Facility  
(757) 886-1850 Business

**Insurance Company:**

**VEHICLE**

Year: 2006      Body Style: 4D UTV      VIN: 1GNET16S766 [REDACTED]      Mileage In:  
Make: CHEV      Engine: 6-4.2L-FI      License:      Mileage Out:  
Model: TRAILBLAZER 4X4 LT EXT      Production Date:      State:      Vehicle Out:  
Color: BLACK Int: GRAY      Condition:      Job #:

**TRANSMISSION**

Automatic Transmission  
4 Wheel Drive  
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**

Trailer Package

CROWN 144705

## Preliminary Estimate

Customer: CORY, BENJAMIN

Vehicle: 2006 CHEV TRAILBLAZER 4X4 LT EXT 4D UTV 6-4.2L-FI BLACK

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Pal
1		<b>FRONT DOOR</b>					
2	Repl	LT Handle, inside black	25965488	1	53.08	0.2	
3	Repl	LT Door trim panel Chevrolet gray	25933507	1	274.93	0.7	
4	Repl	LT Water deflector	25779163	1	105.82	0.1	
5	Repl	LT Handle bezel Chevrolet gray	25894590	1	11.06	Incl.	
6	Repl	LT Switch assy Chevrolet w/o heated seat	25867005	1	306.77	Incl.	
7	#	Rpr	DIAGNOSE CAUSE OF FIRE			1.5 M	
8	Repl	Mirror switch Chevrolet w/o power fold	15123254	1	55.81	Incl.	
9		<b>INSTRUMENT PANEL</b>					
10	Repl	LT Front dr speaker w/premium sound	25853013	1	210.84	0.2	
11	#	Repl	WIRING HARNESS (15913485)	1	118.89	1.0	
12	#	Subl	DEIONOZE	1	250.00 X		
13	#	Subl	REPROGRAM SWITCH	1	125.00 X		
<b>SUBTOTALS</b>					<b>1,512.20</b>	<b>3.7</b>	<b>0.0</b>

## NOTES

Prior Damage Notes:  
DINGS ON ALL MAJOR PANELS

## ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,137.20
Body Labor	2.2 hrs @	\$ 46.00 /hr	101.20
Mechanical Labor	1.5 hrs @	\$ 90.00 /hr	135.00
Miscellaneous			375.00
Subtotal			1,748.40
Sales Tax	\$ 1,137.20 @	5.0000 %	56.86
<b>Grand Total</b>			<b>1,805.26</b>

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:** [REDACTED]

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. Blend=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.

## Service Request Detail

SR No.	71-1099817747	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Casey	Involved Dir		Safety	Yes
State	IL	ZipCd		Source	Phone	Updated	8/23/2012 04:04:19 PM
Serial #/VIN	1GNDT13S672	Model Year	2007	Priority	Medium	License #	
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 driver door panel.

**Customer Description** This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	7/16/2012 11:45:00 AM	N	0	0	Concrete	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	Disabilities					
		5'2"	n/a					
Insurance Agent 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 Desc	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.			Damage Desc	Hole inside the driver's door handle. Control buttons no longer work for the locks, windows and mirrors.			
Vehicle Loc	with cust.			Add'l Info				
Empoy Svc Names	n/a			Maint Loc	Unknown			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	0		Weather Condition		Dry and hot		Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	Hole inside the driver's door handle. Control buttons no longer work for the locks, windows and mirrors.			Explain Other	n/a			
							Inspection Date/Time	

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:02:53 AM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Customer claims thermal event originating from power window/door controls in drivers door

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 04:11:22 PM	EICHORLY	EICHORLY	Scheduled Follow-up	Scheduled Alarm			ESIS - Verify file was picked up.
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 04:09:31 PM	EICHORLY	KINZERTH	Notify CRM		Done	8/27/2012 11:03:46 AM	Please escalate to ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Cust alleges their was a thermal event inside the driver's door panel. Cust can smell the smoke and noticed a burn hole inside the door panel. Cust stated the electric locks, windows and mirror no longer work. No property damage. No insurance involvement. No injuries.

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 04:07:09 PM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	8/23/2012 04:08:28 PM	Business Case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust alleges all the buttons on the driver's side stopped working about 1 month ago. The electric windows, mirrors, and lock buttons no longer work. Cust opened the door panel and noticed a burn hole inside the window module. Cust can smell the smoke. No property damage. No injuries. No insurance involvement.

Lynda Eichorst/PAR/ATX

Confidential Comments

## 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	Initials

Contact Last Name      Contact First Name      Account      BAC Code

74-1099617747 -

Casey II

UTC

8/22 at 5:54 PM      left vm

8/22 at 5:53 PM      (business phone. No one working their by cust's name.)

8/23 at 10:20 AM      left vm

Confidential Comments

## Service Request Detail

### 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 james.nguyen@gm.com North Central
Contact Last Name	Contact First Name	Account	BAC Code				

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 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 10:19:32 AM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	8/23/2012 10:20:23 AM	Initials called:
Contact Last Name	Contact First Name	Account	BAC Code				

CRS left vm.

Lynda Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 05:55:43 PM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	8/23/2012 09:26:25 AM	Initials

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

#### Comments

- CST

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 05:52:29 PM	EICHORLY	EICHORLY	Outbound Call Customer	Made Contact	Done	8/22/2012 05:53:11 PM	Initials and Ack called (217) 352-5211 - business phone

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

This is a business line. Their is no one working here by that name - at least not in the office.

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 04:38:11 PM	AMSTUTST	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	8/22/2012 04:38:40 PM	PAR VM

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

#### Comments

Hello, SR 71-1099617747, for cust [redacted] thank you

8/21/2012 2:05 PM

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:19:01 PM	MERCADTO	EICHORLY	Ownership Changed		Done	8/22/2012 01:19:01 PM	Service Request Ownership has changed FROM: AGUILAA4 TO: EICHORLY

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:18:45 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	8/23/2012 10:23:05 AM	See outbound email.

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

Comments

Lynda Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:18:41 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Dealer	Done	8/22/2012 05:51:49 PM	No dlr contact required.

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

Comments

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

Lynda Eichors/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:18:36 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	Done	8/23/2012 03:57:28 PM	called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

UTC:  
8/22 at 5:53, 8/23 at 10:20 AM

#### Comments

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 bum. Cust took the part to the dlr 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 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	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:18:27 PM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	8/22/2012 05:54:30 PM	called [REDACTED] - business phone
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS left vm.

Continued in Initial

Lynda Eichorst/PAR/ATX

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:18:22 PM	MERCADTO	EICHORLY	Research		Done	8/23/2012 04:07:00 PM	Research
Contact Last Name		Contact First Name	Account			BAC Code	

#### Summary:

S/R's and VIN: No other files found for cust or vin in GWM.

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:18:14 PM	MERCADTO	EICHORLY	Notify CRM		Done	8/22/2012 05:48:15 PM	File assinged to Lynda Eichorst @ x31093
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
8/22/2012 01:17:58 PM	MERCADTO	EICHORLY	BRC PAR	Case Assigned	Done	8/22/2012 05:48:12 PM	File assinged to Lynda Eichorst @ x31093
Contact Last Name		Contact First Name	Account			BAC Code	

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:17:57 PM	MERCADTO	AGUILAA4	SR Opened		Done	8/22/2012 01:17:57 PM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:17:55 PM	MERCADTO	AGUILAA4	SR Closed - Dissatisfied		Done	8/22/2012 01:17:55 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 05:13:31 PM	AGUILAA4	AGUILAA4	Scheduled Follow-up		Done	8/22/2012 01:17:23 PM	f/up

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
8/21/2012 02:06:08 PM	AGUILAA4	AMSTUTST	Notify CRM		Done	8/22/2012 01:17:50 PM	door handle caught fire Received and Assigned in PAR Stacy/ATX/PAR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 02:02:57 PM	AGUILAAA	AGUILAA4	Inbound Call Customer	Complex Request	Done	8/21/2012 02:06:07 PM	Door Handle Caught Fire
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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 another 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	Symptom	Description
C10	No Symptom Indicated	Body - Door Handles / Locks / Hinges
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator



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August 28, 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).

### Vehicle Information

VIN: 1GNDT13S672 [REDACTED] 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](#)

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](#)

### 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 OnStar Status: Inactive  
 XM Equipped: Y XM Radio ID: T2JGL0R7 XM Status: Inactive  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	01/22/2007	0 MI	01/22/2012	100,000 MI
	Corrosion Limited Warranty	02/21/2010	01/22/2007	0 MI	01/22/2013	100,000 MI
	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	0 MI	01/22/2015	80,000 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/30/2009	040562	ZREG---Regular Vehicle Transaction		D0890 - Blower Motor Control Module Replacement	55,872 MI
10/30/2009	040562	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	55,872 MI
09/21/2009	039466	ZREG---Regular Vehicle Transaction		J6050 - Pump, Secondary Air Injection - Replace	55,872 MI
09/21/2009	039466	ZREG---Regular Vehicle Transaction		J6085 - Secondary Air Injection Check Valve Replacement	55,872 MI
08/22/2006	A34156	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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August 28, 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 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KHTMQV  
 Gross Vehicle Weight: 2,611 Build 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	15B - 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
15Z - PREFERRED EQUIPMENT SAVINGS	28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UY - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	AJ1 - GLASS, DEEP TINTED
AK5 - DUAL STAGE FRONT AIR BAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - 65/35 FOLDING 2ND ROW SEAT	AR9 - FRT BUCKET SEAT, DELUXE
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B30 - FULL CARPET-COLOR KEYED
B32 - FLOOR MATS, FRONT/REAR	B33 - REAR COLOR KEYED FLOOR MATS
B86 - MOLDING B/S COLOR	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	CJ3 - CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORAIN, OHIO	DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
G80 - DIFFERENTIAL, LOCKING REAR	GT4 - REAR AXLE, 3.73 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
KG4 - GENERATOR 150 AMP	LL8 - ENGINE, VORTEC 4.2L SFI I6

M30 - TRANSMISSION, 4 SPD AUTOMATIC	N40 - POWER STEERING
N75 - 17" ALUMINUM WHEELS	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - 16" FULL SIZE SPARE WHEEL
PDC - PWR SEAT ADJUST- DRIVER, 8 WAY	QTR - WOL ON/OFF ROAD TIRES
R6K - ONSTAR TURN-BY- TURN NAVIG AVAIL	R6P - SPECIAL PAINT
R6Q - OPTION PKG NOT DESIRED	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UJ6 - TIRE PRESSURE MONITOR
UY7 - TRAILER WRING HARNES	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

---

### Added Option Codes

Vehicle has no current record of SAIO codes.

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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      Model: CT15506-2007 TRAILBLAZER 4WD  
 Order Type: 70 - RETAIL - STOCK      Warranty Block: No      PDI Status: No  
 Field Actions: [0 Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 608080626
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 08/22/2006	Time Scanned: 08:06:00      Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001282276
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 08/22/2006	Time Scanned: 08:09:00      Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BL428011
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 08/22/2006	Time Scanned: 08:18:00      Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44492002
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 08/22/2006	Time Scanned: 08:14:00      Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: B2N56306
Source Plant: G-	Part / Number Broadcast: UK3
Date Scanned: 08/22/2006	Time Scanned: 09:08:00      Scan Station: 12
Component Code: 85-REAR AXLE ASSEMBLY	Traceability: 212110438
Source Plant: C-SAGINAW BUFFALO, NEWYORK	Part / Number Broadcast: AA5
Date Scanned: 08/22/2006	Time Scanned: 08:29:00      Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00038214
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 08/22/2006	Time Scanned: 09:59:00      Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GWW01F
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/22/2006	Time Scanned: 12:17:00      Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABAA81
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 08/22/2006	Time Scanned: 08:02:00      Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0370526
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 08/18/2006	Time Scanned: 03:01:00      Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3035812



Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 08/18/2006	Time Scanned: 15:27:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3035703
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 08/21/2006	Time Scanned: 13:54:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3035573
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 08/21/2006	Time Scanned: 21:40:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3035526
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 08/21/2006	Time Scanned: 22:20:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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Global Warranty Management: Site Map

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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: 1GNDT13S672 XXXXXXXXXX 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](#) XXXXXXXXXX

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: 10/30/2009

Job Card Number: 040562

Repair Service Agent: 113392  
 DIEPHOLZ CHEVROLET, BUICK, GMC, CAD  
 631 W LINCOLN AVE  
 CHARLESTON IL 61920-2497  
 2173480141

Odometer Reading: 55,872 MI  
 Authorization Code: AE

Process Date:  
11/11/2009

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 D0890-Blower Motor Control Module Replacement  
 Causal Part Number

→ [See other Parts and/or Net Items](#)

Job Card Date: 10/30/2009

Job Card Number: 040562

Repair Service Agent: 113392  
 DIEPHOLZ CHEVROLET, BUICK, GMC, CAD  
 631 W LINCOLN AVE  
 CHARLESTON IL 61920-2497  
 2173480141

Odometer Reading: 55,872 MI  
 Authorization Code: A

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: Cause Code: 0000-Converted Claims

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

Repair Service Agent: 113392  
DIEPHOLZ CHEVROLET, BUICK, GMC, CAD  
631 W LINCOLN AVE  
CHARLESTON IL 61920-2497  
2173480141

Odometer 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  
DIEPHOLZ CHEVROLET, BUICK, GMC, CAD  
631 W LINCOLN AVE  
CHARLESTON IL 61920-2497  
2173480141

Odometer 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 #: 2                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op J8085-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  
8666123613

Odometer Reading: 0 MI  
Authorization Code:

Process Date:  
08/25/2006  
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



Logout

August 28, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information

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

#### Vehicle Information

VIN: 1GNDT13S672  
 Service Contract: No    Branded Title: No    Warranty Block: No    PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

For this vehicle:

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

#### Invoice Information

Invoicing Service Agent: 113267    Invoice Date: 08/22/2006  
 MILES CHEVROLET, INC.  
 150 W PERSHING RD  
 DECATUR IL 62526-3243 8666123613

#### Ship to Information

Ship to Service Agent: 113267    Ship to Date: N/A  
 MILES CHEVROLET, INC.  
 150 W PERSHING RD  
 DECATUR IL 62526-3243 8666123613

#### Delivery Information

Delivery Service Agent: 113267    Delivery Date: 01/22/2007  
 MILES CHEVROLET, INC.    Delivery Type: 010--INDIVIDUAL  
 150 W PERSHING RD    Delivery Odometer: 0  
 DECATUR IL 62526-3243 8666123613

#### In Service Information

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

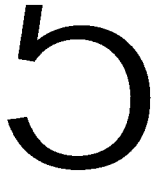
#### Registration Information

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*

**Kelly Kufel**  
Claims Administrator

8/29/12

[REDACTED]  
Casey, IL [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746769  
Our Client: General Motors LLC  
Date/Event: 7/16/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S672 [REDACTED]

Dear [REDACTED]

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

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

1. Please provide **color copies** 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.

5

Sincerely,

*Kelly Kufel*

Kelly Kufel  
Claims Administrator

## Service Request Detail

SR No. 71-1100488540	Ref No.	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initiated	Area PAR
Daytime #	Evening #	UCC Electrical - Power Window Motor /	Sub-Area ESIS Escalation
Address	City Boise	Involved Dir	Safety Yes
State ID ZipCd	Con Acct	Source Phone	Updated 8/29/2012 10:29:53 AM
Serial #/VIN 1GNDS13S872	Model Year 2007	Priority Medium License #	Owner RANGELD
Make Chevrolet	Warr. Start 12/20/2006	Status Open	Opened 8/23/2012 02:02:38 PM
Model TrailBlazer	Mileage	Sub-Status	Closed
<b>Abstract</b> (esWindow / Electrical - Thermal Event Electrical - Power Window Motor / Switch / Wiring / Regulator			
<b>Customer</b> This is a BRC Par Case. Do not assume case.			
<b>Description</b> Forward any inquiries to Dalla at ext 11350			

### Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	10/23/2011 02:05:07 PM	N	0	1	Concrete	Wet	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		unknown		unknown				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		n/a					
<b>Incident Loc</b>	driving on 27th in Boise ID (exact address not avail)			<b>Incident Desc</b>	was driving window open a little bit bc its raining then it happened			
<b>Component</b>	window switch			<b>Damage Desc</b>	unknown			
<b>Vehicle Loc</b>	cust has veh			<b>Add'l Info</b>				
<b>Emgcy Svc Names</b>	n/a			<b>Maint Loc</b>	n/a			

### PAR Detail

<b>Collision</b>	Non Collision	Y	<b>Property Damage</b>	N	<b>Thermal Evt</b>	Y	<b>Spec Equip</b>	
<b>Vehicle Speed</b>			<b>Weather Condition</b>	raining	<b>Prop Owner</b>	n/a	<b>Property Type</b>	n/a
<b>Last Service Date</b>			<b>Loc Last Service</b>		<b>Property Location</b>	n/a	<b>Prop Est Repair Cost</b>	\$0.00
<b>Veh Est Repair Cost</b>			<b>Spec Equip Installer</b>		<b>Prop Damage Description</b>	n/a		
<b>Primary Veh Use</b>	Personal		<b>Inspection Type</b>	Thermal Event	<b>Inspected By</b>	Inspection Not Performed	<b>Inspection Date/Time</b>	
<b>Veh Damage Description</b>	unknown		<b>Explain Other</b>	escalate to esis				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 10:27:28 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been p/u by esls

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
**THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS**  
Confidential Comments

Created	Created By	Assigned To	Activity Type	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  
Cust sls had flames coming from the door switch.

thermal event

Della 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 First Name	Account	BAC Code

Comments  
Cust sls had flames coming from the door switch.  
Crs escalated file to esis due to thermal event

Della Rangel/par/atx  
Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 04:41:08 PM	WALKERLY	RANGELD	Notify CRM	Letter Approved	Done	8/29/2012 10:23:26 AM	Letter approved.
Contact Last Name		Contact First Name		Account	BAC Code		Lynne Walker RSDTW
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 01:28:29 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							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 01:27:10 PM	RANGELD	RANGELD	Scheduled Follow-up	Scheduled Alarm			check if eais utc letter has been approved
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 01:23:40 PM	RANGELD	WALKERLY	Submit for Approval	Letter (Non Goodwill)	Done	8/28/2012 04:41:24 PM	esis utc letter

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

#### Comments

Crs called cust on following dates/times

8/27/12 @ 11:52 am

@ 5:56 pm

8/28/12 @ 1:14 p.

Crs was not able to make contact w/cust

Dalia Rangel/par/abc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 01:22:04 PM	RANGELD	RANGELD	Correspondence		Done	8/28/2012 01:22:04 PM	Created:BRCPAR_PA0041. SR#71-1100468540

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 01:12:04 PM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	8/28/2012 01:14:23 PM	called

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

#### Comments

Crs advsd  
need to gather add info on your concern.  
Cust was not avail  
Crs left mess w/contact info

Dalia Rangel/par/abc

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 05:56:22 PM	RANGELD	RANGELD	Scheduled Outbound Call Cust	Final Attempt	Done	8/28/2012 01:12:01 PM	called

Contact Last Name	Contact First Name	Account	BAC Code
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**Comments**  
gather pre par info

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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
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**Comments**  
Crs advsd  
need to gather add info on your concern w/your veh.  
Cust was not avail  
Crs left mess w/contact info

Dalia Rangel/par/abx

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/abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:50:08 AM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	8/27/2012 11:52:31 AM	called

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

#### Comments

Crs advsd calling to gather add info on your concern w/your veh. Cust was not avail. Crs left mess w/contact info

Dalia Rangel/par/ax

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 05:18:37 PM	RANGELD	RANGELD	Scheduled Outbound Call Cust		Done	8/27/2012 11:50:05 AM	called

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

#### Comments

gather pre par

Dalia Rangel/par/ax

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:30:03 AM	MERCADTO	RANGELD	Ownership Changed		Done	8/24/2012 10:30:04 AM	Service Request Ownership has changed FROM: ACEDERAN TO: RANGELD

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

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:55 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	8/27/2012 11:58:58 AM	e-mail to dma Cindy Jo Edwards

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:52 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	8/27/2012 11:54:29 AM	"No Initial Contact required. Vehicle has not been to dealer in two years."

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:48 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Phone	Done	8/24/2012 05:17:18 PM	called

Contact Last Name      Contact First Name      Account      BAC Code

Crs advsd  
I can call you on Monday morning.  
Cust sts  
ok, i really do want to speak w/you guys but i do not have time right now,

Dalia Rangel/par/alk

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:28:43 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

Crs Adv: This is Dalia 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: can you call me back in about 1 hr and a half.

Continued In Initial

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:38 AM	MERCADTO	RANGELD	Notify CRM		Done	8/24/2012 05:12:56 PM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:29:31 AM	MERCADTO	RANGELD	Research		Done	8/24/2012 05:12:51 PM	1GNDS13S872

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

no prev er #'s associated w/cust name or vin

no recalls

no prev repairs related to allegation

Dalia Rangel/par/abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:28:53 AM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	8/24/2012 05:10:26 PM	File assigned to Dalia Rangel @ ext 11350

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
8/24/2012 10:27:39 AM	MERCADTO	ACEDERAN	SR Opened		Done	8/24/2012 10:27:39 AM	SR in Status of Closed has been Re-Opened by MERCADTO

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:27:37 AM	MERCADTO	ACEDERAN	SR Closed - Dissatisfied		Done	8/24/2012 10:27:38 AM	Service Request has been Closed Dissatisfied.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 02:04:06 PM	ACEDERAN	MERCADTO	Notify CRM		Done	8/24/2012 10:27:33 AM	Assigning activity to PAR QUEUE Received and assigned in PAR Tonie/BRC PAR/ATX

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

Comments

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

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 02:03:36 PM	ACEDERAN	ACEDERAN	Inbound Call Customer	Complex Request	Done	8/23/2012 02:11:36 PM	Window / Electrical - Thermal Event

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

#### Comments

Name: David /  
Tel#:

cust sts / 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 bc its raining then it happened; it happened back 10/2011

GM Concern: Y - we 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

crs 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



 Logout  
 August 30, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary ?

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

For this vehicle:

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

#### Vehicle Information

VIN 1GNDS13S872 XXXXXXXXXX Model: CS15506-2007 TRAILBLAZER SUV 2WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: [Open](#) XXXXXXXXXX

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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
	Bumper to Bumper Limited Warranty	08/05/2011	12/20/2006	10 MI	12/20/2009	38,010 MI
	Emission Select Component Ltd Wty	08/05/2011	12/20/2006	10 MI	12/20/2014	80,010 MI

**Service Contract**

---

Vehicle has no current record of service contracts.

---

**Transaction History**

---

Vehicle has no current record of transaction history.

---

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August 30, 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 1GNDS13S872	Model: CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract: No	Branded Title: No
Order Type 50 - FLEET	Warranty Block No
Field Actions <a href="#">Open</a>	PDI Status No

For this vehicle:

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

#### Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD	Order Number: KNTBST
Gross Vehicle Weight 2,520	Build Date: 12/19/2006
	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

- |   |  |
|---|--|
| 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 OSRV MIRRORS * FRONT HEATED SEATS * PWR MIRRORS-HEATED/TURN SIGNAL | 1S2 - PREFERRED EQUIPMENT SAVINGS                    |
| 282 - LIGHT GRAY  | 281 - INT TRIM LT GRAY/DK GRAY                       |
| 41U - BLACK   | 6AC - SUSPENSION                                     |
| 7AB - FRONT SPRING  | 8UJ - COMPONENT RR LH COMPUTER SEL                   |
| 9UX - COMPONENT RR RH COMPUTER SEL  | AAB - MEMORY DRIVER CONVENIENCE PKG                  |
| AJ1 - GLASS, DEEP TINTED  | AK5 - DUAL STAGE FRONT AIR BAGS                      |
| AL0 - SENSOR INF RESTR, CHILD DETECT  | AM9 - 65/35 FOLDING 2ND ROW SEAT                     |
| AR9 - FRT BUCKET SEAT, DELUXE   | AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING |
| AU0 - REMOTE KEYLESS ENTRY  | AXP - MPV VIN IDENT POSITION                         |
| B0X - GM PRODUCTION WEEK #52  | B30 - FULL CARPET-COLOR KEYED                        |
| B32 - FLOOR MATS, FRONT/REAR  | B33 - REAR COLOR KEYED FLOOR MATS                    |
| B42 - REVERSIBLE CARGO MAT  | B86 - MOLDING B/S COLOR                              |
| C49 - REAR WINDOW DEFROSTER   | C4D - GVW RATING - 5550 LBS                          |
| CJ2 - AUTOMATIC CLIMATE CONTROL   | DAY - ASSEMBLY PLANT MORaine, OHIO                   |
| DO7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS   | DH2 - LIGHTED LH & RH VISOR MIRRORS                  |
| DK7 - OVERHEAD CONSOLE  | DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS         |
| DT4 - ASHTRAY AND LIGHTER   | EVA - EVAP EMISSION REQUIREMENT                      |
| FCH - HERTZ RENT A CAR  | FE9 - FEDERAL EMISSIONS                              |
| FLT - FLEET PROCESSING OPTION   | GU6 - REAR AXLE 3.42 RATIO                           |
| JF8 - BRAKE VAC POWER, 4 WHL DISC   | JJB - PT DRESS SUBASSY NOT INSTALLED                 |
| K18 - ELECTRIC AIR INJECTION SYSTEM   | K34 - CRUISE CONTROL                                 |
| KA1 - FRONT HEATED SEATS  | KG4 - GENERATOR 150 AMP                              |
| LL8 - ENGINE, VORTEC 4.2L SFI 16  | M30 - TRANSMISSION, 4 SPD AUTOMATIC                  |
| N40 - POWER STEERING  | N74 - 17" BRIGHT ALUMINUM WHEELS                     |

NT7 - EMISSION SYS FED - TIER 2  
 PDC - PWR SEAT ADJUST-DRIVER, 8 WAY  
 R6F - IDENTIFY B CODE USERS

R5P - 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  
 UK6 - 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

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE  
 CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND  
 HVAC CTRLS. LEATHER STRG WHL W/CONTR  
 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

UB0 - 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  
 W/TURN SIGNAL \* HEATED FRONT SEATS  
 \* ETR AM/FM STEREO W/CASS., 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

-B0 -

Global Warranty Management: Site Map

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August 30, 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 1GNDS13S872	Model: CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract: No	Branded Title: No
Order Type 50 - FLEET	Warranty Block: No
Field Actions <a href="#">Open</a>	PDI Status: No

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 612130099
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 12/18/2006	Time Scanned: 22:41:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000753496
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A2C
Date Scanned: 12/18/2006	Time Scanned: 23:31:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 45141417
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 12/18/2006	Time Scanned: 22:49:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 340111436
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: ZM4
Date Scanned: 12/18/2006	Time Scanned: 23:23:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00070957
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 12/19/2006	Time Scanned: 07:44:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1G0PC0G
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 12/19/2006	Time Scanned: 09:40:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 4AACP54
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 8435
Date Scanned: 12/18/2006	Time Scanned: 23:22:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1140878
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 12/12/2006	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3108590
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 12/15/2006	Time Scanned: 12:32:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3108506
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 12/18/2006	Time Scanned: 11:09:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3108055
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 12/18/2006	Time Scanned: 18:41:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 12/18/2008

Traceability: 3108132  
Part / Number Broadcast: 1GB  
Time Scanned: 19:10:00 Scan Station

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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August 30, 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 1GNDS13S872 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD  
 Service Contract No [REDACTED] Branded Title: No Warranty Block: No PDI Status: No  
 Order Type 50 - FLEET  
 Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

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

### Transaction History

Vehicle has no current record of transaction history.

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August 30, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

#### Vehicle Information

VIN	1GNDS13S872	Model	CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract No		Branded Title No	
Order Type	50 - FLEET	Warranty Block No	
Field Actions:	<a href="#">Open</a>	PDI Status No	

For this vehicle:

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

#### Invoice Information

Invoicing Service Agent	112243	Invoice Date	12/19/2006
JAMES WOOD CHEVROLET BUICK GMC			
2111 S HWY 287			
DECATUR TX 76234-2722 9406272177			

#### Ship to Information

Ship to Service Agent	145005	Ship to Date	N/A
HERTZ CORPORATION			
19025 MAPLEDALE AVE			
CLEVELAND OH 44135-0000			

#### Delivery Information

Delivery Service Agent	112243	Delivery Date	12/20/2006
JAMES WOOD CHEVROLET BUICK GMC			
2111 S HWY 287			
DECATUR TX 76234-2722 9406272177			
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

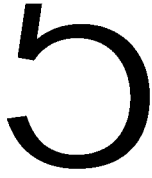
Registration Service Agent	N/A	Registration Date	N/A
Registration Number N/A			
Registration Odometer 0			

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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

[REDACTED]  
Boise ID [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746893  
Our Client: General Motors LLC  
Date/Event: 10/23/11  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDS13S872 [REDACTED]

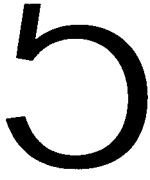
Dear [REDACTED]

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

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

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

1. Please provide **color copies** 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.



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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Yvette Young*

Yvette Young  
Claims Administrator

## Service Request Detail

SR No.	71-1102360023	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account		Site	GW SubType		Bus. Unit	BRC	
Last Name		First Name	Approval	Not Initiated	Area	PAR	
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation	
Address		City	Involved Dir		Safety	Yes	
State	DE ZipCd	Con Acct	Source	Phone	Updated	8/30/2012 03:26:55 PM	
Serial #/VIN	1GKDS13S372	Model Year	2007	Priority	Medium	License #	GMC
Make	GMC	Warr. Start	06/11/2007	Status	Open	Owner	KINZERTH
Model	Envoy	Mileage	79000	Sub-Status	Satisfied	Opened	8/29/2012 01:42:34 PM
Abstract	- (ESIS) Power Windows Switch - Thermal Event						Closed

Customer Description This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	8/1/2012 05:00:00 PM	N	0	0	Asphalt	Wet	n/a	n/a	
Driver Last Name	Driver First Name	Height	DOB	Disabilities					
n/a	n/a	n/a	n/a	n/a					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency						
n/a	n/a		n/a - not involved						
Incident Loc	parking lot - Red Hot & Blue - 200 Old Mill Bottom S Rd - Annapolis, MD 21409				Incident Desc	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			
Component	power window switch in drivers door panel				Damage Desc	power window switch circuit burned			
Vehicle Loc	with customer				Add'l Info				
Emergency Svc Names	n/a				Maint Loc	Independent			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None		
Vehicle Speed	0		Weather Condition	raining		Prop Owner	n/a	Property Type	n/a	
Last Service Date			Loc Last Service			Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost			Spec Equip Installer	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	power window switch circuit burned				Explain Other	file forwarded to ESIS				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 11:13:35 AM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 11:13:20 AM	KINZERTH	ESISSIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

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

Comments

Customer claims thermal event originating from power window switch in drivers door panel  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 11:12:40 AM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	8/30/2012 11:13:18 AM	Business Case

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

Comments

Customer claims thermal event originating from power window switch in drivers door panel  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:51:23 AM	KINZERTH	KINZERTH	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	8/30/2012 10:53:04 AM	Initial

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

Comments

Complete initial contacts - second attempt

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:51:11 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	8/30/2012 10:51:11 AM	Ownership Escalated to BRC

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:50:16 AM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	8/30/2012 10:50:48 AM	(DE) 71-1102360023 PAR Case Sent to ESIS - No Action Required

Contact Last Name Contact First Name Account BAC Code

Comments

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: [REDACTED]  
2007 GMC Envoy  
1GKDS13S372 [REDACTED]  
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 [REDACTED]

Contact Last Name Contact First Name Account BAC Code

Comments

Attempted to reach customer - line answered then disconnected

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:33:13 AM	MERCADTO	KINZERTH	Ownership Changed		Done	8/30/2012 10:33:13 AM	Service Request Ownership has changed FROM: VERDADM TO: KINZERTH

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:59 AM	MERCADTO	KINZERTH	BRC PAR	Initial Contact - Field	Done	8/30/2012 10:50:14 AM	Field notification sent

Contact Last Name Contact First Name Account BAC Code

Comments

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 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:50 AM	MERCADTO	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	8/30/2012 10:43:16 AM	No initial contact required - vehicle has not been to dealer in two years

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:41 AM	MERCADTO	KINZERTH	BRC PAR	Initial Contact- Phone	Done	8/30/2012 11:11:58 AM	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 property 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 Last Name	Contact First Name	Account	BAC Code
-------------------	--------------------	---------	----------

#### Comments

Left voicemail for customer

- \* Advised file has been received in PAR
- \* Provided contact information
- \* Scheduled callback

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:25 AM	MERCADTO	KINZERTH	Research		Done	8/30/2012 10:43:23 AM	Research VIN

Contact Last Name Contact First Name Account BAC Code

#### Comments

Open Recalls:None  
Related Repairs:None  
Previous SRs:None

Thaddeus Kinzer/PARI/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:17 AM	MERCADTO	KINZERTH	Notify CRM		Done	8/30/2012 10:42:34 AM	File assigned

Contact Last Name Contact First Name Account BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:32:03 AM	MERCADTO	KINZERTH	BRC PAR	Case Assigned	Done	8/30/2012 10:42:31 AM	Assigned to Thaddeus x41039

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:31:53 AM	MERCADTO	VERADMI	SR Opened		Done	8/30/2012 10:31:53 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name Contact First Name Account BAC Code

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:31:52 AM	MERCADTO	VERDADMI	SR Closed - Dissatisfied		Done	8/30/2012 10:31:52 AM	Service Request has been Closed Dissatisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:31:32 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	8/30/2012 10:31:38 AM	PAR VM

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

71-1102360023

customer

phone

Aug 29 2:30pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 10:31:05 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	8/30/2012 10:31:26 AM	PAR VM

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

Comments

71-1102380023

customer

Aug 29 2:25pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 07:37:36 PM	OLIVAJO	VERDADMI	Scheduled Follow-up	Other	Done	8/30/2012 10:30:13 AM	CHECK SR

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

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 02:34:01 PM	VERDAMI	KINZERTH	Notify CRM		Done	8/30/2012 10:30:10 AM	Customer claims thermal event (open flame, not just smoke).
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 01:43:02 PM	VERDADMI		Inbound Call Customer	Complex Request	Done	8/29/2012 02:33:09 PM	Power Windows

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

NAME:  
PHONE#:  
COMPLETE ADDR: 8908 Ray Rd Bridge 18933

VIN: 1GKDS13S372 2007 ENVOY 2WD  
APPROX MILEAGE: 79000mi

#### CUST STS:

- cust sts that his master switch in the veh is shorted 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 visiblity 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 dlr. and well wait for the diag

#### 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 defective 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

#### crs sts:

- we will transfer your call to another department
- provide the cust his SR# and info that someone will call him withIn 2 days

cust okay

Miles/CAC/Mla/T1/Lv0

Confidential Comments

## Service Request Detail

### UCC Information

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

# 5

September 5, 2012

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*

**Sean Kelly**  
Claims Administrator

[REDACTED]  
Bridgetown DE [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 746919  
Our Client: General Motors, LLC  
Date/Event: 8-1-12  
Subject vehicle: 2007 GMC Envoy

Dear [REDACTED]

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



[Logout](#)

August 31, 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)

#### Vehicle Information

VIN: 1GKDS13S372 [REDACTED] Model: TS15506-2007 ENVOY 2WD (4-DOOR)  
 Service Contract: **Yes** Branded Title: **No** Warranty Block: **No** PDI Status: **No**  
 Order Type: **70 - RETAIL - STOCK**  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

#### 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** OnStar Status: **Inactive**  
 XM Equipped: **Y** XM Radio ID: **M2UCR00C** XM Status: **Active**  
 OnStar Vehicle Diagnostics: **N** DMN Enabled: **N**

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	06/11/2007	138 MI	06/11/2010	36,138 MI
	Powertrain Limited Warranty	08/05/2011	06/11/2007	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	08/05/2011	06/11/2007	138 MI	06/11/2017	120,138 MI
Corrosion Limited Warranty	08/05/2011	06/11/2007	138 MI	06/11/2013	100,138 MI
Emission Select Component Ltd Wty	08/05/2011	06/11/2007	138 MI	06/11/2015	80,138 MI

**Service Contract**

Policy Number [REDACTED] Owner [REDACTED]

Description: GMPP 48/48 MAJOR GUARD Deductible Amount: 0.00  
 Effective Date: 06/11/2007 Expiration Date: 12/23/2010  
 Effective Odometer: 138 MI Expiration Odometer: 42078 MI  
 Daily Rental Limit: 35.00

**Transaction 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	ZREG---Regular Vehicle Transaction		N0110 - Battery Replacement	14,533 MI
10/29/2008	Y75832	ZREG---Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	0 MI
10/29/2008	Y75831	ZREG---Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	0 MI
10/28/2008	Y82388	ZREG---Regular Vehicle Transaction		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	13,000 MI
03/02/2007	073055	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
02/16/2007	A30715	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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August 31, 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 1GKDS13S372	Model TS15506-2007 ENVOY 2WD (4-DOOR)
Service Contract: Yes	Branded Title No
Order Type 70 - RETAIL - STOCK	Warranty Block No
Field Actions: <a href="#">Open</a>	PDI Status No

For this vehicle:

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

#### Vehicle Build

Model: TS15506-2007 ENVOY 2WD (4-DOOR)	Order Number: KSMH50
Gross Vehicle Weight 2,520	Build Date: 02/16/2007
	Build Plant 2

#### Option Codes

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

- |   |   |
|---|---|
| 1S2 - OPTION PACKAGE DISCOUNT                           | 3SA - SLE-1 PACKAGE   |
| 41U - ONYX BLACK  | 48H - EBONY   |
| 481 - EBONY   | 6AC - COMP FRT LH COMPUTER SEL SUSP                             |
| 7AC - COMP FRT RH COMPUTER SEL SUSP                     | 8UY - COMP RR LH COMPUTER SEL SUSP                              |
| 9UX - COMP RR RH COMPUTER SEL SUSP                      | A50 - DELUXE CLOTH RECLINING BUCKETS                            |
| AJ1 - DEEP TINTED GLASS                                 | AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM      |
| AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT            | AM9 - REAR SPLIT FOLDING SEAT                                   |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING    | AU0 - REMOTE KEYLESS ENTRY                                      |
| AXP - MPV VIN IDENTIFICATION                            | B30 - COLORED - KEYED CARPETING                                 |
| B32 - FLOOR MATS, FRONT/REAR                            | B33 - FLOOR MATS, FRONT/REAR                                    |
| C49 - REAR WINDOW DEFROSTER                             | C4D - GVW RATING - 5,550 LBS                                    |
| CJ3 - DUAL ZONE CLIMATE CONTROL                         | DAY - ASSEMBLY PLANT MORAIN, OHIO                               |
| DP2 - POWER DUAL OUTSIDE MIRRORS                        | EVA - EVAP EMISSION REQUIREMENT                                 |
| GU6 - REAR AXLE - 3.42 RATIO                            | JF8 - 4-WHEEL POWER DISC BRAKES                                 |
| JJB - SUBASSEMBLY                                       | K18 - ELEC AIR INJECTION SYSTEM                                 |
| K34 - CRUISE CONTROL                                    | KG4 - 150 AMP GENERATOR   |
| LL8 - ENGINE, VORTEC 4.2L SFI I6                        | M30 - TRANSMISSION, 4 SPD AUTOMATIC                             |
| N40 - POWER STEERING                                    | N77 - 17" ALUMINUM WHEELS                                       |
| NE1 - 50-STATE EMISSIONS                                | NP5 - LEATHER WRAP STEERING WHEEL                               |
| NUS - EMISSION SYSTEM CALIFORNIA                        | N23 - 16" FULL-SIZE SPARE WHEEL                                 |
| OTM - ALL-SEASON TIRES                                  | R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL                           |
| R6P - SPECIAL PAINT                                     | R9N - LEATHER SEAT TRIM   |
| R9X - XM STANDARD IDENTIFIER                            | SLM - STOCK ORDERS  |
| T61 - DAYTIME RUNNING LAMPS                             | T96 - FRONT FOG LAMPS   |
| T98 - VIN IDENTIFICATION NUMBER                         | TB4 - LIFTGATE/LIFTGLASS BODY                                   |
| TFE - SALES INCENTIVE-COMMITMENT PLUS                   | U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL |
| U73 - FIXED MAST ANTENNA                                | U80 - AM/FM STEREO W/CD   |
| UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN | UJ6 - TIRE PRESSURE MONITORING SYSTEM                           |
| UY7 - HD 7-LEAD TRAIL WIRING HARNESS                    | V73 - STATEMENT OF CERT. U.S.                                   |



VK3 - FRONT LICENSE PLATE BRACKET

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

Z88 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

VX5 - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GWW PLATE

YD6 - REAR SPRING - BASE EQUIPMENT

ZNF - SPARE TIRE, ALL SEASON

ZY1 - SOLID PAINT

---

**Added Option Codes**

-8Q -

---

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August 31, 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 1GKDS13S372 [REDACTED] Model: TS15506-2007 ENVOY 2WD (4-DOOR)  
 Service Contract: Yes Branded Title No Warranty Block No PDI Status: No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions Open [REDACTED]

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability: 702050677
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 02/15/2007	Time Scanned 17:33:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability: 003670407
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: F9A
Date Scanned 02/15/2007	Time Scanned 18:30:00 Scan Station 05
Component Code 61-TRANSMISSION	Traceability: 45396680
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 02/15/2007	Time Scanned: 17:42:00 Scan Station: 02
Component Code 65-REAR AXLE ASSEMBLY	Traceability: 033122823
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: ZM4
Date Scanned: 02/15/2007	Time Scanned: 18:13:00 Scan Station: 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00095821
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3172
Date Scanned: 02/15/2007	Time Scanned 19:34:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability: 1H1NR0Q
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2397
Date Scanned: 02/15/2007	Time Scanned: 22:21:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability: 4BABC51
Source Plant M-MORTON-THICKOL	Part / Number Broadcast: 8434
Date Scanned 02/15/2007	Time Scanned: 18:21:00 Scan Station: 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1450321
Source Plant -	Part / Number Broadcast: 1ZZ
Date Scanned 02/08/2007	Time Scanned 03:01:00 Scan Station
Component Code CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3135525
Source Plant -	Part / Number Broadcast 1WW
Date Scanned 02/12/2007	Time Scanned: 23:33:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3135485
Source Plant -	Part / Number Broadcast 1PT
Date Scanned 02/14/2007	Time Scanned 05:53:00 Scan Station:
Component Code CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability 3134977
Source Plant -	Part / Number Broadcast 1PH
Date Scanned: 02/15/2007	Time Scanned 10:30:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 02/15/2007

Traceability: 3135101  
Part / Number Broadcast: 1GB  
Time Scanned: 12:51:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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August 31, 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 1GKDS13S372 [REDACTED] Model TS15506-2007 ENVOY 2WD (4-DOOR)  
 Service Contract Yes Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

For this vehicle:

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

Job Card Date: 09/18/2010

Job Card Number: C27061

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

Odometer Reading: 30,000 MI  
 Authorization Code AMR

Process Date  
09/22/2010

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

Customer Complaint Code  
 0090-No Customer Complaint - Other Issues

Job Card Line # 1 Transaction Adjustment Cause Code 9099-Other - Not Duplicated  
 Labour Op 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  
 KERBECK BUICK PONTIAC GMC  
 401 W VERONA AVE  
 PLEASANTVILLE NJ 08232-2853  
 6096481500

Odometer Reading 14,533 MI  
 Authorization Code

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 Date: 10/29/2008

Job Card Number: Y75832

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 Enthusiasm

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: 10/29/2008

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  
Customer Enthusiasm

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 Vehicle Transaction

Transaction Expense Category  
Customer Enthusiasm

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 1                      Transaction Adjustment                      Cause Code 0000-Converted Claims

Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)

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

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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August 31, 2012

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

**INTERFACE WITH CUSTOMER**

### View Vehicle Delivery Information ?

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

#### Vehicle Information

VIN	1GKDS13S372	Model:	TS15506-2007 ENVOY 2WD (4-DOOR)
Service Contract	Yes	Branded Title	No
Order Type	70 - RETAIL - STOCK	Warranty Block	No
Field Actions	<a href="#">Open</a>	PDI Status	No

For this vehicle:

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

#### Invoice Information

Invoicing Service Agent:	132428	Invoice Date:	02/16/2007
REGAN PONTIAC-BUICK-GMC TRUCK, INC.			
43-20 NORTHERN BLVD			
LONG ISLAND CITY NY 11101-1020 7187060600			

#### Ship to Information

Ship to Service Agent:	132428	Ship to Date:	N/A
REGAN PONTIAC-BUICK-GMC TRUCK, INC.			
43-20 NORTHERN BLVD			
LONG ISLAND CITY NY 11101-1020 7187060600			

#### Delivery Information

Delivery Service Agent:	166157	Delivery Date:	06/11/2007
KERBECK BUICK PONTIAC GMC		Delivery Type:	015--RETAIL LEASE - INDIVIDUAL
401 W VERONA AVE		Delivery Odometer:	138
PLEASANTVILLE NJ 08232-2653 6098461500			

#### 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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## Service Request Detail

SR No.	71-1099193739	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address	58 Country Ln	City	Involved Dir	Uftring Chevrolet, Inc.	Safety	Yes
State	IL ZipCd	Con Acct	Source	Phone	Updated	8/31/2012 12:43:50 PM
Serial #/VIN	1GNDT13S872	Model Year	Priority	Medium License #	Owner	SANCHERI
Make	Chevrolet	Warr. Start	Status	Open	Opened	8/20/2012 02:48:54 PM
Model	TrailBlazer	Mileage	Sub-Status	Satisfied	Closed	

Abstract thermal event electric door controls seeking reimbursement  
 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	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/30/2012 10:21:52 AM	2/1	0	1	Asphalt	Dry	unknown	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5 4		na				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Varnold	Kyle		State Farm					
Incident Loc	memorial drive( east bound ramp to 74) in peoria IL	unknown address	Incident Desc	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 flames in the door . then the next day they were repaired my vehicle at				
Component	door electric controls		Damage Desc	driver interior panel				
Vehicle Loc	with customer		Add'l Info	I dont recall the number for them				
Emgcy Svc Names	Peoria Fire department		Maint Loc	na				

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	na
Vehicle Speed	55		Weather Condition	clear	Prop Owner	na	Property Type	na
Last Service Date			Loc Last Service		Property Location	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	na	Prop Damage Description	na	Inspected By	Inspection Not Performed
Primary Veh Use	Personal		Inspection Type	Other	Inspection Date/Time		Inspection Date/Time	
Veh Damage Description	Interior door of driver side		Explain Other	sent to es/s - thermal event in electric door controls				



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 12:43:52 PM	KINZERTH	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 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 First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 11:09:07 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		/u esls pick up

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
8/31/2012 11:08:34 AM	SANCHERI	KINZERTH	Notify CRM		Done	8/31/2012 12:44:24 PM	esis-thermal event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

thermal event customer seeking reimbursement

rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	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 Name	Contact First Name	Account	BAC Code
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thermal event - customer seeking reimbursement

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 10:58:29 AM	SANCHERI	SANCHERI	Outbound Email		Done	8/31/2012 11:01:48 AM	john.pachucki@gm.com

Contact Last Name	Contact First Name	Account	BAC Code
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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 reimbursement.

Customer Last

2007 Chevrolet Trail 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 Birla Minacs | inspired every day

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

Phone 866-780-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 03:15:03 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	8/31/2012 10:54:16 AM	3rd attempt

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 03:14:15 PM	SANCHERI	SANCHERI	Outbound Call	Customer Left Message	Done	8/30/2012 03:15:00 PM	called

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

called and left a message for customer to call in at 866-790-5700 x 41345

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 05:52:58 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	8/30/2012 03:13:17 PM	2nd attempt

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:35:43 AM	MERCADTO	SANCHERI	Ownership Changed		Done	8/29/2012 09:35:43 AM	Service Request Ownership has changed FROM: VALDEZRO TO: SANCHERI

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:35:28 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	8/30/2012 03:16:17 PM	Called

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

see outbound email

rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:35:18 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	8/30/2012 03:16:57 PM	Called

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

No need to call Dir. Vehicle beyond warranty and has not been to dealer in two years.  
Rita Sanchez/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:35:09 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Phone	Done	8/31/2012 10:56:08 AM	Called

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

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 flames in the door . then the next day they were repaired my vehicle at the dealership, they charged me 843.88 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

cust sts ok thanks

rita sanchez/ATX/PAR

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:35:01 AM	MERCADTO	SANCHERI	BRC PAR	Acknowledgement	Done	8/29/2012 05:52:52 PM	Called

Contact Last Name Contact First Name Account BAC Code

#### Comments

called and left a message for customer to call in at 866-790-5700 x 41345

Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:34:54 AM	MERCADTO	SANCHERI	Research		Done	8/30/2012 03:17:38 PM	Research VIN 1GN0T13S872

Contact Last Name Contact First Name Account BAC Code

GMVIS: I - Found No Open Recalls

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:32:11 AM	MERCADTO	SANCHERI	Notify CRM		Done	8/29/2012 05:52:14 PM	File assigned

Contact Last Name Contact First Name Account BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:31:55 AM	MERCADTO	SANCHERI	BRC PAR	Case Assigned	Done	8/29/2012 05:52:10 PM	Assigned to Rita x41345

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:31:48 AM	MERCADTO	VALDEZRO	SR Opened		Done	8/29/2012 09:31:47 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:31:45 AM	MERCADTO	VALDEZRO	SR Closed - Satisfied		Done	8/29/2012 09:31:45 AM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 09:30:59 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	8/29/2012 09:31:20 AM	PAR VM

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

71-1099193738

customer

phone

Aug 28 10:58am

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 02:55:17 PM	VALDEZRO	KINZERTH	Notify CRM	Need to Assume SR	Done	8/29/2012 09:30:46 AM	Escalation to PAR..

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 11:03:34 AM	FONSECCA	VALDEZRO	Notify CRM	Other	Done	8/28/2012 02:54:56 PM	case should of been escalated to PAR due to open fire on cust veh

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

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 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
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#### Comments

Cust sts: I want to know why my veh wasn't part of the recall. My veh caught 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.

Candle Fonseca,abx.t1.cac.lv2

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	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-Opened by FONSECCA

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 10:13:17 PM	MANGLIG1	VALDEZRO	SR Closed - Dissatisfied		Done	8/21/2012 10:13:18 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 08:53:15 PM	VALDEZRO	MANGLIG1	Manager Review	Case Assessment	Done	8/21/2012 10:13:14 PM	Closing Dissat

Contact Last Name	Contact First 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 veh/ normal wear and tear 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 bec there was no "Flame/Fire" during the incident

\* CRS educated the cust that if the recall has been finalized by GM the well 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/Lvl 0  
866-790-5600 ext 12781

Approved

PAUL / MAN / TM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 08:35:53 PM	ZAMARRLI	VALDEZRO	Notify CRM	Info Station Response	Done	8/21/2012 08:45:24 PM	IS Response

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer info logged

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 08:32:34 PM	VALDEZRO	ZAMARRLI	CAC to Info Station	Associate Used VIN	Done	8/21/2012 08:35:44 PM	cust called in and gave out an address to be saved on file

Contact Last Name	Contact First Name	Account	BAC Code
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Original Owner: Yes

VIN: 1GNDY13S872

Correct Name:

Incorrect Name on direct mail piece: NO previous name on file

Current Address

Street #

City: East Peoria State: IL Zip:

Previous/Incorrect Address: NO previous address on file, first time that the cust gave out an address

Current Phone #: area code and #

Previous/Incorrect Phone #: No previous phone on file

Current Email: NONE

Previous/Incorrect Email: None

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 07:44:58 PM	VALDEZRO	VALDEZRO	Outbound Call Customer	Made Contact	Done	8/21/2012 08:25:44 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

crs sis:  
\* 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 sis:  
\* Ok, but im not happy w/that  
\* I thought that there is a recall for this? heard it from the news..  
\* GM should reimburse me for that..

crs sis:  
\* recalls are VIN specific and upon checking the VIN, it doesnt 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 mail if the veh is included  
\* that way, we can check possibilities for the reimbursement

cust sis:  
\* Ok, then, but I need to talk to my Atty about it  
\* thank you though..

Rob/CAG Tier 1/MNL/Lvl 0  
866-790-6600 ext 12761

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 12:41:20 PM	VALDEZRO	VALDEZRO	Outbound Call Dealer	Made Contact	Done	8/21/2012 07:43:04 PM	Ufiring Chevrolet, Inc. (309) 444-3151

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

Ufiring 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 Reimbursement for her
- \* its just way outside the goodwill parameters

Rob/CAC Tier 1/MNL/Lvl 0

866-790-5600 ext 12761

Confidential Comments

Created	Created By	Assigned To	Activity Type	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	Ufiring Chevrolet, Inc. (309) 444-3151

Contact Last Name	Contact First Name	Account	BAC Code
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Ufiring Chevrolet, Inc. (309) 444-3151

Spoke with Todd - service adv

dir sts:

- \* March 30, veh was here
- \* DDM door module melted
- \* we replaced the door module
- \* there was no record that the veh caught on fire
- \* it was \$643.88 repair that she paid
- \* also replaced the starter switch

Rob/CAC Tier 1/MNL/Lvl 0

866-790-5600 ext 12761

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 07:42:02 PM	VALDEZRO	VALDEZRO	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/21/2012 05:52:00 PM	

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

\* update the cust

\* Denial? Goodwill?

Rob/CAC Tier 1/MNL/Lvl 0  
866-790-5600 ext 12761

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 07:41:07 PM	VALDEZRO	VALDEZRO	Scheduled Outbound Call Dir		Done	8/21/2012 12:33:16 PM	Uprising Chevrolet, Inc. (309) 444-3151

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

Uprising Chevrolet, Inc. (309) 444-3151

\* negotiate with the service manager for any goodwill/reimbursement possibilities

Rob/CAC Tier 1/MNL/Lvl 0  
866-790-5600 ext 12761

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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 First Name	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  
\* feel free to call us back if you need further assistance

Rob/CAC Tier 1/MNLL/Lvl 0  
866-790-5600 ext 12761

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 05:20:15 PM	VALDEZRO	VALDEZRO	Outbound Call Dealer	Made Contact	Done	8/20/2012 05:28:02 PM	Ufiring Chevrolet, Inc. (309) 444-3151

Contact Last Name	Contact First Name	Account	BAC Code

Ufiring Chevrolet, Inc. (309) 444-3151

Spoke with: Don Downing - service adv  
dir sta:  
\* March 30, veh was here  
\* DDM door module melted  
\* 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/MNLL/Lvl 0  
866-790-5600 ext 12761

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 03:00:32 PM	VALDEZRO	VALDEZRO	Outbound Call Dealer	Received No Answer	Done	8/20/2012 03:10:04 PM	Ufiring Chevrolet, Inc. (309) 444-3151

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

Ufiring Chevrolet, Inc. (309) 444-3151

Spoke with: Shauna - receptionist

dir sts:

\* all service adv are pretty busy

\* you may call us back later on

Rob/CAC Tier 1/MNL/Lvl 0

866-790-5800 ext 12761

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2012 02:56:54 PM	VALDEZRO	VALDEZRO	Inbound Call Customer	Complex Request	Done	8/20/2012 03:26:57 PM	Thermal Event: veh caught on fire / electrical door failure
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Name: [REDACTED]  
Phone Number: [REDACTED]  
VIN: 1GNDT13S872 [REDACTED]  
Year, Make and Model: 2007 TRailblazer  
Mileage: 124000

#### Customer sts:

- \* veh caught on fire on March
- \* I was driving on the freeway when suddenly thick smoke 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
- \* 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 recall from GM

#### Customer seeks:

- \* reimbursement / address this complaint

#### CRS advised:

- \* 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 checking the VIN, there is no recall involved yet for this veh about the electrical door issue

#### CRS called the dir

#### CRS advsd 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/vf 0

856-790-5600 ext 12761

Confidential Comments

### UCC Information

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





[Logout](#)

September 4, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary ?

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

For this vehicle:

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

#### Vehicle Information

VIN 1GNDT13S872 XXXXXXXXXX Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) XXXXXXXXXX

#### 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 OnStar Status: Inactive  
 XM Equipped: Y XM Radio ID: UBTCU0HE XM Status: Active  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	08/11/2007	59 MI	08/11/2017	120,059 MI
	Bumper to Bumper Limited Warranty	08/05/2011	08/11/2007	59 MI	08/11/2010	36,059 MI
	Comosion Limited Warranty	08/05/2011	08/11/2007	59 MI	08/11/2013	100,059 MI
	Emission Select Component Ltd Wty	08/05/2011	08/11/2007	59 MI	08/11/2015	80,059 MI

Powertrain Limited      08/05/2011      08/11/2007      59 MI      08/11/2012      100,059 MI  
Warranty

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
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	ZREG---Regular Vehicle Transaction		N3315 - Front Side Door Window Regulator Motor Replacement - Left Side	25,464 MI
01/16/2009	598520	ZREG---Regular 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	ZREG---Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	12,810 MI
06/13/2008	585526	ZREG---Regular Vehicle Transaction		B8980 - Molding And/Or Pocket, License Plate - R&R Or Replace	12,810 MI
06/13/2008	585526	ZREG---Regular Vehicle Transaction		B4156 - Outside Rearview Mirror Replacement - Left Side	12,810 MI
04/05/2007	559001	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	4 MI
03/30/2007	A57215	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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[Logout](#)

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 XXXXXXXXXX Model CT15508-2007 TRAILBLAZER 4WD  
 Service Contract No Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) XXXXXXXXXX

For this vehicle:

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

**Vehicle Build**

Model CT15508-2007 TRAILBLAZER 4WD Order Number KV8FB1  
 Gross Vehicle Weight 2,811 Build Date 03/30/2007  
 Build Plant 2

**Option Codes**

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

- |   |  |
|---|--|
| <p>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 OSRV MIRRORS * FRONT HEATED SEATS * PWR MIRRORS-HEATED/TURN SIGNAL</p> <p>37U - IMPERIAL BLUE METALLIC</p> <p>481 - INT TRIM EBONY/EBONY</p> <p>7WN - COMPONENT FRT RH COMPUTER SEL</p> <p>9UZ - COMPONENT RR RH COMPUTER SEL</p> <p>AJ1 - GLASS, DEEP TINTED</p> <p>AL0 - SENSOR INF RESTR, CHILD DETECT</p> <p>AP9 - CONVENIENCE NET, CARGO</p> <p>AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING</p> <p>AXP - MPV VIN IDENT POSITION</p> <p>B32 - FLOOR MATS, FRONT/REAR</p> <p>B42 - REVERSIBLE CARGO MAT</p> <p>C49 - REAR WINDOW DEFROSTER</p> <p>CF5 - POWER SUNROOF</p> <p>DAY - ASSEMBLY PLANT MORAIN, OHIO</p> <p>DH2 - LIGHTED LH &amp; RH VISOR MIRRORS</p> <p>DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS</p> <p>EVA - EVAP EMISSION REQUIREMENT</p> <p>GU6 - REAR AXLE 3.42 RATIO</p> <p>JF8 - BRAKE VAC POWER, 4 WHL DISC</p> | <p>1SZ - PREFERRED EQUIPMENT SAVINGS</p> <p>482 - EBONY</p> <p>6WN - COMPONENT FRT LH COMPUTER SEL</p> <p>8UZ - COMPONENT RR LH COMPUTER SEL</p> <p>AAB - MEMORY DRIVER CONVENIENCE PKG</p> <p>AK5 - DUAL STAGE FRONT AIR BAGS</p> <p>AM9 - 65/35 FOLDING 2ND ROW SEAT</p> <p>AR9 - FRT BUCKET SEAT, DELUXE</p> <p>AU0 - REMOTE KEYLESS ENTRY</p> <p>B30 - FULL CARPET-COLOR KEYED</p> <p>B33 - REAR COLOR KEYED FLOOR MATS</p> <p>B86 - MOLDING B/S COLOR</p> <p>C5N - GVW RATING - 5750 LBS</p> <p>CJ2 - AUTOMATIC CLIMATE CONTROL</p> <p>DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS</p> <p>DK7 - OVERHEAD CONSOLE</p> <p>DT4 - ASHTRAY AND LIGHTER</p> <p>FE9 - FEDERAL EMISSIONS</p> <p>JF4 - POWER ADJUSTABLE PEDALS</p> <p>JJB - PT DRESS SUBASSY NOT</p> |
|---|--|

K18 - ELECTRIC AIR INJECTION SYSTEM	INSTALLED
KA1 - FRONT HEATED SEATS	K34 - CRUISE CONTROL
L18 - ENGINE, VORTEC 4.2L SFI I6	KG4 - GENERATOR 150 AMP
N40 - POWER STEERING	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NP8 - 2-SPEED ACTIVE TRANSFER CASE	N79 - 17" 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. * AM/FM STEREO W/8 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	NT7 - EMISSION SYS FED - TIER 2
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	PD8 - 18" POLISHED ALUMINUM WHEELS
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	QZD - ALL-SEASON TIRES
R9L - SPRING WHOLESALE FLOORPLAN PLUS	R6P - SPECIAL PAINT
R9X - XM RADIO STANDARD IDENTIFER	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	RYJ - CARGO SHADE
T61 - DAYTIME RUNNING LIGHTS	STW - LEATHER WRAPPED STG WHL W/CONTR
T98 - STAMPING VEHICLE IDENT NUMBER	T98 - FOG LAMPS
TGA - LANGUAGE CONTROL ENG, FR, SPAN	T84 - LIFTGATE
U68 - DRIVER INFO CENTER DISPLAY	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
UA6 - THEFT DETERRENT ALARM SYSTEM	U73 - FIXED MAST ANTENNA
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UC6 - AM/FM STEREO W/8 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
UJ6 - TIRE PRESSURE MONITOR	UG1 - UNIVERSAL HOME REMOTE
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	UK6 - REAR SEAT RADIO & HVAC CONTROLS
V1K - LUGGAGE RACK CROSS-BARS	UY7 - TRAILER WIRING HARNES
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V40 - PWR SEAT ADJ- PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER
VXS - COMPLETE VEHICLE LABEL	VK3 - FRONT LICENSE PLATE BRACKET
YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO WCASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	X88 - CHEVROLET CONVERSION
YD5 - BASE FRONT SPRING	YD3 - BASE AXLE
ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR	YD8 - BASE REAR SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZTM - SPARE, ALL-SEASON TIRE
	ZY1 - SOLID PAINT

---

**Added Option Codes**

~8Q.

---

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September 4, 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 1GNDT13S872 XXXXXXXXXX Model CT15505-2007 TRAILBLAZER 4WD  
 Service Contract No XXXXXXXXXX Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) XXXXXXXXXX

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 703220223	
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NAX	
Date Scanned 03/30/2007	Time Scanned 08:48:00	Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000520877	
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast F9L	
Date Scanned 03/30/2007	Time Scanned 09:20:00	Scan Station 05
Component Code 80-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08N472885	
Source Plant N-	Part / Number Broadcast JN	
Date Scanned 03/30/2007	Time Scanned 09:09:00	Scan Station 03
Component Code 81-TRANSMISSION	Traceability 45831370	
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 7TDD	
Date Scanned 03/30/2007	Time Scanned 09:08:00	Scan Station 02
Component Code 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability. 42L21507	
Source Plant G-	Part / Number Broadcast UM1	
Date Scanned 03/30/2007	Time Scanned 09:48:00	Scan Station 12
Component Code 85-REAR AXLE ASSEMBLY	Traceability 078072108	
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast JZ5	
Date Scanned 03/30/2007	Time Scanned 09:17:00	Scan Station 11
Component Code 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00124689	
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3172	
Date Scanned 03/30/2007	Time Scanned 10:35:00	Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1H3GRG3	
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395	
Date Scanned 03/30/2007	Time Scanned 12:45:00	Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability: 4BAEW99	
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 8434	
Date Scanned 03/30/2007	Time Scanned 09:12:00	Scan Station 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 1750673	
Source Plant -	Part / Number Broadcast 1ZZ	
Date Scanned 03/23/2007	Time Scanned 03:01:00	Scan Station
Component Code CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3163073	

Source Plant -	Part / Number Broadcast: 1WV
Date Scanned: 03/28/2007	Time Scanned: 14:38:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3163072
Source Plant -	Part / Number Broadcast: 1PT
Date Scanned: 03/28/2007	Time Scanned: 14:26:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3162297
Source Plant -	Part / Number Broadcast: 1PH
Date Scanned: 03/28/2007	Time Scanned: 22:13:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3162504
Source Plant -	Part / Number Broadcast: 1GB
Date Scanned: 03/28/2007	Time Scanned: 22:47:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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September 4, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Transaction History Detail

INTERFACE WITH  
CUSTOMERView 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 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 7D - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

Job Card Date: 01/29/2009

Job Card Number: 599325

Repair Service Agent 113311  
 UFTRING CHEVROLET, INC.  
 1860 WASHINGTON RD  
 WASHINGTON IL 61571-2193  
 3094443151

Odometer Reading 28,484 MI  
 Authorization Code

Process Date  
 03/03/2009

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 B4010-Front Side Door Upper Hinge and Lower Hinge Replacement  
 Causal Part Number

Job Card Date: 01/16/2009

Job Card Number: 598520

Repair Service Agent 113311  
 UFTRING CHEVROLET, INC.  
 1860 WASHINGTON RD  
 WASHINGTON IL 61571-2193  
 3094443151

Odometer Reading 25,464 MI  
 Authorization Code

Process Date  
 02/06/2009

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 R0760-Radio Replacement  
 Causal Part Number

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

Job Card Date: 01/16/2009

Job Card Number: 598520

Repair Service Agent 113311

Odometer Reading 25,464 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](#)

UFTRING CHEVROLET, INC.  
1860 WASHINGTON RD  
WASHINGTON IL 61571-2193  
3094443151

Authorization Code

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 Date: 01/16/2009

Job Card Number: 598520

Repair Service Agent 113311  
UFTRING CHEVROLET, INC.  
1860 WASHINGTON RD  
WASHINGTON IL 61571-2193  
3094443151

Odometer Reading: 25,464 MI  
Authorization Code

Process Date  
02/06/2009

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Customer Enthusiasm

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 3                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op 27902-2-DAY COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 01/16/2009

Job Card Number: 598520

Repair Service Agent 192113  
AJR INTERNATIONAL  
300 REGENCY DRIVE  
GLENDALE HEIGHTS IL 60139-2293

Odometer Reading: 25,464 MI  
Authorization Code

Process Date  
02/13/2009

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 R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 06/13/2008

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 Line # 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

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 Line #: 2                      Transaction Adjustment:              Cause Code: 0000-Converted Claims

Labour Op B8990-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

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 Line # 3                      Transaction Adjustment:              Cause Code: 0000-Converted Claims

Labour Op B4156-Outside Rearview Mirror Replacement - Left Side

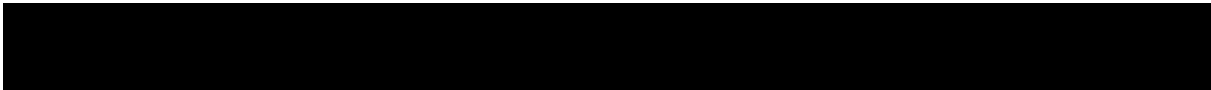
Causal Part Number

Job Card Date: 04/05/2007

Job Card Number: 559001

Repair Service Agent: 113311

Odometer Reading 4 MI



UFTRING CHEVROLET, INC.  
1880 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

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: 03/30/2007

Job Card Number: A57215

Repair Service Agent: 113311  
UFTRING CHEVROLET, INC.  
1880 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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September 4, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Delivery Information

INTERFACE WITH  
CUSTOMERView 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 1GNDT13S872 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

**Invoice Information**

Invoicing Service Agent: 113311 Invoice Date: 03/30/2007  
 UFTRING CHEVROLET, INC.  
 1860 WASHINGTON RD  
 WASHINGTON IL 61571-2193 3094443151

**Ship to Information**

Ship to Service Agent: 113311 Ship to Date: N/A  
 UFTRING CHEVROLET, INC.  
 1860 WASHINGTON RD  
 WASHINGTON IL 61571-2193 3094443151

**Delivery Information**

Delivery Service Agent: 113311 Delivery Date: 08/11/2007  
 UFTRING CHEVROLET, INC. Delivery Type: 010—INDIVIDUAL  
 1860 WASHINGTON RD Delivery Odometer: 59  
 WASHINGTON IL 61571-2193 3094443151

**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

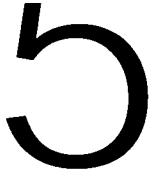
For this vehicle:

[View Vehicle Summary](#)

- Service
- Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)[View Vehicle Component Summary](#)[View Vehicle Transaction History Detail](#)[View Vehicle Delivery Information](#)Global Warranty Management. [Site Map](#)[Privacy Policy](#) | [Terms of Use](#)

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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

Peoria IL

RE: Claimant: [REDACTED]  
Our File No.: 747032  
Our Client: General Motors LLC  
Date/Event: 3/30/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S872 [REDACTED]

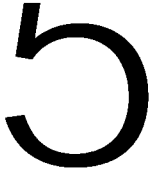
Dear [REDACTED]

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

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

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

1. Please provide **color copies** 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.



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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Yvette Young*

Yvette Young  
Claims Administrator

## Service Request Detail

SR No.	71-1099764259	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Gary Lang Chevrolet, Inc & Gary	Safety	Yes
State	IL ZipCd	Con Acct	Source	Phone	Updated	8/31/2012 12:37:57 PM
Serial #/VIN	1GKDT13SX72	Model Year	Priority	Medium License #	Owner	EICHORLY
Make	GMC	Warr. Start	Status	Open	Opened	8/21/2012 07:27:08 PM
Model	Envoy	Mileage	Sub-Status		Closed	

Abstract upcoming recall 12180  
 Customer Description This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Lynda Elchorst @ ext.31093

### Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/30/2010 09:00:00 AM	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
not occupied	not occupied	not occupied	not occupied	not occupied				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Unknown		Assurance Agency Insurance Co. - Hartford					
Incident Loc	4709 Valente Dr Crystal Lake, IL 60014	Incident Desc	The doors would not unlock. Cust smelled smoked and noticed the smell was coming from the driver's door panel.					
Component	Electrical door	Damage Desc	Driver's Door module and switch were damaged.					
Vehicle Loc	with cust	Add'l Info	n/a					
Emgcy Svc Names	n/a	Maint Loc	Indep place					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a	
Vehicle Speed	0	Weather Condition	Dry	Prop Owner	n/a	Property Type	n/a		
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost			
Veh Est Repair Cost		Spec Equip Installer	n/a	Prop Damage Description	n/a				
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time			
Veh Damage Description	Driver's Door module and switch were damaged.			Explain Other	n/a				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 12:38:29 PM	BURCHAM	ESISBIQU	BRC PAR	ESIS- Thermal Event	In Progress		thermal event

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
8/31/2012 12:35:47 PM	BURCHAM	BURCHAM	Ownership Changed	Ownership Escalated to BRC	Done	8/31/2012 12:35:47 PM	Ownership Escalated to BRC

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
8/29/2012 12:39:02 PM	KINZERTH	EICHORLY	Notify CRM		Done	8/31/2012 12:34:30 PM	Rejected

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

VIN associated - please mark vehicle as new or used, and customer as owner (or other status as appropriate)  
Business Unit Sub-Area should be ESIS escalation  
Potential safety is always "Yes" for all PAR files  
BRY type not set to "PAR"  
Wrong UCC - S96 is never appropriate for a PAR file - please use N40 and/or N42 as appropriate for customers description

Please correct and resubmit

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 11:05:36 AM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alarm		ESIS verify file was picked up

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 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				

**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 there was a recall and is seeking reimbursement of \$348.53.

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	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	Contact First Name	Account	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 there was a recall and is seeking reimbursement of \$348.53.

Lynda Eichorst/PAR/ATX

Confidential Comments



## Service Request Detail

### Activities

Created	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 matt.edmiston@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

2007 GMC Envoy  
1GKDT13S72  
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 866-790-5800 ext 31093, Fax 866-393-8066. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5800 ext 31093 | Fax 866-393-8066 | www.minacs.adityabirla.com | Follow us on Twitter

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 10:36:46 AM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	8/29/2012 10:37:48 AM	Initials Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS left vm.

Lynda Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 04:51:11 PM	EICHORLY	EICHORLY	Scheduled Follow-up		Done	8/29/2012 10:36:10 AM	Initials
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
8/27/2012 06:57:21 PM	EICHORLY	EICHORLY	Scheduled Follow-up		Done	8/28/2012 01:26:40 PM	Initials
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
8/24/2012 11:46:19 AM	EICHORLY	EICHORLY	Scheduled Outbound Call	Cancelled - Completed Early	Done	8/27/2012 08:55:49 AM	Initials
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
8/24/2012 11:45:02 AM	EICHORLY	EICHORLY	Scheduled Outbound Call	Cancelled - Completed Early	Done	8/24/2012 11:46:18 AM	Initials
Contact Last Name	Contact First Name	Account			BAC Code		

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 11:40:25 AM	EICHORLY	EICHORLY	Outbound Call Dealer	Left Message	Done	8/24/2012 11:40:54 AM	called Gary Lang Chevrolet, Inc & Gary Lang Pontiac-Cadillac-Subaru, Inc (815) 355-6000
Contact Last Name	Contact First Name	Account	BAC Code	J.R. Arnold, Service Manager			

CRS left a vm.

Lynda Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:08:14 PM	MERCADTO	EICHORLY	Ownership Changed		Done	8/23/2012 12:08:14 PM	Service Request Ownership has changed FROM: BRONJO TO: EICHORLY
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:07:54 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	8/29/2012 11:01:20 AM	called: Matthew Edmiston, DDMA at matt.edmiston@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

A product allegation claim has been made in your region. The customer is alleging 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

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:07:48 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	8/29/2012 10:45:23 AM	No dir contact required.
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

Lynda Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	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	8/23/2012 10:46:25 AM	called

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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 dlr and got veh back on 4/21/10.

Cust is seeking: Reimbursement 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 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

## Service Request Detail

### Activities

Created	Created 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 First Name	Account	BAC Code
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#### Comments

CRS left vm.

Continued in Initial

Lynda Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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
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#### Comments

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 Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:07:28 PM	MERCADTO	EICHORLY	Notify CRM		Done	8/24/2012 11:34:07 AM	File assigned to Lynda Eichorst @ x31093

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

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:07:01 PM	MERCADTO	EICHORLY	BRC PAR	Case Assigned	Done	8/24/2012 11:34:04 AM	File assigned to Lynda Elchorst @ x31093

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:07:00 PM	MERCADTO	BRONJO	SR Opened		Done	8/23/2012 12:07:00 PM	SR in Status of Closed has been Re-Opened by MERCADTO

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 12:08:58 PM	MERCADTO	BRONJO	SR Closed - Dissatisfied		Done	8/23/2012 12:08:58 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 07:13:55 PM	BRONJO	BRONJO	Scheduled Outbound Call	Cust	Done	8/23/2012 12:08:33 PM	awaiting for PAR to assume

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

this is not committed callback, please do not advise

JOCELYN /CAC MAN/ TIER 1/ LVL 1  
866-790-5600 ext #13095

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	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 catch on fire about 2 years ago on the driver side - cust seeking reimbursement Received and Assigned in PAR Stacy/ATX/PAR
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
JOCELYN /CAC /MAN/ TIER 1/ LVL 1 866-790-5600 ext #13095							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 04:31:21 PM	BRONJO	BRONJO	Outbound Call Customer	Made Contact	Done	8/22/2012 06:53:32 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
cra adv: *outbound spiel *we dont have final word yet re the recall *however, reviewed the file and info you have provided *will forward it to PAR , and someone will call you back 1-2 business days							
cust sis: *alright, thank you							
JOCELYN /CAC /MAN/ TIER 1/ LVL 1 866-790-5600 ext #13095							
Confidential Comments							



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 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
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#### Comments

Name [REDACTED] (husband)

BNTC/BTTC: 8154745772 cal,  
8/22/2012 03:00:00 PM-05:00 pm est

\*updates re upcoming recall 12180

JOCELYN /CAC /MAN TIER 1/ LVL 1  
866-790-5500 ext #13095

Confidential Comments

## Service Request Detail

### 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 07:58:40 PM	upcoming recall 12180

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

#### Comments

Name  
BNTC/BTTC: cal, no alt  
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 wht 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 recall

#### 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 wait till tomorrow for that  
\*gave sr#< direct and ext#  
\*fu tomorrow bet 3-5 pm est

#### cust sts:

\*ok, thank you

JOCELYN /CAC /MAN/ TIER 1/ LVL 1

Confidential Comments

# Service Request Detail

## UCC Information

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



Limited Warranty  
Emission Select  
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.

### Transaction History

[View Details](#)

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 Overhaul	50,536 MI
08/12/2009	04695	ZREG—Regular Vehicle Transaction		B1308 - Radiator Grille Replacement	36,636 MI
08/12/2009	004695	ZREG—Regular Vehicle Transaction		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	36,636 MI
09/13/2008	105045	ZREG—Regular Vehicle Transaction		J0822 - Camshaft Position Actuator Solenoid Valve Replacement	25,355 MI
03/21/2007	A50957	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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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 1GKDT13SX72 [REDACTED] Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

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

#### Vehicle Build

Model: TT15506-2007 ENVOY 4WD (4-DOOR) Order Number: KTZM3R  
 Gross Vehicle Weight: 2,611 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 vehicle invoice or window sticker.

- |  |  |
|--|--|
| 1SZ - OPTION PACKAGE DISCOUNT                        | 482 - EBONY  |
| 481 - EBONY  | 4SA - SLT-1 PACKAGE  |
| 6FB - COMP FRT LH COMPUTER SEL SUSP                  | 7FB - COMP FRT RH 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 W/PASSENGER SENSING SYSTEM |
| AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT         | AM9 - REAR SPLIT FOLDING SEAT                              |
| AR9 - DELUXE FRONT BUCKET SEATS                      | ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR                 |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING | AU0 - REMOTE KEYLESS ENTRY                                 |
| AXP - MPV VIN IDENTIFICATION                         | B30 - COLORED - KEYED CARPETING                            |
| B32 - FLOOR MATS, FRONT/REAR                         | B33 - FLOOR MATS, FRONT/REAR                               |
| BVE - RUNNING BOARD, ASSIST STEPS                    | C49 - REAR WINDOW DEFROSTER                                |
| C5N - GVW RATING - 5,750 LBS                         | CE4 - HEADLAMP WASHERS                                     |
| CF5 - POWER SUNROOF                                  | CJ2 - AUTO DUAL ZONE CLIMATE CNTRL                         |
| DAY - ASSEMBLY PLANT MORaine, OHIO                   | DD7 - ISRV MIRROR W/AUTO DIM                               |
| DH2 - LIGHTED VANITY VISOR MIRRORS                   | DK7 - OVERHEAD CONSOLE                                     |
| DS3 - POWER HEATED/TURN SIGNAL MIRROR                | EVA - EVAP EMISSION REQUIREMENT                            |
| FE9 - FEDERAL EMISSIONS                              | G80 - DIFFERENTIAL, LOCKING REAR                           |
| GU6 - REAR AXLE - 3.42 RATIO                         | JF4 - POWER ADJUSTABLE PEDALS                              |
| JF8 - 4-WHEEL POWER DISC BRAKES                      | JJB - SUBASSEMBLY  |
| K18 - ELEC AIR INJECTION SYSTEM                      | K34 - CRUISE CONTROL                                       |

KA1 - FRONT HEATED SEATS	KG4 - 150 AMP GENERATOR
LLB - ENGINE, VORTEC 4.2L SFI I8	M30 - TRANSMISSION, 4 SPD AUTOMATIC
N40 - POWER STEERING	N80 - 17" POLISHED ALUMINUM WHEELS
NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE	NT7 - FEDERAL EMISSION SYSTEM
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. * AM/FM 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 LAMPS	T96 - FRONT FOG 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	UA6 - CONTENT THEFT ALARM
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - UNIVERSAL HOME REMOTE	UJ6 - TIRE PRESSURE MONITORING SYSTEM
UK6 - REAR SEAT AUDIO CONTROLS	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
UY7 - HD 7-LEAD TRAIL WIRING HARNESS	V1K - LUGGAGE RACK CROSS BARS
V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER	V73 - STATEMENT OF CERT. U.S.
VK3 - FRONT LICENSE PLATE BRACKET	VXS - COMPLETE VEHICLE LABEL
YC8 - SLT DECOR	YD3 - BASE EQUIP FOR SCH GWV PLATE
YD5 - FRONT SPRING - BASE EQUIPMENT	YD6 - REAR SPRING - BASE EQUIPMENT
Z88 - GMC TRUCK NAMEPLATE	ZNF - SPARE TIRE, ALL SEASON
ZQ3 - DRIVER CONVENIENCE PACKAGE	ZW7 - PREMIUM SMOOTH RIDE SUSPENSION
ZY1 - SOLID PAINT	

---

**Added Option Codes**

~BQ -

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September 4, 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

For this vehicle:

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

### Vehicle Information

VIN 1GKDT13SX72 XXXXXXXXXX Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract No XXXXXXXXXX Branded Title No XXXXXXXXXX Warranty Block No XXXXXXXXXX PDI Status No XXXXXXXXXX  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) XXXXXXXXXX

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 703130680
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 03/20/2007	Time Scanned: 22:17:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001230787
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: F9L
Date Scanned: 03/20/2007	Time Scanned: 23:03:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BN395845
Source Plant: N-	Part / Number Broadcast: JN
Date Scanned: 03/20/2007	Time Scanned: 22:28:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 45533826
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 03/20/2007	Time Scanned: 22:25:00 Scan Station: 02
Component Code: 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 3EM45087
Source Plant: G-	Part / Number Broadcast: UM1
Date Scanned: 03/20/2007	Time Scanned: 23:08:00 Scan Station: 12
Component Code: 85-REAR AXLE ASSEMBLY	Traceability: 065122338
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: ZM3
Date Scanned: 03/20/2007	Time Scanned: 22:40:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00117986
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 03/21/2007	Time Scanned: 07:08:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1H2ZS6A
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2397
Date Scanned: 03/21/2007	Time Scanned: 09:11:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 4BAA763
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 8434
Date Scanned: 03/20/2007	Time Scanned: 22:55:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1680729
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 03/14/2007	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3156702



Source Plant -	Part / Number Broadcast: 1WW
Date Scanned: 03/19/2007	Time Scanned: 13:53:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3156668
Source Plant -	Part / Number Broadcast: 1PT
Date Scanned: 03/20/2007	Time Scanned: 12:27:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3155915
Source Plant -	Part / Number Broadcast: 1PH
Date Scanned: 03/20/2007	Time Scanned: 19:53:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3158115
Source Plant -	Part / Number Broadcast: 1GB
Date Scanned: 03/20/2007	Time Scanned: 20:45:00 Scan Station:
Component Code: DF---	Traceability: 4G0BX7S
Source Plant: Q-	Part / Number Broadcast: 1273
Date Scanned: 03/20/2007	Time Scanned: 22:48:00 Scan Station: 15
Component Code: DG---	Traceability: 4G0BWR6
Source Plant: Q-	Part / Number Broadcast: 1272
Date Scanned: 03/20/2007	Time Scanned: 22:48:00 Scan Station: 16

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

Global Warranty Management: Site Map

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September 4, 2012

[Logout](#)

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Transaction History Detail

INTERFACE WITH  
CUSTOMERView Vehicle Transaction History Detail ?

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

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)[View Vehicle](#)[Component Summary](#)[View Vehicle](#)[Transaction History Detail](#)[View Vehicle Delivery Information](#)

## Vehicle Information

VIN 1GKDT13SX72 [REDACTED] Model TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract: No Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

Job Card Date: 04/22/2010

Job Card Number: 387690

Repair Service Agent: 113251  
 GARY LANG AUTO GROUP  
 1107 S STATE ROUTE 31  
 MCHENRY IL 60050-8200  
 8153856000

Odometer Reading 50,536 MI  
 Authorization Code

Process Date:  
 04/23/2010

Transaction Type  
 ZREG—Regular Vehicle  
 Transaction

Transaction Expense Category  
 Warranty

Customer Complaint Code  
 0327-Engine/Fuel/Exhaust - Fluid  
 Leaks

Job Card Line #: 1 Transaction Adjustment Cause Code 4081-Interface (Gasket, Seal, Hose,  
 Weld..) - Leaks

Labour Op F2122-Differential Carrier Overhaul

Causal Part Number 000000000012471614-SEAL,FRTDIFFDRVP/GR

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

Job Card Date: 08/12/2009

Job Card Number: 04695

Repair Service Agent: 131168  
 CRYSTAL LAKE BUICK GMC TRUCKS INC  
 6305 NORTHWEST HWY  
 CRYSTAL LAKE IL 60014-7934  
 8154778600

Odometer Reading 38,636 MI  
 Authorization Code A4N8V4W8

Process Date:  
 03/18/2010

Transaction Type  
 ZREG—Regular Vehicle Transaction

Transaction Expense Category  
 Policy

Customer Complaint Code  
 0490-Exterior - Other Issues

Job Card Line #: 1 Transaction Adjustment Cause Code 6027-Module/Component - Missing

Labour Op B1308-Radiator Grille Replacement

Causal Part Number 000000000088891802-PLATEASM,RADGRLNA

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






[Logout](#)

September 4, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Delivery Information

INTERFACE WITH  
CUSTOMERView 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 1GKDT13SX72 [REDACTED] Model: TT15506-2007 ENVOY 4WD (4-DOOR)  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

## Invoice Information

Invoicing Service Agent: 131166 Invoice Date: 03/21/2007  
 CRYSTAL LAKE BUICK GMC TRUCKS INC  
 6305 NORTHWEST HWY  
 CRYSTAL LAKE IL 60014-7934 8154778600

## Ship to Information

Ship to Service Agent: 131166 Ship to Date: N/A  
 CRYSTAL LAKE BUICK GMC TRUCKS INC  
 6305 NORTHWEST HWY  
 CRYSTAL LAKE IL 60014-7934 8154778600

## Delivery Information

Delivery Service Agent: 131166 Delivery Date: 04/30/2007  
 CRYSTAL LAKE BUICK GMC TRUCKS INC Delivery Type: 010--INDIVIDUAL  
 6305 NORTHWEST HWY Delivery Odometer: 8  
 CRYSTAL LAKE IL 60014-7934 8154778600

## 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

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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9/4/2012



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Eric Wilt**  
Claims Administrator

September 6, 2012

[REDACTED]  
Crystal Lake, IL [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 747050  
Our Client: General Motors LLC  
Date/Event: 3/30/10  
Subject vehicle: 2007 GMC Envoy  
VIN: 1GKDT13SX72 [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

*Eric Wilt*

Eric Wilt  
Claims Administrator



**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

387666



PONTIAC  
Cadillac  
SUBARU

1111 SOUTH ROUTE 31  
McHENRY, IL 60050  
(815) 363-3070  
www.garylangauto.com

\*INVOICE\*

PAGE 1

CRYSTAL LAKE, IL

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 598 TOM GORR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	07	GMC ENVOY	1GKDT13SX72 [REDACTED]		50499/50499	TR705	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30APR07 DD			WAIT 21APR10		0.00	CASH	21APR10

R.O. OPENED	READY	OPTIONS:
14:11 21APR10	15:13 21APR10	DLR:OTHER ENG:4.2_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	SOP-IN		(DRIVERS MASTER WINDOW SWITCH)				
CAUSE: DRIVERS DOOR MODULE SHORTED							
I REPLACED DRIVER DOOR MODULE							
837 ZIZZO, KEVIN LIC#: [REDACTED]							
CPG2							
1	25866992		SWITCH		222.00	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  
 WC2  
 1 89017342 FILTER (N/C)  
 6 12345615 5W30 OIL (N/C)  
 FC: PART#: 89017342 COUNT: 1 (N/C)  
 CLAIM TYPE:  
 AUTH CODE:

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  
 \*\*\*\*\*

Date 4-21  
 Check # m/c  
Dr

**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 item/items.



**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

CUSTOMER SIGNATURE

*Mr. Goodwrench*

**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	Ref No.	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initialed	Area PAR
Daytime #	Evening #	UCC Electrical - Power Door Lock Motor /	Sub-Area ESIS Escalation
Address	City Mt Pleasant	Involved Dir	Safety Yes
State WI ZipCd	Con Acct	Source Phone	Updated 9/4/2012 08:44:09 AM
Serial #/VIN 1GNDT13S16	Model Year 2006	Priority Medium License # CHEVROL	Owner RANGELD
Make Chevrolet	Warr. Start 09/28/2005	Status Open	Opened 8/21/2012 11:05:53 AM
Model TrailBlazer	Mileage 130000	Sub-Status Dissatisfied	Closed
Abstract (es)PAR thermal event/ RFI Campaign Electrical - Power Door Lock Motor / Switch / Wiring			
Customer Description This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalla at ext 11350			

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #	Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner		N	0	1			unknown	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
unknown	unknown	unknown	unknown	unknown				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unknown	unknown	unknown	unknown					
Incident Loc	unknown	Incident Desc	unknown					
Component	drivers side door switch	Damage Desc	drivers side door panel and switch					
Vehicle Loc	unknown	Add'l Info	unable to make contact w/cust					
Empoy Svc Names	unknown	Maint Loc	unknown					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	unknown	
Vehicle Speed			Weather Condition	unknown			Prop Owner	n/a	Property Type n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost \$0.00
Veh Est Repair Cost			Spec Equip Installer	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	

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:43:17 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been plu by esls
Contact Last Name	Contact First Name	Account	BAC Code				
THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:41:58 AM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Cust sts flames coming from the door switch. Crs escalated file to esis due the thermal event Crs was unable to make contact w/cust							
Dalia Rangel/par/abx							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 01:38:09 PM	WALKERLY	RANGELD	Notify CRM	Letter Approved	Done	9/4/2012 09:40:11 AM	Letter approved.
Contact Last Name	Contact First Name	Account	BAC Code				Lynne Walker RS/DTW
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 12:10:19 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	8/30/2012 12:10:19 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 12:08:38 PM	RANGELD	RANGELD	Scheduled Follow-up		Done	8/4/2012 09:40:28 AM	check if esls utc letter has been approved

Contact Last Name      Contact First Name      Account      BAC Code

**Comments**

letter approved

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 12:08:59 PM	RANGELD	WALKERLY	Submit for Approval	Letter (Non Goodwill)	Done	8/30/2012 01:38:30 PM	esls utc letter

Contact Last Name      Contact First Name      Account      BAC Code

**Comments**

Crs called cust on following dates/times

8/27/12 @ 3:27 pm  
 8/28/12 @ 4:53 pm  
 @ 4:53 pm

Crs was unable to make contact w/cust

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 12:04:50 PM	RANGELD	RANGELD	Correspondence		Done	8/30/2012 12:04:50 PM	Created:BRCPAR_PA0041. SR#71-1099476189

Contact Last Name      Contact First Name      Account      BAC Code

**Comments**

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 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 Trailblazer  
1GNDT13S16  
Dealership, City, State (BAC) no dir involved  
Dealership Contact, Title/Position

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5800 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Confidential Comments

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

Crn called cust for initial cust contact.  
Person answered phone then hung up after introduction.

Dalia Rangel/par/atc

Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 12:29:57 PM	RANGELD	RANGELD	Scheduled Outbound Call Cust	Final Attempt	Done	8/28/2012 04:49:21 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Initial cust contact

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 12:24:18 PM	RANGELD	RANGELD	Outbound Call Customer	Received No Answer	Done	8/28/2012 12:29:47 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Crs advsd

I have rec'd your file and need add info.  
Phone rang then was dropped.

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 03:30:06 PM	RANGELD	RANGELD	Scheduled Outbound Call Cust		Done	8/28/2012 12:24:16 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Initial cust contact

Dalia Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 01:07:22 PM	BURCHAM	RANGELD	BRC PAR	Case Assigned	Done	8/27/2012 03:28:30 PM	Case Assigned Out

Contact Last Name                      Contact First Name                      Account                      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:32:27 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	8/27/2012 11:32:42 AM	PAR Voice Mail

Contact Last Name                      Contact First Name                      Account                      BAC Code

Brittany  
71-1099476189  
Thermal Event  
2006 Chevrolet TrailBlazer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:35:58 AM	BURCHAM	RANGELD	Ownership Changed		Done	8/27/2012 10:35:58 AM	Service Request Ownership has changed FROM: WALKERT3 TO: RANGELD

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
8/27/2012 10:34:44 AM	BURCHAM	RANGELD	BRC PAR	Initial Contact - Field	Done	8/30/2012 11:53:54 AM	Case Assigned

Contact Last Name                      Contact First Name                      Account                      BAC Code

Comments

called

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:34:42 AM	BURCHAM	RANGELD	BRC PAR	Initial Contact- Dealer	Done	8/28/2012 12:31:24 PM	"No Initial Contact required, Vehicle has not been to dealer in two years."
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:34:39 AM	BURCHAM	RANGELD	BRC PAR	Initial Contact- 10 Day Letter	Done	8/30/2012 11:53:41 AM	called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs called cust on following dates/times

8/27/12 @ 3:27 pm  
8/28/12 @ 4:53 pm  
@ 4:53 pm

Crs was unable to make contact w/cust

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:34:15 AM	BURCHAM	RANGELD	BRC PAR	Acknowledgement	Done	8/27/2012 03:27:30 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

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/cust daughter

Dalia Rangel/par/atx

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:33:51 AM	BURCHAM	RANGELD	Research		Done	8/27/2012 03:22:27 PM	IGNDT13S162

Contact Last Name	Contact First Name	Account	BAC Code

prev sr #'s associated w/cust name or vin  
1-440680716 do not contact

recalls  
Product Safety Recall N050086 05086 POWER STEERING HOSE FRACTURE 10/05/2005 Closed

no prev repairs related to allegation

Dalia Rangel/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		Done	8/27/2012 02:53:12 PM	Case Assigned Out

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
8/27/2012 10:31:58 AM	BURCHAM	BURCHAM	BRC PAR	Case Assigned	Done	8/27/2012 10:32:58 AM	Case Assigned Out

Contact Last Name	Contact First Name	Account	BAC Code

Case assigned to Dalia Rangel x 11350

PennyCrisp-BRC/ADR/ARBSPEC/ATX-31368

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 10:31:47 AM	BURCHAM	WALKERT3	SR Opened		Done	8/27/2012 10:31:47 AM	SR In Status of Closed has been Re-Opened by BURCHAM

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
8/27/2012 10:31:44 AM	BURCHAM	WALKERT3	SR Closed - Dissatisfied		Done	8/27/2012 10:31:44 AM	Service Request has been Closed Dissatisfied.

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 01:36:14 PM	CLARKBR2	BRCPARQ	Notify CRM		Done	8/27/2012 10:31:28 AM	NEW PAR SR

Contact Last Name      Contact First Name      Account      BAC Code

Received and assigned in PAR

PennyCrisp-BRC/ADR/ARBSPEC/ATX-31368

Confidential Comments

## Service Request Detail

### Activities

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

#### Comments

CRS sts: I was calling to /u 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 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

BrittanyClark/CAC/ATX/T1/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 01:16:09 PM	HUNTERVI	CLARKBR2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/24/2012 01:24:51 PM	
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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2012 01:35:14 PM	HUTCHILA	WALKERT3	Outbound Call Customer	Left Message	Done	8/23/2012 01:16:00 PM	just assisting
Contact Last Name	Contact First Name	Account	BAC Code				

customer didnt answer so I just left a voicemail

Hutchins.latasha.cac1.abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 07:04:53 PM	HUNTERVI	WALKERT3	Notify CRM		Done	8/22/2012 01:37:04 PM	See Mgr Review

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
8/21/2012 07:04:25 PM	HUNTERVI	WALKERT3	Scheduled Outbound Call	Follow-up Attempt	Done	8/22/2012 01:32:25 PM	

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2012 11:17:12 AM	WALKERT3	WALKERT3	Manager Review	Case Assessment	Done	8/21/2012 07:04:23 PM	Review to Close/Satisfied

Contact Last Name      Contact First Name      Account      BAC Code

Cx seeks: Is my veh covered under a recall for the door thermal events? I saw it on the news and I've had that problem.

Resolution: CRS adv no open recalls on veh yet  
CRS adv recalls are VIN specific and once the recall list is released, the affected owners will be notified by mail  
cx understands  
CRS offered further assistance  
cx declined  
CRS provided contact info for the event that the cx needs future assistance

Resource: GWM

TaraWalker/CAC/ATX/T1/LVL0  
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

## Service Request Detail

### Activities

Created	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

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

#### Comments

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: 1GNNT13S162

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 receive paperwork in the mail about it

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

cx agreed

TaraWalker/CAC/ATX/T1/LVL0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N42	No Symptom Indicated	Electrical - Power Door Lock Motor / Switch / Wiring



September 5, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Summary ?

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

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

#### Vehicle Information

VIN: 1GNDT13S162 [REDACTED] Model: CT15506-2008 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050086	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 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 OnStar Status: Inactive  
 XM Equipped: Y XM Radio ID: ACWQC0HN XM Status: Inactive  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	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

Certified Used Limited Warranty	10/30/2011	09/29/2005	299 MI	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	100,299 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/15/2008	342926	ZREG—Regular Vehicle Transaction		J0822 - Camshaft Position Actuator Solenoid Valve Replacement	34,122 MI
03/08/2008	334290	ZREG—Regular Vehicle Transaction		F2022 - Seal, Pinion Shaft Oil - Front Differential - Replace	22,900 MI
02/15/2008	036421	ZREG—Regular Vehicle Transaction		C1137 - Rear Side Door Auxiliary Weatherstrip Replacement - Left Side	22,591 MI
02/15/2008	036421	ZREG—Regular Vehicle Transaction		B1785 - Arm, Wiper - Back Glass - Replace	22,591 MI
07/02/2007	031487	ZREG—Regular Vehicle Transaction		N1592 - Tail Lamp Circuit Board Replacement	16,147 MI
01/30/2006	020362	ZREG—Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	3,082 MI
10/20/2005	018323	ZFAT—Field Action Recall		V1416 - 05086 - Inspect Hose(s) Only - No Further Action Required	591 MI
08/16/2005	A25864	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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September 5, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Build

INTERFACE WITH  
CUSTOMERView 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 1GNDT13S162 XXXXXXXXXX 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](#) REQUEST ANOTHER VIN

For this vehicle:

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

## Vehicle Build

Model: CT15506-2006 TRAILBLAZER 4WD Order Number: JHPPTS  
 Gross Vehicle Weight: 2,811 Build Date: 08/16/2005  
 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	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	27I - INT TRIM CASHMERE/EBONY
38U - EMERALD JEWEL METALLIC	6HP - SUSPENSION
7HN - SPRING	8NS - SUSPENSION
9NS - SUSPENSION	A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE
AJ1 - TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - SPLIT FOLDING REAR SEAT BACK
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
B30 - CARPETING, COLOR-KEYED	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	C49 - REAR WINDOW DEFOGGER
C5N - GVW RATING - 5750 LBS	CF5 - ELECTRIC SUNROOF
CJ3 - CLIMATE CONTROL	DAY - ASSEMBLY PLANT MORAIN, OHIO
OK7 - OVERHEAD CONSOLE	DP2 - POWER OSRV MIRRORS
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
KG4 - GENERATOR 150 AMP	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N40 - POWER STEERING
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	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
QC3 - ALUMINUM WHEELS	QNG - P235/75R16 ALL SEASON WOL TIRES
R6P - PREMIUM PAINT	R7U - MISSING OPTION CREDIT UNIT PRODUCED



SLM - STOCK ORDERS	WITHOUT: ***BODYSIDE MOLDINGS***
T98 - STAMPING VEHICLE IDENT NUMBER	T61 - DAYTIME RUNNING LIGHTS
U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL	TB4 - LIFTGATE
UA6 - THEFT DETERRENT ALARM SYSTEM	U73 - FIXED MAST ANTENNA
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UC6 - AM/FM RADIO,RDS,8 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)
UY7 - TRAILER WIRING HARNESS	UQA - BOSE PREMIUM SOUND SYSTEM
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V1K - LUGGAGE RACK CROSS-BARS
X88 - CHEVROLET CONVERSION	VXS - COMPLETE VEHICLE LABEL
YD5 - BASE FRONT SPRING	YD3 - BASE EQUIP FOR SCH GWW PL-FT AX
ZV1 - MANUF STATEMENT OF ORIGIN	YD6 - BASE REAR SPRING
ZY1 - SOLID PAINT	ZW7 - PREMIUM RIDE SUSPENSION

---

**Added Option Codes**

-BQ -

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September 5, 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 1GNDT13S162 XXXXXXXXXX Model: CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No Branded Title: No Warranty Block. No PDI Status. No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 508120912
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 08/16/2005	Time Scanned: 06:40:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 110402235
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWM
Date Scanned: 08/16/2005	Time Scanned: 07:19:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BG522265
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 08/16/2005	Time Scanned: 06:53:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 42435057
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 08/16/2005	Time Scanned: 06:50:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: B2R19325
Source Plant: G-	Part / Number Broadcast: UP7
Date Scanned: 08/16/2005	Time Scanned: 07:32:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 216084656
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 08/16/2005	Time Scanned: 07:30:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00066415
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 08/16/2005	Time Scanned: 08:49:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FHQA9S
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/16/2005	Time Scanned: 10:46:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZAF22
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 0900
Date Scanned: 08/16/2005	Time Scanned: 07:06:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0230106
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 08/11/2005	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2027067

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: 16:42:00 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: -  
Date Scanned: 08/16/2005

Traceability: 2026797  
Part / Number Broadcast: 1GB  
Time Scanned: 02:05:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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September 5, 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 1GNDT13S162  
 Service Contract: No    Branded Title: No    Warranty Block: No    PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

For this vehicle:

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

Job Card Date: 09/15/2008

Job Card Number: 342926

Repair Service Agent: 113378  
 LYNCH CHEVROLET BUICK GMC  
 2300 BROWNS LAKE DRIVE  
 BURLINGTON WI 53105-7105  
 2627637500

Odometer Reading: 34,122 MI  
 Authorization Code:

Process Date:  
09/23/2008

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 J0822-Camshaft Position Actuator Solenoid Valve Replacement

Causal Part Number  
 --See other Parts and/or Net Items

Job Card Date: 03/06/2008

Job Card Number: 334290

Repair Service Agent: 113378  
 LYNCH CHEVROLET BUICK GMC  
 2300 BROWNS LAKE DRIVE  
 BURLINGTON WI 53105-7105  
 2627637500

Odometer Reading: 22,900 MI  
 Authorization Code:

Process Date:  
03/14/2008

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 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: 038421

Repair Service Agent: 164782  
ROGER MCINTOSH CHEVROLET, L.L.C.  
75 N HURON RD  
LINWOOD MI 48634-9534  
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 #: 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, L.L.C.  
75 N HURON RD  
LINWOOD MI 48634-9534  
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 Date: 07/02/2007

Job Card Number: 031487

Repair Service Agent: 164782  
ROGER MCINTOSH CHEVROLET, L.L.C.  
75 N HURON RD  
LINWOOD MI 48634-9534  
9896974444

Odometer Reading: 16,147 MI  
Authorization Code:

Process Date:  
07/06/2007

Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:              Cause Code: 0000-Converted Claims  
Labour Op N1592-Tail Lamp Circuit Board Replacement  
Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 01/30/2006

Job Card Number: 020362

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 Part Number

Job Card Date: 10/20/2005

Job Card Number: 018323

Repair Service Agent: 164782

Odometer Reading: 591 MI

ROGER MCINTOSH CHEVROLET, L.L.C.  
75 N HURON RD  
LINWOOD MI 48634-9534  
9896974444

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

Odometer Reading: 0 MI

THOMAS MOTORS, INC.  
7586 W HOUGHTON LAKE DR  
HOUGHTON LAKE MI 48629-9161  
9894225126

Authorization Code:

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



[Logout](#)

September 5, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

#### Vehicle Information

VIN: 1GNDT13S162	Model: CT15506-2006 TRAILBLAZER 4WD
Service Contract: No	Branded Title: No
Warranty Block: No	PDI Status: No
Order Type: 70 - RETAIL - STOCK	
Field Actions: <a href="#">Open</a>	

For this vehicle:

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

#### Invoice Information

Invoicing Service Agent: 115188 THOMAS MOTORS, INC. 7586 W HOUGHTON LAKE DR HOUGHTON LAKE MI 48629-9161 9894225126	Invoice Date: 08/16/2005
---	--------------------------

#### Ship to Information

Ship to Service Agent: 115188 THOMAS MOTORS, INC. 7586 W HOUGHTON LAKE DR HOUGHTON LAKE MI 48629-9161 9894225126	Ship to Date: N/A
---	-------------------

#### Delivery Information

Delivery Service Agent: 184782 ROGER MCINTOSH CHEVROLET, L.L.C. 75 N HURON RD LINWOOD MI 48634-9534 9896974444	Delivery Date: 09/29/2005 Delivery Type: 032—RETAIL LEASE* - EMPLOYEE STOCK (GMS) Delivery Odometer: 299
---	--

#### 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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September 5, 2012

[REDACTED]  
Mt Pleasant, WI [REDACTED]

RE: Service Request: 71-1099476189  
2006 Chevrolet TrailBlazer  
Vehicle Identification Number: 1GNDT13S162 [REDACTED]  
Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on August 27<sup>th</sup> and 28<sup>th</sup>.

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





**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

9/10/12

[REDACTED]  
Mount Pleasant, WI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 747092  
Our Client: General Motors LLC  
Date/Event: \*\*UNKNOWN - PLEASE PROVIDE\*\*  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDT13S162 [REDACTED]

Dear [REDACTED]

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

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

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

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



**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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

September 26, 2012

[REDACTED]  
Mount Pleasant, WI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 747092  
Our Client: General Motors LLC  
Date/Event: **\*\*UNKNOWN - PLEASE PROVIDE\*\***  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDDT13S162 [REDACTED]

Dear [REDACTED]

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*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-1102326242	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Dan Vaden Chevrolet-Oldsmobile,	Safety	Yes
State	GA ZipCd	Con Acct	Source	Phone	Updated	9/4/2012 09:27:39 AM
Serial #/VIN	1GNDS13S772	Model Year	2007	Priority	Medium License #	CHEVROL
Make	Chevrolet	Warr. Start	09/17/2007	Status	Open	Owner
Model	TrailBlazer	Mileage	75430	Sub-Status	Unable to Contact	Opened
Abstract	(ESIS Letter) thermal event					
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #	Other Veh #	People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner		N					Unknown	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Unknown	Unknown			Unknown				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Unknown		Unknown					
Incident Loc	n/a	Incident Desc	Cust alleges the driver's side door caught on fire causing the panel to melt					
Component	Electrical - door	Damage Desc	Driver's side door panel melted.					
Vehicle Loc	Unknown	Add'l Info	CRS was unable to contact cust. CRS completed BRC Screens based on CAC's doc. Incident happened approx 1 month ago.					
Emgcy Svc Names	Unknown	Maint Loc	Unknown					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	Unknown	
Vehicle Speed	Weather Condition	Unknown	Prop Owner	n/a	Property Type	n/a			
Last Service Date	Loc Last Service		Property Location	n/a	Prop Est Repair Cost				
Veh Est Repair Cost	Spec Equip Installer	Unknown	Prop Damage Description	n/a					
Primary Veh Use	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time				
Veh Damage Description	Driver's side door panel melted.		Explain Other	n/a					

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 04:17:24 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

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

#### Comments

Customer claims thermal event originating from control module in drivers door panel  
PAR has been unable to reach customer to complete PAR interview

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:26:40 AM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alarm		ESIS - Verify file was picked up.

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

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:25:31 AM	EICHORLY	KINZERTH	Notify CRM		Done	9/4/2012 04:20:47 PM	Please escalate to ESIS

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

#### Comments

CRS was unable to contact cust. CRS left a message on the following dates and times. Cust has not returned messages.

#### UTC:

8/30 at 1:58  
8/31 at 2:20  
9/4 at 8:57

CRS wrote business case and completed BRC screens according to CAC doc.

Cust alleges the driver's side door caught on file causing the panel to melt. The veh is currently being repaired at a Chevrolet dealer.

ESIS Letter sent to cust.

Lynda Eichorst/PAR/ATX

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:24:26 AM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	9/4/2012 09:24:26 AM	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
9/4/2012 09:21:58 AM	EICHORLY	EICHORLY	Correspondence		Done	9/4/2012 09:21:58 AM	Created:BRCPAR_PA0041. SR#71-1102326242

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 First Name      Account      BAC Code

Comments

CRS was unable to contact cust. CRS left a message on the following dates and times. Cust has not returned messages.

UTC:

8/30 at 1:58

8/31 at 2:20

9/4 at 8:57

CRS wrote business case and completed BRC screens according to CAC doc.

Cust alleges the driver's side door caught on fire causing the panel to melt. The veh is currently being repaired at a Chevrolet dealer.

Lynda Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 09:00:20 AM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	9/4/2012 09:02:45 AM	Initials Called: [REDACTED]
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

#### Comments

CRS left vm.

Lynda Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 08:58:02 AM	EICHORLY	EICHORLY	Outbound Call Customer	Reached Wrong No./Disconnect	Done	9/4/2012 09:00:14 AM	Initials Called: [REDACTED]
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

CRS was advised this was a business # and cust is not employed there.

Lynda Eichors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 08:54:18 AM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	9/4/2012 08:57:53 AM	Initials Called: [REDACTED]
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

#### Comments

CRS left a message with: Jim Howe.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 02:30:28 PM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	9/4/2012 08:53:20 AM	Initials
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

Final attempt.

EST Time zone

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 02:21:46 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	8/31/2012 02:25:41 PM	Emailed: Dave Casey, DDMA at david.m.casey@gm.com
Contact Last Name	Contact First Name	Contact First Name	Account	Account	BAC Code		

#### 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  
1GNDS13S72  
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 866-393-8088. 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 866-393-8088 | www.minacs.adityabirla.com | Follow us on Twitter

Lynda EichorsUPAR/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	Done	8/31/2012 02:20:21 PM	Called: [REDACTED]
Contact Last Name	Contact First Name	Contact First Name	Account	Account	BAC Code		

#### Comments

CRS left a vm.

Lynda EichorsUPAR/ATX

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 02:17:57 PM	EICHORLY	EICHORLY	Outbound Call Customer	Left Message	Done	8/31/2012 02:19:00 PM	Called: [REDACTED]

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

Comments  
CRS left a vm.

Lynda Eichorst/PAR/ATX  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 02:16:41 PM	EICHORLY	EICHORLY	Outbound Call Customer	Reached Wrong No./Disconnect	Done	8/31/2012 02:17:11 PM	Called: [REDACTED]

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

Phone rang then disconnected.

Lynda Eichorst/PAR/ATX  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 01:58:55 PM	EICHORLY	EICHORLY	Scheduled Outbound Call	Cust	Done	8/31/2012 02:15:54 PM	Initials

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:41:46 AM	MERCADTO	EICHORLY	Ownership Changed		Done	8/30/2012 09:41:46 AM	Service Request Ownership has changed FROM: LOZADARO TO: EICHORLY

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

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:41:33 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	8/31/2012 02:21:45 PM	See outbound email.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:41:23 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	8/30/2012 01:56:53 PM	No dir contact required.

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

Comments

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

Lynda Eichors/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 [REDACTED]

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

Comments

CRS left vm for cust on the following dates and times. Cust has not returned messages.

8/30/12 at 1:58 PM

8/31/12 at 2:20 PM

9/4/12 at 8:57 AM

Lynda Eichors/PA/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:41:05 AM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	8/30/2012 01:58:29 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

Cust sts: No, CRS will need to contact me back in an hour of wife can contact CRS.

Continued In Initial

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:40:58 AM	MERCADTO	EICHORLY	Research		Done	8/31/2012 02:30:06 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Summary:

SIR'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 Eichorst/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:40:49 AM	MERCADTO	EICHORLY	Notify CRM		Done	8/30/2012 01:59:44 PM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:40:33 AM	MERCADTO	EICHORLY	BRC PAR	Case Assigned	Done	8/30/2012 01:59:41 PM	Assigned to Lynda x31093
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:40:01 AM	MERCADTO	LOZADARO	SR Opened		Done	8/30/2012 09:40:01 AM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:39:55 AM	MERCADTO	LOZADARO	SR Closed - Satisfied		Done	8/30/2012 09:39:55 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 09:39:35 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	8/30/2012 09:39:51 AM	PAR V/M
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

71-1102326242  
customer  
2007 TrailBlazer  
thermal event from drivers door  
last 8 72192358  
Aug 29 2:28pm

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 02:34:37 PM	ORONAMA	LOZADARO	Notify CRM	Customer Called	Done	8/29/2012 05:52:17 PM	please check IBCC
Contact Last Name	Contact First Name	Account	BAC Code				

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 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				

#### Comments

cust called back  
sis her sister contact phone# is cust had to go, adv we will notify OCRS  
cust thanked

Matthew - BA - CAC - T1 M 1

#### Confidential Comments

## Service Request Detail

### Activities

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

Account BAC Code

Comments

\*Driver side door was caught on fire; panel even melted

\*veh is at a chevy dlr

Rain/ CAC Tier 1/ MAN/ Lvl 1 Empowered

Confidential Comments

## Service Request Detail

### 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
			Name	Account		BAC Code	

Customer Seeks:  
- Veh caught on fire

Cust sta:  
- Calling in behalf of my sister  
- I spoke w/ Rosalyn  
- She has a 2007 trailblazer  
- reg a recall on your veh  
- the driver side 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 dtr being serviced for an AC issue  
- they are the same dtr that fix the issue  
- DAN VADEN CHEVROLET-CADILLAC-BUICK-ISUZU121 ALTIMA CONNECTOR  
BRUNSWICK, GA 31525-1881  
Phone: (912) 265-3540  
- 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  
- gald everyones okay  
- will address this accordingly  
- have documented everything here  
- will forward this to PAR dept  
- gave SR# and ext

Resources:  
- 12180 Upcoming Safety Recall or Special Coverage Media Statement  
Document ID: d\_1345489426070

-CAC PAR Procedures  
Document ID: d\_108767

Rate/CAC Tier 1/ MAN/ Lvl 1 Empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2012 01:40:08 PM	LOZADARO	LOZADARO	Inbound Call Customer	Complex Request	Done	8/29/2012 05:52:35 PM	Recall inquiry

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

#### Comments

(owner)  
(caller)

cust  
- Issue with the door  
- Its mu sisters veh her son saw on the news about the recall for Trailblzer and the neighbor was able to pull it up in the internet  
- recall on trailblazer inquiry  
- i dont have the VIN  
- 2007 Trailblazer

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  
866-780-5700 ext 42749

#### Confidential Comments

### UCC Information

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





[Logout](#)

September 5, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary ?

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

For this vehicle:

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

#### Vehicle Information

VIN 1GNDS13S772 XXXXXXXXXX Model: CS15506-2007 TRAILBLAZER SUV 2WD  
 Service Contract **Yes** Branded Title No Warranty Block No PDI Status No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) XXXXXXXXXX

#### 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	OnStar Status: Active
XM Equipped: N	XM Status: NA
OnStar Vehicle Diagnostics: N	DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	09/17/2007	11 MI	09/17/2013	100,011 MI
	Emission Select Component Ltd Wty	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

Bumper to Bumper  
Limited Warranty

08/05/2011

09/17/2007

11 MI

09/17/2010

36,011 MI

**Service Contract**

Policy Number 99999999

Owner: Aftermkt Non-GM Contract

Description Aftermkt Non-GM Contract

Deductible Amount: 0.00

Effective Date 08/27/2011

Expiration Date: 12/31/9999

Effective Odometer: 0 MI

Expiration Odometer: 9999999 MI

Daily Rental Limit: 0.00

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/16/2010	780217	ZREG---Regular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	36,991 MI
05/20/2010	778807	ZREG---Regular Vehicle Transaction		E3807 - Front Shock Absorber Replacement - Both Sides	35,668 MI
04/19/2010	776895	ZREG---Regular Vehicle Transaction		J6400 - Evaporative Emission Canister Purge Solenoid Valve Replacement	34,332 MI
11/29/2006	A92358	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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[Logout](#)

September 5, 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 1GND513S772 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD  
 Service Contract Yes Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KPPFSG  
 Gross Vehicle Weight 2,520 Build Date: 11/29/2006  
 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.

- |   |  |
|---|--|
| 1SA - LS PREFERRED EQUIPMENT GROUP 1                                | 1SZ - PREFERRED EQUIPMENT SAVINGS          |
| 28H - LIGHT GRAY  | 28I - INT TRIM LT GRAY/DK GRAY             |
| 32U - MOONDUST METALLIC   | GAC - SUSPENSION                           |
| 7AB - FRONT SPRING  | 8UY - COMPONENT RR LH COMPUTER SEL         |
| 9UX - COMPONENT RR RH COMPUTER SEL                                  | A50 - FRT BUCKET SEATS & FLR CONSOLE       |
| AK5 - DUAL STAGE FRONT AIR BAGS                                     | AL0 - SENSOR INF RESTR, CHILD DETECT       |
| AM9 - 65/35 FOLDING 2ND ROW SEAT                                    | ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING                | AXP - MPV VIN IDENT POSITION               |
| B30 - FULL CARPET-COLOR KEYED                                       | B3N - FLOOR MATS, FRONT/REAR DELETE        |
| C49 - REAR WINDOW DEFOGGER  | C4D - GVW RATING - 5550 LBS                |
| CJ3 - CLIMATE CONTROL   | DAY - ASSEMBLY PLANT MORAIN, OHIO          |
| DR1 - MIRROR O/S LR & RH MANUAL-BLACK                               | EVA - EVAP EMISSION REQUIREMENT            |
| FE9 - FEDERAL EMISSIONS   | G80 - DIFFERENTIAL, LOCKING REAR           |
| GU8 - REAR AXLE 3.42 RATIO  | JF8 - BRAKE VAC POWER, 4 WHL DISC          |
| JJB - PT DRESS SUBASSY NOT INSTALLED                                | K18 - ELECTRIC AIR INJECTION SYSTEM        |
| K34 - CRUISE CONTROL  | KG4 - GENERATOR 150 AMP                    |
| LL8 - ENGINE, VORTEC 4.2L SFI I6                                    | M30 - TRANSMISSION, 4 SPD AUTOMATIC        |
| N40 - POWER STEERING  | N75 - 17" ALUMINUM WHEELS                  |
| NT7 - EMISSION SYS FED - TIER 2                                     | NZ3 - 16" FULL SIZE SPARE WHEEL            |
| QTR - WOL ON/OFF ROAD TIRES   | R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL      |
| R6P - SPECIAL PAINT   | R9N - LEATHER SEAT TRIM                    |
| SLM - STOCK ORDERS  | T61 - DAYTIME RUNNING LIGHTS               |
| T98 - STAMPING VEHICLE IDENT NUMBER                                 | TB4 - LIFTGATE                             |
| U73 - FIXED MAST ANTENNA  | UB0 - AM/FM STEREO W/CD                    |
| UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE) | UJ8 - TIRE PRESSURE MONITOR                |
| V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA                       | VK3 - FRONT LICENSE PLATE BRACKET          |
| VXS - COMPLETE VEHICLE LABEL  | X88 - CHEVROLET CONVERSION                 |
| YD3 - BASE AXLE   | YD5 - BASE FRONT SPRING                    |
| YD6 - BASE REAR SPRING  | ZNF - SPARE, ALL-SEASON TIRE               |

ZW7 - PREMIUM RIDE SUSPENSION

ZY1 - SOLID PAINT

---

**Added Option Codes**

-8Q -

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September 5, 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 1GNDS13S772 [REDACTED] Model: CS15508-2007 TRAILBLAZER SUV 2WD  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: Open [REDACTED]

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 811200428
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 11/29/2006	Time Scanned: 13:05:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 002283256
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A1Z
Date Scanned: 11/29/2006	Time Scanned: 13:44:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 44973393
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 11/29/2006	Time Scanned: 13:13:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 320071523
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: ZM3
Date Scanned: 11/29/2006	Time Scanned: 13:30:00 Scan Station: 11
Component Code: 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00054497
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 11/29/2006	Time Scanned: 14:52:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1G06VA0
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 11/29/2006	Time Scanned: 17:39:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-UP	Traceability: 5ABQF05
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 11/29/2006	Time Scanned: 13:36:00 Scan Station: 04
Component Code: AP-RH SIDE IMPACT AIRBAG MODULE	Traceability: 5F086JW
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2281
Date Scanned: 11/29/2006	Time Scanned: 13:23:00 Scan Station: 16
Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE	Traceability: 5F08BDY
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2260
Date Scanned: 11/29/2006	Time Scanned: 13:22:00 Scan Station: 15
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1020126
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 11/21/2006	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3085788
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 11/27/2006	Time Scanned: 08:50:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 11/28/2008

Traceability: 3095626  
Part / Number Broadcast: 1PT  
Time Scanned: 06:50:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 11/29/2008

Traceability: 3095655  
Part / Number Broadcast: 1PH  
Time Scanned: 07:14:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 11/29/2008

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.

---

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September 5, 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 1GND513S77 [REDACTED] Model: CS15508-2007 TRAILBLAZER SUV 2WD  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 06/18/2010

Job Card Number: 780217

Repair Service Agent: 114745  
 PALM CHEVROLET BUICK GMC, INC.  
 1901 S TAMiami TrL  
 PUNTA GORDA FL 33950-5917  
 9416391155

Odometer Reading 35,991 MI  
 Authorization Code: A

Process Date:  
06/17/2010

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:  
Policy

Customer Complaint Code:  
0822-Interior - Console

Job Card Line #: 1 Transaction Adjustment: Cause Code: 1025-Surface (exterior) - Loose  
 Labour Op C2740-Door And/Or Pad, Console Compartment - R&R Or Replace

Causal Part Number 00000000025998847-ARMRESTASM-F/FLRCNSL

--See other Parts and/or Net Items

Job Card Date: 05/20/2010

Job Card Number: 778807

Repair Service Agent: 114745  
 PALM CHEVROLET BUICK GMC, INC.  
 1901 S TAMiami TrL  
 PUNTA GORDA FL 33950-5917  
 9416391155

Odometer Reading 35,668 MI  
 Authorization Code:

Process Date:  
05/21/2010

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:  
Warranty

Customer Complaint Code:  
0123-Drivability - Steering

Job Card Line #: 1 Transaction Adjustment: Cause Code: 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op E3807-Front Shock Absorber Replacement - Both Sides

Causal Part Number 00000000019177780-ABSORBERKIT,FRTSHK

--See other Parts and/or Net Items

Job Card Date: 04/19/2010

Job Card Number: 776895

Repair Service Agent: 114745  
PALM CHEVROLET BUICK GMC, INC.  
1801 S TAMiami TRl  
PUNTA GORDA FL 33950-5917  
9418391155

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 00000000025950499-VALVEASM-EVAPEMISCNSTRVENT

-See other Parts and/or Nel 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 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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September 5, 2012

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

For this vehicle:

→ [View Vehicle Summary](#)

→ [Service Contract](#)

→ [Branded Title](#)

→ [Warranty Block](#)

→ [View Vehicle Build](#)

→ [View Vehicle Component Summary](#)

→ [View Vehicle Transaction History Detail](#)

→ [View Vehicle Delivery Information](#)

#### Vehicle Information

VIN 1GND513S772 [REDACTED] Model: CS15508-2007 TRAILBLAZER SUV 2WD  
Service Contract [Yes](#) Branded Title [No](#) Warranty Block [No](#) PDI Status: [No](#)  
Order Type 70 - RETAIL - STOCK  
Field Actions [Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent 114775 Invoice Date: 11/29/2006  
BILL BUCK CHEVROLET, INC.  
2324 S TAMiami TrL  
VENICE FL 34293-5058 9414935000

#### Ship to Information

Ship to Service Agent 114775 Ship to Date: N/A  
BILL BUCK CHEVROLET, INC.  
2324 S TAMiami TrL  
VENICE FL 34293-5058 9414935000

#### Delivery Information

Delivery Service Agent 114775 Delivery Date: 09/17/2007  
BILL BUCK CHEVROLET, INC. Delivery Type 010—INDIVIDUAL  
2324 S TAMiami TrL Delivery Odometer 11  
VENICE FL 34293-5058 9414935000

#### 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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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 05 2012

**Certified Mail-Return Receipt Requested**

ESIS-GM CLAIMS UNIT

RE: Claim Number: [REDACTED]  
Date of Loss: May 09, 2012  
Our Insured: [REDACTED]

Vehicle: Chev TRAILBLAZER 4X4 LS  
VIN: 1GNDT13S262 [REDACTED]  
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 which 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: [REDACTED]

Date of Loss: 05-09-2012

Policy Number: [REDACTED]

Named Insured: [REDACTED]

## Named Insured(s) / 312 - COMP

C denotes consolidated payment

E denotes EFT payment

P previously converted payment from CAT/CMR

<u>Payment Number</u>	<u>Issued Date</u>	<u>Payee</u>	<u>Payable COL</u>	<u>Pay Cd</u>	<u>Status</u>	<u>Amount</u>	<u>Auth ID</u>	<u>Rsn Cd</u>
104323959K E	05-29-2012	AUTO CARE EXPERTS BY KEN	312	1	Paid	\$918.27	GZEG	
<b>Total:</b>						<b>\$918.27</b>		

## Named Insured(s) / 501 - RENT

C denotes consolidated payment

E denotes EFT payment

P previously converted payment from CAT/CMR

<u>Payment Number</u>	<u>Issued Date</u>	<u>Payee</u>	<u>Payable COL</u>	<u>Pay Cd</u>	<u>Status</u>	<u>Amount</u>	<u>Auth ID</u>	<u>Rsn Cd</u>
104324123K E	05-29-2012	HERTZ LOCAL EDITION	501	1	Paid	\$161.04	GZEG	
<b>Total:</b>						<b>\$161.04</b>		



RBZ000MD  
State Farm Mutual Automobile Insurance Company

# Auto Rental Bills

Route To: Stephanie Peters

## BASIC CLAIM INFORMATION

Claim Number: [REDACTED]  
Date of Loss: 05-09-2012  
Policy Number: [REDACTED]  
Named Insured: [REDACTED]

KNIGHT, AMANDA

## BILL SUMMARY

### Bill Information

Invoice Number: [REDACTED]  
Rental Vendor: HERTZ LOCAL EDITION  
Insured Name: [REDACTED]  
Renter Name: [REDACTED]  
Rental Start Date: 05-16-2012  
Renter End Date: 05-23-2012

Claim Number: [REDACTED]  
Date of Loss: 05-09-2012  
Received From Renter: \$84.71  
Billed To Others:  
Amount Due: \$161.04  
Amount Paid To Date: \$161.04

### Current Bill Status

Primary Status                      Primary Reason(s)  
Reviewed  
Secondary Status                      Secondary Reason(s)  
Paid

### Vehicle Information

Vehicle	Rental Start	Rental End	Assnd Class	Appr Class	Make	Model
01	05-16-2012	05-23-2012	IC	OT		N/L COROLLA

### Invoice Details

Vehicle	Description	Billed Party	Quantity	Rate (%) (\$)	Percent Covered	Extended 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 : \$231.84  
Total Taxes : \$13.91

Received From Renter : \$84.71  
Amount Due From State Farm : \$161.04

## Estimate of Record

Customer: [REDACTED]

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. Blend=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

Vehicle Info	VIN	Color Ext. / Int.	License (St.)	Miles In / Out
2006 GMC Envoy SLT 4 Door Utility 4WD		/		0 / 0

**Owner**

**Estimator**

Zak Dosunmu

Takoma Park, MD  
 Cell Phone:

Description	Part #	Price	Qty	Labor	Paint	Other
<b>FRONT DOOR \ INTERIOR TRIM</b>						
Replace L FRT DOOR MOISTURE SHIELD	25779163	\$137.57	1			
Replace L FRT DOOR RADIO SPEAKER	10366739	\$139.78	1	0.2 Body hrs.		
Replace L FRT DOOR TRIM PANEL ASSY	ORDER FROM DEALER	\$290.06	1	0.7 Body hrs.		
Replace L FRT DOOR INSIDE HANDLE BEZEL	25809851	\$30.46	1			
Replace L FRT DOOR POWER WINDOW SWITCH	ORDER FROM DEALER	\$490.15	1	0.3 Body hrs.		
Replace L FRT DOOR TRIM PANEL RETAINER, Included in L FRT DOOR TRIM PANEL ASSY	11519031		1			
<b>FRONT DOOR \ HARDWARE</b>						
Replace L FRT DOOR WIRING HARNESS	ORDER FROM DEALER	\$96.07	1	3.0 Body hrs.		
Replace L FRT DOOR INSIDE HANDLE	25965490	\$57.14	1	0.2 Body hrs.		
<b>FRONT DOOR \ GLASS &amp; PARTS</b>						
Replace L FRT DOOR POWER GLASS REGULATOR	15944000	\$260.81	1	0.9 Body hrs.		
<b>FRONT SEAT \ DRIVER SIDE MANUAL</b>						
Replace DRIVER SIDE SEAT CUSHION COVER	88948981	\$225.97	1	0.7 Body hrs.		
Replace DRIVER SIDE SEAT BACK COVER	88948972	\$615.26	1	0.6 Body hrs.		
Replace DRIVER SIDE SEAT HEADREST COVER	ORDER FROM DEALER	\$83.01	1	0.4 Body hrs.		
Replace DRIVER SIDE SEAT BACK FRAME	89043616	\$230.95	1	0.6 Body hrs.		
Replace DRIVER SIDE SEAT FRAME	89043623	\$130.57	1	0.7 Body hrs.		
Replace DRIVER SIDE SEAT BRACKET	89039524	\$77.00	1			
Replace OTR DRIVER SIDE SEAT ADJUSTER COVER	88949324	\$41.05	1			
Replace L DRIVER SIDE SEAT GUIDE	88949375	\$28.39	1			

**Totals**

Type	Hours	Rate (\$/hr)	Total	Taxable
OEM Parts			\$2,939.87	✓
Body Labor	8.3	\$36.00	\$298.80	
Body Supplies	8.3	\$9.00	\$74.70	✓
Taxable Amount			\$3,014.57	
Tax 5.000%			\$150.73	
Nontaxable Amount			\$298.80	
Net Total			\$3,464.10	

United Globe Auto Body  
8640 Flower Ave  
Takoma Park, MD 20912  
Cell Phone: 202-256-0596

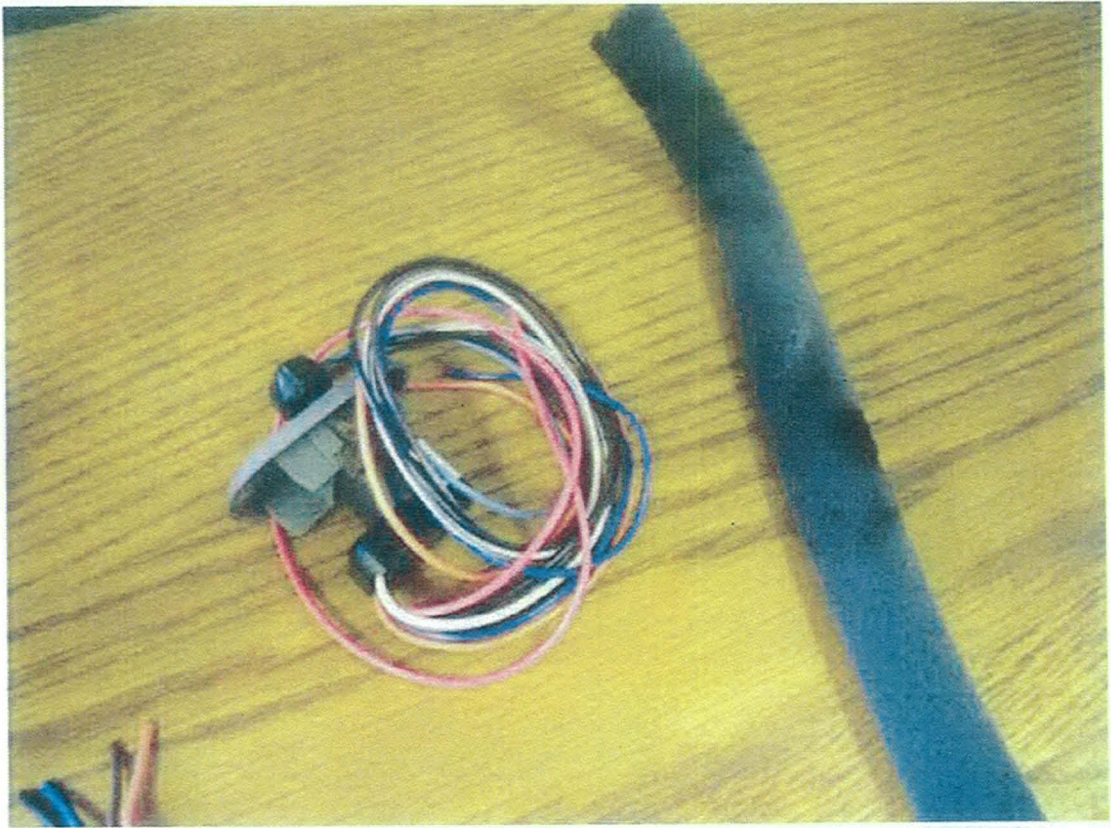
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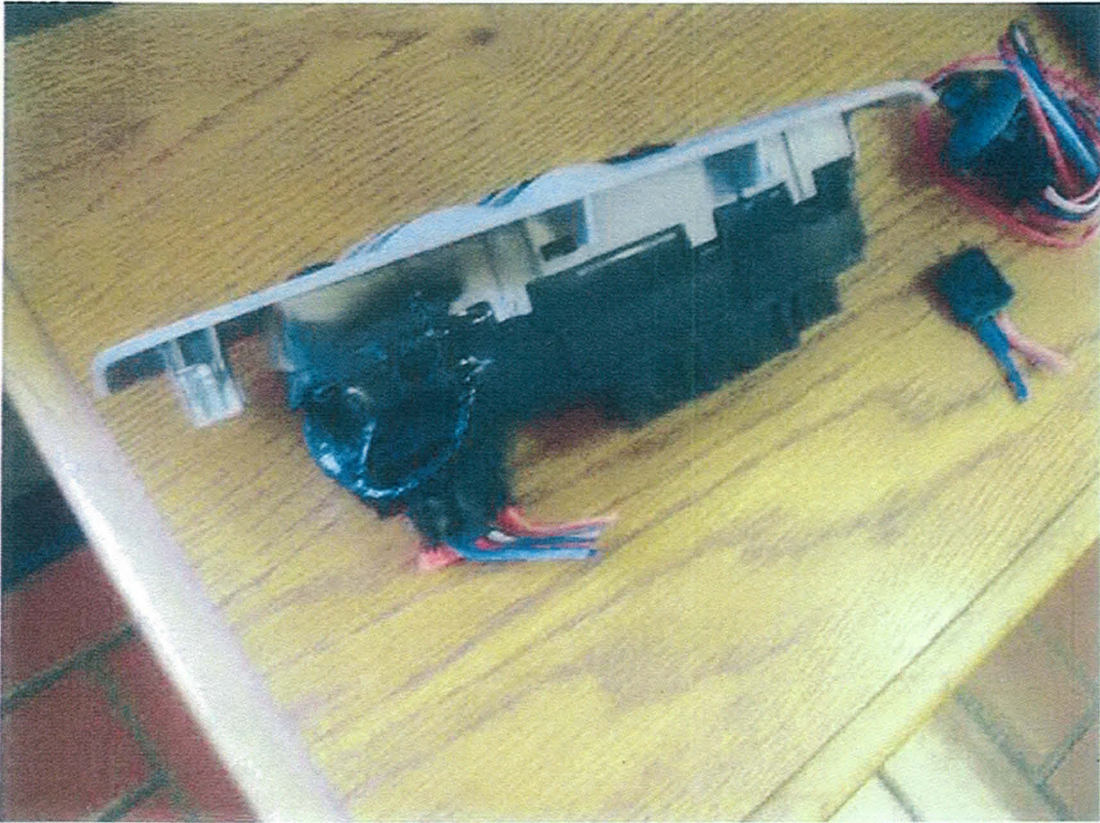
**Estimate**  
ID #1641903

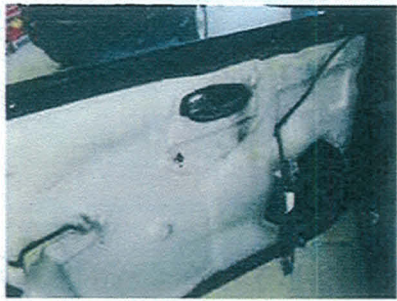


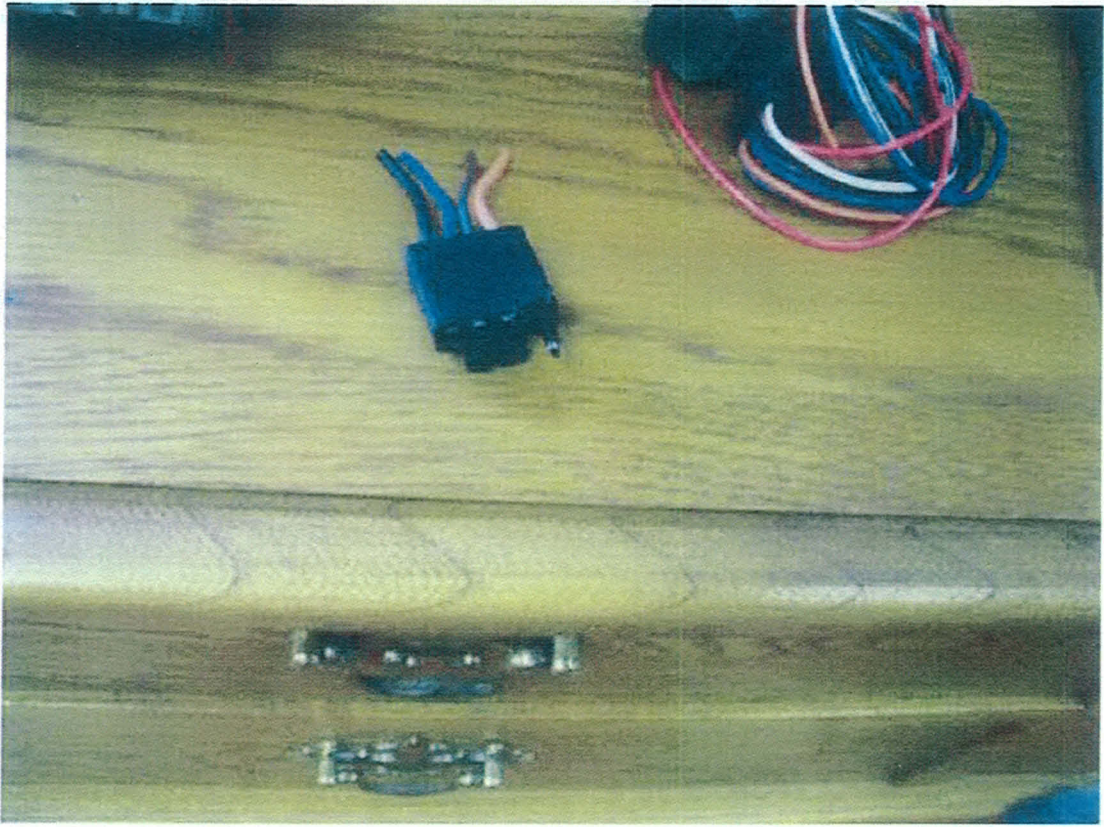
















**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

September 10, 2012

State Farm Insurance  
PO Box 2371  
Bloomington, IL 61702-2371  
Attn: Claim 22-132C-000

RE: Claimant: [REDACTED]  
Our File No.: 747097  
Our Client: General Motors LLC  
Date/Event: 5/9/12  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDT13S262 [REDACTED]

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 than the subject vehicle.
13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator





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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

September 20, 2012

State Farm Insurance  
PO Box 2371  
Bloomington, IL 61702-2371  
Attn: Claim 22-132C-000

RE:      Claimant:            [REDACTED]  
          Our File No.:        747097  
          Our Client:            General Motors LLC  
          Date/Event:          5/9/12  
          Subject vehicle:    2006 Chevrolet Trailblazer  
          VIN:                  1GNDT13S262 [REDACTED]

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*

Bryan Schwartz  
Claims Administrator